Recall No. MCR-25-47

CONVAL-AID INC.
2600 LANCASTER
OTTAWA ON K1B 4Z4
Canada

November 17, 2026

URGENT MEDICAL DEVICE RECALL
PRODUCT REMOVAL, DISCONTINUATION, & MARKET EXIT

Medline Brand Beds, Rails, Mattresses, and Accessories
Type I Recall
Respond by November 27, 2026
Fourth Notice with Important Updates
Including Expanded Scope and New Customer Actions Required

This document contains important, updated information from the previous communication for your equipment.
Please review and share the following information with anyone who needs to be aware of the contents of this communication. It is important to understand the implications of this communication.

Dear Valued Medline Canada Customer,

Medline Industries, LP is issuing an update to a previous notification to include All Medline Brand beds, including homecare beds, bariatric beds, and long-term-care beds, their associated pendants, accessories, replacement parts, bed-containing order packages, and rails and mattresses. This notice is being issued as a follow-up to customers who were sent previous communications regarding Medline Basic Homecare Beds, Medlite Homecare Beds, and Basic Homecare Bed Pendants, and as an initial notification to customers who were not sent those prior communications. This notice applies to all Medline Brand beds SKUs, associated pendants SKUs, accessories SKUs, replacement parts SKUs, bed-containing order packages SKUs, and rails and mattresses, and is related to 1) electrical system safety risks that may result in fire, and 2) the use of accessories with the beds that may have the potential for entrapment. Please read the notice in its entirety for further information and required actions that must be taken. Please refer to **Attachment 1** for list for all affected item number(s).

Adverse reactions or quality problems experienced with the use of these products may be reported to Health Canada's Consumer Medical Device Report form (online) or Medical Device Problem Report form for health care professionals (online), and to Medline Canada via email to: Canada-Complaints-Plaintes@medline.com

Medline Canada, Corporation
5150 Spectrum Way, Suite 300
Mississauga, ON L4W 5G2
medline.ca

We recognize the challenges this recall creates for you and those in your care. Thank you for your attention to this notice 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,
Medline Canada QA Recall Team

Recall No. MCR-25-47

Date: November 17, 2026

Subject: PRODUCT REMOVAL, DISCONTINUATION, & MARKET EXIT – All Medline Brand beds, including homecare beds, bariatric beds, and long-term-care beds, their associated pendants, accessories, replacement parts, bed-containing order packages, and rails and mattresses.

To: Medline Canada Customer

Affected Products: Refer to **Attachment 1** for a list of the SKUs within the scope of this notice.

PURPOSE OF THIS LETTER

The purpose of this letter is to inform you that Medline Industries, LP ("Medline") is executing a voluntary recall to initiate a product removal, discontinuation, and market exit of all Medline Brand beds, including homecare beds, bariatric beds, and long-term-care beds, their associated pendants, accessories, replacement parts, bed-containing order packages, and rails and mattresses. Importantly, in an effort to support continuity of care and to minimize disruptions for our customers, healthcare providers, and Patients during this recall, Medline is providing instructions for continued use of Medline brand beds, rails, mattresses, and accessories, as well as limited use of pendants, during this product removal, discontinuation, and market exit. Medline is also providing information on full or partial refund of original purchase price in certain circumstances.

This notice is being issued as a follow-up to customers who were sent previous communications regarding Medline Basic Homecare Beds, Medlite Homecare Beds, and Basic Homecare Bed Pendants, and as an initial notification to customers who were not sent those prior communications. This notice applies to all Medline Brand beds SKUs, associated pendants SKUs, accessories SKUs, replacement parts SKUs, bed-containing order packages SKUs, and rails and mattresses, and is related to 1) electrical system safety risks that may result in fire, and 2) entrapment risk from the use of any bed accessories.

REASON FOR RECALL & CLINICAL RISK ASSESSMENT

Issue Description:

1. Electrical Safety Risk

Description of the Issue and Circumstances Under Which It Can Occur:

Medline has identified a potential fire hazard involving Medline Brand beds, pendants, control/motor boxes, and actuators/motors. Under certain conditions, including but not limited to excessive system loading, jammed components or motors, damage to or fluid ingress into the pendant, the use of extension cords, or the use of any pendants or accessories, the bed's electrical components may overheat.

Risks to Health

Overheating of the bed's electrical components may progress to smoking, sparking, melting, burning, and/or fire. These events may increase the risk of adverse health consequences, including electrical shock and burns. If a fire occurs, there is the potential for serious injury or death, including burns, chronic respiratory conditions resulting from smoke inhalation, post-traumatic stress disorder (PTSD) related to fire incidents, or fatality. Medline has received reports of adverse events associated with this issue.

