1. Help! My breast pump doesn't power on / has no suction

1. Is your breast pump connected to power?

2. Try an alternate power source - when testing, use new batteries

3. Works with power adaptor but not battery pack. **REPLACE YOUR BATTERY PACK**

4. Works with battery pack but not power adaptor. **REPLACE YOUR POWER ADAPTOR**

5. Doesn’t work with either power source. **CONTACT MEDELA CUSTOMER SERVICE**

1-800-435-8316
2. Help! My breast pump has no suction, low suction or suction only on one side!

1. Turn your pump on.

2. Increase (+) vacuum to make sure it is not set too low for you to feel.

3. Check that all kit components are clean and dry with secure connections.
   - Breast shield to connector
   - Tubing to connector
   - Bottle to connector

4. Open the connector
   - Ensure the membrane placement is correct
   - Close the connector & ensure the connector cap is tightly shut.

5. While pumping, check to see there is a complete seal around the breast with the breast shields. Make sure you are using the correct size, visit medelabreastshields.com for sizing information.

6. While pumping, check that the end of the tubing is plugged into the tubing port on the top of the pump.

7. If single pumping, insert the unused tubing end into the tubing holder.

8. If suction does not improve contact Medela Customer Service.

1-800-435-8316