Modification Recommended Service Note

Supersedes: NONE

EL33133A DC Electronic Load, Single-Input: 150V, 40A, 250W

Serial Numbers: MY61001287 to MY61001305

The Problem – Unit may encounter keypad stuck when pressing the keys at front panel.

Parts Required:

P/N Description Qty. EL34243-40003 Single Channel Keypad 1

ADMINISTRATIVE INFORMATION

ACTION	[X] ON SPECIFIED FAILURE	STANDARDS
CATEGORY:	[[]] AGREEABLE TIME	LABOR: 0.5 Hours
LOCATION	[[]] CUSTOMER INSTALLABLE	SERVICE: [[]] RETURN USED [[]] RETURN
	[X] SERVICE CENTER	INVENTORY: [[]] SCRAP PARTS: [X] SCRAP
CATEGORY:	[[]] ON-SITE	[X] SEE TEXT M SEE TEXT
	[[]] CHANNEL PARTNERS	[1] 022 12/11
AVAILABILITY	': PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 26 Jun 2026
	[X] Calibration Required	PRODUCT LINE: SP
	[[]] Calibration NOT Required	AUTHOR: CHAN VEN SHING

ADDITIONAL INFORMATION: No impact on service inventory



Situation:

Unit in the above serial number range may encounter keypad stuck when pressing the keys at front panel. Figure 1 shows an example of a stuck keypad, which could occur with any of the keys. However, there is no impact on the product performance.

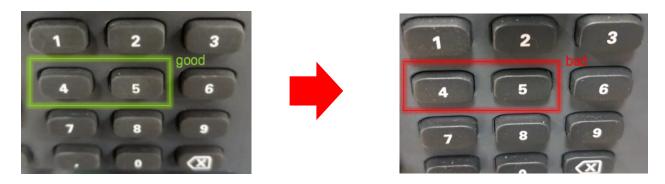


Figure 1: Stuck Keypad

Solution/Action:

Kindly contact Keysight Technologies Customer Contact Center at www.keysight.com/find/contactus for sending the affected unit back for keypad replacement.

Revision History:

Date	Service Note Revision	Author	Reason for Change	
18 Jun 2025	01	CHAN VEN SHING	As Published	