

1. Click [+Add new product] at the top right of the registered products list page in the Gennect Download Portal.

* If you are logging in to Gennect Cloud for the first time, you will need to link with your my HIOKI account.

List of product

[+Add new product](#)

[Download the repair and calibration request form](#)

Search

| Select | Customer Record No. | Model | Serial number | Version | Remarks | |
|-----------------------|---------------------|-----------|---------------|---------|----------------------------|-------------------------|
| <input type="radio"/> | HIOKI001 | IR4052-50 | 111111111 | | Date of purchase20xx-xx-xx | Details |
| <input type="radio"/> | HIOKI002 | MR6000 | 999999999 | | Date of purchase20xx-xx-xx | Details |

2. Enter the [Model] and [Serial number] (required). Refer to pages 2 and 3 for instructions on how to confirm the model and serial number on your product.

New product registration

Product information

Model *

Serial number *

Customer Record No.

Version

Remarks

I wish to receive product-related email notifications.

Reference

How to check your product's model number

The model numbers of Hioki products indicate differences in specifications across the same product line, for example differences in the interfaces or the amount of data memory with which a given product is equipped. Please refer to the following before completing the product user registration process as the model number may differ from what is indicated on the front of the product.

***Completing the registration process with the wrong model number may result in your downloading the wrong firmware or in viewing incorrect repair or calibration pricing.**

If the model number is only shown on the front of the product

Front of product

The model number is shown on the front of the product.



Rear of product

No information is shown on the rear of the product.



If the model number is shown on the rear of the product: Case 1 (model number printed on rear of product)

Front of product

This information differs from the product's model number.



Rear of product



Specifications/remarks:

The GP-IB equipped version of the 3334 is the 3334-01.

If the model number is shown on the rear of the product: Case 2 (sticker with model number on rear of product)

Front of product

This information differs from the product's model number.



Rear of product



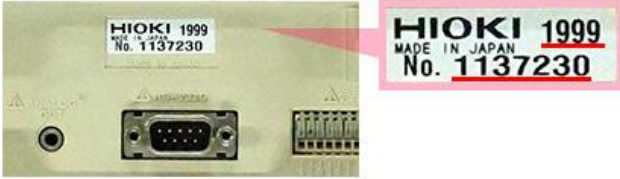
Specifications/remarks: The GP-IB equipped version of the DM7276 is the DM7276-02.

Reference

Example of serial number display

Manufactured before March 2002

The serial number is the year + displayed number.

| Example | |
|---|-----------------------------------|
|  | The serial number is 1999-1137230 |

Manufactured after April 2002

The serial number is only the displayed number.

| Example | |
|---|--------------------------------|
|  | The serial number is 150403194 |
|  | The serial number is 090604861 |
|  | The serial number is 120299715 |

3. Enter the [Customer Record No.] (optional).
The [Customer Record No.] will appear on the calibration certificate and inspection report. If it contains more than 17 characters, it may not display correctly.

Customer Record No.

Version

Remarks

I wish to receive product-related email notifications.

4. Enter your notes or comments in the [Remarks] field as needed.
5. If you would like to receive email notifications about version upgrades, please select the [I wish to receive product-related email notifications] checkbox.
6. Click the [Registration] button at the bottom right.
Pressing the [Back] button will return you to the registered products list page.