

Modification Recommended Service Note

Supersedes:
NONE

E36233A 400W Autoranging Dual Output Power Supply, 30V, 20A

Serial Numbers: MY61007071 to MY61007279

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

Parts Required:

P/N	Description	Qty.
E36233-40002	Double Channel Keypad	1

ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.5 Hours
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN
	<input checked="" type="checkbox"/> SERVICE CENTER	INVENTORY:	<input type="checkbox"/> SCRAP
CATEGORY:	<input type="checkbox"/> ON-SITE		<input checked="" type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS	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:	26 Jun 2026
	<input checked="" type="checkbox"/> Calibration Required	PRODUCT LINE:	SP
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	CHAN VEN SHING

ADDITIONAL INFORMATION:
No impact on service inventory

Situation:

Unit in the above serial number range may 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.

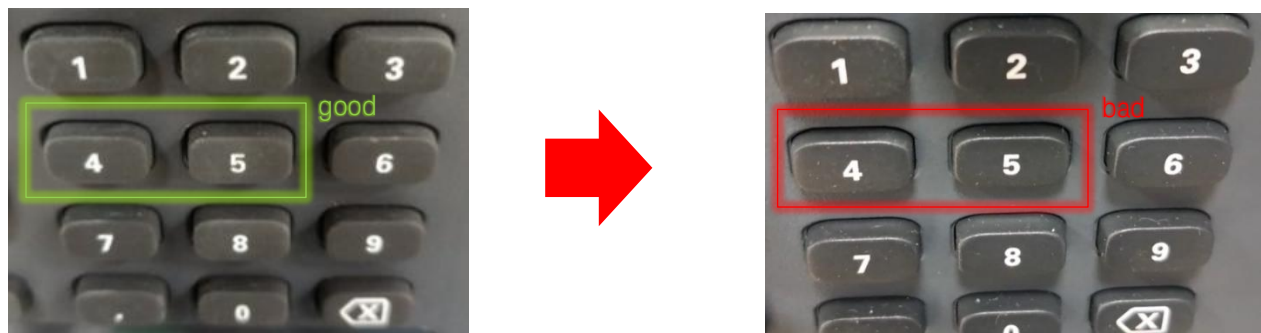


Figure 1: Stuck Keypad

Solution/Action:

Kindly contact Keysight Technologies Customer Contact Center at www.keysight.com/find/contactus for sending the affected unit back for keypad replacement.

Revision History:

Date	Service Note Revision	Author	Reason for Change
18 Jun 2025	01	CHAN VEN SHING	As Published