

The Symphony

Maintenance & Technical Guide











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Intended Use

The Symphony® breast pump is a powered breast pump to be used by lactating women to express and collect milk from their breast.

Product Description

The Symphony is a hospital grade (multi-user), electric breast pump that is capable of single and double pumping. There are different programs cards available for use with the Symphony: Standard and PLUSTM. The program cards are utilized to generate the pump suction patterns.

The Standard program card is designed to build and maintain milk production with 2-Phase Expression technology. The 2-Phase Expression® technology mimics the baby's natural sucking rhythm. Short, stimulation cycles in the stimulation phase are followed by longer ones in the expression phase.

Symphony PLUS® program card contains two different programs: INITIATE and MAINTAIN; these researched-based programs were developed specifically to support mothers throughout their lactation journey: to initiate, build and maintain adequate milk production. Research has shown that Initiation TechnologyTM is beneficial for mothers of both preterm and full-term infants. The goal of the INITATE program is to initiate milk production with Medela's Initiation Technology for both preterm and full-term infants. The MAINTAIN program is designed to build and maintain milk production with the 2-Phase Expression technology.

The pump's kit is separate from the pumping mechanism and protected from overflow by a specially designed membrane. Kit components which could come in contact with the milk are part of the accessories and can be very easily disconnected for cleaning and sanitizing.

For transportation needs, a hard or soft carry case are available; carry cases are sold separately.

There are different models of Symphony with the following general specifications:

Symphony Breast Pump, Item# 0240108

- One knob control for both vacuum and suction cycles
- Powered by regular electric outlet (100-240 VAC)
- Standard Program Card English

Symphony Breast Pump with rechargeable batteries, Item# 0240208

2 internal rechargeable 6 volt batteries

Symphony PLUS® Breast Pump, Item# 0240215

Symphony PLUS Program Card – English

Important Safeguards

When using electrical devices, basic safety precautions should always be followed, including the following:



READ ALL INSTRUCTIONS BEFORE USING THIS PRODUCT.



WARNING: To avoid fire, electrocution, or serious burns:

- Always unplug electrical product immediately after use.
- · Do not use while bathing or showering.
- Do not place or store product where it can fall or be pulled into a tub or sink.
- · Do not submerge pump unit into water or other liquid.
- Do not reach for a product if it has fallen into water or other liquid. Immediately unplug from electrical outlet and contact manufacturer.
- · Do not spray or pour liquid directly onto the pump unit.
- Do not leave product unattended when plugged into an electrical outlet.
- Close supervision is necessary when this product is used near children.
- · Use the product only for its intended use as described in this manual.
- Do not use attachments not recommended by the manufacturer, as this may cause hazards.
- Never operate this product if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water.
- The Symphony breast pump is not heat resistant. Keep away from radiators and open flames.
- · Never use while sleeping or when drowsy.
- Never drop or insert any object into any opening or tubing.
- Do not use outdoors.
- Keep appliance dry and do not place in direct sunlight.
- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- Equipment not suitable for use in the presence of a flammable anesthetic mixture with air or with oxygen or nitrous oxide.
- Separation from the mains is only assured through the disconnection of the power cord from the wall socket outlet.
- Position the device to ensure easy disconnection of the power cord from the supply mains.
- · Use Medela original authentic accessories only.
- There are no user-serviceable parts inside the Symphony. DO NOT ATTEMPT TO REPAIR THE Symphony breast pump YOURSELF. No modifications to the device are permitted.
- Always inspect power cord wires prior to use for damage or exposed wire. If damage is found, immediately discontinue use of power cord and call Medela Customer Service at 1-800-435-8316.
- Only use the power cord that comes with the Symphony. Make sure the voltage of the power cord is compatible with the
 power source.

Important Safeguards (cont.)

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CAUTION: Can lead to minor injury:

