

September 9, 2025
No. 7200-25-082-1
HIOKI E.E. CORPORATION
Quality Assurance Division

Action to failure of
CLAMP ON EARTH TESTER FT6380, FT6380-50 and FT6380-90

Dear valued customers,

Thank you very much for your continued patronage.

This is to announce the possibility of failure that the high resistance measurement may become out of the accuracy specifications.

We sincerely apologize for the inconvenience caused to your company because of the failure, and we appreciate your understanding and cooperation regarding this measure.

1. Failure details

When measuring the resistance higher than 30Ω or more, the measurement value may fluctuate a lot by open/close action of clamp sensor and may become the out of the accuracy specifications.

※ The low resistance required for the earth resistance measurement does not become the out of accuracy specifications.

2. Subjected products

-1. Subjected products

CLAMP ON EARTH TESTER FT6380-50 and FT6380-90, as well as the repaired FT6380

-2. Subjected period

Newly shipped from our factory between February 8, 2023 and June 17, 2025 (serial No. 230151223 to 250608811)

Repaired products by exchanging the clamp sensor between May 17, 2023 and July 3, 2025.

3. Action

If the above explained failure is found, please request the free repair to our sales office or distributor.

If you have any questions concerning this, please contact to our sales representative.

Sincerely yours,



Tsutomu Yamaguchi
Director of Quality Assurance