

N6972A-05

# Modification Recommended Service Note

Supersedes:  
NONE

## N6972A Advanced Power System – DC Power Supply, 40V, 50A, 2000W

Serial Numbers: MY59170329/MY59170364

**The Problem** – Front Panel Keypad Incorrect Function Error

### Parts Required:

P/N	Description	Qty.
5067-6851	Tested Front Panel PCA	1

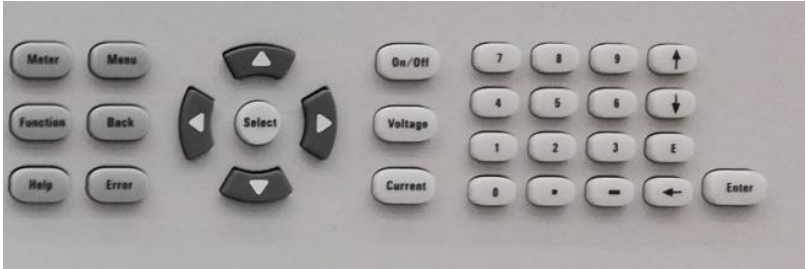
### ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.75 Hours		
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN	USED	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input checked="" type="checkbox"/> SCRAP	PARTS:	<input checked="" 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:	30 September 2022		
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	SP		
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	KHEW		

ADDITIONAL INFORMATION:

**Situation:**

The power supply front panel keypad may respond to incorrect function. Figure below shows the N6972A front panel keypad.



**Solution/Action:**

If the described conditions occur, the instrument requires to send back to Keysight service center for front panel PCA board replacement.

**Revision History:**

Date	Service Note Revision	Author	Reason for Change
31 <sup>st</sup> August 2021	01	KHEW	As Published