URGENT PRODUCT RECALL

May 30, 2025

Dear Director of Biomedical Engineering, Director of Nursing, or Distributor/Reseller:

Baxter Healthcare Corporation is issuing an Urgent Product Recall for the **Q-link** 13 lift component due to customer reports related to the improper attachment of the **Q-link** 13 (false latching) with the quick-release hook. See Figure 1 below.

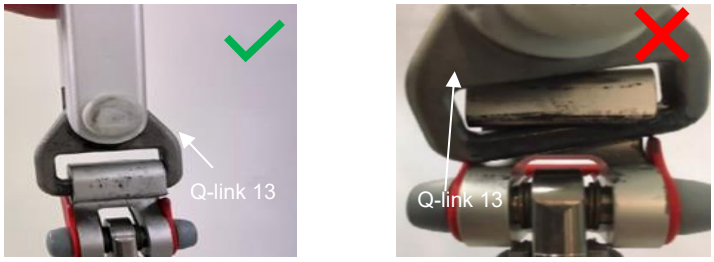

Figure 1. Correct vs Incorrect attachment of **Q-link** 13 with the quick-release hook

The **Q-link** 13 is an optional lift component that can be used in combination with various products (refer to Affected Product table below). The **LikoScale** adapter kit contains the **Q-link** 13 component and shares the potential for improper attachment. See the Affected Product Table below for a list of products that use this component.

Baxter will replace all affected **Q-link** 13 products with the new **Q-link** Mobile to improve ease of use and mitigate potential risk to patients or caregivers. A follow-up communication will be provided once sufficient **Q-link** Mobile components are available for distribution, and will include instructions to request replacements.

The affected product was distributed to customers in the United States between 8/26/2013 and 5/12/2025.

Affected Product

Product Code	Product Description	Products Used in Conjunction with Q-Link 13
3156509	**Q-link** 13 components manufactured between 8/27/2013 and 2/27/2025	Product Code 2010004 - **Uno** 102 EE Mobile Lift
		Product Code 2040044 - **Viking** L Mobile Lift
		Product Code 2040043 - **Viking** XL Mobile Lift
		Product Code 2040045A - **Viking** M Mobile Lift
		Product Code 2040006 - **Viking** S Mobile Lift
		Product Code 2040007 - **Viking** XS Mobile Lift
		Product Code 2030001 - **LikoLight** Mobile Lift
		Products Used in Conjunction with LikoScale Adapter Kit
3156232	**LikoScale** Adapter Kits manufactured between 8/26/2013 and 2/27/2025	Product Code 3156225 - **LikoScale** 200 Accessory
		Product Code 3156228 - **LikoScale** 350 Accessory
		Product Code 3156226 - **LikoScale** 400 Accessory

Hazard Involved

The **Q-link** 13 allows for an improper attachment (false latching) of the quick-release hook used on sling bars and other accessories. This could result in a critical injury from a patient fall, as the incompletely latched component may initially bear weight but can loosen from the **Q-link,** resulting in detachment and drop. There were three reports of

serious injury, and one death associated with a fall/drop due to incorrect attachment of the sling bar involving the **Q-link** 13.

Actions to be taken by customers

1. **Please locate and stop using all Q-link 13 components on any of the products listed in the affected product table.**
2. **Contact Baxter Technical Support to discuss alternative options, if necessary, at 800-445-3720, option 2, between the hours of 8:00 am and 6:00 pm Eastern Time, Monday through Friday, or by email at HRC_Technical_Support@Baxter.com.**
3. **Please post this letter in areas where affected mobile lifts are stored and used.**
4. If you received this communication directly from Baxter, acknowledge receipt by following the instructions on the enclosed reply instruction sheet, even if you have no remaining inventory. Acknowledging receipt of this notification will prevent you from receiving repeat notices. If you do not complete the acknowledgement, you will receive a phone call from OnProcess Technology on behalf of Baxter to confirm your receipt of this notification.
5. If you purchased this product from a distributor or wholesaler, please note that responding on the Baxter customer portal is not applicable. If a response is requested by your distributor or wholesaler, please respond to them according to their instructions.
6. Please forward a copy of this communication to all departments within your institution that use the affected mobile lifts.
7. If you are a dealer, wholesaler or distributor/reseller that distributed any affected product to other facilities, please forward this communication to your customers and check the associated box on the customer portal.

Further Information and Support

For general questions regarding this communication, please contact Baxter Technical Support at 800-445-3720 Option 2 between the hours of 8:00 am and 6:00 pm Eastern Time, Monday through Friday, or by email at HRC_Technical_Support@Baxter.com.

The United States Food and Drug Administration (FDA) has been notified of this action. Any product quality complaints or adverse events experienced with the use of these products may be reported using one of the following options:

- Contacting Baxter Product Surveillance at the Baxter product feedback portal at https://productfeedback.baxter.com, or emailing Baxter at corporate_product_complaints_round_lake@baxter.com
- Reporting to the FDA MedWatch Serious Injury Reporting Program:
  - Online: By completing and submitting the report at www.accessdata.fda.gov/scripts/medwatch
  - Regular mail or Fax: Download the form from www.fda.gov/MedWatch/getforms.htm or call 800-332-1088 to request a reporting form, then complete and mail it to the address on the pre-addressed form or submit by fax to 800-332-0178

We apologize for any inconvenience this may cause you and your staff.

Sincerely,

Jessica Stockmeier
Director, Quality
Baxter Healthcare Corporation

Enclosure: Baxter Customer Reply Instruction Sheet