Norco
Welding • Safety • Medical
Gases & Supplies
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The Joint Commission Accredited

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Quality Management System

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URGENT MEDICAL DEVICE SAFETY NOTICE

Medline Brand Beds

October 27th, 2026

Dear Norco Customer:

Norco is contacting you because our records indicate that you have received a Medline brand bed that is affected by a recent product safety action announced by Medline Industries, LP. Medline has since issued updated instructions for the continued use of affected beds and related products.

Why This Notice Was Issued

Medline has identified two potential safety concerns with affected beds:

- **Electrical safety/fire risk.** Under certain conditions, electrical components of the bed may overheat, which can lead to smoking, sparking, melting, burning, or fire and may result in electrical shock, burns, serious injury, or death.
- **Entrapment risk.** The use of bed accessories, including side rails, may create a risk of entrapment or asphyxiation that could result in serious injury or death.

What You Should Do Now

Medline has instructed users of affected beds to take the following actions immediately:

1. Unplug the bed from any electrical outlet.
2. When adjustment is necessary, the bed may be plugged into an electrical outlet while repositioning the patient. Unplug the bed after repositioning is complete.
3. Do not use an extension cord to power the bed.

Whenever possible, have a second person available to assist with using and moving the bed.

Do not attempt to repair, modify, or alter the bed unless specifically instructed by Medline through a Medline-authorized repair process.

What Happens Next

- Norco is working with Medline to address affected beds and assist customers with next steps.
- Norco will contact you regarding your affected equipment and will work with you to coordinate any necessary next steps.
- In the meantime, if you have questions or need assistance with your equipment, please contact the local Norco location that provided your equipment. All location contact information is available at www.norco-inc.com.

Reporting a Problem or Adverse Event

If you experience a problem, injury, or other adverse event involving your Medline bed or related product, please contact your local Norco location. You may also report the event directly to:

- Medline: 800-950-0128, option 5 or QualityAssurance@medline.com.
- FDA MedWatch: Online at fda.gov/medwatch/report, by phone at 800-332-1088 to request a reporting form, or by fax at 800-332-0178.

Questions or Assistance

We understand this notice may cause questions or inconvenience. If you have questions about this notice, your affected Medline bed, or the updated instructions, please contact Medline Recall Customer Service at 800-950-0128, option 7.

For assistance with equipment supplied by Norco or help coordinating next steps, please contact your local Norco location.

Sincerely,

Norco, Inc.

Enclosure: Medline Updated Guidance Regarding Medline Brand Beds and Accessories