

Modification Recommended Service Note

Supersedes:
N3304A-01

N3304A DC Electronic Load Module

Serial Numbers: Refer to Table 1

The Problem – There is an offset value in voltage and current parameter observed for the N3300 series module. The reading values drifted to larger value (with nothing connected) after the unit warmed up.

Parts Required:

P/N	Description	Qty.
N3304-61061	DC Electronic Load Module, 0-60V, 60A, 300 W, 1 slot, Lead Free	1
OR		
N3304-61071	DC Electronic Load Module, 0-60V, 60A, 300 W, 1 slot, UKCA, Lead Free, MY SN	1
OR		
N3304-61062	DC Electronic Load Module, 0-60V, 60A, 300 W, 1 slot Opt UJ1, Lead Free	1
OR		
N3304-61072	DC Electronic Load Module, 0-60V, 60A, 300 W, 1 slot Opt UJ1, UKCA, Lead Free, MY SN	1
OR		
N3304-61063	DC Electronic Load Module, 0-80V, 0-60A, 300 W, 1 slot, Opt J01, Lead Free	1
OR		
N3304-61073	DC Electronic Load Module, 0-80V, 0-60A, 300 W, 1 slot, Opt J01, UKCA, Lead Free, MY SN	1

ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS		
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.5 Hours	
LOCATION	<input checked="" type="checkbox"/> SERVICE CENTER	SERVICE:	<input type="checkbox"/> RETURN	USED <input checked="" 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 type="checkbox"/> CHANNEL PARTNERS		<input checked="" type="checkbox"/> SEE TEXT	<input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	27 th June 2023	
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	SP	
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	LIM ZHAN MING	

ADDITIONAL INFORMATION:
Service inventory no impacted

Situation:

For the Serial Number listed in Table 1, unit may observe offset value in voltage and current parameter. The reading values drifted to larger value (with nothing connected).

Solution/Action:

Please contact local Keysight call center to get a replacement unit.

Table 1: Affected Serial Number

MY57016408	MY57016896	MY57016996	MY57017067	MY57017160	MY57017237	MY57017320
MY57016409	MY57016897	MY57016997	MY57017068	MY57017161	MY57017238	MY57017321
MY57016410	MY57016898	MY57016998	MY57017069	MY57017162	MY57017239	MY57017322
MY57016411	MY57016899	MY57016999	MY57017070	MY57017163	MY57017240	MY57017323
MY57016412	MY57016900	MY57017000	MY57017071	MY57017164	MY57017241	MY57017324
MY57016416	MY57016901	MY57017001	MY57017072	MY57017165	MY57017242	MY57017325
MY57016445	MY57016902	MY57017002	MY57017073	MY57017166	MY57017243	MY57017326
MY57016446	MY57016903	MY57017003	MY57017074	MY57017169	MY57017244	MY57017327
MY57016448	MY57016904	MY57017004	MY57017075	MY57017170	MY57017245	MY57017328
MY57016449	MY57016905	MY57017005	MY57017076	MY57017171	MY57017246	MY57017329
MY57016450	MY57016906	MY57017006	MY57017077	MY57017172	MY57017247	MY57017330
MY57016451	MY57016907	MY57017007	MY57017078	MY57017173	MY57017248	MY57017331
MY57016452	MY57016928	MY57017008	MY57017080	MY57017175	MY57017249	MY57017332
MY57016453	MY57016929	MY57017009	MY57017081	MY57017176	MY57017250	MY57017333
MY57016455	MY57016930	MY57017010	MY57017082	MY57017177	MY57017252	MY57017334
MY57016456	MY57016931	MY57017011	MY57017083	MY57017178	MY57017253	MY57017335
MY57016457	MY57016932	MY57017012	MY57017084	MY57017179	MY57017254	MY57017336
MY57016458	MY57016933	MY57017013	MY57017085	MY57017180	MY57017255	MY57017337
MY57016484	MY57016934	MY57017014	MY57017086	MY57017181	MY57017258	MY57017338
MY57016538	MY57016935	MY57017015	MY57017087	MY57017183	MY57017259	MY57017339
MY57016576	MY57016936	MY57017016	MY57017088	MY57017184	MY57017260	MY57017340
MY57016578	MY57016937	MY57017018	MY57017089	MY57017185	MY57017261	MY57017341
MY57016585	MY57016938	MY57017019	MY57017090	MY57017186	MY57017262	MY57017342
MY57016586	MY57016939	MY57017020	MY57017091	MY57017187	MY57017263	MY57017343
MY57016742	MY57016940	MY57017021	MY57017092	MY57017188	MY57017265	MY57017344
MY57016842	MY57016941	MY57017022	MY57017093	MY57017189	MY57017266	MY57017345
MY57016843	MY57016942	MY57017023	MY57017094	MY57017190	MY57017267	MY57017346
MY57016844	MY57016943	MY57017024	MY57017099	MY57017191	MY57017268	MY57017347
MY57016845	MY57016944	MY57017025	MY57017100	MY57017192	MY57017269	MY57017348
MY57016846	MY57016945	MY57017026	MY57017101	MY57017193	MY57017270	MY57017349
MY57016847	MY57016946	MY57017027	MY57017102	MY57017194	MY57017271	MY57017350
MY57016848	MY57016947	MY57017028	MY57017103	MY57017196	MY57017272	MY57017351
MY57016849	MY57016949	MY57017029	MY57017104	MY57017198	MY57017273	MY57017352
MY57016850	MY57016950	MY57017030	MY57017105	MY57017199	MY57017282	MY57017353
MY57016851	MY57016951	MY57017031	MY57017106	MY57017200	MY57017283	MY57017354
MY57016852	MY57016952	MY57017032	MY57017107	MY57017201	MY57017284	MY57017356
MY57016854	MY57016953	MY57017033	MY57017108	MY57017202	MY57017285	MY57017357
MY57016855	MY57016954	MY57017034	MY57017109	MY57017203	MY57017286	MY57017358

