

To Our customers,

Mitutoyo Corporation
Sales Division

Recall information of QM-Height display failure

Thank you for choosing Mitutoyo measuring equipment.

This is to inform you of a product recall involving QM-Height, manufactured and distributed after June 2014.

This recall has been initiated due to the display failure of QM-height.

We hereby provide an outline of the issue and corrective measures.

We will provide (free of charge) a Firmware (hereinafter called F/W) update.

We will strive to further improve the quality of our products, and appreciate your continued patronage.

1. Affected products: High Precision Digital Height Gage QM-Height, following 8 products

Code No.	518-230	518-231	518-232	518-233	518-234	518-235	518-236	518-237
Model	QMH-350A	QMH-14"A	QMH-600A	QMH-24"A	QMH-350B	QMH-14"B	QMH-600B	QMH-24"B
Serial No.	0000001 ~ 0000151	0000001 ~ 0000105	0000001 ~ 0000112	0000001 ~ 0000112	0000001 ~ 0000169	0000001 ~ 0000036	0000001 ~ 0000096	0000001 ~ 0000046

How to identify your Serial No.



Backside of the main Body



Serial No. can be found on the backside of the main body.

2. Outline of this issue: Missing digits in displayed value

Some of the digits in the measured value are blank on the display (Please see drawing below)

This happens when measuring the height from a surface to the center of a circle, after setting the origin by bringing the probe into the contact with the upper surface of work piece.

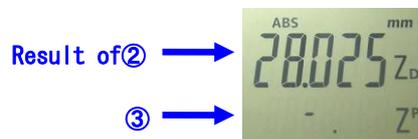
① Set the origin



② Perform Inside (outside) Diameter measurement

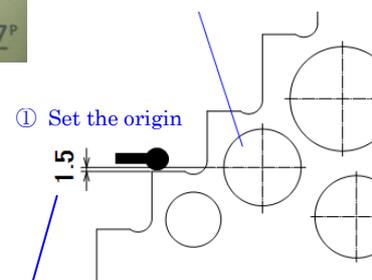


③ Some of the digits in the measured value are blank on the display
Displayed value: ". _ mm" (where _ is a blank/unlit character)
The correct value of the Z-Pitch: "1.500mm"



② Perform Inside diameter measurement

① Set the origin



This issue happens when this value is smaller than the radius of the stylus ball.
(i.e. equal to or lower than 2.5mm when standard Ø5 probe)

This issue does not happen when setting the origin on the surface plate.

3. Corrective measures: F/W rewriting

Time required to rewrite F/W and perform verification: approximately 20 - 30 minutes.

If you have any questions, please contact the stores where you purchased them or your nearest Mitutoyo sales office.

This document contains the technology which is listed under Category 16 of the appended table of the Foreign Exchange Order of Japan.

You should pay Close attention to End-User & End-Use restrictions in your country such as EAR Part 744 or Catch-All Control or Dual-use Control.

You shall comply with export control regulations in your company when you provide this document to customers or any other third party.