

U1272A-05-S

Safety Service Note

Implemented During
Normal Course of
Providing Support

Supersedes:
NONE

U1272A Handheld Digital Multimeter

Serial Numbers: See Appendix (A)

POSSIBLE RISK OF ELECTRICAL SHOCK HAZARD

WARNING

HAZARD CLASS #3

The Problem – Potential incorrect reading displayed by U1271A, U1272A, U1273A and U1273AX may lead to electrical shock hazard to users.

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours	
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE (active On-site contract required) <input checked="" type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNERS	SERVICE: <input type="checkbox"/> RETURN INVENTORY: <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	ALWAYS	NO CHARGE AVAILABLE UNTIL: EOS	
	<input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> Calibration NOT Required	PRODUCT LINE: WC AUTHOR: SJ	

ADDITIONAL INFORMATION:

Situation:

An internal component of the impacted models and serial numbers listed below could potentially detach within the unit resulting in the multimeter displaying an incorrect measurement value. There is a potential hazard risk of electrical shock when the user come in contact with hazardous voltage by solely relying on the incorrect reading displayed by the multimeter.

In situations where the multimeter is used to measure voltage source under CAT III 1000V and CAT IV 600V environment, there is a risk of arc flash if the detached component cause a short circuit which bypasses the built in safety protection within the multimeter.

Solution/Action:

1. Verify that your instrument(s) corresponds to the above model and serial numbers.
2. Refrain from using the multimeter.
3. Please send the unit to the nearest service center for repair, listed at <http://www.Keysight.com/find/contactus>

Revision History:

Date	Service Note Revision	Author	Reason for Change
14 Apr 2016	01	SJ	As Published

Appendix (A):

MY53400001	MY54080073	MY54080085	MY54100022	MY55020017	MY55100007
MY53400002	MY54080074	MY54080086	MY54100023	MY55020018	MY55100016
MY53400003	MY54080075	MY54080088	MY54100029	MY55020020	MY55110034
MY53400004	MY54080077	MY54080089	MY54100031	MY55020021	MY55140015
MY53400005	MY54080078	MY54080091	MY54100033	MY55020026	MY55200015
MY54080068	MY54080079	MY54080092	MY54100036	MY55020029	MY55200016
MY54080069	MY54080081	MY54090051	MY54100377	MY55020030	
MY54080070	MY54080082	MY54100019	MY54340080	MY55020031	
MY54080071	MY54080083	MY54100020	MY55020008	MY55100003	
MY54080072	MY54080084	MY54100021	MY55020010	MY55100005	