

U1273AX-02

Modification Recommended Service Note

Supersedes:
NONE

U1273AX 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:

U1273AX 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 U1273AX 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 U1273AX 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 2017	01	SJ	As Published

Appendix (A):

MY54030001	MY54210031	MY54410031
MY54030010	MY54210032	MY54410032
MY54080038	MY54210033	MY54410034
MY54100019	MY54210034	MY54410035
MY54100039	MY54210035	MY54410043
MY54100040	MY54240006	MY54410045
MY54100055	MY54240011	MY54460008
MY54100095	MY54250030	MY54460028
MY54140005	MY54250041	MY55050020
MY54140009	MY54250043	MY55060014
MY54140010	MY54250044	MY55060018
MY54140012	MY54280001	MY55060026
MY54140014	MY54280006	MY55060031
MY54140017	MY54280009	MY55070030
MY54140022	MY54280011	MY55330014
MY54140023	MY54280020	MY55330017
MY54140024	MY54280022	MY55330018
MY54140025	MY54280027	MY55330025
MY54140032	MY54280029	
MY54140033	MY54280035	
MY54140036	MY54280041	
MY54190008	MY54370004	
MY54210013	MY54370005	
MY54210016	MY54370007	
MY54210018	MY54370009	
MY54210025	MY54410014	
MY54210026	MY54410015	
MY54210029	MY54410022	