- Pump only with the breast pump in an upright position.
- Do NOT shorten tubing between breast shield and pump.
- Make sure the voltage of the device is compatible with the power source.
- Plug the power cord into the breast pump first and then into the wall socket.
- Do NOT use abrasive cleaners/detergents when cleaning breast pump or breast pump parts.
- · Never put breast pump in water or in a sterilizer, as you can cause permanent damage to the breast pump.
- Do not attempt to remove the breast shield from your breast while pumping. Turn the breast pump off and break the seal between your breast and breast shield with your finger, then remove breast shield from your breast.
- If pumping is uncomfortable or causing pain, turn the unit off, break the seal between the breast and the breast shield with your finger and remove the breast shield from your breast.
- Do not store wet or damp parts as mold may develop.
- Inspect the tubing for condensation or milk after each use. Wash or replace the tubing immediately after use, if milk is
 observed in the tubing.
- If tubing becomes moldy, discontinue use and replace tubing.
- Do not use the Medela Symphony breast pump kit with a non-compatible breast pump.
- . Do not use the breast pump kit for any other purpose than expressing breast milk.
- Separate and wash all parts that come in contact with breast milk immediately after use to avoid dry up of breast milk
 residue and prevent growth of bacteria.
- Portable and mobile radio frequency communications equipment can affect the Symphony breast pump.
- The Symphony breast pump needs special precautions regarding EMC (Electromagnetic compatibility) and needs to be
 installed and put into service according to the EMC information provided in these instructions for use.
- Wash hands thoroughly with soap and water before touching breast pump, kit and breasts and avoid touching the inside of
 containers or lids.
- Pressing shields too firmly onto breasts may affect milk flow.
- · Only use drinking-quality tap or bottled water for cleaning.
- · Unplug breast pump before cleaning.
- Contact your healthcare professional or lactation professional if you can only express only minimal or no milk or if expression is painful.
- Do not try and express with vacuum that is too high and uncomfortable (painful). The pain, along with potential breast and nipple trauma, may decrease milk output.



WARNING: To avoid health risk and reduce the risk of injury:

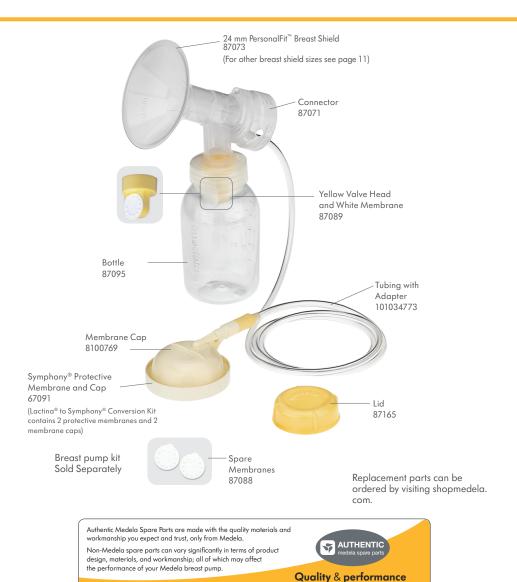
- Breast pump kits are personal care items intended for use by a single user only and should not be shared between users.
- Inspect the breast pump kit components prior to each use.
 - o Do not use the components if they are damaged.
 - o Do not use the components if dirt, mold or other contamination is visible.
- Inspect all appropriate pump components before each use.
- Clean and sanitize all parts that come in contact with your breast and breast milk prior to first use.
- · Do not modify any breast pump kit components.
- Do not drive while pumping.
- Do not use the Symphony breast pump while operating a motor vehicle.
- Never use while pregnant, as pumping can induce labor.
- Wash all parts that come in contact with your breast and breast milk after every use.
- · Do NOT continue pumping for more than 2 consecutive pumping sessions if no results are achieved.
- Do not thaw frozen breast milk in a microwave or in a pan of boiling water. Do not microwave breast milk. Microwaving can
 cause severe burns to baby's mouth from hot spots that develop in the milk during microwaving. (Microwaving can also change
 the composition of breast milk.)
- If you are a mother who is infected with Hepatitis B, Hepatitis C or Human Immunodeficiency Virus (HIV), pumping breast milk
 will not reduce or remove the risk of transmitting the virus to your baby through your breast milk.
- If problems or pain occurs, consult your lactation consultant or physician.

Product Description

Symphony® Breast Pump

0240108 Standard breast pump 0240208 Standard with rechargeable batteries 0240215 PLUS breast pump





you can trust

Product Description

Optional Accessories

Symphony® Hard Case	6007080
Symphony Trolley	6007092
Symphony Vehicle Lighter Adaptor	67173
Symphony Cooler Carrier - Black	37002
Breast Milk Transport Bag™ - NICU	67235-06
Vacuum Gauge	1977005





