

N8957A-02

# Modification Recommended Service Note

Supersedes:  
NONE

## N8957A Autoranging System DC Power Supply

Serial Numbers: DE22350000 to DE23089999

**The Problem** – Unit may encounter intermittently keypad stuck when pressing the keys at front panel.

### Parts Required:

P/N	Description	Qty.
5003-2054	Keypad	1

### ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	1 Hour
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
USED	<input type="checkbox"/> RETURN	PARTS:	<input checked="" type="checkbox"/> SCRAP
			<input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	20 <sup>th</sup> June 2024
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	SP
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	LIM ZHAN MING

ADDITIONAL INFORMATION:  
No impact on service inventory

## Situation

Unit in the above serial number range may intermittently encounter keypad stuck when pressing the keys at front panel. Figure 1 shows an example of a stuck keypad, which could occur with any of the keys.

However, there is no impact on the product performance.



Figure 1: Stuck Keypad

## Solution/Action:

Kindly contact Keysight Technologies Customer Contact Center at [www.keysight.com/find/contactus](http://www.keysight.com/find/contactus) for sending the affected unit back.

## Revision History:

Date	Service Note Revision	Author	Reason for Change
12 <sup>th</sup> June 2023	01	LIM ZHAN MING	As Published