2. Entrapment Risk

Description of the Issue and Circumstances Under Which It Can Occur:

Medline has received information through post-market surveillance that the use of bed accessories may lead to entrapment.

Risks to Health

There is a potential risk of entrapment or asphyxiation if: 1) Medline Brand beds are used with any bed accessories, 2) if a user lays on a pendant being used with the bed, or 3) if the bed is used with loose or wobbly rails. Entrapment or asphyxiation may result in patient injury or death. Medline has received reports of adverse events associated with this issue.

Actions to be taken:

1. **Immediate Actions**
   - i) Medline Brand beds, rails, mattresses, and accessories covered by the product removal, discontinuation and market exit, may remain in use in accordance with the instructions below until the bed is replaced.
   - ii) Medline brand bed users should unplug the bed and any associated battery packs or batteries from the bed or accessories.
   - iii) Do not use the electrical functionality of the bed. You may continue to use the Medline Brand bed with a mattress in manual mode only until you replace the bed.
   - iv) When necessary adjustments to the bed need to be made in emergency situations (e.g., choking, CPR) or while repositioning the patient, the bed can be plugged into an electrical outlet. Unplug the bed when not in an emergency situation or not repositioning the patient.
   - v) If the bed is plugged back in for emergency use or repositioning the patient, do not use extension cords to power the bed.
   - vi) If the bed is plugged back in for emergency use or repositioning the patient, ensure that the Medline Brand bed pendants and power cords are routed and secured.
   - vii) Whenever possible, have a second person available to assist with the use and movement of the bed.
   - viii) Do not use any bed accessories, including side rails, with Medline Brand beds, except as provided in these instructions.
   - ix) If You Have a Medline Brand Mattress Only (and are not using the Medline Brand Mattress with any other Medline Brand product identified in Attachment 1, e.g., you are not using the mattress with a Medline Brand bed and/or accessory), take the following actions:
     - a. Identify the mattress in your possession by cross-referencing with the affected product list (see Attachment 1) to determine whether the mattress is an affected product.
     - b. Contact the bed manufacturer to determine mattress compatibility and ensure that you follow indications for use.
   - x) **Distributors, Health Authorities/Groups, Hospitals, and Long-Term Care Homes**: Please follow your recall procedure to ensure all customers and/or end-users are notified of the recall.

2. **Follow Up Actions**
   - i) Medline Canada will provide our customers with a label containing safety instructions to place on Medline Brand beds. If you do not receive a label from the provider or distributor from whom you purchased or received the bed by December 15, 2026, please contact Medline Canada Recall Customer Service at 1-800-268-2848

ii) For customers who purchased directly from Medline Canada, certain beds, rails, mattresses, and accessories **purchased in the last five (5) years** may be eligible for a full or partial refund of the original purchase price. Please note, beds, rails, mattresses, and accessories purchased more than five years ago are still subject to the recall and instructions provided above under Immediate Actions.
   a. To facilitate the removal of the affected Medline Brand beds, you may contact Medline Canada Recall Customer Service at 1-800-268-2848.

iii) If you purchased a Medline Brand bed, rails, mattresses and accessories from a provider or distributor in Canada within the last 5 years, please contact the provider or distributor from whom you purchased or received the products to determine whether you are eligible for a reimbursement and/or credit. Please note, beds, rails, mattresses, and accessories purchased more than five years ago are still subject to the recall and instructions provided above under Immediate Actions.
   a. To facilitate the removal of the affected Medline Brand beds, you may contact the provider or distributor from whom you purchased or received the bed for further information.

iv) NOTE: **Do not attempt to repair, modify, or alter Medline Brand beds.**

3. We require your response, even if you have no affected stock.
   Please use the link below 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:
   Website Link: https://athomemedline.jotform.com/form/bedca
   Recall Reference: MCR-25-47
   Alternatively, you can call into Medline Canada Recall Customer Service at 1-800-268-2848 to provide your recall response or complete the Response Form (page 5) and email it to: MCR-25-47@medline.com or fax it to: **905-755-9804.**

   ********Please Respond By November 27, 2026*******

4. If you are part of a GPO (Group Purchasing Organization), kindly identify the GPO with which you are affiliated in the response.

5. **Distributors, Health Authorities/Groups, Hospitals, and Long-Term Care Homes:** Please ensure your customers/end-users send responses back to your facility**. Once all responses have been accumulated, please forward your response form to Medline Canada.**

Additional Information:
For additional information regarding impacted Medline Brand beds, rails, mattresses and accessories, or to initiate the full or partial refund of original purchase price, customers should contact Medline Canada Recall Customer Service at 1-800-268-2848. 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.ca/en/Product-Recall-MCR-25-47

Reporting an Adverse Event
Any adverse event, including but not limited to adverse events related to the electrical system safety risks and entrapment risk from the use of any accessories should be reported.

