



August 11, 2008

To Whom It May Concern:

In this real time world we live in, Ferno wants to be responsive to your inquiry while providing accurate and timely information.

Attached are Ferno's "Notice of Investigation" and the serial number range of cots that are being investigated. As you would expect from a reputable firm such as Ferno, we take appropriate steps to investigate and correct any deficiencies in our products.

The Commonwealth of Massachusetts circulated a "notification" based on a report which Ferno was notified of last Wednesday (6 August 2008). We take each report very seriously and conduct comprehensive and thorough investigations. With over 10,000 units of the Model 35 in the marketplace, we are seeking customer input to completely identify the potential to which an issue exists.

For your information, **this is not Ferno's current production model of the 35-X.**

Ferno stands by its product and the quality of engineering and manufacturing. We thank you for your confidence and look forward to working with you. If you have any other questions, please do not hesitate to call Ferno directly at 937-382-1451.



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:

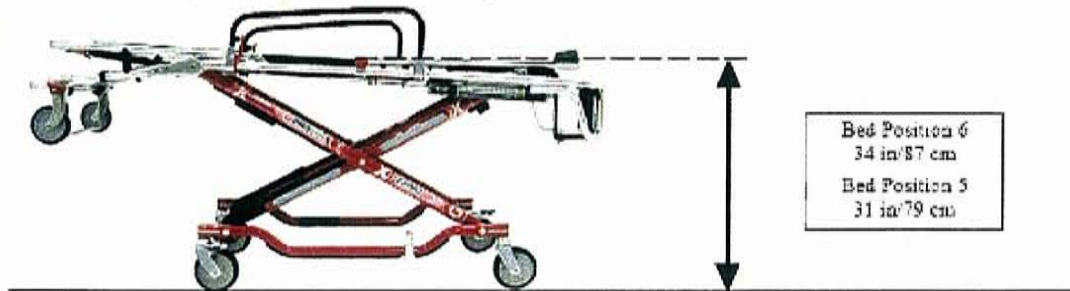
If your cot is still in service, please check the serial number to see if the unit is in the range identified above. If it is not, then no further action is required and the unit is safe to put back into service. **If the serial number is in the affected range, then please inspect your Model 35X cot 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:

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.

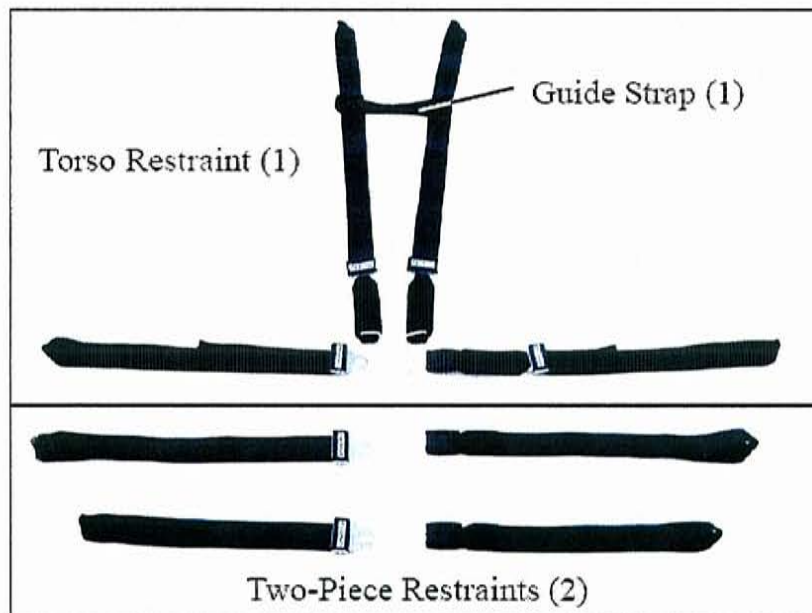


While rolling, you must maintain proper two-hand contact with the cot for control at all times.

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 Tech Support at 866-987-3776 or quality.products@ferno.com.