



Ref.: 7200-14-064-3en  
Date: December 19, 2014  
Quality Assurance Department

## Voluntary Repair Program for Model FT3405 and FT3406 Tacho HiTester Series

Dear Valued Customers:

Thank you very much for your continued patronage.

We regret to inform you that non-conformance with the specified measurement accuracy has been confirmed in several Hioki products listed below. Please accept our deepest apologies for any trouble this may cause, and we ask for your understanding and cooperation.

### 1. Description of the failure

We have found that measured values can become unstable and indicate higher rotating speeds than actual, exceeding the specified accuracy.

### 2. Cause of the failure

A component failure has been confirmed in the light receiving element, which detects rotations.

### 3. Affected products

Model FT3405 Tacho HiTester	Serial number 140233054 to 140930376
Model FT3406 Tacho HiTester	Serial number 140227018 to 140923140

### 4. Action on your unit(s)

We will replace your non-compliant units with new devices free of charge. Please contact your local Hioki distributor or Hioki sales subsidiary.

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/>

**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/>