

**Test lead set, 'Voltage Test Lead, 3-phase + N', included with Fluke 173x, 174x Power Quality Loggers and 3540FC Power Monitor**

**CRITICAL SAFETY ALERT – PLEASE READ!**

**July 2018**

Dear Fluke Distributor:

**Fluke is issuing this Critical Safety Alert related to the 173x Series Power Quality Loggers (Models: Fluke-1730, Fluke-1732, Fluke-1734, Fluke-1736 and Fluke-1738), the 174x Series Power Quality Loggers (Models: Fluke-1742, Fluke-1746 and Fluke-1748) and the 3540FC Power Monitor to warn users against a serious risk of potential injury or death.**

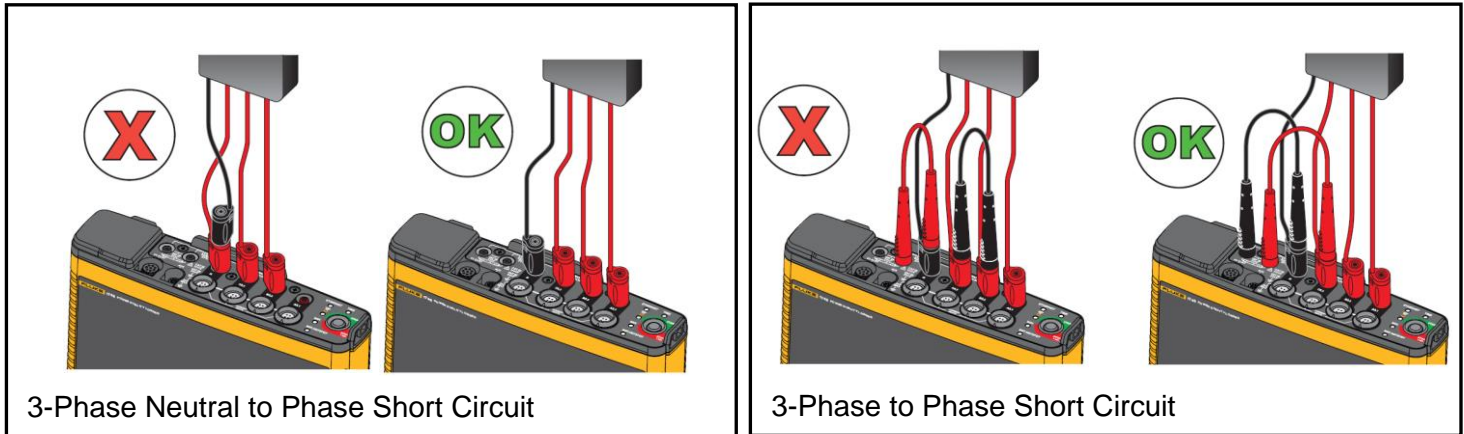
Fluke has determined that certain improper use of the test lead set, 3PHVL-1730 or 3PHVL-1730-5M 'Voltage Test Lead, 3-phase + N', included with the 173x Series, 174x Series Power Quality Loggers and 3540FC Power Monitor, may potentially expose users to hazardous conditions, posing the risk of serious personal injury or death.

While these test leads are compliant with applicable safety standards, it is possible for a user to miswire the voltage connections on the test lead set when making connections to a Logger. See the diagrams below for examples of miswiring errors.

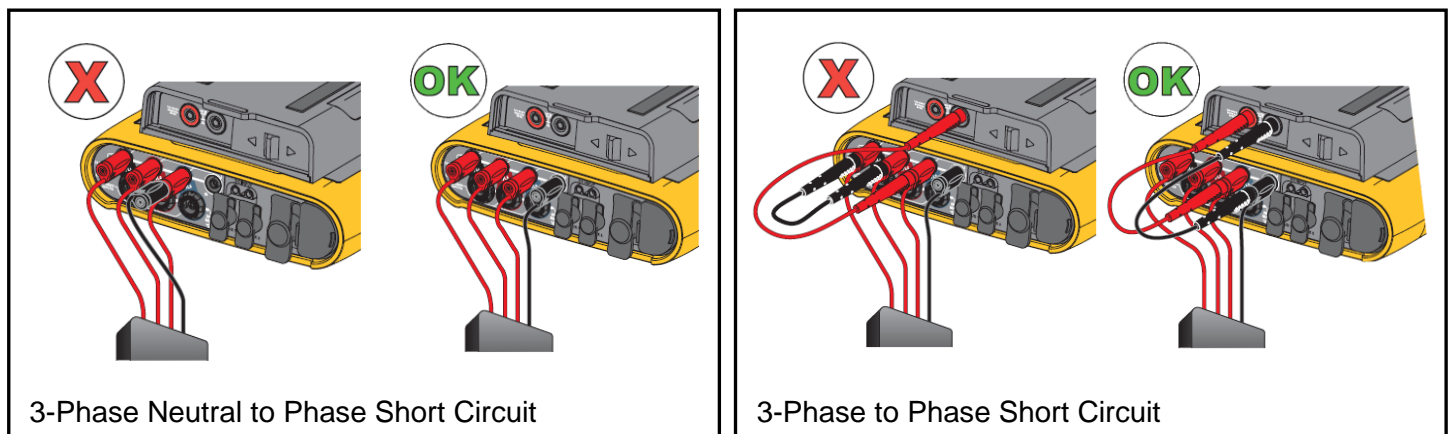
While the possible wiring errors shown below may seem obvious to trained personnel, if this miswiring were to occur, a phase-to-phase or phase-to-neutral short circuit could result, potentially **causing an arc explosion and posing the risk of serious personal injury or death.**

