

INFORMATION ONLY – DOES NOT COMMUNICATE  
A MODIFICATION OR SAFETY CONDITION

# 3458A-14B

## S E R V I C E N O T E

Supersedes:  
3458A-14A

### 3458A Multimeter

**Serial Numbers:** 0000A00000 / 9999A99999  
US00000000 / US99999999

#### Calibration Error After Power “On” or After an “ACAL”

**Parts Required:**

P/N	Description	Qty.
1818-4336	256K RAM, DS1230Y	2
1818-4335	16K RAM, DS1220Y	1

**Situation:**

One of the error messages listed below appears on the 3458A display following an “ACAL” or following a Power “On”.

Error 101, “CALIBRATION ERROR”  
Error 109, “OUT OF CALIBRATION”  
Error 110, “CALIBRATION REQUIRED”  
“RAM TEST-----”

#### ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION: <b>INFORMATION ONLY</b>
AUTHOR: DLL      PRODUCT LINE: 09E
ADDITIONAL INFORMATION:

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**Solution/Action:**

The errors listed previously can be caused by a CAL RAM memory failure.

The A5 Assembly components most likely to cause this fault are U121, U122 and U132. These parts each contain a long life battery that may have failed. This battery allows the CAL RAM data to be retained in memory when the 3458A Multimeter is in the "Power Off" state.

A complete calibration/adjustment including SCAL is required following the replacement of U121, U122 and U132.

If replacement of U121, U122 and U132 does not correct the error then replacement of the A5 Assembly is recommended.