CUSTOMER NOTIFICATION

October 24, 2026

Dear Valued Customer,

We are writing to update our October 14, 2026, communication regarding the product removal, market exit and discontinuation of Medline Brand beds, rails, mattresses, and accessories. This update provides revised instructions for continued use and introduces a new repair option that was not included in the October 14, 2026, communication. **Importantly, customers can continue to use Medline Brand beds, rails, mattresses, and accessories, in accordance with the instructions below.**

In an effort to support continuity of care and to minimize disruptions for our customers, healthcare providers, and patients, and in consultation with the U.S. Food and Drug Administration (FDA), Medline is updating the instructions for continued use, and providing additional information about options for repair, replacement and full or partial refund of original purchase price.

Customers should review the following information carefully:

- **Continued use of current Medline Brand beds, rails, mattresses, and accessories:** Medline Brand beds, rails, mattresses, and accessories covered by the previously announced (October 14, 2026) product removal, discontinuation and market exit, **may remain in use in accordance with the updated instructions below until the bed is either repaired or replaced**. This new repair or replace procedure, detailed below, allows Medline to repair certain Medline Brand beds for its customers; other customers will either receive a replacement or full or partial refund of original purchase price. Beds that are repaired may then be used in accordance with their Instructions for Use.

- **Updated instructions:** Medline Brand bed users should unplug the beds from electrical outlets. When necessary adjustments to the bed need to be made, plug the bed into an electrical outlet while repositioning the patient and **unplug the bed when not repositioning the patient. Do not use extension cords to power the bed.** Whenever possible, have a second person available to assist with the use and movement of the bed.

- **Repair, replacement or full or partial refund of original purchase price:** Medline is establishing two paths to address affected Medline Brand beds: **1) Repair:** Certain existing Medline Brand beds may be eligible for repair; **2) Replacement or full or partial refund of original purchase price:** If Medline determines that beds and accessories are not eligible for repair, Medline will work with customers to determine their eligibility for applicable replacement or full or partial refund of original purchase price.
    - NOTE: Repair, replacement or full or partial refund of original purchase price may be available for certain beds, rails, mattresses, and accessories **purchased in the last five years.** Beds, rails, mattresses, and accessories purchased more than five years ago are still subject to the field action and updated instructions above.
    - NOTE: **Do not attempt to repair, modify, or alter** Medline Brand beds unless specifically instructed by Medline through a Medline-authorized repair process.

- **For additional information** regarding impacted Medline Brand beds, rails, mattresses and accessories, or to initiate the applicable process to repair, replacement or full or partial refund of original purchase price, customers should contact Medline Recall Customer Service at 1-800-950-0128, option 7. Customers and users of impacted Medline Brand beds and related products can obtain updated information on the Medline Brand Beds and Accessories recall page at https://www.medline.com/pages/product-recalls/medline-bed-accessories/.

- **Reporting adverse events:** Report any adverse events to Medline at QualityAssurance@medline.com or 1-800-950-0128, option 5, and to FDA MedWatch at https://www.accessdata.fda.gov/scripts/medwatch/index.cfm.

We recognize the challenges this field action creates for you and those in your care. Thank you for your attention to this update and for your continued partnership. Medline remains committed to delivering high-quality medical and surgical products to healthcare providers across all points of care. Patient safety remains our highest priority.

Sincerely,

Kinga Almasan
Senior Director, Regulatory Compliance
Medline Industries, LP