

Important! Safety Notice and Recall of Fluke ScopeMeter® 100MHz and 200MHz 4 Channel Hand Held Oscilloscope

April 10, 2012

Dear Fluke Customer:

Fluke is voluntarily recalling its 190 Series ScopeMeter® 100MHz and 200MHz 4 Channel Hand Held Oscilloscopes that contain firmware version V10.40. This includes all units manufactured after February 5, 2012 and all units upgraded to firmware version V10.40 after February 5, 2012.

Description of the problem

Four channel models with the latest firmware (V10.40) may display the decimal point of the measurement value in the wrong position. This poses a potential safety risk for the user, as an unsafe voltage may be indicated as a much lower (safe) voltage. **THIS RISK COULD RESULT IN SERIOUS INJURY OR DEATH.**

The affected models numbers are listed in the table below. You can determine whether your 4-channel ScopeMeter® is being recalled by checking the firmware version as described below. **Stop using it until after that determination is made.**

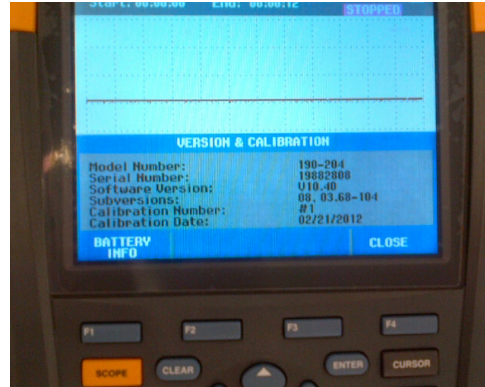
Model Numbers	Description
FLUKE-190-104/AM	SCOPEMETER® 4 CHANNEL 100 MHZ COLOR
FLUKE-190-104/AM/S	SCOPEMETER® 4 CHANNEL 100 MHZ COLOR
FLUKE-190-204/AM	SCOPEMETER® 4 CHANNEL 200 MHZ COLOR
FLUKE-190-204/AM/S	SCOPEMETER® 4 CHANNEL 200 MHZ COLOR

This recall does not include the 2 channel ScopeMeter® units.

Identifying the recalled product

To determine whether your ScopeMeter® is being recalled, first check the firmware version of the product by following these steps: (1) Disconnect the ScopeMeter® from any signal source; (2) with the unit turned on and facing you, press the user key located at the bottom right side of the instrument's front panel; (3) press F3 (Version and Cal).

The firmware version is then displayed as shown below with other instrument information



FIRMWARE VERSION DISPLAY

Actions:

1. Stop using the Fluke 4 channel ScopeMeter® even if you have not experienced problems.
2. Verify your 4 channel ScopeMeter® is affected by this recall using the steps above.
3. Either return your 4 channel ScopeMeter® for a free upgrade or go to www.fluke.com/190fix and follow the instructions to download a new version of the firmware

You can return your ScopeMeter® by visiting www.fluke.com/190recall or calling (888) 97FLUKE (35853), 7 a.m. to 4 p.m. Pacific Time Monday–Friday. Follow the instructions provided and we will send you a prepaid mailer to return your unit at no cost.

We are undertaking this voluntary recall because we place tremendous importance on our customer's safety and the reputation of our products. Please accept our apologies for any inconvenience caused by this action.

Sincerely,

James L. Cavoretto
Sr. Vice President
Chief Technical Officer