

Modification Recommended Service Note

Supersedes:
NONE

B2912B Precision Source/Measure Unit, 2ch, 10fA resolution, 210V, 3A DC/10.5A pulse

Serial Numbers: SG61390101

[The Problem – A PC board sourced from an alternate supplier could potentially enhance tracking capabilities.

Parts Required:

P/N	Description	Qty.
B2912-65121	Front Panel Assembly for B2902B/12B for SN prefix SG	1

ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	<input checked="" type="checkbox"/> AGREEABLE TIME	LABOR:	1.5 Hours
LOCATION	<input checked="" type="checkbox"/> SERVICE CENTER	SERVICE:	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP
	<input type="checkbox"/> CHANNEL PARTNERS		<input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	May 13, 2025
	<input checked="" type="checkbox"/> Calibration Required	PRODUCT LINE:	1H
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	HT

ADDITIONAL INFORMATION:

Situation:

A PC board corresponding to the serial number outlined on the first page was assembled by an alternate supplier. While it's been noted that there could potentially impact tracking capabilities, we're actively working to address any concerns proactively.

Solution/Action:

Kindly contact Keysight Technologies Customer Contact Center at www.keysight.com/find/contactus for sending the affected unit back to Keysight service center. Keysight service center to replace the Front Panel Assembly as a proactive measure.

Revision History:

Date	Service Note Revision	Author	Reason for Change
13 May 2024	01	HT	As Published