

MEDELA FREQUENTLY ASKED QUESTIONS

(BREASTPUMP)

Double Electric – Freestyle

- **How do I sanitize the breastpump kit?**

* **Sanitize breastpump kit parts once daily.**

1. Fill a pot with enough water to cover all parts.
 2. Bring water to a boil.
 3. Place parts in boiling water for 10 minutes.
 4. Allow water to cool and gently remove parts from water with tongs.
 5. Place parts on a clean surface and/or towel.
- Allow parts to air dry
 - Store parts when not in use.
 - Do NOT store wet or damp parts.

Or you may sanitize your kit parts by following the instructions on Medela's Quick Clean™ Micro-Steam™ bag.

- **How do I choose the right size breastshield?**

Click [here](#) for more information about choosing the right size breastshield.

- **What do I do if there is low or no suction when pumping with the Freestyle breastpump?**

1. Make sure the breastshield is assembled correctly and the back cap is firmly attached at all three connection points.
2. Make sure the breastshield forms a complete seal around the breast.
3. Make sure the tubing ends are securely attached into the pump and breastshield assemblies. There should be a slight click when the tubing connection is properly made.
4. Take care not to kink the tubing.
5. If single pumping, make sure the unused tube is securely connected to the tubing dock.
6. Make sure battery is not low (flashing battery symbol with one bar). If low, use power cord to charge.

- **What does the "display error" message mean?**

- "Err" accompanied by 3 beeps (pump may or may not work). This indicates a problem with the pump's hardware.

Err

- Power cord symbol flashing and pump does not turn on: This indicates a problem with the voltage and/or power supply. First, make sure to use the appropriate Medela power cord that came with the pump. If this does not solve the problem, please contact the Medela Service Centre.



- Battery symbol (outline and one bar) flashing: This indicates low battery power. Connect the pump to the power cord and plug in to charge the battery. Note: A fully charged battery, if removed from pump, will cause the battery symbol to flash when re-inserted. Recharge for 24 hours to reset flashing battery symbol.



- Battery symbol (outline only) flashing and pump does not turn on:



- This indicates a problem with the battery.
- First, connect the pump to the power cord and plug in until battery is fully charged



- If this does not work, disconnect the power cord and remove the battery for at least 10 seconds. Reinsert the battery, connect the power cord, and plug in for a full charging cycle (this may take up to 24 hours).
- If this does not work, replace with a new battery .
- Battery message “bAtt” is displayed: This indicates the pump is in initial charging mode or the initial charge mode has been interrupted (battery was removed and reinserted). The pump will need to go through a complete charging cycle (18-24 hours) prior to use. For best results allow the pump to charge plugged in and uninterrupted for 24 hours. There is no need to remove the battery unless replacing.

bAtt

- **I am having problems with the battery, what do I do?**

1. Make sure the battery has been inserted into the pump. When first opening the Freestyle packaging, the battery is inside the top portion of the plastic tray that contains the pump.

2. Battery may not be properly inserted into the pump. Make sure the “This side down” message is inserted toward the bottom of the pump and that the pull tab is facing up. When properly inserted the battery should easily slide into the battery compartment.
3. Make sure pump is plugged into a wall outlet and the power cord symbol is displayed when charging
4. Make sure you are using the power cord that came with the pump. If the power cord symbol is flashing, this indicates a problem with the voltage and/or power supply.



- **Does altitude affect the suction level of my pump?**

The higher the altitude, the more chance the suction level will decrease.

- **Does the Freestyle lithium battery have to be removed if I am traveling by plane?**

According to the TSA, if the lithium battery is in the Freestyle pump it does not have to be removed from the pump. For personal use items such as hearing aids or breastpumps there is generally no restriction.

- **What materials are the kits and bottles made out of?**

Medela breastmilk bottles and all our products that come in contact with breastmilk are and always have been 100 percent BPA-Free. Medela breastmilk bottles, storage containers, feeding products and breast pump kits are made with polypropylene. All existing research maintains that polypropylene is safe.

