

# IMPORTANT SAFETY INFORMATION

for Certain Fluke 373, 374, 375 and 376 Digital Clamp Meters.

January 2013,

Dear Fluke Distributor:

Fluke is voluntarily recalling certain 373, 374, 375 and 376 Digital Clamp Meters that were manufactured between September 1, 2010 and October 1, 2012. The models and serial numbers affected are listed in the table below.

Model	Manufacture dates	Starting serial number	Ending serial number
Fluke 376	Sept 2010 to Feb 2011	14270001	15909999
Fluke 375	Sept 2010 to Mar 2011	14270001	16079999
Fluke 374	Oct 2010 to Feb 2011	14270001	16379999
Fluke 373	Oct 2010 to Oct 2012	14270001	21950000

Serial numbers ending with an "R" are not affected and do not need to be returned.

### Description of the problem

The printed circuit assembly may not be properly fastened to the test lead input jack. This may result in inaccurate voltage readings, including a low or no voltage reading on a circuit energized with a hazardous voltage, presenting a shock, electrocution or thermal burn hazard.

### Distributor/Rep inventory actions:

Step 1: Please check the serial number of the items in your inventory to confirm whether it falls into this recall or not. Note that serial numbers are labeled on the outside of the product box (please refer to the photos in this letter for location of the serial number). You do not need to open the box to check the serial number. For those clamp meters that are out of the box, the model number is on the front and the serial number is on the back (please refer to photos).



Step 2: If you have units that need to be returned, please do send the email to your known Fluke customer service order desk to request an RMA number.

Step 3: The Fluke order management team will follow up with the RMA number and shipping details.

Step 4: Replacement order will be booked.

Step 5: Once the items have been received in our Warehouse, a credit will be released (the released credit will be for an identical value as the replacement order).

More details on other side

**End user/Customers actions:**

We are finalizing the end user process. This will include a web landing page for end users affected by the recall so that they can register their unit. We are scheduled to have that process GO-LIVE by January 25th 2013.

We will send to you the following material to reach out to your customers::

- 1) Web landing page link.
- 2) End user email template with instructions.
- 3) Web banner.
- 4) Press release.
- 5) Links to order:
  - a. Direct mailer

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,



Herman Warnshuis,  
Vice President Fluke Europe