

PRODUCT ALERT: E-SERIES CONTROL BOX SCB CHANGE

Product Alert Technical Bulletin: e-Series control box SCB change

Date: June 17, 2021

Updated: January 14, 2022

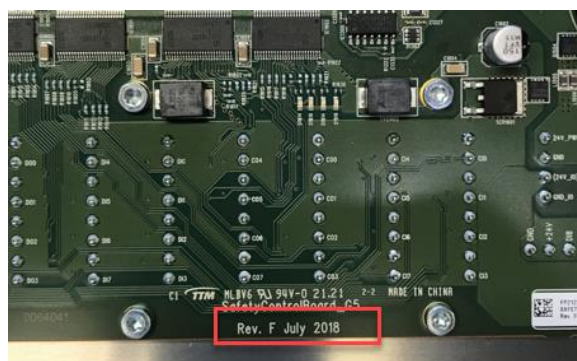
Product(s) Affected: all e-Series robots

Summary: This is a notification for an upcoming product revision. Universal Robots is making an electronic hardware change to the e-Series control box SCB to improve reliability and to provision for future feature releases. e-Series control boxes and service parts with the updated SCB hardware will only work with Polyscope software version 5.10 and newer.

E-SERIES ROBOTS AND CONTROL BOX SERVICE PARTS MANUFACTURED WITH UPDATED SCB HARDWARE WILL ONLY WORK WITH POLYSCOPE 5.10 OR NEWER.

- Universal Robots will publish a list of the initial robot serial numbers manufactured with updated SCB hardware. See below.
- If a user installs a version of Polyscope older than 5.10 on control boxes with updated SCB hardware, they will get an error at startup and the robot will not run. The error can be resolved by installing Polyscope 5.10 or newer.
- Universal Robots recommends that all users keep their robots up-to-date with the latest version of Polyscope. Universal Robots implements bug fixes and other improvements with every Polyscope release and does extensive testing to ensure that programs written in previous versions of Polyscope will run on the latest version. If a user experiences any issues after updating software or hardware on a UR robot, they should contact their distributor or open a case in [MyUR](#).
- (*) For customers who wish to run Polyscope versions older than 5.10, Universal Robots will maintain a supply of SCB boards without this electronics hardware change. These SCB boards can also be used by customers who need to replace a failed control box SCB board and wish to continue running a Polyscope version older than 5.10 on the repaired robot. Consult your regional service center for further details.
- The Polyscope software compatibility of the SCB boards are bound on the SCB revision number. The revision number can found on the SCB board.

Revision Number	Spare Part Number	Software Compatibility	Status
E, F, F2, A	124511	ALL	Discontinued (*)
G, B	200012	SW 5.10+	Active



e-Series Serial Numbers with the new SCB

All controller boxes with a serial number stated below and those in between (for example 068-076 also means 069 and 070 etc.) are produced with the updated SCB hardware. All serial numbers above + is also produced with the updated hardware.

Item No	Part	Serial Numbers
110403	UR3e	starting 20215300 with the last 3 digits 521-550, 552-558, 560-562, 568+
110405	UR5e	starting 2021550 with the last 4 digits 0006-0022, 0034-0043, 0045-0052, 1586+
110412	UR10e	starting 20215200 with the last 3 digits 131-175, 186-203, 206, 976+
110416	UR16e	starting 20215600 with the last 3 digits 127, 128, 182+
112303	UR3e OEM AC	starting 20215380 with the last 3 digits 056+
112305	UR5e OEM AC	starting 20215580 with the last 3 digits 068-076, 098+
112312	UR10e OEM AC	starting 20215580 with the last 3 digits 001-012, 069+
112316	UR16e OEM AC	starting 20215680 with the last 3 digits 015+
113303	UR3e OEM DC	starting 20215390 with the last 3 digits 005+
113305	UR5e OEM DC	starting 20215590 with the last 3 digits 026-029, 052+
113312	UR10e OEM DC	starting 20215290 with the last 3 digits 001-004, 023+
113316	UR16e OEM DC	starting 20215690 with the last 3 digits 007+

If you have any questions, please contact your local Universal Robots distributor, or open a ticket on [MyUR](#).