# Modification Recommended Service Note

Supersedes: NONE

### N8937A 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/NDescription

P/NDescriptionQty.5003-2054Keypad1

#### ADMINISTRATIVE INFORMATION

ACTION	[X] ON SPECIFIED FAILURE	STANDARDS		
CATEGORY:	[[]] AGREEABLE TIME	LABOR: 1 Hour		
LOCATION CATEGORY:	[X] SERVICE CENTER [[]] ON-SITE (active On-site contract required) [[]] CHANNEL PARTNERS	SERVICE: [[]] RETURN USED [[]] RETURN INVENTORY: [[]] SCRAP PARTS: [X] SCRAP [X] SEE TEXT [[]] SEE TEXT		
AVAILABILITY	(: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 20th June 2024		
[[]] Calibration Required		PRODUCT LINE: SP		
[X] 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.

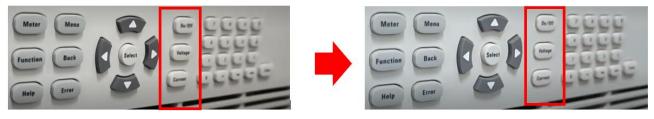


Figure 1: Stuck Keypad

#### Solution/Action:

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

#### Revision History:

Date	Service Note Revision	Author	Reason for Change
12 <sup>th</sup> June 2023	01	LIM ZHAN MING	As Published