

**U1251A-05**

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

Supersedes:  
NONE

**U1251A Handheld Digit Multimeter**

Serial Numbers: TW46360001 to TW48529999, MY48010001 to MY53449999, SG48010001 to SG53449999

**A-ERR error intermittently displayed when turn on in Resistance or Diode mode without any test lead connected to the terminal.**

**Parts Required:**

P/N	Description	Qty.
NONE		

**ADMINISTRATIVE INFORMATION**

SERVICE NOTE CLASSIFICATION:		
<b>MODIFICATION RECOMMENDED</b>		
ACTION <input checked="" type="checkbox"/> ON SPECIFIED FAILURE CATEGORY: <input type="checkbox"/> AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours	
LOCATION <input type="checkbox"/> CUSTOMER INSTALLABLE CATEGORY: <input type="checkbox"/> ON-SITE ( <b>active On-site contract required</b> ) <input checked="" type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE <input type="checkbox"/> RETURN INVENTORY: <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT	USED <input type="checkbox"/> RETURN PARTS: <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 1 Nov 2016	
<input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> Calibration NOT Required	PRODUCT LINE: WC AUTHOR: SJ	
ADDITIONAL INFORMATION: The repair might come in the form of unit exchange with a new/refurbished unit with different Serial Number		

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**Situation:**

Within the serial number range listed above, the U1251A may intermittently display A-ERR when switched on and set to Resistance or Diode mode without any test lead connected to the input terminals.

Under normal operation, the A-ERR error message is displayed when test lead is inserted into the A input terminal (Current input terminal) but the rotary switch is not set to the corresponding 'mA' or "A" location.

In units that exhibit the "A-ERR" symptoms when the test leads are not connected, the detection circuit has drifted over time. This resulted in the false detection of probes in the A inputs (current inputs) even though no lead is attached to the input. This A-ERR indicator on the display is related only to the erroneous test lead detection. There is no impact to the measurement performance of the U1251A.

**Solution/Action:**

This "A-ERR" condition can be cleared by switching the U1251A 'OFF', and then 'ON', to reset the test lead detection circuit.

However, if the "A-ERR" condition persists after performing the power on reset, please send the unit to the nearest Agilent Service Center for repair or replacement.

**Revision History:**

Revision Number	Date	Author	Reason For Change
1.0	11/6/13	SJ	As published