

SAFETY – IMPLEMENTED DURING NORMAL COURSE  
OF PROVIDING SUPPORT

**U1271A-02F-S**

**S E R V I C E N O T E**

Supersedes:  
U1271A-02E-S

**U1271A 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:**

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

**ADMINISTRATIVE INFORMATION**

SERVICE NOTE CLASSIFICATION:		
<b>SAFETY</b>		
ACTION CATEGORY: X AGREEABLE TIME	STANDARDS LABOR: 0.0 Hours	
LOCATION X CUSTOMER INSTALLABLE CATEGORY: <input type="checkbox"/> ON-SITE (active On-site contract required) <input type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE <input type="checkbox"/> RETURN INVENTORY: <input type="checkbox"/> SCRAP X SEE TEXT	USED <input type="checkbox"/> RETURN PARTS: <input type="checkbox"/> SCRAP X SEE TEXT
AVAILABILITY: ALWAYS	NO CHARGE AVAILABLE UNTIL: EOS	
<input type="checkbox"/> Calibration Required X Calibration NOT Required	PRODUCT LINE: WC AUTHOR: SJ	
ADDITIONAL INFORMATION: Customer installable with firmware upgrade		

© AGILENT TECHNOLOGIES, INC. 2013  
PRINTED IN U.S.A.

November 20, 2013

Rev. 23



**Situation:**

The U1271A 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 U1271A 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 U1271A 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:**

<b>Revision Number</b>	<b>Date</b>	<b>Author</b>	<b>Reason For Change</b>
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
3.0	19-11-2013	SJ	Change labor hour from 0.1 hour to 0.0 hour