

December 16, 2025
No. 7200-25-117-1
HIOKI E.E. CORPORATION
Quality Assurance Division

Failure of measurement values of POWER ANALYZER PW8001 series

Dear valued customers,

Thank you very much for your continued patronage.

We have found the measurement value failure. It may affect to your work and process, we update the firmware version as in the following.

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

1. Subjected products

Models : POWER ANALYZER
PW8001-01, PW8001-02, PW8001-03, PW8001-04, PW8001-05,
PW8001-06, PW8001-11, PW8001-12, PW8001-13, PW8001-14,
PW8001-15, PW8001-16

Firmware version: From V2.01 to V2.55

2. Failure details

When measuring flicker or d parameter in IEC mode of the PW8001 series, the product may output incorrect measurement values or invalid values, or it hangs up with Assert error dialog displayed under the specific condition.

Specific condition:

The signals are input to multiple channels and the zero cross detection timing shifts about 2ms of each channel

3. Request to update the firmware

We have corrected the failure and updated firmware to V2.60.

Please update the firmware of yours by yourself, or request free update to our sales representative and send a product.

-1. How to update by yourself

(1) Update by OTA (Over the Air)

The PW8001 is compatible with the OTA (Over the Air) update via the GENNECT One. Connect the PW8001 to the PC installed the GENNECT One V5.80 or later and execute the firmware update by searching for the product in the console screen. Please note that the PC is connected to the internet and has the GENNECT Cloud account.

(2) Update by using our update tool

Please download the update file from our web site after registering the product to myHIOKI and follow the update procedures.

<https://www.hioki.com/support/myhioki/login>

Sincerely yours,



Tsutomu Yamaguchi
Director of Quality Assurance