Breast Pump Kits

breast romp Kils	
Symphony Double Pumping Kit - Retail	67099-06
Symphony Double Pumping Kit - Retail - (Not Case Qty)	67099
Symphony & Lactina® Double Pumping Kit - Sterile	67316S
Symphony Double Pumping Kit - Sterile	67399\$
Symphony Breast Milk Initiation Kit - Sterile	67350S
Symphony Harmony® Double Duet Breast Pump Kit - Sterile	67115\$
Symphony Harmony Double Duet Breast Milk Initiation Kit - Sterile	67355S
Symphony Lactina Breast Milk Initiation Kit - Sterile	67340S
Symphony Single Pumping Kit - Sterile	67026S
Symphony Harmony Duet Breast Pump Kit - Sterile	67114S
Symphony Lactina Double Pumping Kit - Retail	67116-06
Symphony Lactina Double Pumping Kit - Retail - (Not Case Qty)	67116
Symphony & Lactina Carrier Kit	67206-03
Symphony & Lactina Carrier Kit - (Not Case Qty)	67206
Symphony to Lactina Conversion Kit	67090
Lactina to Symphony Conversion Kit	
Harmony to Symphony Conversion Kit	67023







Replacement Parts

Symphony® Diaphragm Kit	8007199
Symphony Container Stand	101036321
Symphony Protective Membrane and Caps (Lactina® to Symphony Conversion Kit contains 2 protective membranes and 2 membrane caps)	67091
Symphony Power Cord	101035688
Battery Cover	101035685
Slotted Screw	101034749
Rubber Foot	101035680
Fuse	101035687
Trolley Repair Kit	6007116
Trolley 5 Wheel Base Kit	6007090
Trolley Upper Base Kit	8000682
Symphony Trolley Assembly Instructions	1948384
Strap for Symphony Carry Case	101034759
Symphony Standard Program Card - English	67208
Symphony PLUS® Program Card English	67242
Symphony PLUS Program Card, Spanish	2009190
Symphony Program Card/Power Cord Protector	101035686
Symphony Program Card/Power Cord Protector Replacement Screw	101034750
PersonalFit TM Connector	87071
PersonalFit 21 mm Breast shield	87072
PersonalFit 24mm Breast shield	87073
PersonalFit 27mm Breast shield	87274
PersonalFit 30mm Breast shield	87075
PersonalFit 36mm Breast shield	87084
Replacement Membranes	87088
Replacement Valves & Membranes	87089















Product Description (cont.)

Replacement Parts cont.

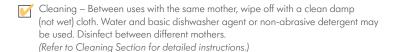
Sticker Symphony PLUS®, English	2009092
Symphony Standard Quick Start Card (cable tie sold separate)	1907703
Symphony PLUS Quick Start Card (cable tie sold separate)	1908524
Cable Tie for Quick Start Cards	101034776
Symphony Instructions for Use	1907724



Visual & Functionality Checklist

The Symphony® Breast Pump Maintenance & Technical Guide is a resource and tool to be used to perform maintenance and troubleshoot issues on the Symphony Breast Pump.

A visual and functional check of the Symphony Breast Pump should be performed for optimal performance on a periodic basis. If maintenance or repairs are needed, this guide will walk you through the steps. If you have any questions, please contact Customer Service at 800-435-8316





Cover – Inspect for damage and that cover closes and locks shut.

If cover is damaged, please send back to Medela for repairs.



* All returns, including rental equipment require prior authorization.

For the Return/Exchange/Repair form, please visit the Distributors page at
www.medelabreastfeedingus.com - login, then click on Account Communications.

Or, contact customer service at accountsupport@medela.com for the form.



Housing – Inspect for damage, cracks or if housing is separated.

(Refer to Correct Separated Housing Section for detailed instructions.)



Rubber Feet – Inspect for damage or missing rubber feet (4 total). If any are missing, contact Medela Customer Service to order Part # 101035680.



Pump Diaphragms – Inspect for damaged diaphragms.
(Refer to Inspect/Replace Diaphragms Section
for detailed instructions.)



Power Cord – Inspect power cord for damage.

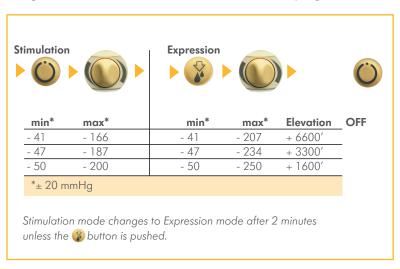
(Refer to Inspect/Replace Power Cord for detailed instructions.)



If you have a Symphony with rechargeable batteries, check battery status by referring to Battery Care & Maintenance Section.

Performing a vacuum check on your pump ensures your Symphony® is operating correctly for breast pumping mothers. Follow the instructions in the Proper Use of Vacuum Gauge Section for detailed instructions. The following values will guide you through aguign your Symphony vacuum levels:

The following values should read in Standard or MAINTAIN programs:



If you experience values outside of the normal limits referenced, refer to the Section – Low or No Suction Section.