Examples of possible miswired voltage connections resulting in a short circuit (VOLTAGE CONNECTION ERRORS ARE INDICATED BELOW WITH A RED 'X'):

### 174X Series Incorrect 3-Phase Test Lead Connection



### 173X Series and 3540FC Incorrect 3-Phase Test Lead Connection

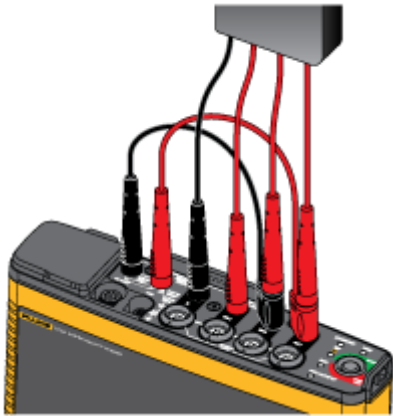


### **PLEASE USE CAUTION TO AVOID ANY OF THESE MISWIRING CONFIGURATIONS.**

Fluke urges customers to discontinue use of the 'Voltage Test Lead, 3-phase + N' cable set and contact Fluke for a free replacement test lead kit. This replacement test lead kit incorporates straight banana connectors rather than stackable connectors.

To facilitate powering the Logger from the measurement terminals, the replacement test lead kit additionally includes short jumper accessories with both a stackable connector and a straight banana connector. **The configuration of this replacement test lead kit eliminates the possibility of miswiring the terminals.** See below.

Replacement test lead set installed.



### **What Distributors need to do:**

#### **Notify End-User Customers of Safety Alert**

Step 1: Generate a list of end-user customers who have purchased an affected product.

Step 2: Notify customers via either option below:

Notify Option 2a:

Distributor to provide Fluke a spreadsheet of customers who have purchased the affected units, and Fluke will notify customers of the Safety Alert. Spreadsheet shall contain Customer First & Last Name, Email Address, Model Purchased, and Quantity Purchased. Email the spreadsheet to [william.komarek@fluke.com](mailto:william.komarek@fluke.com)

Notify Option 2b:

Distributor to email or send 'Customer Letter' (file attached to email) to customers who purchased the affected products. The 'Customer Letter' will direct the customer to a webpage where they can register for a replacement set of leads to be sent by Fluke.

#### **Update Distributor Inventory**

Step 3: Please find all units of the affected part numbers in distributor inventory and segregate the affected units.

Step 4: Distributors have two options to update their current distributor inventory:

Inventory Option 4a:

- Print copies of the 'Box Stuffer' (file attached to email). This document instructs the end-user customer of the Safety Alert and directs them to a webpage where they can register for a replacement set of leads.
- Manually insert the 'Box Stuffer' into the boxes of distributor inventory units

Inventory Option 4b:

- RMA Distributor Inventory
- Send an email to [distribution.orders@fluke.com](mailto:distribution.orders@fluke.com) or fax request to 425.446.5844 for a RMA for credit. Please ensure you include the following:
  - i. Contact Information

- ii. Email Address
- iii. Branch Locations that need to be credited (be sure to include the item/product# and quantity by branch location)
- Please note: This RMA will be for **Credit Only**. In order to process the RMA, you must provide a new PO for the items being returned. Items over 1 year old will be accepted for RMA but need to be in new condition.

The Fluke order management team will follow up with the RMA# and UPS account details.

At Fluke, safety is our number one priority, and we apologize for any inconvenience this matter may cause. Should you have any questions, please do not hesitate to contact us:

Fluke Corporation  
[Fluke-Info@Fluke.com](mailto:Fluke-Info@Fluke.com)  
Tel: 1(800) 443-5853