- **What do I do if milk gets in the tubing?**

Inspect tubing after each pumping session. Clean tubing if there is any sign of condensation and/or milk.

CAUTION: If tubing becomes moldy, discontinue use and replace tubing. Contact Medela Customer Service.

CAUTION: Do not store wet or damp parts as mold may develop.

NOTE: Tubing should be washed if dirty or milk is present.

1. Turn off breastpump
2. Unplug breastpump from power source.
3. Remove tubing by pulling straight out of tubing ports. Do not wiggle or pull tubing at an angle.
4. Remove tubing from breastshield.
5. Rinse tubing in cool water to remove breastmilk.
6. Wash tubing in warm soapy water.
 - a. Rinse tubing with clear water.
 - b. Hang to air dry.

- **What do I do if condensation appears in the tubing?**

To eliminate condensation after you have completed pumping, continue running the pump with the tubing(s) attached for another 2 minutes or until dry.

- **How do I use the hands-free attachment?**

Watch the [Hands-free setup & use video](#).

- **How do I dry & store the breastpump kit?**

Allow all breastpump kit parts to air dry in a clean area and store dry parts when not in use. Do NOT store wet or damp parts.

- **How do I clean the breastpump kit?**

Clean breastpump kit parts after each use.

IMPORTANT: Make sure all parts are completely dry before re-assembling.

IMPORTANT: Do not wash the pump or power cord. Use a damp (not wet) cloth to wipe down the pump body if necessary. Do not sterilize piece parts in autoclave.

- Disassemble breastshield, breastshield body, back cap, membrane, bottles and bottle caps.
- Rinse in cool water all separated parts that came in contact with your breast and breastmilk in order to remove breastmilk residue.
- Washing options: Wash in sink or dishwasher.
- Washing in sink:
 - Soak all separated parts in warm soapy water for 5 minutes.
 - Clean with a clean dish-cloth or soft brush.
 - Rinse all separated parts with clear water.
 - Allow all parts to air dry in a clean area.
 - Store dry parts when not in use.
- Washing in dishwasher:
 - Wash all separated parts on top rack of dishwasher.
 - Allow all breastpump parts to air dry in a clean area.
 - Store dry parts when not in use.

- **How do I clean the Freestyle motor unit?**

IMPORTANT: Do not wash the pump or power cord. Use a damp (not wet) cloth to wipe down the pump body if necessary. Do not sterilize piece parts in autoclave.

Manual – Harmony

- **Can the different size PersonalFit breastshields work with the Harmony pump?**

Yes, all PersonalFit breastshields work on the Harmony breastpump.

- **How do I clean / sanitize the Harmony parts?**

Prior to each use:

1. Disassemble the PersonalFit™ breastshield, pump body, valve, membrane and bottle. All parts are to be disassembled and washed separately for the pump to function efficiently.
2. Wash remaining parts in dishwasher or in soapy water and rinse well.
3. Air dry parts on clean towel and cover when not in use.

Under normal use, the pump handle and diaphragm/ stem only need to be cleaned periodically or when it is apparent they have become soiled. Do not remove small white o-ring from stem.

Do not use with Quick Clean™ Micro-Steam™ bags. Wash only according to instructions above.

Single Electric - Swing

How do I sanitize the breastpump parts?

Before using for the first time, clean and sanitize kit parts: PersonalFit™ breastshield, pump body, valve, membrane, bottles and bottle caps).

CAUTION: Take apart and wash all parts that come in contact with your breast and breastmilk immediately after use to avoid dry up of milk residues and to prevent growth of bacteria.

CAUTION: Only use drinking quality-tap or bottled water for cleaning.

CAUTION: Do not store wet or damp parts as mold may develop.

