34461A-04A

Information Only Service Note

Supersedes:
34461A-04

34461A Digital Multimeter, 6½ Digit

Serial Numbers: MY50000000 /MY56999999, SG50000000/SG56999999

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:

In March 2017, Keysight Technologies announced the maximum measurement voltage for the 3446XA/34470A digital multimeters was de-rated from 1000VDC/750VAC to 600VDC/440VAC due to the potential of a component in the product being exposed to voltages above its ratings.

Subsequent re-evaluation of the product design architecture and the relevant component has proven that there is sufficient protection meeting IEC61010 safety standards requirements.

Keysight concluded that while the original safety report incorrectly stated the safety ratings of a component, safety measures designed into the equipment are not compromised. This assessment was validated by testing and with the approval from the Canadian Standards Association (CSA), an independent certification agency. Keysight has confirmed the maximum measurement voltage of 1000VDC/750VAC is appropriate.

Effective immediately, with approval from CSA (Canadian Standards Association), Keysight has re-instated the maximum measurement voltage of 1000VDC/750VAC on the 3446XA/70A family of digital multimeters.

Frequently Asked Questions:

Q1: Why is Keysight re-instating its product specification to 1000VDC/750VAC for 3446XA/34470A digital multimeters?
A1: Because subsequent re-evaluation of the product design architecture and relevant components proved there is sufficient protection that meets IEC61010 safety standards requirements. Keysight concluded that while the original safety report incorrectly stated the safety ratings of a component, the safety measures designed into the equipment are not compromised. This assessment was validated by testing and with the approval from CSA. Keysight has confirmed the maximum measurement voltage of 1000VDC/750VAC is appropriate.

Q2: Why was the product was de-rated in the first place?
A2: Keysight Technologies reacted quickly when we discovered a potential compliance issue on the IEC61010 safety standards and de-rated the product measurement voltage.

Q3: Is there any impact to the product application?
A3: No, this product meets its published accuracy specification.

Q4: For repeat purchase customer: What is the difference between the re-instated products and de-rated units?
A4: There is no difference in design except a change in labels.

Q5: When will Keysight start shipping the re-instated 1000VDC/750VAC 3446XA/70A digital multimeters?
A5: May 1, 2017.

Q6: What is the warranty coverage for these products?
A6: The products are still covered by Keysight's 3-year standard warranty. To demonstrate Keysight's

confidence in the quality of 3446XA/70A digital multimeters, we are providing 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. By using a plastic tweezer, slowly peel off the 600VDC/ 440VAC label from the front and rear panel of the instrument.

Front Panel	
Rear panel	

2. For service and calibration, there is no change in the calibration method, procedures and test points as per service guide.

Revision History:

Date	Service Note Revision	Author	Reason for Change
30 March 2017	01	SJ	As Published
29 Apr 2017	02	SJ	Update maximum allowable measured voltage and serial number range