HIOKI

Announcement: Firmware Defect found in the LR5000 Data Logger Series

December 2, 2011

Dear Valued Customers:

Thank you very much for your continued patronage.

We regret to inform you that a software bug has been found in the firmware of the LR5000 Data Logger series. A firmware update has been prepared, and we would like you to upgrade the firmware in your units. Please accept our deepest apology for any inconveniences this may cause, and we ask for your kind understanding and cooperation.

1.Affected Products

Model Number	Firmware Version
LR5001	V1.08, V1.09
LR5011	V1.01, V1.02, V1.03
LR5031	V1.00
LR5041	V1.01, V1.02
LR5042	V1.01, V1.02
LR5043	V1.01, V1.02
LR5051	V1.00, V1.02

How to identify the version number of your device:
With the APS setting turned OFF, remove the batteries from the logger. Wait for the display to completely clear, then re-insert the batteries. After the full segmentation of the LCD is displayed, the model number will appear, followed by the version number for one second.

2.Overview of defect

1. Erroneous values may appear among the measurement values on a regular basis. When recorded, the erroneous value will also be saved.
2. The erroneous values will appear when the logger is operated in the following method:
   (1) The SET button is pressed to display the Settings screen. When no operations are made within the next 30 seconds, the screen will automatically switch to the measurement screen. At this time, [----] or [U.F.] may be displayed as the measurement value.
   (2) The SET button is pressed to display the Settings screen. When the LR5091 or LR5092 is used as the communication device, [----] or [U.F.] may be displayed as the measurement value.

3.Temporary countermeasures to remove the erroneous values

When either recording has stopped or during recording:
(1) Press the SET button to display the Settings screen, or
(2) Press the SET button again or press the REC/STOP button to return to the measurement screen.

4.Permanent countermeasures

1. A firmware upgrade will fix this bug. The new firmware version numbers are:

Data Logger model number	Older version numbers	New version number
LR5001	V1.08, V1.09	V1.10
LR5011	V1.01, V1.02, V1.03	V1.04
LR5031	V1.00	V1.01
LR5041	V1.01, V1.02	V1.03
LR5042	V1.01, V1.02	V1.03
LR5043	V1.01, V1.02	V1.03
LR5051	V1.00, V1.01	V1.02

2. A firmware upgrade will delete all data saved in the data logger and return the device to factory default condition. Please transfer and save all necessary measurement data in your PC.

5.Upgrading your devices

1. The firmware upgrade software will be available from the "LR5000 Firmware Upgrade Download" page of the HIOKI website. Please follow the installation procedures to upgrade your device(s).
2. At your request, a CD-ROM containing the firmware upgrade software can also be sent to you via airmail. Please contact your HIOKI distributor if this is a more convenient method for you. CD-ROMs will be sent after December 16, 2011.

Once again, we thank you for your understanding and continued support, and sincerely apologize for the inconveniences cause.

Sincerely yours.

Yoshinori Sato
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