

S E R V I C E N O T E

SUPERSEDES: NONE

34401A Digital Multimeter

Serial Numbers: 0000A00000/3146A54260

Infrequent erroneous "overload" indication**To Be Performed By:**

Factory repair specialists at (LMC) Loveland Manufacturing Center

Parts Required:

Will be supplied by factory

Situation:

The anomaly described below occurs very infrequently. The 34401A went through its entire development cycle without observing this anomaly. Also tens of thousands of units were tested in the production environment without this anomaly being detected. Only one field unit has been reported with this anomaly (it does not occur very often).

Continued

DATE: March 1997

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:					
MODIFICATION RECOMMENDED					
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	LABOR Hours		
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> HP LOCATION	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT	USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	HP RESPONSIBLE UNTIL: March 1999			
AUTHOR: DLL	ENTITY: 0940	ADDITIONAL INFORMATION:			

A few HP 34401A Multimeters will infrequently indicate "overload" for an input signal that should yield a valid reading. This problem only occurs when the A/D converter value (after being modified by a calibration constant for gain) results in a specific internal numeric value. We believe that very few instruments exhibit this problem and for those instruments it would only be observed in about one out of 100,000 random readings. If this anomaly does occur on a reading it is extremely unlikely that it will occur on the next reading even for very stable input signals.

This anomaly is caused by a coding error within the multimeter's digital processing circuits. The operating code for the HP 34401A has been modified to correct this coding error.

Solution/Action:

Units that exhibit this anomaly (must be within the above serial number range and respond to the REVISION command with a code 06-XX-XX) may be returned to the factory for a code upgrade.