

MODIFICATION RECOMMENDED

34411A-01-Recall

S E R V I C E N O T E

Supersedes:
34411A-01

34411A – Digital Multimeter

Serial Numbers: “Please see the list of Serial numbers at the End of the message “

The 34411A has an 'adjust always' policy recommended by the supplying division. The calibration values determined in the adjustment routine were not stored in non-volatile memory. As a result, the unit reverted to the conditions indicated by the "As Received" conditions in the cal cert and the "As Received" measurement report. The conditions indicated in the "As Completed" conditions in the cal cert and the "As Completed" measurement report are not valid.

Parts Required:

P/N	Description	Qty.
-----	-------------	------

NONE

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	☐ ON SPECIFIED FAILURE ☒ AGREEABLE TIME	STANDARDS LABOR: 1.0 Hours	
LOCATION CATEGORY:	☐ CUSTOMER INSTALLABLE ☒ ON-SITE ☒ SERVICE CENTER ☐ CHANNEL PARTNER	SERVICE INVENTORY: ☒ RETURN ☐ SCRAP ☐ SEE TEXT	USED PARTS: ☐ RETURN ☐ SCRAP ☐ SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE NO CHARGE AVAILABLE UNTIL: 15-Oct-2010		
AUTHOR: MW	PRODUCT LINE: ** (see additional information below)		
ADDITIONAL INFORMATION: ** Gratis Support need to be chosen as the billing type, while creating the customer order.			

© AGILENT TECHNOLOGIES, INC. 2010
PRINTED IN U.S.A.

April 14, 2010

Rev. 17



Agilent Technologies

Page 1 of 2

Situation:

The storage of the calibration values in non-volatile memory has not been implemented in the test software for the product.

Solution/Action:

1. Customers please contact your nearest Agilent Customer Care Center and send instrument to Agilent for free calibration.
2. Agilent WCSS Service & Support to re-calibrate the products.

Serial Numbers:

MY46000101	MY46000824	MY48000603	MY48001245	MY48001682	MY48001914	MY48002228	MY48002252
MY46000102	MY46000842	MY48000623	MY48001246	MY48001683	MY48001917	MY48002230	MY48002253
MY46000123	MY46000873	MY48000638	MY48001262	MY48001687	MY48001919	MY48002232	MY48002309
MY46000187	MY46000992	MY48000653	MY48001287	MY48001693	MY48001921	MY48002233	MY48002349
MY46000214	MY46001030	MY48000659	MY48001321	MY48001706	MY48001922	MY48002234	MY48002368
MY46000256	MY48000166	MY48000679	MY48001328	MY48001784	MY48001949	MY48002235	MY48002437
MY46000330	MY48000182	MY48000774	MY48001331	MY48001791	MY48001958	MY48002237	MY48002448
MY46000335	MY48000189	MY48000786	MY48001361	MY48001804	MY48001961	MY48002239	MY48002450
MY46000341	MY48000207	MY48000788	MY48001367	MY48001816	MY48001965	MY48002240	MY48002463
MY46000343	MY48000263	MY48000802	MY48001406	MY48001820	MY48001997	MY48002241	MY48002471
MY46000430	MY48000336	MY48000803	MY48001439	MY48001821	MY48002015	MY48002242	MY48002498
MY46000465	MY48000340	MY48000893	MY48001488	MY48001861	MY48002018	MY48002243	MY48002752
MY46000484	MY48000445	MY48000895	MY48001509	MY48001898	MY48002021	MY48002244	MY48002816
MY46000579	MY48000475	MY48000933	MY48001585	MY48001902	MY48002215	MY48002245	MY48002838
MY46000590	MY48000509	MY48000968	MY48001600	MY48001904	MY48002221	MY48002247	MY48002985
MY46000615	MY48000524	MY48000970	MY48001605	MY48001908	MY48002225	MY48002248	
MY46000634	MY48000529	MY48000975	MY48001663	MY48001911	MY48002226	MY48002250	
MY46000804	MY48000563	MY48001023	MY48001680	MY48001913	MY48002227	MY48002251	