

U1273AX-07

Modification Recommended Service Note

Supersedes:
NONE

U1273AX Handheld Digital Multimeter, 4½ Digit, OLED Display

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:

U1273AX Handheld digital multimeter with the serial number listed below could have a faulty temperature probe adapter (U1184A).

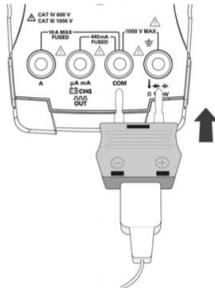
MY58500002	MY59089027	MY59099008
MY59089004	MY59099001	MY59099018
MY59089021	MY59099002	

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