Recommendations for Replacement

Over the life of the Symphony® it is possible that certain items may have to be replaced. The more preventative maintenance that is conducted on the Symphony, the less parts will have to be replaced. The following are recommended guidelines for when certain parts should be replaced.

Item	Recommendations for Replacement/Repair
Diaphragms	As needed after inspection or low suction. (Refer to Inspect/Replace Diaphragms for detailed instructions.)
Motor	6,000 hrs (or as needed)*
Gear Box	6,000 hrs (or as needed)*
Batteries	As needed.* (Refer to Battery Care & Maintenance Section for detailed instructions.)
Main Boards	As needed.* (If pump does not turn on and after troubleshooting. Refer to Error Codes Section)
Housing	If broken or separated.* (Refer to Correct Separated Housing Section for detailed instructions.)

^{*}The Symphony Motor, Gear Box, Batteries, Main Boards, and Housing are not user-serviceable parts; repaired and/or replacement of these parts would require the unit be sent back to Medela for repair. All returns, including rental equipment require prior authorization. For the Return/Exchange/Repair form, please visit the Distributors page at www.medelabreastfeedingus.com - login, then click on Account Communications. Or, contact customer service at accountsupport@medela.com for the form.

Checking Pump Total Running Hours



1. Turn the pump on.





2. Go to service menu by pushing the "On" button again while turning the vacuum control knob.



- 3. Turn the vacuum control knob until you get "Htot" (hours total). This is the total hours the pump has run throughout its life.
- 4. Use these hours to determine if maintenance is required per recommendations.



Error Codes

There are two ways in which a Symphony® Breast Pump will communicate that the unit has an issue. If the Symphony is experiencing an issue, an error code will be displayed on the LCD screen (see fig. 1). Previous problems are recorded in the Menu function under "Err:". To retrieve a history of errors, hold down the "On" button while turning the vacuum control knob, then continue to move the knob until you reach "Err" (see fig. 2). If you continue to experience issues with your Symphony, please contact Customer Service at 800-435-8316.







LCD Display Messages The following describes LCD messages that may be displayed indicating an issue with the unit, the potential causes, and action steps to correct the issue.		
	Potential Issue Actions	
	Program card isn't a Symphony card	Check if correct program card is used (See Replace Program Card Section)
Invalid Card	Program card is incorrectly inserted	Check that card is positioned correctly (See Replace Program Card Section)
	Program card is damaged and not working	Replace program card (See Replace Program Card Section)
No Card	Program card isn't inserted	Insert program card (See Replace Program Card Section)
no car a	Program card isn't completely inserted	Push card in all the way (See Replace Program Card Section)
Battery low	Battery needs charging soon, will beep every 20 seconds (15 minutes of pumping time remaining from when the indication started)	Be sure power cord is plugged into back of pump (See No Power Section)
Battery flat	Battery is completely discharged	Charge the batteries, but you may continue to pump (See Battery Care & Maintenance Section)
(Motor overload)	Motor is drawing too much current	Send Symphony pump to Medela service center if this happens repeatedly*
Configuration	Software configuration	Replace program card if experiencing error (See Replace Program Card Section)
Error	Potential fault in electronics of gear control	Send Symphony pump to Medela service center if this happens repeatedly*
Powerfault	Potential fault in electronics of power supply	Send Symphony pump to Medela service center if this happens repeatedly*

^{*} All returns, including rental equipment require prior authorization. For the Return/Exchange/Repair form, please visit the Client Accounts page at www.medelabreastfeedingus.com - login, then click on Account Communications. Or, contact customer service at accountsupport@medela.com for the form.

Error Codes (cont.)

Menu Codes

The following are Menu Codes and descriptions indicating historic error activity and steps you can take to address the issue.

Directions on how to read Menu Codes

- 1. Turn the pump on.
- 2. Push the "On" button again while turning the vacuum control knob.
- 3. To see Menu Codes turn the vacuum control knob and refer to the Menu Codes chart listed below.

