

SAFETY – IMPLEMENTED DURING NORMAL COURSE  
OF PROVIDING SUPPORT

**U3402A-01-S**

**S E R V I C E N O T E**

Supersedes:  
NONE

**U3402A 5½ Digit Dual Display Multimeter**

Serial Numbers: see last page

**POSSIBLE SHOCK HAZARD**

**WARNING**

**HAZARD CLASS 3**

**U3402A 5½ Digit Dual Display Multimeter display incorrect reading under ACV  
Measurement Mode.**

**Parts Required:**

| P/N | Description | Qty. |
|-----|-------------|------|
| NA  |             |      |

**ADMINISTRATIVE INFORMATION**

|  |  |   |
|--|--|---|
| SERVICE NOTE CLASSIFICATION:   |  |   |
| <b>SAFETY</b>  |  |   |
| ACTION CATEGORY: x MUTUALLY AGREEABLE TIME   | STANDARDS  | LABOR: 0.5 Hour   |
| LOCATION CATEGORY: <input type="checkbox"/> CUSTOMER INSTALLABLE<br><input type="checkbox"/> ON-SITE<br><input checked="" type="checkbox"/> SERVICE CENTER<br><input type="checkbox"/> CHANNEL PARTNER | SERVICE INVENTORY: <input type="checkbox"/> RETURN<br><input type="checkbox"/> SCRAP<br>x SEE TEXT | USED PARTS: <input type="checkbox"/> RETURN<br><input type="checkbox"/> SCRAP<br>x SEE TEXT |
| AVAILABILITY: EOS  | NO CHARGE AVAILABLE UNTIL: EOS   |   |
| AUTHOR: SW   | PRODUCT LINE: WC   |   |
| ADDITIONAL INFORMATION:  |  |   |

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**Situation:**

**Hazard Description:** The U3402A 5½ Digit Dual Display Multimeter may display an incorrect value when measuring AC Voltages in both Auto and Manual Range. When the instrument is set to perform Auto Range AC Voltage measurements, it can intermittently display an incorrect value. Manual Range AC Voltage measurement, it will display incorrect reading when input value as table below. Consequently, the reading on the display may mislead users to believe the voltage present on a device/circuitry under test is non-hazardous when it is possible that this poses a risk of electrical shock.

The following table defines the specific U3402A 5½ Digit Dual Display Multimeter instrument settings affected and the input voltage.

| Measurement Mode                    | Manual Range setting        | Input Voltages | Expected Display Value | Incorrect Display Value          |
|-------------------------------------|-----------------------------|----------------|------------------------|----------------------------------|
| AC Voltage, Auto Range <sup>1</sup> | N/A                         | >12 V AC       | As per input voltage   | Intermittent <sup>2</sup>        |
| AC Voltage, Manual Range            | 120mV (slow mode)           | >12 V AC       | Overload (O.L)         | Values other than Overload (O.L) |
|                                     | 400mV (medium or fast mode) | >20 V AC       |                        |                                  |
|                                     | 4V (medium or fast mode)    | >110 V AC      |                        |                                  |

**Notes**

1. The U3402A 5½ Digit Dual Display Multimeter may not internally select the correct measurement range when set to AC Voltage, Auto Range
2. "Intermittent reading" means the instrument's display will at times display the correct measurement reading, whilst other times an incorrect reading.

This situation only impacts the AC Voltage ranges and settings described above, and does not impact any other measurement performed by the U3402A 5½ Digit Dual Display Multimeter

**Solution/Action:**

1. Verify that your instrument(s) corresponds to the above model and serial numbers.
2. Do not use the affected unit under the hazardous conditions described above.
3. Complete the form at this [link](#) to obtain instructions on how to get the unit repaired.

**Internal note to Agilent Customer Contact Center :**

Refer to internal service note U3402A-02-INTERNAL for U3402A-01-S Safety Note Customer Repair/Return Handling Process

**Serial Numbers:**

|            |                           |                           |                           |                           |                           |                           |
|------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|
| MY49258011 | MY51100029                | MY51170001                | MY51190008-<br>MY51190018 | MY51310068                | MY51390015                | MY51430069-<br>MY51430071 |
| MY50099044 | MY51100030                | MY51170004-<br>MY51170006 | MY51190020-<br>MY51190023 | MY51310069                | MY51390018                | MY51430073                |
| MY50169006 | MY51120005                | MY51170008-<br>MY51170010 | MY51210001-<br>MY51210024 | MY51310071-<br>MY51310073 | MY51390020                | MY51430075                |
| MY50169008 | MY51120007-<br>MY51120009 | MY51170012                | MY51220001-<br>MY51220030 | MY51310075-<br>MY51310079 | MY51390021                | MY51430076                |
| MY50169011 | MY51120012                | MY51170014-<br>MY51170017 | MY51250001-<br>MY51250090 | MY51310081-<br>MY51310083 | MY51390023                | MY51440002                |
| MY50169013 | MY51120015-<br>MY51120018 | MY51170019                | MY51280012-<br>MY51280104 | MY51310086                | MY51430002                | MY51440004                |
| MY50169015 | MY51120020                | MY51170020                | MY51290001-<br>MY51290003 | MY51310090                | MY51430003                | MY51440006                |
| MY50169019 | MY51150003                | MY51170022-<br>MY51170024 | MY51290005-<br>MY51290009 | MY51310092                | MY51430009                |                           |
| MY50169020 | MY51150005-<br>MY51150010 | MY51170026-<br>MY51170037 | MY51290011-<br>MY51290041 | MY51310093                | MY51430010                |                           |
| MY50189028 | MY51160002-<br>MY51160004 | MY51170039-<br>MY51170041 | MY51300001-<br>MY51300030 | MY51310095-<br>MY51310106 | MY51430015                |                           |
| MY50199009 | MY51160011-<br>MY51160013 | MY51170045                | MY51300032-<br>MY51300060 | MY51330001-<br>MY51330007 | MY51430017                |                           |
| MY50249030 | MY51160017-<br>MY51160019 | MY51170047                | MY51310001-<br>MY51310006 | MY51330010-<br>MY51330012 | MY51430030                |                           |
| MY50300005 | MY51160021                | MY51170049                | MY51310008-<br>MY51310020 | MY51330015                | MY51430033                |                           |
| MY50399011 | MY51160023                | MY51170052-<br>MY51170060 | MY51310023-<br>MY51310027 | MY51330016                | MY51430034                |                           |
| MY50509012 | MY51160027                | MY51180001-<br>MY51180008 | MY51310029-<br>MY51310037 | MY51330018-<br>MY51330021 | MY51430039                |                           |
| MY51030029 | MY51160029                | MY51180011-<br>MY51180028 | MY51310039-<br>MY51310041 | MY51340003                | MY51430040                |                           |
| MY51039017 | MY51160031                | MY51180032-<br>MY51180037 | MY51310043-<br>MY51310050 | MY51390005                | MY51430043-<br>MY51430045 |                           |
| MY51039021 | MY51160033-<br>MY51160035 | MY51180039                | MY51310052                | MY51390006                | MY51430058                |                           |
| MY51059005 | MY51160037                | MY51180041-<br>MY51180051 | MY51310057-<br>MY51310059 | MY51390009                | MY51430060-<br>MY51430062 |                           |
| MY51100024 | MY51160038                | MY51190001-<br>MY51190006 | MY51310062-<br>MY51310066 | MY51390011-<br>MY51390013 | MY51430065                |                           |