June 27, 2014

To Whom It May Concern:

Subject: 1594A/1595A Firmware Bug

It was discovered that when a customer selects the "Restore Factory Default" button in the Config menu, the resistor calibration values are reset to the default values without requiring a password or notification to the customer that the values are being reset. The resistor calibration values are the instrument's main calibration and the reset may cause out of tolerance measurements. Engineering has investigated this issue and the instrument firmware has been revised to ensure that the resistor calibration values are not reset to the default values. A password is now required to access the Restore Factory Default capability of the instrument.

Fluke is willing to upgrade your instrument with new firmware at no cost to you. There are three options with regards to upgrading instruments depending on the instrument firmware version. We have verified that upgrading the firmware does not affect the calibration.

1. Return to the Factory (All costs will covered by Fluke):

If the 1594A or 1595A firmware version is between 1.00/1.00 and 1.12/1.01, the instrument must be sent back to the factory for a firmware upgrade. The instrument will be recalibrated at no cost to the customer.

If you choose to return the instrument to the factory for upgrade (no matter the firmware version), the instrument will be recalibrated at no cost to you.

In order to return your instrument to the factory, contact our Customer Care Center (877.355.3225) for a Return Material Authorization (RMA). Do not utilize the on-line RMA system as it is not set up to handle this situation.

2. Download the Firmware Upgrade from the Fluke Calibration Website

We have set up the capability to download the firmware from our Fluke Calibration website. Instructions for the download process are attached with the notification.

The instrument calibration remains intact and is not affected by this upgrade method. Fluke will not cover instrument recalibration costs.

3. Receive the Firmware on USB Device:

A thumb drive cab be shipped to you with upgraded firmware. If you choose to upgrade using this option, instructions specific to the upgrade process will accompany the thumb drive.

If you have questions concerning this notification, please contact Fluke Calibration Temperature Technical Support at temperaturesupport@flukecal.com.

Best regards,

Roman Loftus
Temperature Calibration Products Technical Support Manager