*** Sanitize breastpump kit parts once daily.**

1. Fill a pot with enough water to cover all parts.
 2. Bring water to a boil.
 3. Place parts in boiling water for 10 minutes.
 4. Allow water to cool and gently remove parts from water with tongs.
 5. Place parts on a clean surface and/or towel.
- Allow parts to air dry
 - Store parts when not in use.
 - Do NOT store wet or damp parts.

- **How do I clean the breastpump parts?**

Before using for the first time, clean **and** sanitize kit parts: PersonalFit™ breastshield, pump body, valve, membrane, bottles and bottle caps).

CAUTION: Take apart and wash all parts that come in contact with your breast and breastmilk immediately after use to avoid dry up of milk residues and to prevent growth of bacteria.

CAUTION: Only use drinking quality-tap or bottled water for cleaning.

CAUTION: Do not store wet or damp parts as mold may develop.

Clean

Clean breastpump kit parts after each use.

1. Disassemble PersonalFit™ breastshield, pump body, valve, membrane, bottles and bottle caps.
2. Separate breastshields from breastshield connectors.
3. Twist and pull the yellow valves off of the breastshield connectors.
4. Remove the white membranes from the yellow valves.
5. Rinse in cool water all separated parts that came in contact with your breast and breastmilk in order to remove breastmilk residue.
6. Washing options: Wash in sink or dishwasher.
 - a. Washing in sink:
 - i. Soak all separated parts in warm soapy water for 5 minutes.
 - ii. Clean with a clean dish-cloth or soft brush.
 - iii. Rinse all separated parts with clear water.
 - iv. Allow all parts to air dry in a clean area.
 - v. Store dry parts when not in use.
 - b. Washing in dishwasher:
 - vi. Wash all separated parts on top rack of dishwasher.
 - vii. Allow all breastpump parts to air dry in a clean area.
 - viii. Store dry parts when not in use.

- **What do I do if there is low or no suction when pumping with the Swing breastpump?**

- Make sure all connections of the kit and pump are secure.
- Make sure the breastshield forms a complete seal around the breast.
- Make sure the white membrane is laying flat against the yellow valve. Check that the yellow valve is clean and not damaged.
- Make sure the tubing end fits securely into the pump body & motor.
- Take care not to kink tubing. If milk is getting into tubing, check that the tubing is not kinked or pinched.
- Perform rinsing procedure.

- **What do I do if milk accidentally gets into the Swing motor?**

Turn off the pump and unplug from the power source. Use a damp (not wet) cloth to wipe the motor and proceed as follows:

1. Remove battery compartment cover from bottom of motor.
2. Remove small, black foam piece from bottom of pump.
3. Rinse the foam piece with clear lukewarm water, and squeeze out excess water. Allow to dry thoroughly before inserting back into pump.
4. Pour about 2 ounces of warm soapy water into a container.
5. Connect the tubing to the motor, leaving the other end unconnected.
6. Connect the power cord to the motor, then plug into electrical outlet (do not power with battery).
7. Hold the end of the tubing that is not connected to the pump in the container with the soapy water.
8. Place the motor over a dry sink and switch on. The water will pump through the tubing into the motor and flow out through the opening beneath the battery cover. Allow it to pump until all the water has been flushed through.
9. Repeat this procedure again with 2 ounces of warm clear water.
10. Leave the motor switched on for an additional 3 minutes so it dries completely.
11. As soon as the foam piece is dry, put it in place again, and re-install the battery compartment cover.
12. If necessary, clean the pump kit according to cleaning instructions.

- **Why won't my Swing pump turn on?**

1. Make sure pump is plugged in correctly. Pump will NOT turn on if tubing is plugged into the AC adapter port.
2. Make sure the "on" button is being held between 1 and 3 seconds.
3. Do not repeatedly hit the on/off button, or hold the on/off button down longer than 3 seconds.
4. If using batteries, make sure transformer is not plugged into pump.
5. If using batteries, make sure batteries are installed correctly inside pump.

- **Does altitude affect the suction level?**

The higher the altitude, the more chance the suction level will decrease.

- **What materials are the kits and bottles made out of?**

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