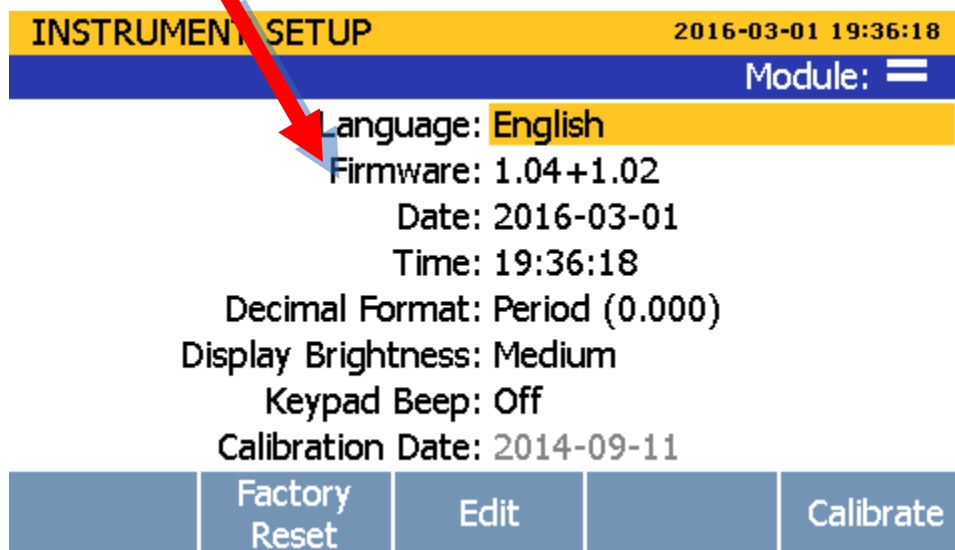


2/25/2016

Dear Valued Customer,

It was recently discovered that the 1586A when used with a PRT that was characterized using either sub-range 6 (0.01°C to 962°C) or 7 (0.01°C to 660°C) the 1586A was not factoring in the C & D coefficients and counting them as Zeroes. This will cause errors in the calculations at temperatures above 419°C, temperatures below 419°C are not affected. If you are using any of the other ITS-90 subranges this error will not affect your readings. We have resolved the issue and have a firmware fix.

This notification affects all units with firmware version 1.03 or lower. To verify the firmware version press the **Instrument Setup** button then on the display the firmware will be listed.



If you have version 1.03 you can download the firmware update from our website.

<http://us.flukecal.com/literature/software-downloads/firmware/1586a-firmware-version-104102>

There are also instructions for upgrading the firmware 1.03 to 1.04 in the email you received. We have confirmed the upgrade process does not affect the calibration of your unit.

If you have a unit that has version 1.02 or lower the unit has to be returned to your local service center for a firmware upgrade. For contact information on your closest service center click [here](#). In the US you can contact our Customer Care Center [service@flukecal.com](mailto:service@flukecal.com) or call 1.877-355-3225 for an RMA to have the unit returned.

At Fluke Calibration, we make every effort to ensure that your reference standards and calibration equipment meet all specifications and perform to your expectations. Occasionally, unanticipated events occur that interfere with this goal. We apologize for any inconvenience this has caused.

If you have additional questions, you may also contact Fluke Calibration Temperature Support: [temperaturesupport@flukecal.com](mailto:temperaturesupport@flukecal.com).

Sincerely,



Roman Loftus  
Technical Support Manager