

34461A-09

Modification Recommended Service Note

Supersedes:
NONE

34461A Digital Multimeter, 6½ Digit

Serial Numbers: MY53200129- MY60020599 / SG53200104 – SG60000308

The Problem – Failure due to front panel loose issue.

Parts Required:

P/N	Description	Qty.
0515-1114	Screw	4
3050-0893	Washer	4

ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	1 Hour		
LOCATION	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input 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 checked="" type="checkbox"/> SEE TEXT		<input checked="" type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	26 Jan 2023		
	<input checked="" type="checkbox"/> Calibration Required	PRODUCT LINE:	GM		
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	WY		

ADDITIONAL INFORMATION:

Situation:

A loose front panel could cause communication error between front panel board and main board. When this happens, instrument might exhibit the following failure/error message:

- “Firmware update failed. Current version is A.0X.XX” error message.
- Unable to power on
- White screen
- Display failure
- Unit hang/lock up
- Application error (“Application Torreys.exe encountered a serious error and must shut down” error message)

Solution/Action:

The failure caused by a loose front panel can be resolved by securing the front panel with 2 screws and washers at both sides of the front panel.

The steps below are also applicable to unit with a detached front panel.

Perform the following to resolve the issue:

1. Order the required parts.
2. Remove and then reassemble the front panel.
3. Secure the front panel with 2 screws and washers at each side of the front panel.



4. Power on the instrument and check if failure persists.
5. If the failure has been resolved, proceed for calibration by following the calibration procedures mentioned on the service guide.
6. If the failure persists, this indicates that the instrument needs to be repaired/exchanged.

Revision History:

Date	Service Note Revision	Author	Reason for Change
26 Jan 2022	01	WanYee	As Published