

## **RECALL NOTICE: MEMORY HiCORDER**

Dear Valued Customers:

Thank you very much for your continued patronage.

We are recalling certain models of HIOKI MEMORY HiCORDER. We kindly ask you to allow us to repair your unit(s). Please accept our deepest apologies for any trouble this may cause, and we ask for your understanding and cooperation.

### 1. Overview

- 1. A pair of the support feet secures the upper panel, to which the handle is attached, to the main body of MEMORY HiCORDER. See Figure 1.



Figure 1 Handle and support feet

- 2. If oil or chemical is in contact with the support feet, the material comprising the support feet can deteriorate, resulting in deformations and/or cracks of the screw holes (indicated by the red circles in Figure 1). As a result, when lifting the MEMORY HiCORDER by gripping its handle, the support feet may be less capable of securing the upper panel. In the worst case, the handle and the upper panel can detach from the main body, causing the instrument to drop.
- 3. To prevent accidents from occurring as described above, we will repair the problem by installing reinforcing parts, as well as replacing the support feet.

### 2. Affected Products

- 1. Model 8841 MEMORY HiCORDER  
Model 8842 MEMORY HiCORDER  
Model 8841T PAPERLESS HiCORDER  
Model 8720 VISUAL HiCORDER
- 2. Manufactured period  
All products manufactured from September 1998 (release date) to July 2008 (discontinued date)
- 3. Pre-Conditions  
All units with visibly identifiable deteriorated support feet have to be repaired. In particular, the support feet of MEMORY HiCORDER used in an atmosphere containing oil or chemical are more likely to be deteriorated.

### 3. Action on your unit

Please contact us with the following information by sending an email to the HIOKI International Sales Department at: [os-com@hioki.co.jp](mailto:os-com@hioki.co.jp).

- Your name, department, and company (or school)
- Your address and country
- Your HIOKI distributor
- The HIOKI model number(s), number of units, and serial number(s)

We will have your HIOKI distributor contact you to make the necessary arrangements.

Submitted by:

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