Medline updates customers and patients on repair and replace program for recall of Medline Brand beds, rails, mattresses and accessories

Medline shares new customer communication, provides instructions for continued use and additional information about options for repair, replacement and full or partial refund of original purchase price

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3 Lakes Drive
Northfield, IL 60093
800-950-0128 (option 7) / medline.com

On October 14, 2026, Medline initiated a product recall, market exit and discontinuation of all Medline Brand beds, rails, mattresses, and accessories (e.g., pendants and motor boxes) due to a potential fire hazard and entrapment risk, which may result in patient injury or death. As of November 8, 2026, Medline has received reports related to seven deaths and 35 serious injuries associated with these issues.

Background

Medline distributed the Medline Brand beds, rails, mattresses and accessories in the United States and Canada between 2011 and 2026 to Durable Medical Equipment providers, long-term care facilities, and end users directly.

The recall includes all Medline Brand beds, and associated rails, mattresses, and accessories on the market; details can be found here: https://www.medline.com/pages/product-recalls/medline-bed-accessories/.

Instructions for Consumers

On October 14, 2026, Medline began notifying their customers of the recall via letter.

Medline issued updated letters on October 24, 2026, providing customers updated instructions for continued use and options for repair, replacement and full or partial refund of original purchase price. Instructions for continued use are as follows:

The recalled beds may remain in use in accordance with the updated instructions, as follows, until the bed is either repaired or replaced.

1. Immediately unplug the beds from electrical outlets.
2. 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.
3. Do not use extension cords to power the bed.
4. Whenever possible, have a second person available to assist with the use and movement of the bed.

Medline will soon begin distributing new repair and replace Customer Guides to patients and users of all relevant Medline Brand beds, rails, mattresses and accessories, in line with previous updates. These visual guides, along with identifying product SKUs and customer label instructions, will be found at this website: https://www.medline.com/pages/product-recalls/medline-bed-accessories/.

Information about the repair and replace program is as follows:

- Certain existing Medline Brand beds may be eligible for repair. Beds that are repaired may then be used in accordance with their Instructions for Use.
- 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 the original purchase price.
    - **NOTE:** Repair, replacement, or full or partial refund of the original purchase price may be available for certain beds, rails, mattresses, and accessories purchased in the last five years.
    - **NOTE:** Do not attempt to repair, modify, or alter Medline Brand beds unless specifically instructed by Medline through a Medline-authorized repair process.

To determine your eligibility, contact the provider or distributor from whom you purchased or received the bed. If you purchased your bed directly from Medline, please contact Medline Recall Customer Service at 800-950-0128, option 7.

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.

- Complete and submit the report **Online**: www.fda.gov/medwatch/report.htm
- **Regular Mail or Fax**: Download form www.fda.gov/MedWatch/getforms.htm or call 1-800-332-1088 to request a reporting form, then complete and return to the address on the pre-addressed form, or submit by fax to 1-800-FDA-0178.

Customers with questions may contact the company by contacting Medline Recall Customer Service at 1-800-950-0128, option 7, between the hours of 8:00am and 5:00pm CT, Monday through Friday. Customers may also contact the company via e-mail at recalls@medline.com.

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