

Modification Recommended Service Note

Supersedes:
NONE

CX3324A Device Current Waveform Analyzer, 1 GSa/s, 14/16-bit, 4 Channel

Serial Numbers:

MY61390111, MY61390128, MY61390131, MY61390134, MY61390136, MY61390137, MY61390142, MY61390146

The Problem – The CX3324A could have DC voltage measurement deviation.

Parts Required:

NONE

ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	2.5 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 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:	Mar 31, 2024		
	<input checked="" type="checkbox"/> Calibration Required	PRODUCT LINE:	1H		
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	HT		

ADDITIONAL INFORMATION:

Situation:

The CX3324A Device Current Waveform Analyzer with the specific serial number could have a voltage measurement deviation. This is due to an inaccurate calibration constant which was stored in the instrument’s memory during the manufacturing adjustment process.
This will not cause for safety concerns but may affect the measurement marginally.

Solution/Action:

This affected unit will need to be sent back to Keysight for recalibration. Kindly contact Keysight Technologies Customer Contact Center at www.keysight.com/find/contactus for procedures on sending the affected unit back.

Revision History:

Date	Service Note Revision	Author	Reason for Change
15 Mar 2023	01	HT	As Published