

April 16, 2014



Product Safety Alert

## Fluke Recalls 11x Series Multimeters Due to Potential of Fire or Arc Explosion

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

Name of Product: 116 (113, 114, 115, 117 affected but our records indicate only model 116 products were sold to Canada)

Units: 20 (possible that not all 20 units delivered to Canadian distributors/customers are within the affected serial number range)

Manufacturer/Importer: Fluke Canada  
Manufactured in: China

Hazard: The internal audible beeper may come apart and release a metal disk inside the enclosure. A fire or arc explosion could result from the short circuit of input terminals or protective impedance when measuring main voltages.

Incidents/Injuries: none

Description/Models: Small handheld multimeter with grey enclosure and bright yellow holster. Affected serial number range for model 116 as follows: 26290376 – 26522340.

Sold by: Acklands-Grainger Inc, Neutron Electronics, ITM Instruments Inc, RSL, Charles Jones Industrial

When distributed: Dec 16, 2013 – Feb 12, 2014

Remedy: Customers are instructed to review whether the serial number(s) on their products fall within the serial number range for the recalled products. If so, customers should stop using the instrument immediately even if they have not experienced a problem. They are requested to contact Fluke and return their product for repair. The customer will receive instructions on how to return the product to Fluke at no cost.

Consumer Contact: Fluke's website: <http://www.fluke.com/fluke/caen/support/safety/11XRecall.htm> or by telephone: Canada: 1-800-363-5853. In addition, the customer can call the Fluke Customer Service Center for assistance.

Remarks: The recalled units are certified to Canadian Standards by CSA. For more information about CSA product certification process please visit: [www.csainternational.org](http://www.csainternational.org).