34460A-04

Information Only Service Note

Supersedes:
NONE

34460A Digital Multimeter, 6½ Digit

Serial Numbers: MY50000000 /MY56999999

Specification change in the maximum allowable measured voltage for the Keysight 34460A/34461A/34465A/34470A Digital Multimeter.

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

[[]] Calibration Required	PRODUCT LINE: WC
[X] Calibration NOT Required Calibration NOT Required	AUTHOR: SJ

ADDITIONAL INFORMATION:

KEYSIGHT TECHNOLOGIES

Situation:
Keysight has identified a component, within this product, that could be exposed to voltages above its ratings. In order to be compliant to the IEC61010 series of standards, the maximum input voltage rating of the 3446xA/34470A Series Digital Multimeters has been changed to 600 VDC/ 440VAC.

Frequently Asked Questions:

Q1: What is the difference between the de-rated products versus units received prior to March 2017?
A1: There is no difference in design except a change in labels. See attached product supplementary addendum.

Q2: What is the risk to using my 3446XA/3447XA Digital Multimeter above its rated values?
A2:

Usage	Risk
< 600VDC/440VAC	No risk. The product complies with IEC61010-1 standard.
600VDC/440VAC to 1000VDC/750VAC	No product should be used beyond its ratings and the potential damage to the product is believed to be low risk based on the following assessments; 1. There is no known reliability failure attributed to the component failure, since the start of product shipment in 2013. 2. The product maintains its performance accuracy and no failures where observed when units were tested up to 1000VDC. Further stress tests up to 1450VDC have not revealed any failure. 3. Even if the component fails, there is no safety risk to the user based on safety assessment results conducted.

Q3: When will Keysight start shipping 3446XA/3447XA Digital Multimeters that meets a published specification of 1000VDC/750VAC?
A3: Tentatively December 2017 and every effort is focused to improve that date to meet the IEC61010-1 standard.

Q4: How can I identify Keysight's enhanced 3446XA/3447XA Digital Multimeters which meets its published specification of 1000VDC/750VAC?
A4: This will be identified by serial numbers above MY57xxxxxx.

Q5: What is the warranty coverage for these products?
A5: The products are still covered by Keysight's 3-years standard warranty. To uphold Keysight's confidence on the quality of 3446xA/3447XA Digital Multimeters, we will provide an additional 1 year warranty extension for all the units with SN listed in this service note.
Remark: Product that is currently out of warranty will have its warranty extended to 31st March 2018

Solution/Action:

1. From the risk assessment outcome, Keysight determined that a proactive recall for any of these models is NOT REQUIRED based on the risk level.
2. For service and calibration, there is no change in the calibration method, procedures and test points as per service guide.
3. A service note will be released when the enhanced 3446XA/3447XA Digital Multimeters is available, tentatively in December 2017. For customers that still require 1000VDC/750VAC, please contact Keysight Customer Contact Center and reference to the service note number.

Revision History:

Date	Service Note Revision	Author	Reason for Change
30 March 2017	01	SJ	As Published