

KEI2420-01

# Modification Recommended Service Note

Supersedes:  
NA

## Keithley 2420 - High-Current SourceMeter

Serial Numbers: 833375 and 1214222

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 lead 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 2420 model 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