



Customer Information Bulletin

PRODUCT: BioProfile® FLEX2

CIB NO: 02-25B

DATE: January 2025

End of Support for BioProfile FLEX2 Software Version 3.6 and Below

Dear BioProfile FLEX2 Customer,

Effective January 2025, Nova Biomedical will officially discontinue support for the FLEX2 software version 3.6 and below. This decision aligns with Microsoft's discontinuation of extended support for the Windows 7 operating system in 2020. To ensure the continued reliability and performance of the FLEX2 systems, Nova is focused on transitioning all systems to the Windows 10 operating system.

Due to limited hardware availability, Nova can no longer provide replacement computer components for the FLEX2 systems running software versions 3.6 and below. Since its introduction, the FLEX2 has undergone significant enhancements to its technology, functionality, and software, providing customers with improved features and performance.

We strongly encourage all customers to upgrade their FLEX2 systems to the latest released software version to benefit from enhanced functionality, critical fixes, and to prevent potential compatibility issues in the future. For customers utilizing the optional FLEX2 CDV Module, upgrading to the latest software version is especially recommended to take advantage of the QC and Sample Offset configuration capability for optimal system performance.

We understand that transitioning to new software can be challenging, and Nova Biomedical is committed to supporting you throughout this process.

If you have any questions/concerns, or require additional information regarding this bulletin, please contact Nova Biomedical Technical Support at (800) 545-6682 (USA) or at (800) 263- 5999 (Canada). For customers outside the USA or Canada, please contact your authorized Nova Biomedical distributor.

Thank you for your continued support of Nova Biomedical BioProfile products.

Nova Biomedical, 200 Prospect Street, Waltham, MA 02454

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