



April 5, 2016

Subject: Notification of Discontinuance of Keysight High Voltage Probe 1000:1, 30 kV, 50 MHz, Model N2771B

Dear Valued Partner,

Keysight Technologies has completed the investigation of the potential product safety issue for the **N2771B High Voltage Probe 1000:1, 30kV, 50MHz**. As a result of the investigation, Keysight has decided to discontinue this product and will no longer offer it on their corporate price list.

The product does not pose a safety hazard as long as it is used as specified in the product User's Guide. Keysight is not initiating a customer recall for this product. However, we do request that you return any items that remain in your inventory to Keysight.

Products Affected:

- N2771A – all units (sold until 2011)
- N2771B - all units

Actions Required:

1. For any affected units remaining in inventory, please contact the Keysight Customer Contact Center at www.keysight.com/find/contactus to arrange for RMA returns.
2. Contact Keysight Technologies' Customer Contact Center at www.keysight.com/find/contactus or your Keysight Technologies Corporate Account / Channel Manager if you have any questions regarding this event.

NOTE: If you receive any questions from customers as to the use of the probe, please direct them to the latest version of the User's Guide, N2771-92013, that is available on keysight.com.

Frequently Asked Questions that you may receive from your customers:

1. Q: Why is Keysight not shipping the product any longer?
A: Keysight experienced supply issues with the probe and has been unable to resolve them.
2. Q: Does Keysight have an alternative product?
A: Keysight does not have a replacement or alternative product at this time.
3. Q: Can the product continue to be used?
A: Yes it can. Appropriate safety practices must be followed as specified in the User's Guide. Please ensure the latest version of the User's Guide, N2771-92013, is obtained from the product web page on keysight.com.
4. Q: Is an exchange or loan product available?
A: No, there are no products available for exchange or loan.

Keysight Technologies, Inc.
Sdn. Bhd. (463532-M)
Bayan Lepas Free Industrial Zone
11900 Penang, Malaysia

604 680 8888 T
604 680 5886 F
www.keysight.com



We apologize for any inconvenience this issue may have caused.

Sincerely,

Hamid Azrina
Division Quality Manager
Keysight Technologies
Phone: +604-6807574
Email: Azrina.hamid@keysight.com