

Modification Recommended Service Note

Supersedes:
NONE

EL34243A 600W Bench Electronic Load, Dual Input 150V, 60A, 300W

Serial Numbers: MY61002517 to MY61002615

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

Parts Required:

P/N	Description	Qty.
EL34243-40002	Double Channel Keypad	1
EL34243-40003	Single Channel Keypad	1

ADMINISTRATIVE INFORMATION

ACTION	☒ ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	☐ AGREEABLE TIME	LABOR:	0.5 Hour
LOCATION	☐ CUSTOMER INSTALLABLE	SERVICE:	☐ RETURN
	☒ SERVICE CENTER	INVENTORY:	☐ SCRAP
CATEGORY:	☐ ON-SITE		☒ SEE TEXT
	☐ CHANNEL PARTNERS	USED	☐ RETURN
		PARTS:	☒ SCRAP
			☐ SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	26 Jun 2026
	☒ 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.

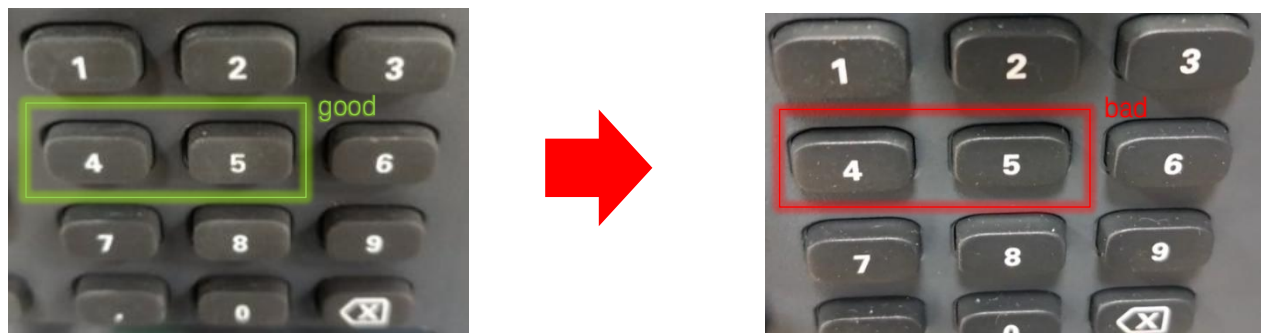


Figure 1: Stuck Keypad

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