


33509B-03

Modification Recommended Service Note

Supersedes:
NONE

33500 Series Waveform Generator

Serial Numbers: MY50000000-MY57101669 / SG50000000-SG57100604

The Problem – The dot key  on front panel intermittently not active.

Parts Required:

P/N	Description	Qty.
33500-66308	Tested Front Panel PCA	1pc

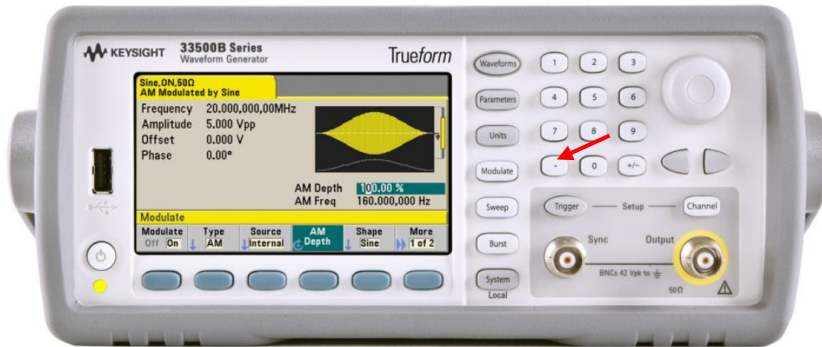
ADMINISTRATIVE INFORMATION

ACTION	X ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	1 Hour		
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	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:	X SCRAP
	X SERVICE CENTER		X SEE TEXT		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	31 May 2019		
	X Calibration Required	PRODUCT LINE:	GM		
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	WY		

ADDITIONAL INFORMATION:

Check Situation:

User may experience the dot button on the front panel keypad intermittently not responsive when pressed.



Solution/Action:

For units with unresponsive dot button, please return units back to Service Center for repair.

At Keysight service center:

1. Replace the front panel board (part number: 33500-66308).
2. Turn on the instrument and check if the dot button is active when pressed.

Revision History:

Date	Service Note Revision	Author	Reason for Change
10 May 18	01	WanYee	As Published