

U1271A-04

Modification Recommended Service Note

Supersedes:
NONE

U1271A Handheld Digital 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:

U1271A 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 U1271A 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 U1271A 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) (<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):

MY53490012	MY54130069	MY54240010	MY55020050
MY53490030	MY54130070	MY54460008	MY55100008
MY54090012	MY54130074	MY54490005	MY55260003
MY54090015	MY54130076	MY54500008	MY55260005
MY54090018	MY54130078	MY54500013	MY55260007
MY54090023	MY54130079	MY54510003	MY55260023
MY54130009	MY54130084	MY54510004	MY55290003
MY54130013	MY54130091	MY54510008	MY55290010
MY54130015	MY54130092	MY54510014	MY55300044
MY54130019	MY54130095	MY54510017	MY55300049
MY54130021	MY54130098	MY54510019	MY55300053
MY54130027	MY54130102	MY54510020	MY55300064
MY54130030	MY54130107	MY55020002	MY55300065
MY54130031	MY54130110	MY55020003	MY55350009
MY54130035	MY54130112	MY55020006	MY55350010
MY54130046	MY54130113	MY55020007	MY55450004
MY54130055	MY54130142	MY55020019	MY55450012
MY54130060	MY54130153	MY55020023	MY55450028
MY54130062	MY54130156	MY55020042	MY55450043
MY54130068	MY54240006	MY55020046	