



3-Dec-2015

PRODUCT SAFETY RECALL NOTICE

**RISK OF SERIOUS PERSONAL INJURY OR DEATH
FROM ELECTRICAL SHOCK**

PLEASE READ IMMEDIATELY

Tektronix Model PA4000 Power Analyzer.



Dear Valued Tektronix Customer:

During our ongoing quality/reliability review process, we've discovered a potential safety issue with the Tektronix PA4000 Power Analyzer (all configurations). Some internal safety clearances do not meet the CAT II, double insulation requirements of the EN61010-1 3rd edition for the product's 1000Vrms rating.

HAZARD: Risk of **SERIOUS, POTENTIALLY FATAL** electrical shock when used in applications **GREATER THAN 300Vrms**. This is contrary to the current instructions and specifications stating that this product is safe for voltages up to 1000Vrms.

While we have had no reported cases of anyone having actually been shocked or injured, it is very important that you take the following action to remove this risk.

WHAT YOU NEED TO DO:

- 1) Contact Tektronix immediately at 1-800-833-9200 or 503-627-7111 to schedule the necessary re-work for your PA4000. Reference the PA4000 Power Analyzer Safety Recall
- 2) We urge you to discontinue use of the unit until it is re-worked. If discontinuing use while arranging for re-work represents a hardship to your business operations, you can temporarily continue to use the product **ONLY FOR APPLICATIONS NOT EXCEEDING 300Vrms**. In such case, attach the enclosed "limited use" label on the instrument in a highly visible location (just above the front panel is recommended). **FAILURE TO LIMIT VOLTAGES TO NOT MORE THAN 300Vrms COULD RESULT IN PERSONAL INJURY, INCLUDING DEATH.**

Tektronix, Inc.
P.O. Box 500
Beaverton, Oregon 97077-0001
503 627-7111



WHAT WE WILL DO TO MODIFY THE INSTRUMENT TO REMOVE THIS RISK: We are changing the design to meet the requirements of the above safety standard and to remove the risk of shock provided the product is used in applications where the voltage DOES NOT EXCEED 600 Vrms. We will perform this modification and re-calibrate your PA4000 at no cost to you. The modified instrument will only be safe for voltages not exceeding 600Vrms, and not the original rating of 1000Vrms. Your modified instrument will have new labeling, specifications and literature indicating that the maximum voltage rating is 600Vrms.

As part of this recall, Tektronix will provide you with a free one (1) year extended warranty that includes a free calibration. We apologize for the inconvenience of this safety recall and we are committed to supporting you through the process to help minimize the impact to your business.

Note: If you are not the owner / user of the Tektronix PA4000, please immediately forward this message to the actual owner / user. If you are not able to do this, please contact your local Tektronix office immediately.

Sincerely,

A handwritten signature in black ink that reads "W. Pelster". The signature is written in a cursive, flowing style.

William Pelster
Director of Quality
Chair, Product Safety Committee