

Modification Recommended Service Note

Supersedes:
NONE

34401A 6 ½ Digital Multimeter

Serial Numbers:

A table of serial numbers to which the modification applies is provided at the end of this service note.

The Problem – Customer reported out of box failures of the 90 day 1000V DCV Gain Verification and 100V/1 kHz ACV Gain Verification points. Replacement unit provided to customer also exhibited the same failures. Investigation revealed instability of a test instrument used during factory calibration and verification.

Parts Required:

NONE

ADMINISTRATIVE INFORMATION

| | | | | | |
|---------------|---|----------------------------|--|--------|-----------------------------------|
| ACTION | <input checked="" type="checkbox"/> ON SPECIFIED FAILURE | STANDARDS | | | |
| CATEGORY: | <input type="checkbox"/> AGREEABLE TIME | LABOR: | 0.5 Hours (automated calibration) | | |
| LOCATION | <input type="checkbox"/> CUSTOMER INSTALLABLE | SERVICE: | <input checked="" 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: | Oct 9, 2018 | | |
| | <input checked="" type="checkbox"/> Calibration Required | PRODUCT LINE: | GM | | |
| | <input type="checkbox"/> Calibration NOT Required | AUTHOR: | JD | | |

ADDITIONAL INFORMATION:

Situation:

Due to test instrument instability at the time of production, selected 34401A units may fail the 90 Day specifications at the following Gain Verification points:

DCV Gain Verification: 1000V ± 45 mV

ACV Gain Verification: 100V/ 1 kHz ± 80 mV

Verified failure of the verification points requires 34401A recalibration. The serial numbers potentially affected are listed below.

Solution/Action:

On specified failure as reported by the customer or as determined by the Service Center, the instrument is to be recalibrated.

Applicable Serial Numbers:

| | | | | | | |
|------------|------------|------------|------------|------------|------------|------------|
| MY53016896 | MY53016975 | MY53020361 | MY53020518 | MY53020687 | MY53020726 | MY53020779 |
| MY53021419 | MY53021447 | MY53021507 | MY53021546 | MY53021558 | MY53021736 | MY53022144 |
| SG53001073 | SG53001082 | SG53001138 | SG53001156 | SG53001173 | SG53001180 | SG53001220 |
| SG53001221 | SG53001222 | SG53001224 | SG53001227 | SG53001235 | SG53001244 | SG53001250 |
| SG53001268 | SG53001275 | SG53001308 | SG53001325 | SG53001345 | | |

Revision History:

| Date | Service Note Revision | Author | Reason for Change |
|------------|-----------------------|--------|-------------------|
| 9 Oct 2017 | 01 | JD | As Published |
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