

33521B-03

Modification Recommended Service Note

Supersedes:
NONE

33500 Series Waveform Generator

Serial Numbers: MY50000000-MY57701111/ SG50000000-SG57700609

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

Parts Required:

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

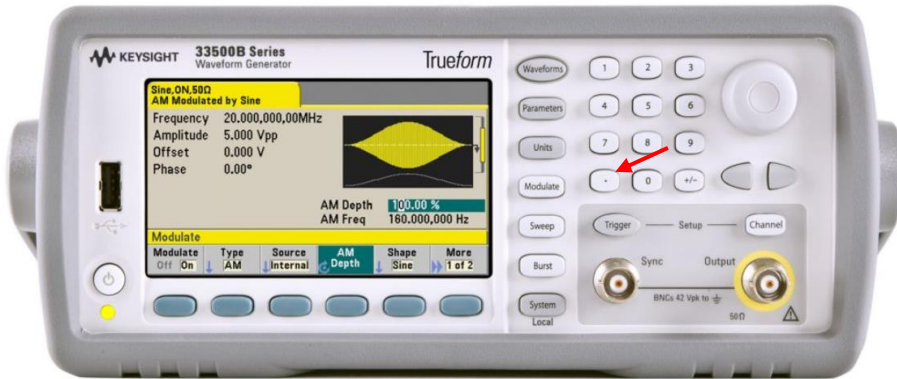
ADMINISTRATIVE INFORMATION

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
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	USED	<input type="checkbox"/> RETURN
	X SERVICE CENTER	INVENTORY:	<input type="checkbox"/> SCRAP
	<input type="checkbox"/> CHANNEL PARTNERS	PARTS:	X SCRAP
			<input type="checkbox"/> SEE TEXT
INVENTORY:	X SEE TEXT		
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:

Situation:

User may experience the dot key on the front panel intermittently inactive when pressed.



Solution/Action:

For units with inactive dot key, 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 key is active when pressed.

Revision History:

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