

U1273A-03-S

Safety Service Note

Implemented During
Normal Course of
Providing Support

Supersedes:
NONE

U1273A Handheld Digital Multimeter

Serial Numbers: See Appendix (A)

POSSIBLE RISK OF ELECTRICAL SHOCK HAZARD

WARNING

HAZARD CLASS #3

The Problem – Potential incorrect reading displayed by U1271A, U1272A, U1273A and U1273AX may lead to electrical shock hazard to users.

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours	
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE (active On-site contract required) <input checked="" type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNERS	SERVICE: <input type="checkbox"/> RETURN INVENTORY: <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	ALWAYS	NO CHARGE AVAILABLE UNTIL: EOS	
	<input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> Calibration NOT Required	PRODUCT LINE: WC AUTHOR: SJ	

ADDITIONAL INFORMATION:

Situation:

An internal component of the impacted models and serial numbers listed below could potentially detach within the unit resulting in the multimeter displaying an incorrect measurement value. There is a potential hazard risk of electrical shock when the user come in contact with hazardous voltage by solely relying on the incorrect reading displayed by the multimeter.

In situations where the multimeter is used to measure voltage source under CAT III 1000V and CAT IV 600V environment, there is a risk of arc flash if the detached component cause a short circuit which bypasses the built in safety protection within the multimeter.

Solution/Action:

- 1. Verify that your instrument(s) corresponds to the above model and serial numbers.
- 2. Refrain from using the multimeter.
- 3. Please send the unit to the nearest service center for repair, listed at <http://www.Keysight.com/find/contactus>

Revision History:

Date	Service Note Revision	Author	Reason for Change
14 Apr 2016	01	SJ	As Published

Appendix (A):

MY54040001	MY54100212	MY54170023	MY54420026	MY55480027
MY54040006	MY54100214	MY54170024	MY55050038	MY55480030
MY54040007	MY54100215	MY54170026	MY55050043	MY55480031
MY54040010	MY54100216	MY54170029	MY55050060	MY55480034
MY54040012	MY54100218	MY54170035	MY55050063	MY55480044
MY54040013	MY54100219	MY54170036	MY55050071	MY55480047
MY54040014	MY54100220	MY54170037	MY55100041	MY55480048
MY54040015	MY54100221	MY54170038	MY55330003	MY55480056
MY54040017	MY54100222	MY54170039	MY55330004	MY55480057
MY54040018	MY54130007	MY54210102	MY55330005	MY55480061
MY54100061	MY54130008	MY54240014	MY55330008	MY55480063
MY54100074	MY54150009	MY54240040	MY55330009	MY55480064
MY54100078	MY54150018	MY54270010	MY55330010	MY55500072
MY54100079	MY54150020	MY54270029	MY55330011	MY55500082
MY54100080	MY54150051	MY54270049	MY55330013	MY55500095
MY54100087	MY54150052	MY54270053	MY55340020	
MY54100089	MY54150053	MY54270056	MY55340026	
MY54100091	MY54150054	MY54270060	MY55340033	
MY54100099	MY54150055	MY54270069	MY55400003	
MY54100114	MY54150056	MY54270071	MY55460007	
MY54100193	MY54150057	MY54280037	MY55460013	
MY54100194	MY54150058	MY54280039	MY55460021	
MY54100195	MY54150059	MY54320030	MY55460030	
MY54100196	MY54160001	MY54420012	MY55480009	
MY54100199	MY54160007	MY54420013	MY55480012	
MY54100200	MY54160008	MY54420014	MY55480019	
MY54100204	MY54160015	MY54420015	MY55480020	
MY54100206	MY54160017	MY54420016	MY55480023	
MY54100208	MY54160019	MY54420017	MY55480024	
MY54100210	MY54170021	MY54420023	MY55480025	