U1273A-07

# Modification Recommended Service Note

Supersedes: NONE

# U1273A Handheld Digital Multimeter, 41/2 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/NDescriptionQty.U1184-64101Temperature Probe Adapter1

#### ADMINISTRATIVE INFORMATION

ACTION CATEGORY:	[X] ON SPECIFIED FAILURE [[]] AGREEABLE TIME	STANDARDS LABOR: 0.25 Hours		
LOCATION CATEGORY:	[]] CUSTOMER INSTALLABLE []] ON-SITE (active On-site contract required) [X] SERVICE CENTER []] CHANNEL PARTNERS	SERVICE: [[]] RETURN USED [[]] RETURN INVENTORY: [[]] SCRAP PARTS: [X] SCRAP [X] SEE TEXT [[]] SEE TEXT		
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: 29 June 2021		
	[[]] Calibration Required [X] Calibration NOT Required	PRODUCT LINE: GM AUTHOR: WY		

ADDITIONAL INFORMATION:



## Situation:

U1273A Handheld digital multimeter with the serial number listed below could have a faulty temperature probe adapter (U1184A).

MY59320001	MY59480002	MY59480010	MY60030001	MY60030017
MY59420004	MY59480003	MY59480011	MY60030005	MY60030019
MY59420008	MY59480006	MY59480012	MY60030008	
MY59420011	MY59480008	MY59480013	MY60030012	
MY59470001	MY59480009	MY59520001	MY60030013	

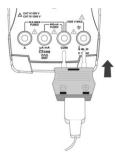
A faulty temperature probe adapter will cause the meter to show "OL" when the temperature probe adapter with a probe is plugged into the input jacks of the handheld meter.

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 <u>www.keysight.com/find/contactus</u> to return the temperature probe adapter and get a new replacement part

#### Revision History:

29 June 202001WYAs Published	