



Medline Industries, LP
Three Lakes Drive
Northfield, IL 60093

MEDLINE INDUSTRIES LP

IMMEDIATE ACTION REQUIRED

URGENT MEDICAL DEVICE FIELD CORRECTION NOTICE

Dear Medline Customer:

The purpose of this communication is to provide important information including field correction instructions related to Medline Basic and Medlite Homecare Beds. There are two risks which have been identified through post-market surveillance, specifically

- 1) electrical system safety risks which may result in fire and,
- 2) the use of non-Medline accessories with the beds may have the potential for entrapment

Details are included within this communication.

Electrical Safety Risk associated with Medline Basic Homecare Beds

This communication is applicable to Medline Basic Homecare Beds, SKUs MDR107002E, MDR107002E-4, MDR107003E, MDR107003E-4, and MDR107003ELO.

Medline Industries has identified a potential hazard involving the hand control pendant and associated wires. In rare and atypical scenarios—such as operating the bed above its specified weight limit, encountering an obstruction to bed movement, or experiencing jammed components/motor—the hand pendant and pendant cords may overheat and, in rare instances, pose a risk of fire.

Medline Industries, LP has received a total of (58) complaints associated with reports of pendant sparking, burning, melting, smoking or fire. All units have the potential to exhibit this failure mode related to the pendant; however, the observed occurrence rate is 0.01% across the distributed bed population.

Medline Industries, LP is actively investigating this issue. In the interim, to mitigate this risk, usage guidelines and safety instructions provided with the product should be strictly adhered to as well as the following instructions:

- 1) **Do not operate bed above the specified weight limit**
- 2) **Ensure none of the bed components are jammed**
- 3) **Ensure that there is no obstruction to the movement of the bed**
- 4) **Hang the pendant on headboard or footboard when not in use**
- 5) **Do not store the pendant on mattress at any time, including while asleep**
- 6) **Unplug the bed and call for service if any of the following occur**
 - a. Bed motors appear to be jammed, stalled, or malfunctioning
 - b. The bed pendant controls aren't working
 - c. Pendant wiring is damaged
 - d. Pendant becomes hot to the touch
 - e. Smoke, sparking, or other unsafe electrical conditions



MEDLINE INDUSTRIES, LP

IMMEDIATE ACTION REQUIRED

URGENT MEDICAL DEVICE RECALL

12/01/2025

1998034
DOVE MEDICAL SUPPLY RETAIL LLC
155 S EASTWAY DR
TROUTMAN, NC 28166-9609

Dear Valued Medline Customer:

Medline Industries, LP is issuing a notification regarding Medline Homecare Beds. Medline Industries LP is issuing a notification regarding Medline Homecare Beds. Please refer to attached document titled R-25-242 Medline Homecare Beds Recall Attachment for further information and required actions that must be taken.. Please refer to the attached list for all affected item number(s) and affected lot number(s).

Adverse reactions or quality problems experienced with the use of this product may be reported to the FDA's MedWatch Adverse Event Reporting program either online, by regular mail or by fax and to Medline Industries, LP.

REQUIRED ACTION:

1. Actions to be taken are indicated on the attached recall notification from Medline Industries, LP.
2. Please use the link and the information below to complete your response form stating that you have received, read, understand and performed any actions as specified in the notification from Medline Industries, LP.

Website link: <https://recalls.medline.com>

Recall Reference #: R-25-242

Recall Code: RBDF722ED

3. If you are a distributor or have resold or transferred this product to another company or individual, you are required by FDA regulations to notify them of this communication.

If you have any questions, contact the Recall Department at 866-359-1704 or recalls@medline.com.

Please accept our sincere apologies for any inconvenience this may have caused. We, like you, place the health and safety of your patients first and foremost.

Sincerely,
Karin Johnson 28054 (kajohnson)
Product Recall Coordinator

Medline Industries, LP.

Three Lakes Drive
Northfield, IL 60093-2753

Toll Free: 866.359.1704
Website: medline.com

Email:
Recalls@Medline.com
Fax: 866.767.1290

Non-Medline Bed Side Rail and Accessory use with Medline Homecare Beds

This communication is applicable to Medline Basic Homecare Beds, SKUs MDR107002E, MDR107002E-4, MDR107003E, MDR107003E-4, and MDR107003ELO, and Medlite Homecare Beds, SKUs MDR107002L, MDR107003L, and MDR107003LO.

The purpose of this communication is to provide an important reminder regarding the proper use of bed side rails and accessories with Medline Homecare Beds to ensure an optimal experience for end users. Medline Industries, LP has received information through post-market surveillance regarding risk when using non-Medline side rails or accessories, specifically the use of some non-Medline bed accessories may lead to patient injury or death.

Medline Industries, LP has received a total of (18) complaints that were related to misuse with a non-Medline side rail or bed assist bar. The observed occurrence rate is 0.0025% across the distributed bed population.

This communication is a reminder to **ONLY USE MEDLINE SIDE RAILS and MEDLINE ACCESSORIES** that are **intended for use with** Medline Homecare Beds. When using Medline Side Rails and Medline Accessories, follow all applicable instructions for use. **DO NOT USE** non-Medline side rails or non-Medline accessories, including extension cords, with Medline Homecare Beds. The following Medline Side Rail SKUs are compatible with both the Basic Homecare Beds and the Medlite Homecare Beds: MDS89697 (Clamp-On Half Rail), MDS89698N (Spring Loaded Half Rail), MDS89694N (Spring Loaded Full Rail), and MDS89695N (Economy Full Rail).

Medline Homecare Beds have been rigorously tested and proven safe and effective when used in accordance with the *Instructions for Use* provided with all Medline Homecare Beds.

Use of non-Medline bed side rails and accessories, including extension cords, with Medline Homecare Beds may result in serious damage to bed or *can cause patient injury or death*.

Sincerely,
Medline Quality Assurance Team