



May 2026

Important Note: Update on PyroMark® Q24 Cartridge Availability

Dear valued PyroMark customer,

We would like to inform you about an unexpected situation affecting the upcoming production lot of PyroMark Q24 Cartridges (cat. no. 979202).

During our routine quality control procedures, the new PyroMark Q24 Cartridge lot did not meet our internal quality standards. Because cartridge manufacturing requires a long lead time, we will unfortunately not be able to produce a new lot before the planned discontinuation of the PyroMark Q24 platform on December 31, 2026.

Note: This issue affects only the upcoming lot. All PyroMark Q24 Cartridges currently on the market and in QIAGEN warehouses have met all quality requirements and can be used without concern.

Remaining stock of PyroMark Q24 Cartridges is limited and is expected to be depleted by the end of Q2 2026. To help ensure availability for as many customers as possible, deliveries will be limited to one PyroMark Q24 Cartridge kit per customer. If multiple kits are ordered, only one can be supplied.

We understand that this may impact ongoing operations, and we sincerely apologize for any inconvenience. We remain fully committed to supporting the PyroMark Q24 platform until the end of 2026. We are also ready to assist you in a smooth transition to the PyroMark Q48 Autoprep, should you wish to continue with pyrosequencing: (www.qiagen.com/PyroMark-Q48-Autoprep).

For additional questions, please contact our Technical Support Center (support.qiagen.com) or your QIAGEN sales representative.

Thank you for your understanding and for your confidence in our Sample to Insight solutions.

Best regards,

Your QIAGEN team

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