

Important Note

May 2025

Advanced Cleaning Protocol Available in PyroMark® Q48 Autoprep Instrument Software 4.4.3

Dear valued customer,

With this important note, we would like to inform you about an important improvement for the instrument software of PyroMark Q48 Autoprep.

The new PyroMark Q48 Autoprep instrument software version 4.4.3 offers a new advanced cleaning protocol that addresses cases of severely blocked cartridge channels where the regular cleaning procedure is sometimes insufficient.

For regular cleaning, you can still use the normal cleaning procedure that is available in the software.

The new instrument software is available for download from the PyroMark Q48 Autoprep webpage (www.qiagen.com/PyroMark-Q48-Autoprep). Software updates can be found under **Operating Software** in the **Resources** section. Download and install the software according to the instructions in the user manual. An updated user manual can be found on the website under **Instrument User Manuals**.

In case of any question, please contact our Technical Support Center at www.qiagen.com/support/technical-support

Best regards,

QIAGEN

Trademarks: QIAGEN®, Sample to Insight®, PyroMark® (QIAGEN Group). Registered names, trademarks, etc. used in this document, even when not specifically marked as such, are not to be considered unprotected by law. 05/2025 HB-3618-002 © 2025 QIAGEN, all rights reserved.