

Modification Recommended Service Note

Supersedes:
NONE

34465A Digital Multimeter, 6½ Digit

Serial Numbers: Refer to Table 1

The Problem – Incorrect AC Mains Line Voltage Selector Configuration

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.2 Hours
LOCATION	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE (No Parts involved)	SERVICE:	<input type="checkbox"/> RETURN
	<input type="checkbox"/> SERVICE CENTER	INVENTORY:	<input type="checkbox"/> SCRAP
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS		<input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	31 August 2026
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	GM
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	JP

ADDITIONAL INFORMATION:

Situation:

Digital Multimeter units within the listed serial numbers may have an incorrect AC mains line voltage selector, where a 240V setting with a 120V AC input may prevent the unit from powering on.

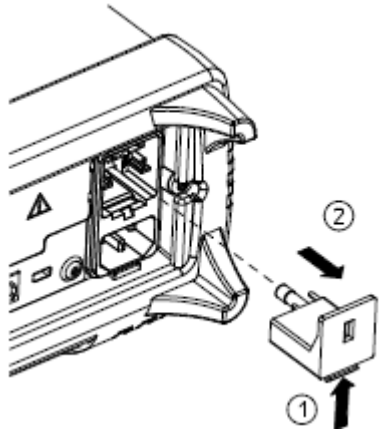

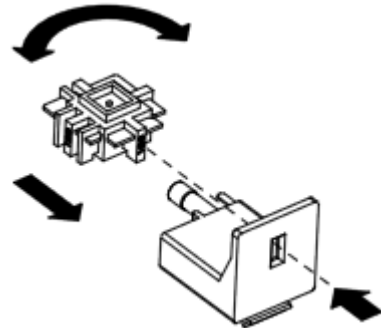
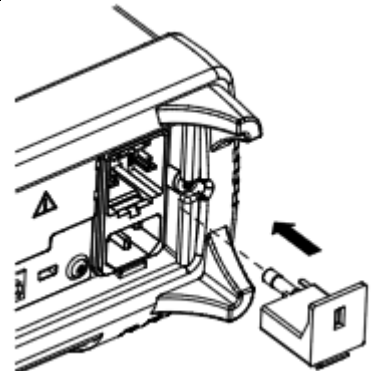


Table 1: Affected Serial Numbers

MY64027040	MY64026716
MY64027048	MY64027006
MY64026890	MY64027009
MY64027016	MY64027024
MY64026971	MY64027011
MY64027020	MY64027022
MY64026925	MY64026750
MY64027013	MY64026757
MY64026885	MY64027027
MY64026969	

Solution/Action:

Follow the procedures below to ensure the AC mains line voltage selector is configured correctly for the AC power source in use.

Step 1	Lift tab (1) and pull the fuse drawer (2) from the rear panel.	
Step 2	<p>Remove the line-voltage selector and rotate it so the correct voltage will appear in the fuse holder window.</p> <p><i>For the US region, please ensure that the AC mains line voltage selector is configured to 100V.</i></p> 	
Step 3	Reinsert the fuse holder assembly by sliding it into the rear panel.	

Revision History:

Date	Service Note Revision	Author	Reason for Change
26 Aug 2025	01	Jea Ping	As Published