



PRODUCT NOTICE

Universal Robots A/S expressly disclaims liability for any and all damages or injuries caused as a result of customer's failure to install, operate and maintain the robot in strict compliance with the User Manual and Service Manuals, train personnel as needed for the application, follow and implement the recommendations in this Product Notice.

Original language: English

To: Universal Robots Customers
From: Universal Robots Global Technical Compliance
Date: 16 October 2025
PRODUCT NOTICE
Subject: Software error interferes with the Emergency Stop's removal of power.
Affects: some e-Series and all UR Series Robots using software 5.22 through 5.23 and Polyscope X 10.9 through 10.10

During on-going internal testing, a software error was discovered under unusual circumstances, affected robots would execute a stop after the emergency stop push button was pressed. However final removal of drive power to the actuators (the arm) does not happen with this software error. This is a non-compliance with the requirements of a stop category 1 according to IEC 60204-1. Please remember that the emergency stop safety function does not safeguard personnel, it is a manual means of initiating a stop under "emergency conditions" to lessen injuries and/or damage.

It is highly unlikely for this error to happen. It is very difficult to cause this error and very difficult to replicate the error. There have been no reports of this happening in the field.

There is no risk of fire, shock, or injury with this error. The control box has power even when the emergency stop results in removal of drive power to the robot arm. With affected emergency stops, the safety system continues to monitor that the robot arm does not move after stopping.

If there is any movement, an immediate removal of drive power will result (stop category 0 according to IEC 60204-1). This error does not affect the functionality of the I/O in the event of an emergency stop.

For affected robots, the below instructions describe how to check the current version and how to update your software. Please update to the latest software to eliminate the potential error that may cause non-compliance with IEC 60204-1:

Check software and update to EITHER

- 5.24 or higher using these instructions:

www.universal-robots.com/manuals/EN/HTML/SW5_24/Content/prod-serv-man/E-series/serv-man-update.htm

OR

- Polyscope X 10.11 or higher using these instructions:

www.universal-robots.com/manuals/EN/HTML/SW10_11/Content/prod-usr-man/software/PolyScopeX/polyx-settings/polyx-update.htm

Software versions 5.22 through 5.23 and Polyscope X 10.9 through 10.10 will no longer be available for download.

CAUTION



**Software error interferes with the Emergency Stop's removal of power
(non-compliance with IEC 60204-1)**

With either Software 5.22 through 5.23 or Polyscope X 10.9 through 10.10, there is the potential that this may happen.

To prevent this situation, update your software to the most current software.

Helpful links:

FAQs on this issue:

www.universal-robots.com/articles/ur/safety/product-notice-faq-software-error-interferes-with-emergency-stops-removal-of-power/

Link to this Product Notice:

www.universal-robots.com/articles/ur/safety/product-notice-software-error-interferes-with-emergency-stops-removal-of-power/