

Modification Recommended Service Note

Supersedes:
NONE

33621A Waveform Generator, 120MHz, 1-Channel

Serial Numbers: MY53701033-MY59000139

The Problem – Incorrect non-volatile memory size on waveform generators built with FW revision A.02.00 until A.02.02.

Parts Required:

P/N	Description	Qty.
33600-66312	PCA, Front Panel Board Tested	1

ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS		
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.5 Hours	
LOCATION	<input checked="" type="checkbox"/> SERVICE CENTER	SERVICE:	<input type="checkbox"/> RETURN	USED <input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS: <input checked="" type="checkbox"/> SCRAP
	<input type="checkbox"/> CHANNEL PARTNERS		<input checked="" type="checkbox"/> SEE TEXT	<input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	20 TH JUNE 2024	
	<input checked="" type="checkbox"/> Calibration Required	PRODUCT LINE:	GM	
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	JP	

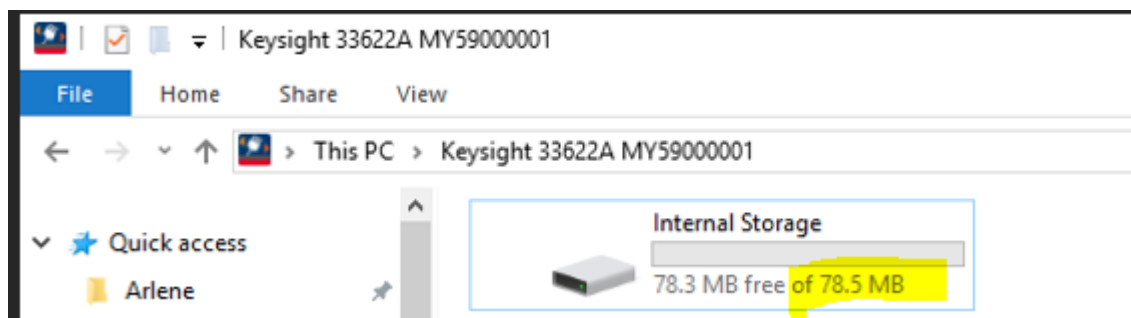
ADDITIONAL INFORMATION:

Situation:

33600A series Waveform Generators built with FW revision A.02.00 until A.02.02 are allocated with incorrect non-volatile memory size of 78.5MB instead of 970MB.

Solution/Action:

To check if your waveform generator is affected, connect your unit to the PC via USB and go to My Computer. In My Computer, double click on the waveform generator icon and check if the internal storage size is 78.5MB.



If the internal storage size of your 33621A waveform generator is 78.5MB instead of 970MB, please return the instrument to the nearest service center for repair.

At service center:

1. Verify if returned units are with incorrect non-volatile memory size.
2. Replace the front panel board for affected units.
3. After board replacement, verify if internal storage has the correct size (970MB).
4. Perform full calibration and testing.

Revision History:

Date	Service Note Revision	Author	Reason for Change
20 Jun 2023	01	Jea Ping	As Published