



URGENT PRODUCT CORRECTION **AFFECTING AMBULANCE COT**

Description: POWER X2 POWERED AMBULANCE COT

Affected Serial Numbers: See list within this notice.

Date: September 11, 2025

Ferno has initiated a voluntary corrective action for specifically identified Power X2 Powered Ambulance Cots.

Product Issue

Ferno has identified an issue wherein **the fastening post hardware could loosen allowing the fastening post to detach from the cot**. The fastening post is intended to secure the ambulance cot in the ambulance fastener during routine patient transport. **An unsecured ambulance cot could cause injury to patient and/or medic.**

Ferno's Planned Action

Ferno will replace and reinstall the fastening post hardware on all affected Power X2 Powered Ambulance Cots.

Immediate Action

1. Immediately verify if the serial number of your Ferno POWER X2 Powered Ambulance Cot is contained within the affected serial number range for this correction (see list within this notice). The serial number is located on the crossbar under the shock frame at the footend of the cot.
2. If your Power X2 cot is contained within the affected serial number range, immediately verify if the cot's fastening post has any loose or missing hardware. **ALL AFFECTED COTS MUST HAVE THE FASTENING POST HARDWARE REPLACED REGARDLESS OF WHETHER YOUR INSPECTION REVEALS LOOSE OR MISSING HARDWARE. IF YOUR COT IS FOUND TO HAVE LOOSE OR MISSING HARDWARE, YOU MUST IMMEDIATELY REMOVE IT FROM SERVICE UNTIL THE REPAIR IS COMPLETE.**
3. Inspecting the fastening post for loose or missing hardware:
Visual Inspection
 - Look for gaps between the fastener head and the surface.
 - Check for missing fasteners.
 - Look for shiny wear marks, rust streaks, or metal shavings around the fastener—these can indicate movement.
 - Inspect for vibration marks (circular or elongated wear around bolt holes).

Physical/Manual Check

- Hand-check: Use your fingers or a small wrench to see if the fastener turns easily when it should not.
- Shake or tap test: Lightly tap the fastener or surrounding component with a non-marring tool; rattling or movement suggests looseness.

Functional Signs

- Listen for unusual rattling or vibration during operation.
- Check for misalignment of connected parts (hinges, brackets, covers, panels).
- Watch for loosened thread-locking compounds—if broken, the fastener may have shifted.

IF YOUR COT IS FOUND TO HAVE LOOSE OR MISSING HARDWARE, YOU MUST IMMEDIATELY REMOVE IT FROM SERVICE UNTIL THE REPAIR IS COMPLETE.

4. Upon receipt of this Notice, please call Ferno Technical Support at 866-987-3776 or email tscoordinator@ferno.com to (1) acknowledge receipt of this Urgent Product Correction notice, (2) advise if any of your Power X2 serial numbers are contained in the affected serial number range, (3) advise if and how many of your affected serial numbers contain loose and/or missing hardware on the fastening post, and (4) make arrangements for trained service technicians to correct your ambulance cot.
5. In the event you sold or donated the identified product, please forward this notice to your consignee and advise Ferno of the consignee information so we may follow up.

Other Information

Ferno has reported two incidents to FDA reporting fastening posts that have loosened or detached. No reports of injury have been associated with either of these incidents.

Malfunctions or quality problems experienced with the use of your POWER X2 Powered Ambulance Cot may be reported to Ferno at 866-987-3776 or tscoordinator@ferno.com or FDA's MedWatch Adverse Event Reporting.

Ferno POWER X2 Ambulance Cot Serial Numbers

25G036127	25G036834	25G037070	25G037229	25G037336	25G037602	25G038089
25G036128	25G036835	25G037071	25G037271	25G037337	25G037623	25G038090
25G036151	25G036836	25G037072	25G037272	25G037338	25G037665	25G038536
25G036152	25G036837	25G037093	25G037273	25G037339	25G037691	25G038537
25G036153	25G036921	25G037094	25G037274	25G037340	25G037692	25G038538
25G036154	25G036922	25G037095	25G037275	25G037341	25G037703	25G038539
25G036155	25G036923	25G037096	25G037276	25G037342	25G037704	25G038540
25G036156	25G036924	25G037097	25G037277	25G037344	25G037707	25G038564
25G036157	25G036925	25G037098	25G037278	25G037345	25G037766	25G038575
25G036158	25G036926	25G037100	25G037279	25G037346	25G037767	25G038576
25G036267	25G036927	25G037159	25G037280	25G037347	25G037768	25G038577
25G036268	25G036928	25G037160	25G037281	25G037466	25G037769	25G038578

25G036269	25G036929	25G037161	25G037282	25G037467	25G037770	25G038615
25G036612	25G036930	25G037162	25G037283	25G037468	25G037772	25G038616
25G036613	25G036951	25G037163	25G037284	25G037469	25G037774	25G038617
25G036614	25G036952	25G037165	25G037285	25G037470	25G037780	25G038618
25G036652	25G036953	25G037215	25G037286	25G037471	25G037781	25G038619
25G036653	25G036954	25G037216	25G037287	25G037472	25G037782	25G038625
25G036654	25G036958	25G037217	25G037288	25G037473	25G037786	25G038626
25G036801	25G036959	25G037218	25G037289	25G037474	25G038074	25G038627
25G036802	25G036960	25G037219	25G037298	25G037526	25G038075	25G038628
25G036803	25G036961	25G037222	25G037299	25G037595	25G038076	25G038698
25G036804	25G036962	25G037223	25G037300	25G037596	25G038077	25G038754
25G036827	25G036963	25G037224	25G037301	25G037597	25G038079	25G038765
25G036828	25G036964	25G037225	25G037302	25G037598	25G038082	25G038766
25G036829	25G037067	25G037226	25G037303	25G037599	25G038083	25G038767
25G036830	25G037068	25G037227	25G037304	25G037600	25G038084	25G038768
25G036833	25G038769	25G037228	25G037305	25G037601	25G038088	25G038769