

U1272A-04

Modification Recommended Service Note

Supersedes:
NONE

U1272A 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:

U1272A 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 U1272A 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 U1272A 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	MY54100161	MY54100540	MY54250031	MY54430002	MY55190017	MY55340010
MY53400002	MY54100181	MY54100555	MY54250033	MY54490014	MY55200026	MY55340015
MY53400004	MY54100199	MY54100558	MY54250044	MY54490016	MY55200048	MY55340016
MY53400005	MY54100207	MY54180013	MY54250046	MY54490019	MY55290003	MY55340023
MY53400006	MY54100214	MY54180058	MY54250051	MY54490021	MY55290004	MY55340051
MY53400007	MY54100220	MY54180074	MY54250058	MY54490022	MY55290008	MY55340056
MY53500016	MY54100227	MY54180098	MY54250062	MY54490023	MY55290021	MY55340057
MY53510002	MY54100228	MY54220006	MY54250066	MY54490027	MY55290026	MY55340059
MY54040016	MY54100305	MY54220010	MY54250095	MY54500010	MY55290028	MY55340062
MY54040028	MY54100308	MY54220013	MY54260029	MY54500027	MY55290039	MY55340071
MY54040071	MY54100324	MY54220017	MY54260048	MY54500028	MY55300052	MY55350001
MY54040107	MY54100326	MY54220018	MY54260050	MY54500029	MY55300054	MY55350009
MY54080017	MY54100329	MY54220021	MY54270010	MY54500030	MY55300055	MY55350031
MY54080055	MY54100339	MY54220036	MY54270022	MY54500033	MY55300060	MY55350032
MY54080058	MY54100342	MY54220040	MY54270023	MY55020001	MY55300066	MY55350051
MY54080068	MY54100343	MY54220047	MY54290005	MY55020002	MY55300070	MY55450005
MY54080088	MY54100346	MY54220068	MY54340002	MY55020003	MY55300094	MY55450012
MY54080093	MY54100354	MY54220073	MY54340008	MY55020010	MY55300097	MY55450014
MY54090021	MY54100359	MY54220080	MY54340010	MY55020017	MY55320004	MY55450019
MY54090031	MY54100413	MY54220084	MY54340015	MY55020020	MY55320009	
MY54090041	MY54100418	MY54220095	MY54340030	MY55020023	MY55320012	
MY54090044	MY54100425	MY54220096	MY54340032	MY55020025	MY55320029	
MY54090077	MY54100426	MY54220097	MY54340086	MY55020026	MY55330030	
MY54100010	MY54100441	MY54220105	MY54340087	MY55020027	MY55330035	
MY54100013	MY54100447	MY54220112	MY54340100	MY55020028	MY55330037	
MY54100020	MY54100451	MY54220114	MY54350019	MY55020031	MY55330046	
MY54100025	MY54100456	MY54220120	MY54350033	MY55020036	MY55330047	
MY54100052	MY54100469	MY54220132	MY54350092	MY55020071	MY55330054	
MY54100075	MY54100478	MY54220142	MY54350106	MY55020072	MY55330056	
MY54100112	MY54100521	MY54220143	MY54350117	MY55020073	MY55330058	

MY54100114	MY54100522	MY54220147	MY54370001	MY55100003	MY55330060
MY54100116	MY54100525	MY54220149	MY54370006	MY55110024	MY55330115
MY54100119	MY54100528	MY54250006	MY54370018	MY55110053	MY55330122
MY54100154	MY54100529	MY54250012	MY54400004	MY55110055	MY55330128
MY54100159	MY54100530	MY54250016	MY54400005	MY55170041	MY55340001