

U1273A-02

# Modification Recommended Service Note

Supersedes:  
NONE

## U1273A Handheld Digit Multimeter

Serial Numbers: "See Appendix (A)"

**The Problem** – Capacitance measurement may be out of specification at 100nF range and below.

### Parts Required:

P/N Description Qty.

Pomona 2BC-36 double banana plug both ends cable assembly

### ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.1 Hours
LOCATION	<input checked="" type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP
	<input type="checkbox"/> SERVICE CENTER		<input type="checkbox"/> SCRAP
	<input type="checkbox"/> CHANNEL PARTNERS		<input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	20 April 2017
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	WC
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	SJ

ADDITIONAL INFORMATION:

**Situation:**

U1273A within the serial number range may not meet the specification for capacitance measurement in 100nF range and below. This is due to improper open adjustment performed at factory which the cable has been used to perform the open adjustment, has caused a negative offset stored in the multimeter's memory.

**Solution/Action:**

To verify whether the multimeter is impacted with capacitance measurement in 100nF range and below:

1. Turn the knob to the Capacitance measurement position.
2. Manual set the range to 10 nF range.
3. Plug in one end of the Pomona 2BC-36 cable assembly across the capacitance measurement terminal, leave the other end of the cable assembly open.
4. The U1273A should read between 0.8nF to 1.1nF, otherwise the "Open" calibration adjustment was performed incorrectly.

To correct the multimeter capacitance measurement in 100nF range and below:

5. Unplug any cable from the multimeter's terminal.
6. By referring to the service guide procedure (<http://literature.cdn.keysight.com/litweb/pdf/U1271-90020.pdf>), unsecure the meter to enter into the calibration adjustment mode.
7. Turn the knob to the Capacitance measurement position.
8. Perform **ONLY** the "Open" adjustment in Capacitance measurement without any cable connected to the multimeter.
9. Exit calibration adjustment mode after the "Open" adjustment is done.
10. Verify the "Open" adjustment has been performed correctly by repeating step 1 to step 4.

Customers who have purchased the U1273A Multimeter within the serial number range stated in this service note will receive a complementary Pomona 2BC-36 cable assembly. Each customer is entitled to one free Pomona 2BC-36 cable assembly.

To request a free Pomona 2BC-36 cable assembly, please click [HERE](#) (<http://www.keysight.com/find/pomona2BCcablerequest>) 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

Keysight will arrange for the shipment of the free Pomona 2BC-36 cable assembly to the customer.

Revision History:

Date	Service Note Revision	Author	Reason for Change
20 April 2016	01	SJ	As Published

Appendix (A):

MY53400001	MY54100232	MY54150083	MY54280022	MY55100054	MY55340042
MY53400002	MY54100235	MY54150084	MY54280025	MY55170003	MY55340045
MY53400003	MY54110012	MY54150103	MY54300007	MY55270004	MY55340053
MY53400004	MY54110029	MY54160004	MY54300016	MY55280007	MY55340060
MY53400005	MY54110030	MY54160005	MY54300020	MY55280015	MY55350004
MY53400006	MY54110052	MY54160018	MY54300054	MY55280036	MY55350041
MY53400007	MY54110067	MY54160050	MY54320016	MY55280049	MY55350042
MY54040036	MY54110068	MY54170020	MY54320017	MY55280059	MY55350048
MY54080001	MY54130007	MY54170022	MY54320021	MY55320014	MY55350061
MY54080030	MY54130021	MY54170024	MY54320028	MY55320023	MY55350063
MY54080068	MY54130022	MY54170025	MY54320035	MY55320025	MY55350069
MY54080073	MY54130031	MY54170031	MY54320038	MY55320027	MY55350072
MY54080083	MY54130034	MY54170032	MY54320045	MY55320062	MY55350075
MY54080089	MY54130036	MY54170033	MY54320052	MY55320066	MY55350077
MY54080096	MY54130039	MY54170037	MY54320100	MY55320067	MY55400002
MY54080104	MY54130040	MY54210047	MY54320109	MY55320074	MY55400003
MY54080122	MY54130046	MY54210052	MY54330001	MY55320082	MY55400009
MY54090126	MY54130054	MY54210053	MY54330037	MY55320083	MY55460002
MY54090130	MY54140014	MY54210054	MY54370005	MY55320085	MY55460028
MY54090137	MY54140022	MY54210101	MY54420004	MY55320089	MY55480011
MY54100076	MY54140030	MY54210113	MY54420027	MY55320091	
MY54100087	MY54140035	MY54210115	MY54470002	MY55330005	
MY54100112	MY54140042	MY54210117	MY54470006	MY55330015	
MY54100122	MY54140049	MY54240025	MY54490003	MY55340010	
MY54100180	MY54140058	MY54270008	MY54490010	MY55340011	
MY54100181	MY54150016	MY54270011	MY54500005	MY55340012	
MY54100183	MY54150018	MY54270015	MY55050048	MY55340018	
MY54100185	MY54150019	MY54270058	MY55050049	MY55340028	
MY54100195	MY54150022	MY54270066	MY55100006	MY55340029	
MY54100210	MY54150076	MY54280006	MY55100040	MY55340033	