U1251A-05 <u>S E R V I C E N O T E</u>

Supersedes: NONE

U1251A Handheld Digit Multimeter

Serial Numbers: TW46360001 to TW48529999, MY48010001 to MY53449999, SG48010001 to SG53449999

A-ERR error intermittently displayed when turn on in Resistance or Diode mode without any test lead connected to the terminal.

Parts Required: P/N

Qty.

NONE

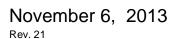
ADMINISTRATIVE INFORMATION

Description

SERVICE NOTE CLASSIFICATION:				
MODIFICATION RECOMMENDED				
ACTION X ON SPECIFIED FAILURE CATEGORY: [[]] AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours			
LOCATION [[]] CUSTOMER INSTALLABLE CATEGORY: [[]] ON-SITE (active On-site contract required) X SERVICE CENTER [[]] CHANNEL PARTNER	SERVICE [[]] RETURN INVENTORY: [[]] SCRAP X SEE TEXT	USED [[]] RETURN PARTS: [[]] SCRAP [[]] SEE TEXT		
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 1 Nov 2016			
[[]] Calibration Required X Calibration NOT Required	PRODUCT LINE: WC AUTHOR: SJ			
ADDITIONAL INFORMATION: The repair might come in the form of unit exchange with a new/refurbished unit with different				

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Situation:

Within the serial number range listed above, the U1251A may intermittently display A-ERR when switched on and set to Resistance or Diode mode without any test lead connected to the input terminals.

Under normal operation, the A-ERR error message is displayed when test lead is inserted into the A input terminal (Current input terminal) but the rotary switch is not set to the corresponding 'mA' or "A" location.

In units that exhibit the "A-ERR" symptoms when the test leads are not connected, the detection circuit has drifted over time. This resulted in the false detection of probes in the A inputs (current inputs) even though no lead is attached to the input. This A-ERR indicator on the display is related only to the erroneous test lead detection. There is no impact to the measurement performance of the U1251A.

Solution/Action:

This "A-ERR" condition can be cleared by switching the U1251A 'OFF', and then 'ON', to reset the test lead detection circuit.

However, if the "A-ERR" condition persists after performing the power on reset, please send the unit to the nearest Agilent Service Center for repair or replacement.

Revision History:

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