



UNIVERSAL ROBOTS

A Teradyne Robotics Company

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 Safety Notice.

Original language: English



SAFETY NOTICE

To: Teradyne Robotics and Universal Robots Customers of CB5 OEM Control Boxes
From: Global Technical Compliance
Date: 24 April 2026
Subject: **SAFETY NOTICE** CB5 OEM Control Box Planned Rework (see serial number list on page 2)

During an internal Quality Audit, a gap was identified. Hipot test verification data was missing for a specific time for CB5 OEM Control Boxes that had undergone Planned Rework prior to shipment (i.e., CB5 OEM AC to OEM AC with Flextail cable, CB5.5 OEM DC to CB5.6 OEM DC, CB5.6 OEM AC to CB5.5 OEM AC). This gap has been closed and will not re-occur.

The Hipot test is used to confirm that no internal faults exist within the power connection and that insulation integrity is maintained. It is highly unlikely that there is an issue as no UR control box has failed this test to date. There have been no reported issues or instances of any failures due to the lack of Hipot testing. However, our internal Quality and Compliance Policies require this test to be performed on all units prior to shipment, including if there are any Control Box changes after initial Hipot testing.

If there is an internal fault within the power connection or a loss of insulation integrity, serious injury or death may happen if:

- the control box is opened while it has power connected and "on"; or
- any power connection or any conductor is touched by a person.

As a result, UR urges testing of the affected Control Boxes to determine if there is an internal fault for which a replacement control box will be provided. The affected Control Box serial numbers are listed on page 2.

Serious injury or death can result from an internal fault of a power connection or a failure of insulation integrity

To prevent this hazardous situation:



WARNING

- Verify if your control box is affected by looking at the serial number on the label on the CB5 OEM Control Box.
The label is located on the bottom face.
- **If your CB5 OEM Control Box is affected**, please reach out to UR Service by creating a case via the customer portal (<https://customers.teradyne-robotics.com>) or the partner portal (<https://partners.teradyne-robotics.com>) and refer to this safety notice.



www.universal-robots.com/articles/ur/safety/UR_safety-notice-CB5-OEM-hipot

A confirmation of receipt of this safety notice is required; confirm by email to SafetyNotice@universal-robots.com

If affected CB5 OEM Control Boxes are not Hipot tested by July 1, 2026, then UR expressly disclaims any and all injuries and damages that could be caused by customer's failure to follow and implement the recommendations set forth in this Safety Notice. Failure to comply with the recommendations and the instructions contained in this Safety Notice will absolve Universal Robots from any and all liability for damages or injuries caused as a result hereof.

Helpful links:

FAQs on this issue: www.universal-robots.com/articles/ur/safety/UR_safety-notice-faq-CB5-OEM-hipot

Link to this Safety Notice: www.universal-robots.com/articles/ur/safety/UR_safety-notice-CB5-OEM-hipot



If you have any questions about this Safety Notice, email: SafetyNotice@Universal-Robots.com or contact UR Service by creating a case via the customer portal (<https://customers.teradyne-robotics.com>) or the partner portal (<https://partners.teradyne-robotics.com>). If appropriate, these questions will be directed to your regional representative. You may directly contact your regional Universal Robots representative who can be located at <https://www.universal-robots.com/about-universal-robots/contact-info>.



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SAFETY NOTICE

Date: 24 April 2026

Subject: **SAFETY NOTICE** CB5 OEM Control Box Planned Rework (page 2)

Affected CB5 OEM Control Boxes: Serial Number List

AA25100254172017700A	AA25100254272017700A	AA25100254472017700A
AA25100254572017700A	AA25100254672017700A	AA25100254772017700A
AA25100254872017700A	AA25100254972017700A	AA25100255072017700A
AA25100255972017700A	AA25100256172017700A	AA25100260572017700A
AA25100260672017700A	AA25100260972017700A	AA25110274472015400A
AA25110274572015400A	AA25110274672015400A	AA25110274772015400A
AA25110274872015400A	AA25110274972015400A	AA25110275072015400A
AA25110275272015400A	AA25110275372015400A	AA25110276472015400A
AA25110276572015400A	AA25110280972015400A	AA25110281472015400A
AA25110281772015400A	AA25110282172015400A	AA25120338671441300A
AA25120339571441300A	AA25120339971441300A	AA25120340071441300A
AA25120340171441300A	AA25120340271441300A	AA25120340371441300A
AA25120340771441300A	AA25120340871441300A	AA25120341171441300A
AA25120341571441300A	AA25120341771441300A	AA25120341871441300A
AA25120342771441300A	AA25120344471441300A	AA25120344571441300A
AA26030463271441300A	AA26030463471441300A	AA26030463571441300A
AA26030465071441300A		