

BULLETIN

SB26005 - NSCP1003 Firmware Issue

CATEGORY	UPDATED	LANGUAGE	ARTICLE
Non-Safety Related Announcements	2026-07-22	en-us	53377665474331

SOURCE

<https://support.fortrobotics.com/hc/en-us/articles/53377665474331-SB26005-NSCP1003-Firmware-Issue>**NSCP1003 Firmware Issue****DATE: 07/21/2026****Service Bulletin Number: 26005****IMPACTED RANGE: All NSCP1003 customers**

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Valued Customer,

FORT has identified an issue affecting NSCP1003 devices. After a firmware update completes and the device restarts, the device reverts to its previous firmware version, which does not support Long Range Bluetooth. This rollback also prevents future firmware updates from installing successfully.

Safety Impact / Potential Hazard?

- No

Operational impact

Affected NSCP1003 devices cannot be updated and may be inoperable until a fix is available. FORT is treating this as a high priority and is working toward a rapid resolution.

Action requested

Please pause the use of NSCP1003 devices until further notice. FORT is actively developing a solution and will share updates as they become available.

FORT values your business and appreciates your partnership.

Impacted Range***All NSCP1003***