

BULLETIN

E-Stop Button Safety Notice

CATEGORY

Safety Related Announcements

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en-us

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46085342671771

SOURCE

<https://support.fortrobotics.com/hc/en-us/articles/46085342671771-E-Stop-Button-Safety-Notice>**January 30, 2026****Dear Valued Customer,**

As part of our ongoing commitment to safety—and in response to a limited number of field reports— FORT is issuing this communication to inform you of a potential safety risk involving the emergency stop button integrated into our portable/handheld products, as well as the actions you can take to mitigate it.

FORT takes customer safety extremely seriously. We apologize for any inconvenience this may cause and sincerely appreciate your continued trust and business.

01

Who Is Affected?

Customers using any of FORT's portable/handheld products (**Safe Remote Control, Safe Remote Control Pro, Wireless E-Stop, and Wireless E-Stop Pro**), irrespective of their part number.*

02

Potential Hazard

If a FORT device is dropped or impacted in a way that causes the **E-STOP button** (the large red button) to become damaged or stuck, the user may be unable to activate the Emergency Stop during an emergency.

In rare cases, if the E-STOP has already been engaged and the device is then dropped or impacted, it has been observed that the red portion of the emergency stop button breaks off from the assembly, which will cause the **Equipment Under Control** to **unintentionally exit the safe state**.

03

Recommended Actions

Please ensure all personnel who use FORT handheld devices are informed of the following, and update your internal procedures as appropriate:

1 If the E-STOP button breaks, is damaged, becomes stuck, or is difficult to operate for any reason:

- **Immediately press the power button** to turn the device off. This will place the Equipment Under Control into a safe state.
- Contact FORT Customer Support by [submitting a request here](#).
- **Do not turn the device back on** unless instructed to do so by FORT Customer Support.

2 To help prevent E-STOP button damage:

- Do not use the E-STOP button to lift, hold, or carry the device.
- Avoid applying excessive force when pressing or releasing the E-STOP button.
- The E-STOP must be twisted and then pulled to release. Do not pull the E-STOP before twisting it first.

Damage to the E-STOP button may create unsafe operating conditions as described above.

**This is the complete list of part numbers for all Safe Remote Control, Safe Remote Control Pro, Wireless E-Stop, and Wireless E-Stop Pro products:*

SRCP 1000

SRCP 1001

SRCP 1002

SRCP 1003

WESP 1003

WES-001-901

WES-001-903

WES-001-2401

SRC-002-901-Y

SRC-002-903-Y

SRC-002-2401-Y