

S E R V I C E N O T E

SUPERSEDES: 8164A-06A

**8164A Lightwave Measurement System**

**Serial Numbers:**

Potential units from DE38700101 to DE38702400  
and from DE40704000 to DE40704200

**Extended repair period due to MOV failures of the 8164A power supply**

**To Be Performed By:** Agilent Technologies - Qualified Personnel

**Parts Required:** 0950-2868 Power Supply 375W

**Situation:**

In few cases, a metal oxide varistor (MOV) used in the power supply can blow instantly, accompanied by a loud noise, smoke and possible spray of small particals. There is no safety hazard involved. Because customers might perceive such failures as serious quality problem, Agilent/OCMD decided to offer a full modification on all related products, despite of the relatively small number of failures (7 out of 2500 within 18 months). As the actual failure rate of the power supply due to the MOV was realized to be extremely low, some customers decided not to take Agilent offer to preventively remove the MOV.

*Continued*

DATE: November 2001

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR 0.5 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 type="checkbox"/> SEE TEXT
		USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: December 2006	
AUTHOR: VE	ENTITY: OCMD	ADDITIONAL INFORMATION: This note reissued as 8164A-06B to extend the no pay repair period	



**Solution / Action:**

From service note 08164-06A:

The MOV shall be removed without replacement (component is redundant)

- disassemble the 8164A to get access to the power supply
- remove the power supply from the chassis
- cut off the MOV by use of wire cutting pliers
- re-install the power supply
- re-assemble the 8164A
- perform a functional test

A full detailed description of the process with pictures is available from the author.

This service note 08164-06B: In case the power supply fails due to a defective MOV, Agilent Technologies extends the period Agilent will pay for the repair.