

July 14, 2020

HIOKI E.E. CORPORATION

Quality Assurance Division

Product Recall and Repair: CONNECTION CORD L9197

Dear HIOKI customers,

Thank you very much for your continued patronage of HIOKI products.

We regret to inform you of an issue with the CONNECTION CORD L9197, creating a potential risk of electric shock.

The red banana terminal of the L9197 can break off and there is a potential risk for customers if they touch to the exposed metal fitting of the cut off coaxial cable while the black crocodile clip is connected to a live circuit.

We are sorry for any inconvenience this recall may cause, but kindly request your understanding and cooperation in this matter. Please refer to the following for more details.

1. Non-conformance

- 1. The red banana terminal of the coaxial cable may brake and come off after being used only for about 10 times (Figure 1). Two cases have been reported out of 2,231 units shipped from HIOKI, as of May 20, 2020,.

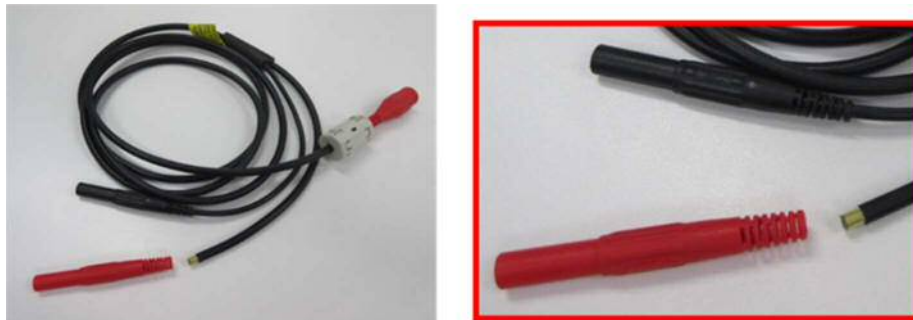


Figure 1: Brake and come off condition

- 2. There is a risk of getting electric shock when a customer touches to the exposed metal fitting of the cut off coaxial cable while the black crocodile clip is connected to the live circuit (Figure 2).

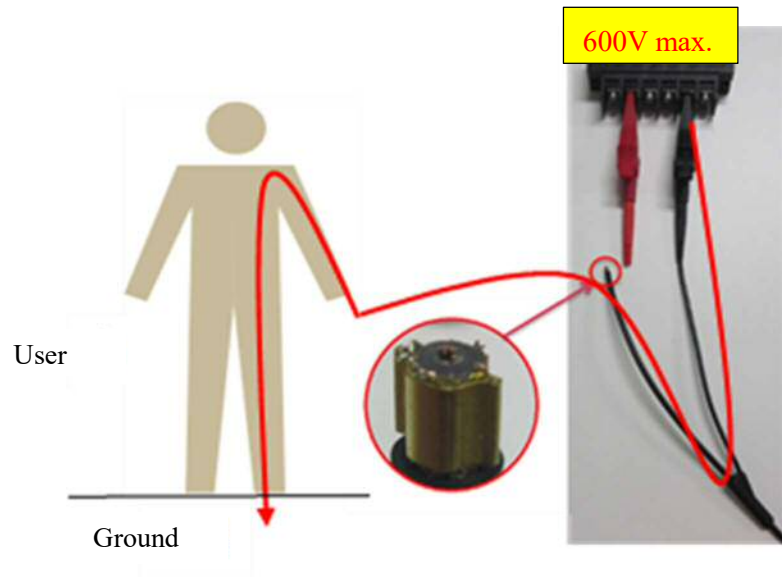


Figure 2: Exposed metal fitting

2. Cause

Due to a cable processing failure, the insulator in the coaxial cable was notched, so that the bending resistance of the coaxial cable became extremely weak. Then, the wire gets cut by repeating bending.

3. Subject to recall

-1. CONNECTION CORD L9197

-2. Subjected period: Shipped from HQ between August 8, 2019 and May 18, 2020

The different banana terminal position in Figure 3 may help to understand the approximate production period.

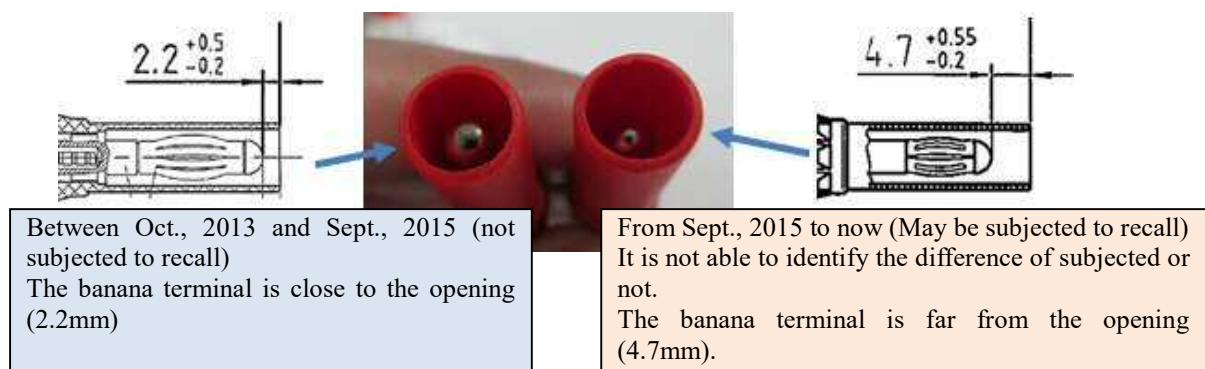


Figure 3: Different banana terminal position

-3. Identification of the fixed product

The fixed product has “●” mark on the product label (Figure 4).



L9197 appearance



L9197 shipped on or after May 19, 2020

Figure 4: Identification of the fixed products

4. Product recall and repair

- 1. The affected products are repaired by adding the adhesive heat shrink tube to the red banana plug. The appearance is changed as in the Figure 5.



Before the repair (no heat shrink tube)



After the repair with heat shrink tube

Figure 5: Appearance before and after the corrective repair

- 2. If you have any non-conformance unit, please contact to our sales office.

Once again, we sincerely apologize for inconvenience caused.