



## **STOP SALE AND VOLUNTARY SAFETY RECALL NOTICE**

**Re: Vive Health Adult Portable Bed Rails (Models/SKUs LVA1024 and LVA3031BLK)**

**Attn:** Returns Department / Compliance / Store Operations / Ecommerce Team

### **1) Purpose of this Notice**

In cooperation with the U.S. Consumer Product Safety Commission (CPSC), Vive Health LLC is voluntarily recalling certain Vive Health Adult Portable Bed Rails (Models/SKUs LVA1024 and LVA3031BLK) purchased after August 21, 2023.

Vive Health is asking its distributors and retailers to immediately stop selling certain Vive Health Adult Portable Bed Rails (Models/SKUs LVA1024 and LVA3031BLK) purchased after August 21, 2023. According to Vive Health's records, you may have distributed, stocked, sold, drop-shipped, or fulfilled the affected product(s). Vive Health requests that you immediately stop selling the affected Models/SKUs LVA1024 and LVA3031BLK and if you currently have stock of these products please quarantine the affected units.

### **2) Hazard / Reason for Recall**

Vive Health has become aware the recalled bed rails violate do not comply with the federal safety standard for adult portable bed rails (16 CFR part 1270) because, when attached to a bed, users can become entrapped within the bed rail or between the bed rail and the side of the mattress, posing a serious entrapment hazard and risk of death by asphyxiation. In addition, the bed rails do not bear required hazard warning labels. While there have been no injuries reported to date, out of an abundance of caution, Vive Health will be voluntarily replacing the Adult Portable Bed Rails (Models/SKUs LVA1024 and LVA3031BLK) purchased after August 21, 2023.

If you are unsure which model you have, please check the packaging, which may show SKU LVA1024 or LVA3031BLK.

### **3) Immediate Actions Required (STOP SALE)**

Effective immediately, please take the following actions:

- 1. STOP SALE / STOP DISTRIBUTION** of all affected units (including drop-ship orders).
- 2. Locate and QUARANTINE** all affected inventory at all locations (stores, warehouses, fulfillment centers, and returns centers).



3. **Remove all listings/ads** from ecommerce sites and marketplaces, and disable any active product pages for the affected SKUs.
4. **Notify relevant internal teams** (store operations, ecommerce, customer service, returns, compliance).
5. If you use **third-party logistics (3PL)** providers, notify them immediately and ensure quarantining/stop-ship controls are in place.

## 4) Retailer/Distributor Refund Instructions (Quarantine Until Processed)

Do not sell, ship, or distribute recalled units. To receive a refund for any recalled inventory in your possession, please follow the steps below:

1. **Hold/quarantine** the recalled units immediately
2. Write “**RECALLED**” on the upper and lower rails of each bed rail with a permanent marker.
3. Take a **photo of each marked bed rail** showing “RECALLED” clearly.
4. Provide **proof of purchase** (invoice, PO, receipt, order confirmation, or other documentation showing purchase date and item/SKU).
5. Email the **photos** and **proof of purchase** to [recalls@vivehealth.com](mailto:recalls@vivehealth.com)
6. After confirmation of a refund from Vive Health, dispose of the recalled product in accordance with applicable state and local waste disposal requirements.

## 5) Customer Notification (If You Have Direct Customers)

If your company has customer contact information for consumers who purchased the affected product(s), please assist by sending a customer notification using the approved message provided by Vive Health/CPSC using the attached Letter to Consumer. In accordance with the CPSC’s directive you must directly notify all consumers who purchased this product using the attached Letter to Consumer on the date you receive this Notice and again 30 days after the recall is announced.

Please do not publish or distribute alternate messaging that deviates from the approved recall language or remedy instructions.

## 6) Refund Instructions (Consumer Remedy)

Consumers should stop using the Vive Health Bed Rails immediately and contact Vive Health for a refund. Consumers should:

1. **Stop using the Vive Health Bed Rail immediately** and remove the bed rail from the bed.



2. Using a permanent marker, write “**RECALLED**” clearly on the upper and lower bed rails.
3. Write the buyer’s name on a piece of paper next to the bedrail and take a **photo of the marked bed rail** showing the word “RECALLED.”
4. Provide **proof of purchase** (for example, your order confirmation email, receipt, invoice, or a screenshot of your order details showing the product and purchase date).
5. Email the **photo** and **proof of purchase** to [recalls@vivehealth.com](mailto:recalls@vivehealth.com) or to request your **refund**.
6. After submitting the photo and proof of purchase, **dispose of the recalled product** in accordance with applicable **state and local waste disposal requirements**.

**Consumer Contact:** [recalls@vivehealth.com](mailto:recalls@vivehealth.com) | 800-487-3808 | [vivehealth.com/pages/recalls](http://vivehealth.com/pages/recalls)

## 7) Questions / Support

If you have questions or need help identifying inventory, removing listings, or supporting customer inquiries, contact our Recall Coordination Team:

**Vive Health Recall Coordination Team**

Email: [recalls@vivehealth.com](mailto:recalls@vivehealth.com)

Phone: 800-487-3808

Hours: Daily, 9am–9pm EST

Sincerely,  
Vive Health