

# Modification Recommended Service Note

Supersedes:  
NONE

## E36731A Battery Emulator and Profiler

Serial Numbers: MY62101772 to MY62101798

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

### Parts Required:

P/N	Description	Qty.
EL34243-40003	Single Channel Keypad	1

### ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.5 Hour
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.

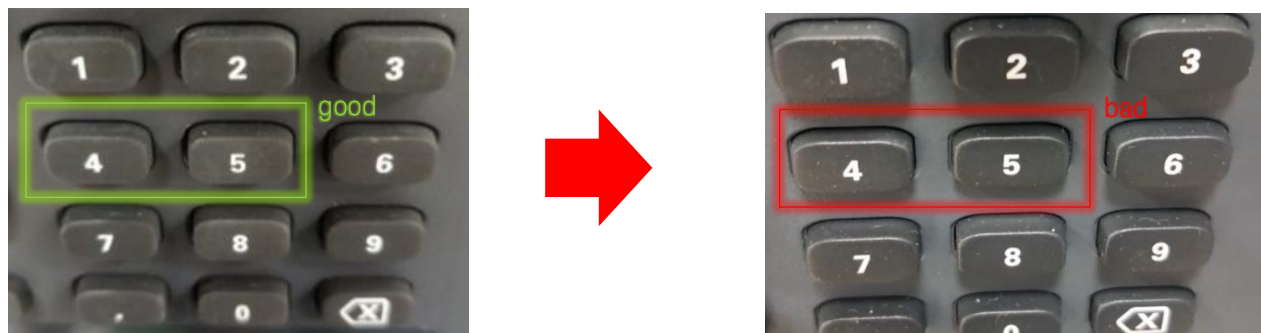


Figure 1: Stuck Keypad

Solution/Action:

Kindly contact Keysight Technologies Customer Contact Center at [www.keysight.com/find/contactus](http://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