

SAFETY – IMPLEMENTED DURING NORMAL COURSE
OF PROVIDING SUPPORT

U1272A-02E-S

S E R V I C E N O T E

Supersedes:
U1272A-02D-S

U1272A True RMS Multimeter

Serial Numbers: MY50350001-MY51230001

POSSIBLE RISK OF HAZARD EXPOSURE

WARNING

HAZARD CLASS #2

Incorrect reading displayed after rapid turning of the rotary switch

Parts Required:

P/N	Description	Qty.
U1173A	IR-USB Connectivity Cable	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
SAFETY		
ACTION CATEGORY: X AGREEABLE TIME		STANDARDS LABOR: 0.1 Hours
LOCATION CATEGORY: ☒ CUSTOMER INSTALLABLE ☐ ON-SITE (active On-site contract required) ☐ SERVICE CENTER ☐ CHANNEL PARTNER	SERVICE ☐ RETURN INVENTORY: ☐ SCRAP X SEE TEXT	USED ☐ RETURN PARTS: ☐ SCRAP X SEE TEXT
AVAILABILITY: ALWAYS		NO CHARGE AVAILABLE UNTIL: EOS
☐ Calibration Required X Calibration NOT Required		PRODUCT LINE: WC AUTHOR: SW
ADDITIONAL INFORMATION: Customer installable with firmware upgrade		

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PRINTED IN U.S.A.

August 27, 2013

Rev. 23



Agilent Technologies

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Situation:

The U1272A Handheld Digital Multimeter may show an incorrect reading and have an erratic display after the rotary switch is rapidly AND repeatedly turned on/off. When this happens at the voltage or current measurement function, the reading on the display may mislead users to believe the voltage or current present on a device/circuitry under test is non-hazardous when it is possible that it is hazardous and poses a risk of electrical shock.

The unit can perform as normal once it is reset. Switch off the unit for 10 seconds and turn it on again to reset the unit back to its normal condition. Do not turn on/off rapidly and repeatedly to avoid the unit displaying this behavior. The likelihood of exposure to electric shock is very low and can be eliminated through a firmware upgrade.

Solution/Action:

1. Verify that your instrument(s) corresponds to the above model and serial numbers.
2. Check the Multimeter firmware is version 1.30 by pressing the NULL button while turning on the multimeter from OFF position.
3. If the firmware version is 1.30, do not use the affected unit under the hazardous conditions described above and continue with step 4.
4. Download the latest firmware utility from the U1272A Driver & Software page at Agilent website and perform the firmware upgrade **U1270 Series Handheld Digital Multimeters Firmware Update** (<http://www.agilent.com/find/U1271A-2Afw>)

The Multimeter must be upgraded from firmware version 1.30 to the latest version, using a U1173A IR-USB PC connectivity cable.

Customers who have purchased the U1272A Multimeter with firmware version 1.30 within the serial number range stated in this service note will receive a complementary U1173A IR-USB PC connectivity cable. Each unit is entitled to one free U1173A IR-USB PC connectivity cable.

To request a free U1173A IR-USB PC connectivity cable, please click [HERE](#) (<http://www.agilent.com/find/ircablerequest>) and provide the following information on the web form:

1. Instrument Model Number
2. Serial Number
3. Name of distributor who sold this unit
4. Date of purchase
5. Delivery details :
 - Receiver's Name
 - Receiver's Address
 - Receiver's Telephone number

Agilent will arrange for the shipment of the free U1173A IR-USB PC connectivity cable to the customer.

Revision History:

Revision Number	Date	Author	Reason For Change
1.0	3-4-2013	SW	Change service note classification from Modification Recommended to Safety.
2.0	27-8-2013	SW	Remove firmware version 2.00 and replace with latest version statement