



July 2023

Important Note

To our valued users of QIAcube® Connect,

QIAGEN is dedicated to meet the needs of our customers and we continually strive to provide you with the best value in products and services.

In this regard, we have received concerns regarding performing UV runs with QIAcube Connect (cat. no. 9002864) or QIAcube Connect Red (cat. no. 9002838). Internal investigations revealed that due to a current build-up, centrifuge boards may be subject to damage if the rotor and buckets are not inserted. Please ensure that the rotor and buckets are mounted before starting a UV run.

Further investigations will be undertaken to determine the root cause of the issue and if an additional corrective actions are required. QIAGEN sincerely apologize for any inconvenience this issue may cause. If you have any questions or comments, please contact our technical service at www.qiagen.com/support/technical-support.

Best regards,

Your QIAcube Connect Team

Trademarks: QIAGEN®, Sample to Insight® (QIAGEN Group), QIAcube®. Registered names, trademarks, etc. used in this document, even when not specifically marked as such, are not to be considered unprotected by law.
07-2023 HB-3437-001 © 2023 QIAGEN, all rights reserved.