U1272A-02

S E R V I C E   N O T E

Supersedes:
NONE

U1270 Series True RMS Multimeter

Serial Numbers: MY50350001/MY51230001

Erratic Display observed after rapid turning of the rotary switch

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:	
MODIFICATION AVAILABLE	
ACTION CATEGORY:: AGREEABLE TIME	X PERFORMANCE ENHANCEMENT [[]] SERVICE / RELIABILITY ENHANCEMENT
LOCATION CATEGORY: x CUSTOMER INSTALLABLE [[]] ON-SITE [[]] SERVICE CENTER [[]] CHANNEL PARTNERS	AVAILABILITY: Until 30 NOV 2011
AUTHOR: SW	PRODUCT LINE: WC
ADDITIONAL INFORMATION:	

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Situation:
The U1272A Multimeter may show erratic display after the rotary switch is rapidly turned from one measurement function to another, or when the unit is rapidly turned on/off. If this happens, the multimeter is not making any measurements and the reading is undetermined. Switch off the unit for 10 seconds and turn it on again to l reset the unit back to its normal condition. The occurrence of this erratic behavior is very low and can be eliminated through a firmware upgrade.

When this happens, the instrument performance and accuracy are not affected and the unit can perform per specifications once it is reset.

Solution/Action:
Customer can choose to upgrade the Multimeter firmware with a U1173A IR-USB PC connectivity cable.

Download the latest firmware utility from the U1272A Driver & Software page at Agilent website and perform the firmware upgrade to version 2.00 and above. **U1270 Series Handheld Digital Multimeters Firmware Update (Revision 2.00)**

Customers who have purchased the U1272A Multimeter within the serial number range stated in this service note will be entitled to a complementary U1173A IR-USB PC connectivity cable with immediate effect until 30th Nov 2011. Each unit is only entitled to one free U1173A cable.

To request for a free U1173A IR USB PC connectivity cable, please write to hh_promo@agilent.com and provide the following information:

1. Instrument Model Number
2. Serial Number
3. Name of distributor where the unit is purchased from
4. Delivery details :
   - Receiver's Name
   - Receiver's Address
   - Receiver's Telephone number

An Agilent representative will contact you to arrange for the shipment of the cable to you.