

U1273AX-03-S

Safety Service Note

Implemented During
Normal Course of
Providing Support

Supersedes:
NONE

U1273AX 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):

| | | | |
|------------|------------|------------|------------|
| MY54130010 | MY54250012 | MY55050006 | MY55050030 |
| MY54140048 | MY54250018 | MY55050007 | MY55060006 |
| MY54210003 | MY54250020 | MY55050009 | MY55060021 |
| MY54240001 | MY54250025 | MY55050014 | MY55070029 |
| MY54240002 | MY54250031 | MY55050015 | MY55070032 |
| MY54240003 | MY54250041 | MY55050016 | MY55070033 |
| MY54240006 | MY54250042 | MY55050017 | MY55070034 |
| MY54240012 | MY54250043 | MY55050018 | MY55330085 |
| MY54250005 | MY54460037 | MY55050024 | MY55340005 |
| MY54250009 | MY55050001 | MY55050027 | MY55340007 |
| MY54250010 | MY55050003 | MY55050029 | |