MY57016856	MY57016955	MY57017035	MY57017110	MY57017204	MY57017287	MY57017359
MY57016857	MY57016956	MY57017036	MY57017111	MY57017205	MY57017288	MY57017360
MY57016858	MY57016957	MY57017037	MY57017112	MY57017206	MY57017289	MY57017361
MY57016859	MY57016958	MY57017038	MY57017113	MY57017207	MY57017290	MY57017362
MY57016860	MY57016966	MY57017039	MY57017115	MY57017208	MY57017291	MY57017363
MY57016861	MY57016968	MY57017040	MY57017116	MY57017209	MY57017293	MY57017364
MY57016866	MY57016969	MY57017041	MY57017117	MY57017210	MY57017294	MY57017366
MY57016867	MY57016970	MY57017042	MY57017118	MY57017211	MY57017295	MY57017367
MY57016868	MY57016971	MY57017043	MY57017119	MY57017213	MY57017296	MY57017368
MY57016873	MY57016973	MY57017044	MY57017120	MY57017214	MY57017297	MY57017369
MY57016874	MY57016974	MY57017045	MY57017121	MY57017215	MY57017298	MY57017370
MY57016875	MY57016975	MY57017046	MY57017123	MY57017216	MY57017299	MY57017372
MY57016876	MY57016976	MY57017047	MY57017124	MY57017217	MY57017300	MY57017373
MY57016877	MY57016977	MY57017048	MY57017129	MY57017218	MY57017301	SG57010246
MY57016878	MY57016978	MY57017049	MY57017130	MY57017219	MY57017302	SG57010247
MY57016879	MY57016979	MY57017050	MY57017131	MY57017220	MY57017303	SG57010249
MY57016880	MY57016980	MY57017051	MY57017132	MY57017221	MY57017304	SG57010251
MY57016881	MY57016981	MY57017052	MY57017143	MY57017222	MY57017305	SG57010253
MY57016882	MY57016982	MY57017053	MY57017144	MY57017223	MY57017306	SG57010254
MY57016883	MY57016983	MY57017054	MY57017145	MY57017224	MY57017307	SG57010255
MY57016884	MY57016984	MY57017055	MY57017146	MY57017225	MY57017308	SG57010256
MY57016885	MY57016985	MY57017056	MY57017147	MY57017226	MY57017309	SG57010257
MY57016886	MY57016986	MY57017057	MY57017148	MY57017227	MY57017310	SG57010258
MY57016887	MY57016987	MY57017058	MY57017149	MY57017228	MY57017311	SG57010259
MY57016888	MY57016988	MY57017059	MY57017150	MY57017229	MY57017312	SG57010260
MY57016889	MY57016989	MY57017060	MY57017151	MY57017230	MY57017313	SG57010261
MY57016890	MY57016990	MY57017061	MY57017152	MY57017231	MY57017314	SG57010262
MY57016891	MY57016991	MY57017062	MY57017153	MY57017232	MY57017315	SG57010263
MY57016892	MY57016992	MY57017063	MY57017155	MY57017233	MY57017316	SG57010264
MY57016893	MY57016993	MY57017064	MY57017157	MY57017234	MY57017317	SG57010265
MY57016894	MY57016994	MY57017065	MY57017158	MY57017235	MY57017318	
MY57016895	MY57016995	MY57017066	MY57017159	MY57017236	MY57017319	

Revision History:

Date	Service Note Revision	Author	Reason for Change
28 th June 2022	01	LIM ZHAN MING	As Published
15 th April 2023	02	LIM ZHAN MING	Revised serial number and part number