Menu Codes	Description	Solution
m/F	Motor Fault	1. Unplug and plug back in. 2. Reboot pump. (see below) 3. Replace program card and reboot. 4. Send to Medela LLC for repair if this does not solve the issue.*
m/o	Motor Overload	Return to Medela LLC for repair if this happens repeatedly.*
C/I	Invalid Card	Reboot pump. (see below) Verify proper program card orientation. Correct as needed. Replace program card and reboot. Return to Medela LLC for repair if this does not solve the issue.*
C/N	No Card	Install program card. Verify that card is pushed in all the way. Replace program card and reboot.
B/F	Battery Flat	Charge for full 12 hours. Return to Medela LLC for repair if this does not solve the issue.*
B/L	Battery Low	Charge for full 12 hours. Pump will charge during use if plugged in. Return to Medela LLC for repair if this does not solve the issue.*
P/F	Power Fault	Verify pump plugged in properly at both ends. Plug pump into another outlet. Return to Medela LLC for repair if this does not solve the issue.*
C/F	Configuration	Reboot pump. Replace program card and reboot. Return to Medela LLC for repair if this does not solve the issue.*

(refer to Section No. 109A to replace program card)

^{*} All returns, including rental equipment require prior authorization. For the Return/Exchange/Repair form, please visit the Distributors page at www.medelabreastfeedingus.com- login, then click on Account Communications. Or, contact customer service at accountsupport@medela.com for the form.

	Quick Fixes The following is a list of potential issues and steps you can take to readily address the issue.	
Reboot Pump	1. Press the let-down button and hold. 2. While holding the let-down button press the on/off button. 3. Release both buttons when pump reads "please wait".	
Error Messages	Turn off pump and restart unit. Reboot pump. Replace program card and reboot pump. (refer to Replace Program Card Section to replace program card) Send pump to Medela LLC if this does not solve the issue."	
Invalid Card	1. Check program card. a. Chip side up. b. Chip end inserted into pump first. 2. Replace program card. Reboot pump with new card. See reboot instructions. 3. Return pump to Medela LLC for repair if this does not solve the issue.*	
No Card	I. If program card is missing: a. Install new program card. (refer to Replace Program Card Section to replace program card) b. Reboot pump with new card. See reboot instructions. If program card is present: a. Remove card and reseat. b. Send to Medela LLC for repair if reseat does not correct.*	
No Power	1. Check if the pump is properly connected to the electric supply or that the battery is charged. 2. Inspect power cord and replace if it is damaged. (refer to No Power Section to replace power cord) 3. Inspect fuse and replace if needed. (refer to No Power Section to replace fuse) 4. Send to Medela LLC for repoir if issue is not resolved.*	
Check Battery (if present)	Check battery connections by removing battery caps and inspecting wires. Refer to Battery Care & Maintenance Section for instructions.*	

Battery Care & Maintenance

Symphony® with rechargeable batteries require battery care and maintenance. If you are unable to resolve your Symphony battery issues, please contact Customer Service at 800-435-8316.

Charging Battery

- The Symphony with rechargeable batteries should be charged:
 - upon receipt of pump (for approximately 12 hours).
 - daily, after running on battery.
 - before battery completely discharges.
 - every two (2) months when pump is not in use.

Battery Status

2. "Battery Low" warning appears on LCD display when the battery is low. The breast pump will beep every 20 seconds. (The breast pump still has approximately 15 minutes of pumping time left.)

- "Battery Flat" appears when the battery has been depleted. The breast pump will issue a long beep and the pump will switch off.
- Check battery connections by removing battery caps and inspecting wires.

Helpful Hints

Extreme temperature, charging rates, and state of charge play a part in the life span of your battery.

To help maintain the life, please do the following:

- completely recharge the battery after each use.
- do not allow the battery to fully drain on a regular basis.
- during use, the Symphony can run on battery for up to one (1) hour.

^{*}The battery is continually charging when the breast pump is plugged into an outlet, even during a pumping session.





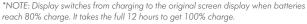












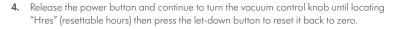














Let the pump run until the batteries are drained and the screen reads "Battery flat." (The pump turns off automatically after 30 mins and may need to be restarted to fully drain the batteries.)



6. Once the batteries are drained, plug the pump into a wall outlet and go back to "Hres" on the service menu to check how long the pump ran. The time will give an indication of the battery's condition. A new battery lasts for about 60 minutes of pumping time.

Inspect & Replace Diaphragms

Symphony® diaphragms need to be inspected periodically to ensure proper suction levels. If you experience issues replacing the diaphragms, please contact Customer Service at 800-435-8316

Tools Required

Flathead Screwdriver (applicable for a 1cm screw)

Replacement Diaphragms Kit -Item #8007199

Soft Cloth



Warning

- Unplug Symphony from power source before servicing or repairing.
- Do not immerse the breast pump in water, do not spray or pour liquid directly onto the breast pump.

