

U1272A-08

Modification Recommended Service Note

Supersedes:
NONE

U1272A Handheld Digital Multimeter, 4½ Digit, IP54

Serial Numbers: Affected serial numbers are listed on page 2.

The Problem – Handheld DMM with specific serial numbers could have a faulty temperature probe adapter (U1184A).

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:	0.25 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:	29 June 2021		
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	GM		
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	WY		

ADDITIONAL INFORMATION:

Situation:

U1272A Handheld digital multimeter with the serial number listed below could have a faulty temperature probe adapter (U1184A).

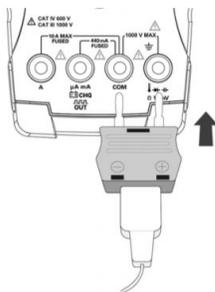
MY59219002	MY59460010	MY59490008	MY59520004
MY59219011	MY59460012	MY59490009	MY59520009
MY59219015	MY59460014	MY59490010	MY59520012
MY59219033	MY59460016	MY59490011	MY59520013
MY59420006	MY59460019	MY59490012	
MY59420019	MY59460020	MY59490013	
MY59420034	MY59460021	MY59490014	
MY59430001	MY59460022	MY59490018	
MY59430015	MY59490001	MY59490019	
MY59430018	MY59490004	MY59490020	
MY59460003	MY59490005	MY59490022	
MY59460005	MY59490006	MY59490023	
MY59460007	MY59490007	MY59520001	

A faulty temperature probe adapter will cause the meter to show “OL” when the temperature probe adapter with a probe is plugged into the input jacks of the 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 faulty temperature probe adapter is plugged in, your meter will show “OL” (open thermocouple).
4. 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
29 June 2020	01	WY	As Published