

Full Troubleshooting Guide

Problem	Solution
No Suction / Weak Suction	<ul style="list-style-type: none">• Check if the breast pump is fully charged. Ensure you are using a charging adapter with an output of 5V, as a higher voltage might cause charging issues.• Verify that the charging indicator light is functioning correctly (flickering blue and white). Recharge the pump if necessary, and make sure it charges properly (indicator light stays blue when fully charged).• Examine the pump's assembly to ensure all parts are properly connected and secure, especially the valve and gas storage/diaphragm.• Double-check the positioning of the breast shields. Properly align the nipple in the middle of the flange insert for effective suction.• Maintain a proper seal between the breast shield and breast throughout the pumping session. Ensure the breast shield is correctly placed and sealed onto the collection cup.• Ensure spare parts are not worn out/torn. Refer to the manual for guidance on when to replace spare parts.• Ensure you are using the right size flange insert according to your nipple size. Refer to our manual to determine your nipple size.• Ensure to remove the motor from the rest of the breast pump before pouring out expressed milk. Milk leakage into the motor can cause severe damage to its internal workings.
Low Milk Output	<ul style="list-style-type: none">• Ensure the breast pump is assembled correctly, with all parts securely attached.• Optimize your pumping position and posture for better milk flow.• Consider using the pump in a quiet, comfortable, and relaxed environment to stimulate milk production.• Try massaging the breasts gently before and during pumping to encourage milk flow.• Ensure spare parts are not worn out/torn. Spare parts have a huge influence on the suction strength of your breast pump and can therefore negatively impact your milk output. Refer to the manual for guidance on when to replace spare parts.
Pain or Discomfort during Pumping	<ul style="list-style-type: none">• Check the flange insert size. A wrong size might cause discomfort or pain. Consider trying a different flange insert size to find the most comfortable fit.• Adjust the suction level to a comfortable setting for your individual needs.• Ensure the breast pump is correctly positioned on the breast, and the nipple is aligned in the center of the flange insert.• Take breaks during pumping sessions to avoid overstimulation and potential discomfort.
Poor Battery Life	<ul style="list-style-type: none">• Check if the breast pump is fully charged. Ensure you are using a charging adapter with an output of 5V. A higher voltage might cause charging issues.• Charge the pump fully before each use, and avoid letting the battery drain completely.

Regularly clean all parts of the breast pump according to the instructions in the manual. Replace worn or damaged components promptly to maintain optimal performance.