

KEI2400-01

Modification Recommended Service Note

Supersedes:
NA

Keithley 2400 - General-Purpose SourceMeter

Serial Numbers: 726723, 731441, 768269, 795284, 813628, 814217, 827397, 832129, 832871, 888027, 978263, 978359, 990310, 1042169, 1056837, 1058300, 1131484, 1131866, 1192273, 1213131, 1214112, 1284883, 1314879, 1315866, 1316554, 321269, 4020074, 4020218, 4024357, 4024636, 4034179, 4051501, 4052029

The product has Test limits changed to RESISTANCE MEASUREMENT ACCURACY test. Limits are now tighter than before. Due to the wrong specifications applied for Test Resistant Measurement Accuracy, required adjustments had not been performed which caused few measurement points being failed.

Parts Required:

None

ADMINISTRATIVE INFORMATION

ACTION	<input type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input checked="" type="checkbox"/> AGREEABLE TIME	LABOR:	1.0 Hours		
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE	<input checked="" 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 type="checkbox"/> SCRAP
	<input checked="" type="checkbox"/> SERVICE CENTER		<input type="checkbox"/> SEE TEXT		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	SEPTEMBER 23, 2016		
	<input checked="" type="checkbox"/> Calibration Required	PRODUCT LINE:	TJ		
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	DK		

ADDITIONAL INFORMATION:

Gratis Support need to be chosen as a billing type, while creating the customer order.

Situation:

This Quality issue is caused by wrong specification applied for Resistant Measurement Accuracy test. Required adjustments had not been performed when Keithley Model 2400 was calibrated in past 12 months. Keysight corrected the Source Meter Test procedure on August 04, 2015

Solution/Action:

1. Keysight will send a customer notification letter to all affected customers.
2. Keysight ISD (Instrument Service Division) Service & Support to calibrate affected products at Keysight's expense.

Revision History:

Date	Service Note Revision	Author	Reason for Change
21 Sep 2015	01	DK	As Published