

11713C-08

# Modification Recommended Service Note

Supersedes:  
NONE

## 11713C Attenuation/Switch Driver

11713C Serial Numbers: MY52112328, MY52112332, MY52112335, MY52112336, MY52112337, MY52112338, MY52112339, MY52112340, MY52112341, MY52112342, MY52112343, MY52112344, MY52112345, MY52112346, MY52112347, MY52112348, MY52112349, MY52112350, MY52112351, MY52112352, MY52112353, MY52112354, MY52112355, MY52112356, MY52112357, MY52112360

**The Problem** – 11713C Attenuation/Switch Driver could have built with PSU cover (PN 11713-00033) with wrong insulator placement.

### Parts Required:

P/N:	Description:	Qty.
11713-00033	PSU Cover	1

### ADMINISTRATIVE INFORMATION

ACTION	<input type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS		
CATEGORY:	<input checked="" type="checkbox"/> AGREEABLE TIME	LABOR:	0.7 Hours	
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN	
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	
	<input checked="" type="checkbox"/> SERVICE CENTER		USED	<input type="checkbox"/> RETURN
	<input type="checkbox"/> CHANNEL PARTNERS		PARTS:	<input checked="" type="checkbox"/> SCRAP
				<input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	31 December 2021	
	<input checked="" type="checkbox"/> Calibration/ OpVer Required	PRODUCT LINE:	PLWN-TA	
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	NMT	

### ADDITIONAL INFORMATION:

**Situation:**

Keysight has discovered an assembly error where the insulator in the power supply of a limited quantity of Keysight’s Attenuation/Switch Driver 11713C may have been improperly placed and this compromises the required clearance by regulatory standards. Products can continue to be used as this does not pose any safety risk to users or impact the product’s performance.

There were total of 26 units of 11713C built with PSU cover with wrong insulator placement and the serial number was provided in this Service Note.

**Solution/Action:**

Keysight will notify all affected customers and request customers to return the impacted 11713C units to Service Center to replace the insulator at the correct position and users can opt to send in for modification at their convenience.

Keysight Service Center, please follow through with the internal service note 11713C-07.

**Revision History:**

Date	Service Note Revision	Author	Reason for Change
31 Dec 2020	01	Ng Mooi Tiang	As Published