

February 9, 2018

Important Voluntary Recall Information Regarding Fluke SM100, SM200 and SM300 Electrical Socket Testers

Dear Fluke Customer:

Fluke Corporation has identified a safety issue concerning the Fluke SM100, SM200 and SM300 Electrical Socket Testers. As a precautionary measure, Fluke has decided to **voluntarily recall** all of these products and provide affected customers with free replacement products.

We are sorry for any inconvenience this might cause you, but we hope that you'll understand that consumer safety is our utmost priority.

Please read this document and take the action set out in section C.

The following models are being voluntarily recalled:

Model Name	Description	Fluke Part number
FLUKE-SM100	Socket Master Tester	2406958
FLK-STU-KIT	Fluke Student Kit	4918301
ROBIN-SM100	Socket Master	2072250
ROBIN-SM200	Socket Master Plus	2072261
FLUKE-SM200	Socket Master Plus	2406964
ROBIN-SM300	Socket Master Tester	2072277
FLUKE-SM300	Socket Master Advanced	2406973

A. Description of safety issue

The primary function of the SM100, SM200, and SM300 Socket Testers is to detect the presence of an open ground in a socket outlet. Socket outlets are often installed in metal boxes and have exposed metal parts connected to the earth pin of the socket.

If the Socket Tester detects a missing earth condition, shown on the tester as ●○○, the internal circuitry will source a voltage from the phase conductor onto the earth pin of the socket outlet, as well as any metal parts connected to the earth pin of the socket.

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Such a condition can result in an electric shock to the user. The current level is probably not life threatening in most cases but could be painful and may be sufficient to knock a person down or off a ladder.



To date, Fluke is aware of only one instance, out of more than 81,000 units sold, where a user has experienced an electric shock through this fault condition. No injury was sustained.

B. Product replacement:

Fluke no longer manufactures a direct replacement for the SM100, SM200 or SM300 Electrical Socket Testers. However, Fluke is offering customers that own these testers two options for recalling and replacing their products:

OPTION 1

If you own the SM100 or SM200 Electrical Socket Testers, Fluke is offering the choice of:

A Fluke T90 Two-Pole Voltage Tester, valued at £34.99

or

A C25 Soft Case for Multimeters and a 1AC-II Voltage Detector, valued at £59.95

OPTION 2

If you own the SM300 Electrical Socket Tester, Fluke is offering the choice of:

A Fluke T110 Two-Pole Voltage Tester, valued at £49.99

or

A C25 Soft Case for Multimeters and a 1AC-II Voltage Detector, valued at £59.95

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C. What you need to do now

1. Go to www.fluke.com/sockettester. This web page will contain all the details associated with this product recall.
2. On this page, fill out the recall form completely, including
 - a. Your name and shipping address
 - b. How many SM100, SM200 and/or SM300 Electrical Socket Testers you own.
 - c. The replacement product(s) you prefer

Fluke will send you a pre-addressed, pre-paid shipping label for the return of your socket testers. Upon receiving your socket testers, Fluke Corporation will send you the replacement product(s) you selected. The replacement product(s) should be shipped from Fluke within three weeks after receipt of your socket testers.

Please accept our most sincere apologies for any inconvenience caused by this action and should you have any queries, please do not hesitate to contact us:

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Sincerely,



Salvatore Parlato
Vice President SIT/VB/FAC
Industrial Products