



PRODUCT NOTICE



UNIVERSAL ROBOTS

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: 19 December 2025
Subject: Extension of Support – PolyScope 5.12 LTS

Universal Robots is issuing this notice as an **update to the previously published PolyScope 5.12 LTS End of Support announcement**, which you can find here: <https://www.universal-robots.com/articles/ur/documentation/polyscope-512-lts-end-of-support-announcement/>.

As we prepare to introduce PolyScope 5.26 LTS in January 2026, we want to ensure that customers with long validation cycles, strict documentation processes, or regulated certification requirements have the predictability and stability they need to plan their transition. To support this, we are extending the support period for **PolyScope 5.12 LTS until May 31, 2026**.

This overlap between LTS versions provides customers with a comfortable, low-risk migration window and ensures continued support coverage during the transition to the new LTS.

There is one important exception to this extension: Due to a required compliance update, **PROFIsafe support will not be extended on PolyScope 5.12 LTS**. Customers using PROFIsafe must update to PolyScope 5.25 or to the upcoming PolyScope 5.26 LTS once released.

Key Information:

- PolyScope 5.12 LTS support is extended until May 31, 2026.
- PROFIsafe support is not extended on PolyScope 5.12 LTS; customers using PROFIsafe must update to PolyScope 5.25 or PolyScope 5.26 LTS once released.
- PolyScope 5.12 LTS supports UR3e, UR5e, UR10e, and UR16e.
- PolyScope 5.12 LTS supports Control Box versions CB5.0 through CB5.5.
- All other support services for PolyScope 5.12 LTS continue unchanged through the extended period.

Universal Robots remains committed to providing a smooth transition path for all customers across the LTS lifecycle.

If you have questions or require support in planning your upgrade, please contact your regional Universal Robots representative.

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For technical support, migration guidance, or further information, please contact your local Universal Robots representative or write to: support@universal-robots.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/).