Directions

Inspect

1-2. Press gently on diaphragm. An undamaged diaphragm will roll along the edge, which does not affect suction. If the rolled edge appears to be torn, replace. If holes or tears appear in diaphragm, suction can be reduced and diaphragm needs to be replaced.

Replace

- Remove diaphragm screws with 3. flathead screwdriver.
- **4-5.** Gently pry and remove each diaphragm with flathead screwdriver.
- 6-7. Before replacing diaphragms clean area with a clean, damp (not wet) cloth. Alcohol-based disinfecting agent may be used.
- 8. Align new diaphragms with openings.
- 9. Apply equal pressure downwards to snap diaphragm in place.
- 10. Install screws with flathead screwdriver Do not over tighten.





















If you experience other issues regarding suction reference Low or No Suction Section.

Low or No Suction

In the event that your Symphony® Breast Pump is producing low or no suction this Section will guide you through the steps to troubleshoot your issue. If you continue experiencing issues with low or no suction, please contact Customer Service at 800-435-8316.

Tools Required

Inspect and Replace Diaphragms Section

Flathead Screwdriver (applicable for a 1cm screw)

Symphony Diaphragm Kit - Item #8007199 (if needed)

Symphony Breast Pump Kit -Refer to page 10 (if needed)

Vacuum Gauge -Item #1977005 (if needed)



• Unplug Symphony from power source before servicing or repairing.

Directions

- 1. Inspect Symphony membranes. If membranes do not appear to have a rip or tear move to next step. If membranes do appear to be worn or have a tear, replace prior to next step.
- 2. Inspect Symphony diaphragms by following the Inspect and Replace Diaphragms Section. If diaphragms do not appear to have a rip or tear move to next stop.
- **3.** Make sure Symphony lid completely closes before pump is in use.
- Make sure the hard yellow ends of the tubing fit securely into breast shield connectors.
- **5.** Make sure the yellow triangular end fits into the membrane cap.
- **6.** Make sure the yellow valve is securely fitted onto the breast shield connector.
- 7. Make sure white membrane is lying flat against yellow valve head.
- Check Symphony vacuum levels by following the Proper Use of Vacuum Gauge Section.

For breast pump kit troubleshooting, please refer to the Symphony Breast Pump Kit Instructions for Use.

















Trolley Repair

In the event that your Symphony® trolley requires repair, this section will guide you through the repair. If you continue to experience issues with your Symphony trolley, please contact Customer Service at 800-435-8316.

Tools Required

3.0mm Allen Wrench

13mm Socket Wrench

Adjustable Wrench

Trolley Repair Kit -Item #6007116 (if needed)

Trolley 5 Wheel Base Kit – Item# 6007090 (if needed)

Trolley Upper Base Kit – Item# 8000682 (if needed)

Directions - If Trolley Becomes Loose

(refer to pictures on the next page)

- 1-2. Order a Trolley Repair Kit, item# 6007116 (if needed). Remove Symphony from trolley by removing four (4) screws with 3.0mm Allen Wrench.
- 3-4. Turn trolley on side and hold nut by using adjustable wrench. Nut should be Nylok®. (Nut provided in Repair Kit.)

- Tighten rod by using 13mm socket wrench while holding nut, which is located on bottom of trolley with adjustable wrench. (See image #4)
- 6-7. Place Symphony back on trolley and tighten four (4) screws with 3.0mm Allen wrench.
- **8.** The Symphony trolley is now tightened and ready for use.

Directions to Replace 5 Wheel Base

- Order item #6007090.
 -contains 5 Wheel base, Nylok® nut, retaining ring, and coupler
- 2. Follow assembly instructions #1948384*.

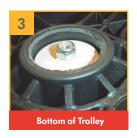
Directions to Replace Trolley Upper Base

- Order item #8000682.
 -contains upper base mounting platform
- **2.** Follow assembly instructions #1948384*.

*Trolley Assembly Instructions #1948384 come with the complete Trolley. To obtain a PDF copy, please send your request to customer.service@medela.com or contact Customer Service at 800-435-8316.

















