

March 2023

**SAFETY WARNING! PLEASE READ!**  
**Important Recall Information regarding**  
**Amprobe AM-500, AM-510 and AM-510/WWG**

Dear Fluke Distributor,

Fluke Corporation has identified a safety issue affecting certain Amprobe brand AM-500, AM-510 and AM-510/WWG Digital Multimeters (“Affected Products”). As a precautionary measure, Fluke has decided to **recall** all the ‘Affected Products’ and provide affected customers with free repair.

This letter is to inform you of actions which you should take regarding the recall of the Affected Products units in your customers’ possession. It will also help you return any Affected Products inventory that is currently in your possession. We are sorry for any inconvenience this might cause you, and hope you will understand that customer safety is our utmost priority.

All product returns and exchanges will be handled by Fluke. As a distributor, Fluke is requesting your assistance in publicizing this recall to your customer base.

**The following ‘Affected Products’ are being recalled:**

Item Number	UPC Number	Model Name	Affected Serial Numbers	Affected Mfg. Dates
4018624	0 95969 60036 1	AM-500, DIY-PRO DIGITAL MULTIMETER	Within the serial number range of: 535900001 – 587799999 And: Any other serial number that starts with any number other than a 5.	September 21 <sup>st</sup> , 2011 – August 1 <sup>st</sup> , 2022
4018636	0 95969 60037 8	AM-510, RESIDENTIAL DIGITAL MULTIMETER		
4597997	0 95969 78100 8	AM-510/WWG, RESIDENTIAL DIGITAL MULTIMETER #12U582		

**All AM-500, AM-510 and AM-510/WWG shipped from Fluke after August 1<sup>st</sup>, 2022 and with serial numbers not matching those specified in the last column above are NOT impacted by this recall. Missing or illegible Serial Numbers should be considered to be Affected Products.**

**A. Where to find your product serial number**

For Item Number 4018624 AM-500, DIY-PRO DIGITAL MULTIMETER , the serial number can be found in the back cover of the equipment, as showed on right section of Image 1 below.



**Image 1**

For Item Number 4018636 AM-510, RESIDENTIAL DIGITAL MULTIMETER and Item Number 4597997 AM-510/WWG,RESIDENTIAL DIGITAL MULTIMETER, the serial number can be found in the back cover of the equipment, as showed on right section of Image 2 below.



**Image 2**

If you cannot locate the serial number on your multimeter, or if the serial number is illegible, please contact <https://www.amprobe.com/contact-us/> along with proof of purchase with clear purchase date.

**B. Description of safety issue**

It was discovered that an improperly rated fuse for CAT III 600V applications was installed in the Recalled AM-500/510. The breaking capacity of the installed fuse is insufficient for the prospective fault current under foreseeable misuse conditions (abnormal application of electrical installation voltage above 400 volts between A and COM terminals) and may lead to venting or rupture of the fuse and the subsequent possibility of arc explosion. An arc explosion within the product enclosure may readily escape and result in severe bodily harm or even death. It should be noted that at this time Fluke is not aware of any reported incidents related to this identified product deficiency.

**C. Actions regarding your Customers**

Fluke is enlisting your help to contact customers who may have purchased an ‘Affected Product’ from you. To that end, Fluke is providing you with the following tools:

1. We have prepared a recall notice letter in PDF format to be sent by you to your customer lists. This file is sent along with this letter. Please send this PDF document to your customer lists, in which your customers will see a link <https://www.amprobe.com/amprobe-am-500-am-510-safety-notice/> .This will take your customers to the recall web page.
2. A web page containing all relevant information: This web site has been prepared to answer any questions you or your customers may have regarding this recall.

**D. What your Customers should do with their 'Affected Product'**

Please instruct end customers to follow the steps below:

1. Stop using the Affected Product even if you have not experienced problems.
2. Verify the Affected Product is in the scope of the recall using the serial numbers provided above.
3. Register the Affected Product at <https://www.amprobe.com/amprobe-am-500-am-510-safety-notice/>, where you will be provided with further detailed instructions. Please include complete information, including email address and shipping address.
4. We will send you a fuse replacement kit to correct the Affected Product

**E. What you need to do with any existing 'Affected Product' inventory**

- Please **IMMEDIATELY STOP SELLING** the products that fall within the serial number range provided above. Please **QUARANTINE ALL UNITS** that fall within the affected range.
- Send an email to [distribution.orders@fluke.com](mailto:distribution.orders@fluke.com) or fax request to (425) 446-5844 for an RMA for credit. Please ensure you include the following:
  - Contact Information
  - Email Address
  - 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, provide a 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 (shipment costs are paid by Fluke).

- As soon as your RMA is received in our warehouse, Fluke will prioritize issuing a credit.

Fluke greatly appreciates your assistance with this recall. Our customers' safety is our primary concern which is why we are implementing this recall and requesting your assistance; your efforts in this recall project are critical to its success.

Sincerely,



Salvatore Parlatore

Vice President, Fluke Corporation