

December 2025

Important Note

PyroMark® Software Compatibility with Windows® 11

Dear valued customer,

We are committed to helping you get the best performance from your instruments through continuous improvement. We are pleased to inform you that the following PyroMark software packages have been tested and are compatible with Windows 11:

- PyroMark Q48 Autoprep 2.4.2
- PyroMark Q24 Software 2.0.8
- PyroMark Q24 Advanced Software 3.0.1
- PyroMark Assay Design Software 2.0.2

This ensures you continue accessing all the features and benefits of our software on the latest operating system.

Note: When installing the PyroMark Assay Design Software on non-QIAGEN® Windows 11 computers, the Microsoft® .NET Framework 3.5 must be installed manually beforehand. The software installer includes an outdated version of .NET Framework that is no longer supported by Windows 11 (QIAGEN small instruments laptops come with .NET Framework 3.5 preinstalled). Visit dotnet.microsoft.com/en-us/download/dotnet-framework/net35-sp1 to download the installer. Alternatively, search for "Microsoft .NET Framework 3.5 installer" to find a localized version.

If you have any questions, you can reach us by phone or get online support. Visit www.qiagen.com/support for localized contact details.

Best regards,

QIAGEN

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