No Power

In the event that your Symphony® breast pump does not have power, this Section will guide you through methods to resolve the issue. If you continue to experience issues with loss of power, please contact Customer Service at 800-435-8316

Tools Required

Fuse - Item #101035687 Flathead Screwdriver (applicable for a 0.75cm screw)

Directions

- 1. Inspect power cord and replace if damaged. Refer to Inspect/Replace Power Cord Section if power cord needs to be replaced.
- 2. Make sure pump is plugged into a wall outlet
- 3. Make sure short black cord is plugged into back of Symphony.
- 4. Check power outlet for functionality. Attempt to use in another power outlet.

- 5. Unplug the Symphony breast pump from power source. Then remove the fuse holder from the bottom by using a flathead screwdriver, gently turning clock wise.
- 6-7. If the fuse appears shorted, remove shorted fuse. (Item #9310035)
- 8-9. Replace with new fuse. (Item #101035687)
- **10.** Insert fuse holder (black round cap) back into the bottom of the Symphony.



Warning

 Unplug Symphony from power source before servicing or repairing.





















Reseating Cover

In the event that the Symphony® breast pump cover becomes separated or dislodged, this technical bulletin will guide you through the steps to resolve this issue. If you continue to experience issues with the cover, please contact Customer Service at 800-435-8316

Tools Required

Phillips Screwdriver (#2, standard size)



/ Warning

• Unplug Symphony from power source before servicing or repairing.

Directions

- 1. Inspect the pump to locate the housing ridge(s) dislodged outside of cover.
- 2. Remove four (4) screws at the bottom of the pump with a Phillips Screwdriver.
- 3. Pull cover straight up (just enough to clear top of housing).
- 4. Reseat cover over top of the housing. Make sure ridge(s) are not showing.
- 5. Replace four (4) screws at the bottom of the pump.
- 6. Symphony cover has been reseated and is ready for use.













Replace Program Card or Program Card/ Power Cord Protector

In the event that your Symphony® displays an "invalid card" or "no card" error, please refer to the following to resolve the issue. If you continue to experience issues with your program card, please contact Customer Service at 800-435-8316.

Tools Required

2.5mm Allen Wrench (if pump does not have thumb screw)

Symphony Replacement Cards (if needed)

Standard Card English - 67208

Symphony PLUS® English - 67242 Spanish - 2009190

Symphony Program Card/Power Cord Protector - 101035686

Replacement screw - 101034750



 Unplug Symphony from power source before servicing or repairing.

Directions

- 1. Loosen thumb screw or 2.5mm allen head screw. Slide cord holder up.
- **2.** Remove program card by pulling slowly and gently.
- Gently wipe chip contacts with alcohol wipe or dry towel and re-insert into the Symphony. Hold half circle in hand with micro-chip facing up to insert card.
- **4-5.** If program card still does not function or is missing, insert a new Symphony program card. Slide cord holder down and tighten screw.
- 6. Plug Symphony into wall outlet and press (on/off) button to turn on.
- 7. Press and hold the (let-down)
- While holding (let-down) button press (on/off) button until "Please wait" displays or program begins to run. (This process can take up to 45 seconds.)
- Release buttons. Pump will start running. Press (on/off) button to turn off.
- Depending on which program card is being used, the following will be displayed in the LCD screen: Symphony 2.0, or Press power.





















Proper Use of Vacuum Gauge

This Section will guide you through the steps of checking the vacuum levels of your Symphony® using a vacuum gauge. If you are unable to resolve the issue, please contact Customer Service at 800-435-8316.

Tools Required

Vacuum Gauge -Item #1977005

Symphony Breast Pump Kit -(See page 10 for a list of breast pump kits)

Directions

- 1. Insert the vacuum gauge into the hole in the rubber stopper.
- Pull the tab on the rubber stopper to ensure proper fit onto gauge post. The tab should be positioned in the back of the vacuum gauge.
- **3.** Insert the rubber stopper with gauge into breast shield.

- **4.** Ensure a complete seal by firmly pressing on all edges of the stopper.
- 5. Connect only one Symphony membrane at a time onto diaphragm before you begin testing. Turn on the Symphony to measure the vacuum level. (Of the values listed on page 11)
- After you have finished checking the vacuum levels, grasp the gauge and stopper tab to remove it.

Symphony Vacuum Settings

Stimulation Phase

120 CPM

Vacuum Range 50 - 200mmHg

Expression Phase

78-54 CPM (varies) Vacuum Range 50-250mmHg













Helpful Tips

- Vacuum levels will vary based on weather and elevation. Refer to page 14 for vacuum levels based on elevation.
- Dropping or damaging the vacuum gauge may cause incorrect readings.
- This gauge is intended as a reference tool only, not as a means of accurate measure.

