

MODIFICATION RECOMMENDED –  
CORRECTS MANUFACTURING OR DESIGN DEFECTS

**E3620A-07**

# **S E R V I C E N O T E**

Supersedes: NONE

## E3620A DC Power Supply

**Serial Numbers: KR0000001 through KR09999999, MY4000001 through MY40005540, SG4000001 through SG40003646**

**The Grey key caps (P/N E3630-40007) may crack overtime.**

**To Be Performed By: Agilent-Qualified Personnel or Customer**

**Parts Required:**

P/N	Description	Qty.
E3630-40007	Key Cap	2

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	X IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR: 0.1 Hours	
LOCATION CATEGORY:	X CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE X SERVICE CENTER	SERVICE INVENTORY: <input type="checkbox"/> RETURN X SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN X SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: Always.	
AUTHOR: BK	PRODUCT LINE: WC		
ADDITIONAL INFORMATION:			

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**Situation:**

The key caps (P/N E3630-40007) used on the front panel of the E3630A may potentially crack over time due to a material issue.

**Solution/Action:**

New material has been introduced to replace the existing material used to mold the key caps. Replace all the key caps assembled on the instrument with the new ones.