



Ref.: 7200-13-088-11en
Date: December 10, 2013
Quality Assurance Department

Voluntary Repair Program for Model DT4252 Digital Multimeter

Dear Valued Customers:

Thank you very much for your continued patronage.

We regret to inform you that glitches have been confirmed in Model DT4252 Digital Multimeter. Please accept our deepest apologies for any trouble this may cause, and we ask for your understanding and cooperation.

1. Description of the Glitches

The glitches described below have been found in the AC current measurement function.

-1. Non-conformance with specified current measurement accuracy

If the frequency of the current to be measured exceeds approximately 250 Hz, the measured current value will exceed the specified accuracy. The measured value will become smaller as the frequency increases. At 1 kHz, a measured current value will show approximately 18% lower than an actual one.

-2. Frequency measurement becomes unavailable

When measuring the frequency of low current, there is a possibility that high frequency signals may not be measureable.

Corporate Headquarters

81 Koizumi
Ueda, Nagano
386-1192 Japan
TEL +81-268-28-0562
FAX +81-268-28-0568
os-com@hioki.co.jp
<http://www.hioki.com/>

HIOKI USA CORPORATION

6 Corporate Drive
Cranbury, NJ 08512
U.S.A.
TEL +1-609-409-9109
FAX +1-609-409-9108
hioki@hiokiusa.com
<http://www.hiokiusa.com/>

HIOKI (Shanghai) Sales & Trading Co., Ltd.

Shanghai
1904 Shanghai Times Square
Office
93 Huaihai Zhong Road
Shanghai, 200021, P.R.China
TEL +86-21-6391-0090,0092
FAX +86-21-6391-0360
info-sh@hioki.cn
<http://www.hioki.cn/>

Beijing
TEL +86-10-5867-4080,
4081
FAX +86-10-5867-4090
info-bj@hioki.cn
Guangzhou
TEL +86-20-38392673,
2676
FAX +86-20-38392679
info-gz@hioki.cn

HIOKI INDIA PRIVATE LIMITED

Khandela House, 24
Gulmohar Colony
Indore 452 018 (M.P.), India
TEL +91-731-4223901,4223902
FAX +91-731-4223903
info@hioki.in
<http://www.hioki.in>

HIOKI SINGAPORE PTE.

LTD.
33 UBI Avenue 3
#03-02 Vertex
Singapore 408868
TEL +65-6634-7677
FAX +65-6634-7477
info@hioki.com.sg
<http://www.hioki.com/>

2. Influence According to Application

- 1. The glitches have no influence on the measured values of current with frequencies of commercial power supplies.
- 2. The glitches have no influence on the measured values of current flowing through the primary sides of inverters.
- 3. The measured values of current flowing through the secondary sides of inverters can show lower than their actual values because high-frequency components exceeding 250 Hz contained in the current will decay.
- 4. The glitches have no influence on the measured values of direct current used in cars or similar equipment, such as battery discharge and charge currents, because typically the DC current measurement function is used for these purposes.

3. Action on Your Unit(s)

We will remedy the glitches on your unit(s) free of charge. Please contact your HIOKI distributor or representative.

Sincerely yours,

Corporate Headquarters 81 Koizumi Ueda, Nagano 386-1192 Japan TEL +81-268-28-0562 FAX +81-268-28-0568 os-com@hioki.co.jp http://www.hioki.com/	HIOKI USA CORPORATION 6 Corporate Drive Cranbury, NJ 08512 U.S.A. TEL +1-609-409-9109 FAX +1-609-409-9108 hioki@hiokiusa.com http://www.hiokiusa.com/	HIOKI (Shanghai) Sales & Trading Co., Ltd. Shanghai 1904 Shanghai Times Square Office 93 Huaihai Zhong Road Shanghai, 200021, P.R.China TEL +86-21-6391-0090,0092 FAX +86-21-6391-0360 info-sh@hioki.cn http://www.hioki.cn/	HIOKI INDIA PRIVATE LIMITED Beijing TEL +86-10-5867-4080, 4081 FAX +86-10-5867-4090 info-bj@hioki.cn Guangzhou TEL +86-20-38392673, 2676 FAX +86-20-38392679 info-gz@hioki.cn	HIOKI INDIA PRIVATE LIMITED Khandela House, 24 Gulmohar Colony Indore 452 018 (M.P.), India TEL +91-731-4223901,4223902 FAX +91-731-4223903 info@hioki.in http://www.hioki.in	HIOKI SINGAPORE PTE. LTD. 33 UBI Avenue 3 #03-02 Vertex Singapore 408868 TEL +65-6634-7677 FAX +65-6634-7477 info@hioki.com.sg http://www.hioki.com/
--	--	--	--	---	--