

May 3, 2012

Fluke/Tektronix Corporation is Voluntarily Recalling Scope Meters Due to Error in Software Code.

The Electrical Safety Authority is notifying the public that Fluke Corporation has announced a voluntary recall of the following consumer product. Consumers should stop using recalled products immediately.

Name of Product: FLUKE-190-104, FLUKE-190-204, Tektronix THS3014, and Tektronix THS3024

Units: 6 (4-Fluke/2-Tektronix) units in Ontario and 36 unit total in Canada (22-Fluke/14-Tektronix).

Manufacturer: Fluke Corporation, Fluke/Tektronix Corporation

Hazard: An error in a release of software code (containing firmware version V10.40 in Fluke units and V1.0 in Tektronix units) may cause incorrect display readings in the 50V and lower voltage ranges. As an example, the products can report a measurement of 10.0 V as 100V or 100V as 10.0V.

Incidents/Injuries: None reported.

Description/Models:

Fluke-190-104: 4-channel 100MHz BW scope meter
Fluke-190-204: 4-channel 200MHz BW scope meter
Tektronix THS3014: 4-channel 100MHz BW scope
Tektronix THS3024: 4-channel 200MHz BW scope
Note that other models of these product families are not affected.

Sold by: Fluke/Tektronix and their authorized distributors.

When was distributed: Software V10.40 in Fluke units shipped from February 5, 2012 to April 6, 2012 and software V1.0 in Tektronix units shipped December 15, 2011 to April 6, 2012.

Manufactured in: Netherlands

Remedy: The consumer is asked to:

1. return these products to Fluke or Tektronix for a free software upgrade, or
2. download and install the upgrade code from the Fluke and Tektronix websites, depending from which company the product was purchased.

Consumer Contact: Fluke contact: www.fluke.com/190recall or call (888) 97FLUKE (35853); Tektronix contact: <http://www.tek.com/service/safety> or call (800)8339200

Remarks: The recalled units are certified to Canadian Standards by CSA. For more information about CSA product certification process please visit: <http://www.csa.ca/cm/ca/en/home>

May 3, 2012



Fluke 190-104 and 190-204



Tektronix THS3014 and 3024