

U1184A-01

Modification Recommended Service Note

Supersedes:
NONE

U1184A Temperature Probe Adapter

Serial Numbers: ALL

The Problem – Faulty temperature probe adapter will cause meter to show “OL” when plugged into the input jacks of a handheld meter.

Parts Required:

P/N	Description	Qty.
U1184-64101	Temperature Probe Adapter	1

ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.0 Hours		
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> RETURN	USED	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS:	<input checked="" type="checkbox"/> SCRAP
	<input checked="" type="checkbox"/> SERVICE CENTER		<input checked="" type="checkbox"/> SEE TEXT		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	25 June 2021		
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	GM		
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	WY		

ADDITIONAL INFORMATION:

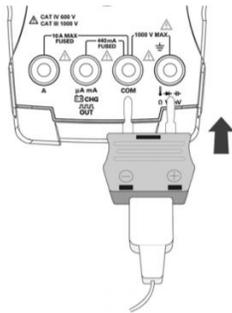
Situation:

The temperature probe adapter U1184A purchased in Dec 2019 to May 2020 may be faulty. A faulty temperature probe adapter will cause meter to show “OL” when the temperature probe adapter with a probe is plugged into the input jacks of a handheld meter. Users will not be able to perform temperature measurement when using this faulty temperature probe adapter.

Solution/Action:

Perform the steps below to verify your temperature probe adapter:

1. Select temperature measurement on your handheld meter.
2. Insert the temperature probe adapter with a probe into the input jacks of the meter.



3. When a defective temperature probe adapter is plugged in, your meter will show “OL” (open thermocouple).
4. Certain meters might not show “OL” when a faulty temperature probe adapter is plugged in. For this case, verify the temperature probe adapter with a known temperature.
5. If the temperature probe adapter is verified faulty, kindly contact Keysight Customer Contact Center at www.keysight.com/find/contactus to return the temperature probe adapter and get a new replacement part.

Revision History:

Date	Service Note Revision	Author	Reason for Change
25 June 2020	01	WY	As Published