- Report the event to Medline Canada via email to: Canada-Complaints-Plaintes@medline.com
- Report any serious injury or adverse event in accordance with applicable facility procedures and regulatory reporting requirements.

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Reporting to Health Canada via Health Canada's online Consumer Medical Device Report form or Medical Device Problem Report form for health care professionals (https://www.canada.ca/en/health-canada/services/drugs-health-products/medeffect-canada/adverse-reaction-reporting/medical-device.html).

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,
Medline Canada QA Recall Team

Recall No. MCR-25-47

URGENT MEDICAL DEVICE RECALL
RESPONSE FORM

Medline Brand Beds, Rails, Mattresses and Accessories
Type I Recall
Respond by November 27, 2026
Fourth Notice with Important Updates
Including Expanded Scope and New Customer Actions Required

☐ We **HAVE** read and understood this recall notice and accompanying attachment.

☐ We do not have affected stock.

☐ We **DO HAVE** affected stock:

Medline Item Number	List Serial/Lot Number	Quantity (Each)

Attach a page if needed, or call 1-800-268-2848 to provide this information.

☐ We **ONLY HAVE** a Medline Mattress. We will contact the bed manufacturer to determine mattress compatibility and ensure that we follow indications for use.

If you have transferred possession of this product to another individual, to another department or another location in your organization please notify them of this communication.

By signing below you are verifying that you have received, read, understood and performed any actions specified in the notification.

Signature	Date	Medline Account Number
	Name of associated GPO (If applicable)	
Print Name	Facility Name – (As registered with Medline Canada)	
Fax Number	Address	
Telephone Number	City	Province
E-mail address	Postal Code	

Please respond even if you do not have any affected inventory using one of the following methods: (1) Submit your response electronically at: https://athomemedline.jotform.com/form/bedca (2) Call into Medline Canada Recall Customer Service at 1-800-268-2848 to provide your recall response or return the completed response form by (3) email to MCR-25-47@medline.com or (4) fax it to: 905-755-9804

17 Novembre 2026

Recall No. MCR-25-47

RAPPEL URGENT DE DISPOSITIF MÉDICAL
RETRAIT DE PRODUIT, ARRÊT DE COMMERCIALISATION ET SORTIE DU MARCHÉ

Lits, barrières, matelas et accessoires de marque Medline
Rappel de type I
Réponse requise d'ici le 27 Novembre 2026
Quatrième avis, s'accompagnant de mises à jour importantes
y compris l'élargissement de la portée et de nouvelles mesures requises de la part des clients

Ce document contient des renseignements importants, mis à jour par rapport à la communication précédente concernant votre équipement.
Veuillez examiner les renseignements suivants et les communiquer à toute personne qui doit être informée du contenu de la présente communication. Il est important de comprendre la portée de cette communication.

Chers clients de Medline Canada,

Medline Industries, LP émet une mise à jour d'un avis précédent afin d'inclure tous les lits de marque Medline, y compris les lits de soins à domicile, les lits bariatriques et les lits de soins de longue durée, leurs télécommandes, accessoires et pièces de rechange connexes, les lots de commande contenant un lit, ainsi que les barrières et les matelas. Le présent avis est publié à titre de suivi pour les clients ayant reçu des communications antérieures concernant les lits de soins à domicile de base Medline, les lits de soins à domicile MedLite et les télécommandes de lits de soins à domicile de base, et à titre d'avis initial pour les clients qui n'ont pas reçu ces communications précédentes. Le présent avis s'applique à toutes les unités de gestion de stock (UGS) de lits de marque Medline, aux UGS de télécommandes connexes, aux UGS d'accessoires, aux UGS de pièces de rechange, aux UGS de lots de commande contenant un lit, ainsi qu'aux barrières et aux matelas, et il se rapporte 1) aux risques liés à la sécurité du système électrique pouvant entraîner un incendie, et 2) à l'utilisation d'accessoires avec les lits, qui pourrait entraîner un risque de coincement. Veuillez lire l'avis dans son intégralité pour obtenir de plus amples renseignements et connaître les mesures qui doivent être prises. Veuillez consulter la **pièce jointe 1** pour connaître tous les numéros d'article visés.

Les effets indésirables ou les problèmes de qualité liés à l'utilisation de ces produits peuvent être signalés à Santé Canada au moyen du Formulaire de déclaration lié aux instruments médicaux à l'intention des consommateurs (en ligne) ou du Formulaire de déclaration des incidents liés aux instruments médicaux à l'intention des professionnels de la santé (en ligne), ainsi qu'à Medline Canada par courriel à l'adresse suivante : Canada-Complaints-Plaintes@medline.com.