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## Extended support for PyroMark® Q24 and Q24 Advanced platforms until December 31, 2026

Dear valued customer,

We understand how important it is to keep your workflows running smoothly. That's why support, maintenance and consumables for the PyroMark Q24 and Q24 Advanced platforms will continue to be available through December 31, 2026.

While service support will also remain available throughout 2026, please note that no service contracts will be offered or renewed for that year. Instead, ad hoc service and support will be provided on a chargeable basis, including travel, labor and spare parts – subject to availability.

If you're considering the next step in Pyrosequencing, we invite you to explore our PyroMark Q48 Autoprep system here: [www.qiagen.com//PyroMark-Q48-Autoprep](http://www.qiagen.com//PyroMark-Q48-Autoprep).

If you have further questions, feel free to contact our **Technical Support** team or your local sales representative.

Thank you for your continued trust in our Sample to Insight® solutions.

Best regards,

Your QIAGEN Team

For up-to-date licensing information and product-specific disclaimers, see the respective QIAGEN kit instructions for use or user manual. QIAGEN instructions for use and user manuals are available at [www.qiagen.com](http://www.qiagen.com) or can be requested from QIAGEN Technical Services (or your local distributor).

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