

N8934A-02

Modification Recommended Service Note

Supersedes:
NONE

N8934A Autoranging System DC Power Supply

Serial Numbers: DE22350000 to DE23089999

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

Parts Required:

| P/N | Description | Qty. |
|-----------|-------------|------|
| 5003-2054 | Keypad | 1 |

ADMINISTRATIVE INFORMATION

| | | | | |
|---------------|---|----------------------------|--|--|
| ACTION | <input checked="" type="checkbox"/> ON SPECIFIED FAILURE | STANDARDS | | |
| CATEGORY: | <input type="checkbox"/> AGREEABLE TIME | LABOR: | 1 Hour | |
| 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 type="checkbox"/> Calibration Required | PRODUCT LINE: | SP | |
| | <input checked="" type="checkbox"/> Calibration NOT Required | AUTHOR: | LIM ZHAN MING | |

ADDITIONAL INFORMATION:
No impact on service inventory

Situation

Unit in the above serial number range may intermittently 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.

Revision History:

| Date | Service Note Revision | Author | Reason for Change |
|----------------------------|-----------------------|---------------|-------------------|
| 12 th June 2023 | 01 | LIM ZHAN MING | As Published |
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