

U1461A-01

Modification Recommended Service Note

Supersedes:
NONE

U1461A Insulation Meter, OLED Display

Serial Numbers: Affected serial numbers are listed on page 2.

The Problem – Handheld insulation meter 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:

Handheld insulation meter with the serial number listed below could have a faulty temperature probe adapter (U1184A).

| | | | |
|------------|------------|------------|------------|
| MY59280006 | MY59460005 | MY59490008 | MY59590002 |
| MY59420006 | MY59460006 | MY59490009 | MY59590003 |
| MY59420008 | MY59460007 | MY59490011 | MY59590005 |
| MY59420015 | MY59490002 | MY59490012 | |
| MY59460001 | MY59490003 | MY59490013 | |
| MY59460002 | MY59490004 | MY59490014 | |
| MY59460003 | MY59490005 | MY59490015 | |
| MY59460004 | MY59490006 | MY59590001 | |

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 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 insulation 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 |
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