

# Modification Recommended Service Note

Supersedes:  
NONE

## B2985A Electrometer/High Resistance Meter, 0.01fA, 1000V

Serial Numbers: SG54320105

**The Problem** – A PC board sourced from an alternate supplier could potentially enhance tracking capabilities.

### Parts Required:

P/N	Description	Qty.
B2985-65101	Front Panel Assembly for B2985A for SN prefix SG	1

### ADMINISTRATIVE INFORMATION

ACTION	X ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	X AGREEABLE TIME	LABOR:	1.5 Hours
LOCATION	X SERVICE CENTER	SERVICE:	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP
	<input type="checkbox"/> CHANNEL PARTNERS		X SEE TEXT
		USED	<input type="checkbox"/> RETURN
		PARTS:	X SCRAP
			<input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	May 30, 2025
	X Calibration Required	PRODUCT LINE:	1H
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	HT

ADDITIONAL INFORMATION:

**Situation:**

A PC board corresponding to the serial number outlined on the first page was assembled by an alternate supplier. While it's been noted that there could potentially impact tracking capabilities, we're actively working to address any concerns proactively.

**Solution/Action:**

Kindly contact Keysight Technologies Customer Contact Center at [www.keysight.com/find/contactus](http://www.keysight.com/find/contactus) for sending the affected unit back to Keysight service center. Keysight service center to replace the Front Panel Assembly as a proactive measure.

**Revision History:**

Date	Service Note Revision	Author	Reason for Change
28 May 2024	01	HT	As Published