

MODIFICATION RECOMMENDED

U3401A-01

S E R V I C E N O T E

Supersedes:
NONE

U3401A 4 1/2 Digit Dual Display Multimeter

Serial Numbers: MY49060001/MY50350000

Resistance measurement out-of-specification at 500 Ohm range

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	X ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 0.5 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE X SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE INVENTORY: X RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: X RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 1 st December 2013	
<input type="checkbox"/> Calibration Required X Calibration NOT Required	PRODUCT LINE: WC AUTHOR: SJ		
ADDITIONAL INFORMATION:			

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PRINTED IN U.S.A.

December 7, 2012

Rev. 20



Situation:

Some U3401A within the serial number range above may experience resistance measurement out-of-specification at 500 Ohm range.

This is due to unstable feedback across the reference op-amp, creating an unstable constant current source for resistance measurement in the 500 Ohm range, resulting in out-of-specification resistance measurement.

Solution/Action:

Perform resistance measurement with a known good resistor below 500 Ohm in manual range mode, if the measurement result is out-of-specification; please send the unit to Agilent Service Centre for repair.