



PRODUCT NOTICE

Universal Robots continues to improve the reliability and performance of its products, and as such reserves the right to upgrade products, and product documentation, without prior warning. Universal Robots takes every care to ensure the contents of the User Manual/s are precise and correct, but takes no responsibility for any errors or missing information.

To: UR Partners and Customers
From: UR Global Product Management
Date: 23 June 2025
Subject: **End of Support Notification - PolyScope 5.12 LTS**

Universal Robots introduced PolyScope 5.12 LTS (Long-Term Support) during a time of global supply chain uncertainty to ensure customers could rely on a stable software baseline throughout hardware transitions and component shortages.

We are proud to confirm the 5.12 LTS version has successfully fulfilled its mission.

However, several newer versions of PolyScope 5 have since become available, including the most recent release, PolyScope 5.22, which introduces:

- Improved performance
- Expanded feature support
- Compatibility with the latest robot models.

Key Information:

- **PolyScope 5.12 LTS will be supported until December 31, 2025.**
- No new LTS versions will be released.
- All future PolyScope 5 versions will remain backwards compatible with programs and installations created in 5.12 and earlier.
- Customers are encouraged to upgrade to the latest PolyScope 5 version to benefit from ongoing improvements and support for new hardware.

Maintenance Outlook:

PolyScope 5 is now considered a mature platform in maintenance mode. Development continues with a focus on:

- Quality and performance improvements
- Maintenance and stability
- Motion system enhancements
- Compatibility across our full Cobot portfolio

We expect to continue support and maintenance updates at least until end of 2027, after which ongoing development will be re-evaluated in the context of upcoming EU cybersecurity regulations (Cyber Resilience Act).

Looking Ahead:

Universal Robots continues to expand our next-generation software platform, PolyScope X, designed for innovation in safety, cybersecurity, and user experience.

PolyScope X is available for all e-Series and UR-series robots, with the current version PolyScope X 10.9.

Customers can rest assured PolyScope 5 remains an essential and actively supported part of our product portfolio for years to come.

For technical support, migration guidance, or further information, please contact your local Universal Robots representative or write to: support@universalrobots.com



If you have any questions about this Product Notice, email: support@Universal-Robots.com to be directed to your regional representative. You can also contact your regional Universal Robots representative via [universal-robots.com/about-universal-robots/contact-info/](https://www.universal-robots.com/about-universal-robots/contact-info/).