

U1241A-05

S E R V I C E N O T E

Supersedes:
NONE

U1241A Handheld Digital Multimeter

Serial Numbers: MY53070001, MY53070002, MY53070003

U1241A unit missing calibration traceability

Parts Required:

P/N	Description	Qty.
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NONE

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION RECOMMENDED		
ACTION X ON SPECIFIED FAILURE CATEGORY: <input type="checkbox"/> AGREEABLE TIME	STANDARDS LABOR: 1 Hour	
LOCATION <input type="checkbox"/> CUSTOMER INSTALLABLE CATEGORY: <input type="checkbox"/> ON-SITE (active On-site coverage only) X SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE <input type="checkbox"/> RETURN INVENTORY: <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED <input type="checkbox"/> RETURN PARTS: <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 6 November 2014	
X Calibration Required <input type="checkbox"/> Calibration NOT Required	PRODUCT LINE: WC AUTHOR: SJ	
ADDITIONAL INFORMATION:		

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Situation:

During recent Agilent internal process audit, it is discovered that the test result file of the unit identified by serial number listed above could not be located in the database. Therefore Agilent would like to proactively withdraw the unit back for verification calibration and for traceability purposes.

Solution/Action:

Please contact the nearest Agilent Service Centre for calibration request by quoting this service note.

Revision History:

Revision Number	Date	Author	Reason For Change
1.0	11/6/13	SJ	As published