

MODIFICATION RECOMMENDED

34410A-02

S E R V I C E N O T E

Supersedes:
NONE

34410A Digital Multimeter

Serial Numbers: MY47025101 to MY53001545
SG47000716 to SG47000739

Not all units in this range are affected. See complete list at the end of this service note

The Problem:

Several 34410A DMM units have a zero offset due to a defective shorting block used in the production calibration system.

Parts Required:

NONE

ADMINISTRATIVE INFORMATION

| | | |
|--|---|--|
| SERVICE NOTE CLASSIFICATION: MODIFICATION RECOMMENDED | | |
| ACTION X ON SPECIFIED FAILURE CATEGORY: <input type="checkbox"/> AGREEABLE TIME | STANDARDS LABOR: 0.5 Hours | |
| LOCATION X CUSTOMER INSTALLABLE CATEGORY: <input type="checkbox"/> ON-SITE (active On-site contract required) <input type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER | SERVICE <input type="checkbox"/> RETURN INVENTORY: <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT | USED <input type="checkbox"/> RETURN PARTS: <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT |
| AVAILABILITY: PRODUCT'S SUPPORT LIFE | NO CHARGE AVAILABLE UNTIL: July 16, 2015 | |
| X Calibration Required – See Action description <input type="checkbox"/> Calibration NOT Required | PRODUCT LINE: GM AUTHOR: TMC | |
| ADDITIONAL INFORMATION: | | |

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PRINTED IN U.S.A.

July 15, 2014

Rev. 22



Situation:

Several units did not get a good zero calibration in production due to a defective shorting block.

NOTE – All of these units were manufactured over 1 year ago. If they have already been recalibrated, this problem is fixed. If any other problem is found, return the unit for service.

Solution/Action:

Use two 34172A DMM Shorting Blocks or equivalent four wire shorting blocks to apply a short circuit to both the front and rear input terminals of the 34410A. Using the Performance Verification procedure in the 34410A Service Guide allow the unit to warm up and check both the two wire and four wire resistance zero value. If the two wire resistance offset is greater than +/- 0.03 Ohms and four wire zero offsets are within +/- 0.002 Ohms, do only a zero adjustment.

If the four wire offset is greater than +/- 0.002 Ohms then a full adjustment is required.

Units affected:

| | | | | | |
|------------|------------|------------|------------|------------|------------|
| MY47025101 | MY47028625 | MY47031123 | MY47031598 | MY47032052 | MY47032068 |
| MY47032083 | MY47032144 | MY47032183 | MY47032185 | MY47032193 | MY47032198 |
| MY47032204 | MY47032213 | MY47032234 | MY47032240 | MY47032247 | MY47032254 |
| MY47032256 | MY47032260 | MY47032262 | MY47032269 | MY47032272 | MY47032289 |
| MY47032290 | MY47032294 | MY47032304 | MY47032306 | MY47032316 | MY47032331 |
| MY47032340 | MY47032344 | MY47032345 | MY47032350 | MY47032364 | MY47032367 |
| MY47032370 | MY47032383 | MY47032390 | MY47032396 | MY47032409 | MY47032414 |
| MY47032425 | MY47032432 | MY47032437 | MY47032444 | MY47032457 | MY47032458 |
| MY47032463 | MY47032474 | MY47032479 | MY47032482 | MY47032489 | MY47032491 |
| MY47032494 | MY47032497 | MY47032500 | MY47032506 | MY47032521 | MY47032529 |
| MY47032539 | MY47032543 | MY47032577 | MY47032582 | MY47032592 | MY47032602 |
| MY47032603 | MY47032617 | MY47032621 | MY47032628 | MY47032631 | MY47032636 |
| MY47032648 | MY47032659 | MY47032661 | MY47032665 | MY47032670 | MY47032683 |
| MY47032696 | MY47032702 | MY47032712 | MY53000117 | MY53000118 | MY53000134 |
| MY53000136 | MY53000161 | MY53000163 | MY53000168 | MY53000172 | MY53000185 |
| MY53000198 | MY53000203 | MY53000205 | MY53000206 | MY53000211 | MY53000214 |
| MY53000219 | MY53000233 | MY53000252 | MY53000255 | MY53000269 | MY53000278 |
| MY53000281 | MY53000293 | MY53000307 | MY53000314 | MY53000315 | MY53000318 |
| MY53000324 | MY53000325 | MY53000351 | MY53000357 | MY53000360 | MY53000367 |
| MY53000370 | MY53000388 | MY53000389 | MY53000407 | MY53000412 | MY53000417 |
| MY53000419 | MY53000420 | MY53000423 | MY53000427 | MY53000429 | MY53000442 |
| MY53000452 | MY53000456 | MY53000461 | MY53000463 | MY53000465 | MY53000471 |
| MY53000476 | MY53000477 | MY53000478 | MY53000480 | MY53000483 | MY53000487 |
| MY53000489 | MY53000497 | MY53000507 | MY53000508 | MY53000515 | MY53000530 |
| MY53000533 | MY53000536 | MY53000540 | MY53000543 | MY53000555 | MY53000557 |
| MY53000562 | MY53000572 | MY53000575 | MY53000585 | MY53000586 | MY53000587 |
| MY53000598 | MY53000601 | MY53000612 | MY53000631 | MY53000632 | MY53000648 |
| MY53000672 | MY53000686 | MY53000699 | MY53000703 | MY53000710 | MY53000723 |
| MY53000724 | MY53000737 | MY53000812 | MY53000821 | MY53000832 | MY53000858 |
| MY53000863 | MY53000905 | MY53000906 | MY53000917 | MY53000925 | MY53000929 |
| MY53000942 | MY53000945 | MY53000946 | MY53000960 | MY53000961 | MY53000982 |
| MY53000983 | MY53000984 | MY53000985 | MY53000995 | MY53001027 | MY53001032 |
| MY53001038 | MY53001042 | MY53001045 | MY53001061 | MY53001082 | MY53001090 |
| MY53001092 | MY53001105 | MY53001113 | MY53001131 | MY53001132 | MY53001133 |
| MY53001136 | MY53001138 | MY53001143 | MY53001151 | MY53001161 | MY53001183 |
| MY53001190 | MY53001193 | MY53001198 | MY53001204 | MY53001213 | MY53001218 |
| MY53001221 | MY53001226 | MY53001237 | MY53001240 | MY53001241 | MY53001244 |
| MY53001247 | MY53001253 | MY53001268 | MY53001272 | MY53001282 | MY53001290 |
| MY53001292 | MY53001304 | MY53001307 | MY53001318 | MY53001321 | MY53001330 |
| MY53001343 | MY53001359 | MY53001362 | MY53001366 | MY53001371 | MY53001374 |
| MY53001408 | MY53001410 | MY53001433 | MY53001479 | MY53001482 | MY53001485 |
| MY53001499 | MY53001511 | MY53001514 | MY53001515 | MY53001521 | MY53001536 |
| MY53001545 | SG47000716 | SG47000722 | SG47000724 | SG47000726 | SG47000738 |
| SG47000739 | | | | | |

Revision History:

| Revision Number | Date | Author | Reason For Change |
|-----------------|-----------|--------|-------------------|
| 1.0 | 15-Jul-14 | TMC | As published |
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