

MODIFICATION RECOMMENDED –
CORRECTS MANUFACTURING OR DESIGN DEFECTS

E3644A-01

S E R V I C E N O T E

Supersedes: NONE

E3644A DC Power Supply

Serial Numbers: MY40002900 to MY40003150

Display went off during power On.

To Be Performed By: Agilent qualified personnel.

Parts Required:

Part number:	Quantity
E3640-60030	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR: 0.2 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AUTHOR: BK	PRODUCT LINE: WC	AGILENT RESPONSIBLE UNTIL: Always.	
ADDITIONAL INFORMATION: Perform quick verification if unit failed, return to factory if unresolved.			

© AGILENT TECHNOLOGIES, INC. 2006
PRINTED IN U.S.A.



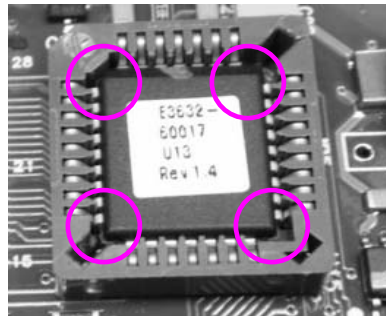
March 17, 2006

Situation:

When the unit is power ON, the display went off immediately.

Verification/Action:

1. Upon turn on the power supply, if the symptoms are as follows:
 - a. Display light up and then become blank with fan running
 - b. Display light up and hang with fan running
2. Turn OFF the power supply.
3. Remove the existing EPROM and replace with a known good EPROM.
4. Refer to the reference designator of EPROM according to model:



5. Turn ON the unit again and see if the symptom disappears.
6. If the symptom still occurs, turn OFF the unit.
7. Return the unit to factory for Failure Analysis.