

3070-20-S

S E R V I C E N O T E

SUPERSEDES: None

HP 3X79 Telecom Systems

Serial Numbers: See Text

When testhead enclosure is removed, possible shock hazard exists



Possible Electrical Shock Hazard

Situation:

This Safety Service Note applies to HP 3X79 Telecom Systems shipped after December 1994 and before November 21, 1995

Continued

DATE: January 1996

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
SAFETY			
ACTION CATEGORY:	<input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR 2.0 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input checked="" type="checkbox"/> ON-SITE <input type="checkbox"/> HP LOCATION	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:	ALWAYS	HP RESPONSIBLE UNTIL: ALWAYS	
AUTHOR: GS	ENTITY: 0980	ADDITIONAL INFORMATION:	

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The ac line input terminals of the Serial Test Card +5 volt power supply are sufficiently exposed so that service personnel could receive an electrical shock if they were to come in contact with these terminals. This condition exists when the testhead enclosure has been removed.

In December of 1994, a new vendor, Power One, was chosen for the +5 volt STC power supplies used in the HP3X79 Telecom systems. This includes expansion modules and Telecom Upgrade Kits. With this new supply, it is possible that Service personnel could come in contact with the ac line input while the system testhead enclosure is removed and the system is being serviced.

Solution/Action:

HP has designed a shield to cover the ac line input end of the +5 volt STC power supply. This shield started shipping on all new systems November 21, 1995. It is important that those systems that were shipped prior to that date have the shield installed on all STC power supplies at the next maintenance. Order numbers/serial numbers are being reported to all parties involved with repairing the systems and a list of those customers has been obtained.

To facilitate this process, a repair order will be set up for U.S. customers. The CE will then install the shield (or shields) at the next maintenance. For those customers outside the U.S., the CE will be contacted directly and sent the shield for installation.