



FERNO

70 Weil Way | Wilmington Ohio | 877.733.0911 | www.ferno.com

August 11, 2008

Dear Ferno Customer:

The following is a Notice of Investigation that includes a brief explanation of an issue Ferno is investigating along with inspection instructions.

- **Ferno is conducting a field inspection on a limited range of Model 35X cots.**
- **Current Ferno Model 35X production units are not affected and no further action is required.**
- **ONLY 35X PROFlexX Cot Customers with Serial Numbers between 06 002156 and 07 054091 (manufactured between January 17, 2006 and August 16, 2007) need to inspect their cots as instructed in the following guidelines and contact Ferno Technical Support at 866-987-3776 or quality.products@ferno.com.**

Ferno stands by its products along with the quality of engineering and manufacturing that goes into every product. We thank you for your confidence and look forward to working with you.



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To: **35X PROFlexX X-Frame Cot - Customers with Serial Numbers between 06 002156 and 07 054091 (Manufactured between January 17, 2006 and August 16, 2007.)**

Date: August 11, 2008

Ferno is investigating a potential issue with the Model 35X PROFlexX cot that may involve a possible stress fracture or metal fatigue located at the "X" of the two telescoping legs on the lower section of the cot. The units in question are **one year to three years old and are NOT current production units**. See Picture Below:



Ferno is working to fully understand the reason for the failure and how best to address any affected units. As these units have been in the field for some period of time, there are many engineering, mechanical, environmental, and user factors which must be evaluated in order to conclude the true cause of the reported failure. Ferno expects to have more information to affected customers as the issue is concluded and resolution is identified.

IMMEDIATE ACTION:

If your cot is still in service, please check the serial number to see if the unit is in the range identified above. If it is not, then no further action is required and the unit is safe to put back into service. **If the serial number is in the affected range, between 06 002156 and 07 054091, then please inspect your Model 35X cot to see if there are any cracks or deformities in the X-frame area.** If any cracks or deformities are discovered, immediately discontinue use of the cot and call Ferno Technical Support at 866-987-3776 or quality.products@ferno.com.

Ferno strongly encourages you to follow proper operating procedures contained in the users' manual. Ferno emphasizes the following operations of the cot:



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Patient-Loaded Rolling Height

Ferno recommends the cot be placed in position 5 or 6 for rolling the patient, except while loading the cot/patient into the ambulance.

Rolling Positions (Positions 5 and 6) - Use these positions to roll the cot.

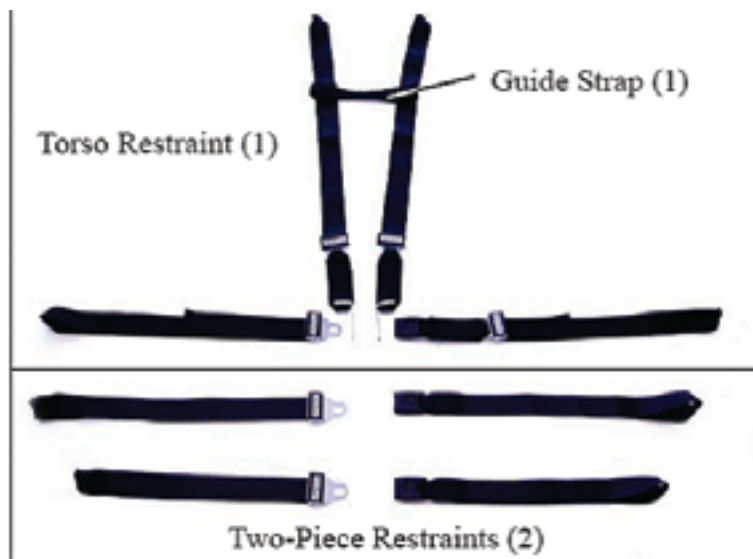


While rolling, you must maintain proper two-hand contact with the cot for control at all times.

When rolling the cot over uneven terrain, you must lower the cot to Position 5, the lower of the two rolling positions, to help maintain proper stability. (See Cot Positions, page 10 of the users' manual.) All operators and helpers must grasp the cot frame with both hands and maintain control of the cot.

Patient Restraints

Every patient transported on the cot is to be firmly secured on the cot with the restraints provided with the cot. These restraints are shown below. **It is recommended that the shoulder straps and guide strap be used at all times.**



Additional free copies of the users' manual are available upon request from Ferno TechSupport at 866-987-3776 or quality.products@ferno.com.