If you need further assistance with troubleshooting low suction with your Symphony®, please refer to the Low or No Suction Section.

Inspect & Replace Power Cord

In the event that the Symphony® breast pump power cord becomes damaged, this Section will guide you through the steps to replace the power cord. If you continue to have problems replacing your power cord, please contact Customer Service at 800-435-8316

Tools Required

2.5 mm Allen Wrench (if pump does not have a thumb screw) Symphony Power Cord -Item # - 101035688



Warning

- Unplug Symphony from power source before servicing or repairing.
- Inspect power cord and replace if damaged.

Directions

- Inspect power cord for damage., i.e.
 - 1a. Damaged Cord
 - 1b. Damaged Plug
 - 1c. Bent Prong
 - 1d. Severed Cord

- 2. Loosen screw and remove the card/ cord protector by moving upwards.
- Remove and discard/recycle bad cord. 3.
- 4-5. Insert the new cord through the cord holder.
- Loop the cord around inside of screw post.
- 7. Place the cord holder back on the pump and tighten the screw.
 - Symphony power cord has been repaired and is ready for use.





















Correct Separated Housing

In the event that the Symphony® breast pump housing becomes separated or dislodged, this Section will guide you through the steps to resolve the issue. If you continue to experience issues, please contact Customer Service at 800-435-8316.

Tools Required

Phillips Screwdriver (#2, standard size)



Warning

• Unplug Symphony from power source before servicing or repairing.

Directions

Remove four (4) screws at the bottom of the pump using the Phillips screwdriver

- 2. Carefully pull cover straight up. (Component pieces of pump are attached to cover.)
- 3-4. Snap separated halves back together by carefully aligning tabs.
- 5-6. Replace cover back on pump by aligning internal posts into holes.
- 7. Reseat cover (making sure to cover housing completely).
- Replace four (4) bottom screws at the 8. bottom of the pump.
- Symphony housing has been repaired 9. and is ready for use.





















Cleaning

The Symphony® breast pump should be disinfected between use by different mothers. This Section guides you through the steps to clean or disinfect the Symphony breast pump. If you have questions regarding cleaning, please contact Customer Service at 800-435-8316

Tools Required

Soft cloth

Drinking quality water

Basic dishwasher agent or non-abrasive detergent (to clean)

Alcohol-based disinfecting agent (to disinfect)



Warning

• Do not immerse the pump unit in water; do not spray or pour liquid directly onto the pump.

Directions

For cleaning in between a mother's own sessions

Wipe off breast pump and pumping area (ex: countertop or table) with a clean, damp (not wet) cloth. Water and basic dishwasher agent or non-abrasive detergent may be used.

2 a-b. For disinfecting in between different mothers

Wipe off the breast pump and pumping area with a clean, damp (not wet) cloth. Alcohol based disinfectant agent may be used to disinfect the breast pump and pumping area (ex: countertop or table); follow the disinfectant agent's instructions for use.



!\ Caution: Unplug breast pump before cleaning. Clean breast pump after every use and disinfect between users.









Warranty

This product is warranted by Medela for pump mechanism (90 days for other parts and accessories) to the original retail purchaser to be free from defects in material and workmanship for the period of three (3) years from the date of purchase. In the event of a defect or failure to conform to this warranty, Medela will, at Medela's option, repair or replace this product without charge for such replacement, on parts or labor, at the Medela office listed below. The Purchaser shall bear all responsibility and expense for returning this product to Medela, including risk of loss prior to receipt by Medela, and shipping, packing, and insurance costs.

Medela will have no obligation under this warranty to repair any malfunction or damage arising from any misuse, abuse, or alteration of this product. Without limiting the generality of the foregoing, bending, or dropping of this product or its components, visible cracking of the equipment housing will be presumed to be defects resulting from misuse or abuse. Accessories that are not expressly manufactured by Medela and subsequently attached to the equipment will immediately void this warranty.

ANY AND ALL IMPLIED WARRANTIES ARE LIMITED TO THE DURATION OF THREE YEARS FROM DATE OF PURCHASE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

THE LIABILITY OF MEDELA FOR BREACH OF ANY WRITTEN OR IMPLIED WARRANTY IS LIMITED TO REPAIR OR REPLACEMENT OF THIS PRODUCT, AND MEDELA WILL HAVE NO LIABILITY UNDER ANY CIRCUMSTANCES FOR ANY INCIDENTAL, PUNITIVE OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES. SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

If you wish to make a claim under this warranty, you must return this product to Medela at the address below. You must contact Medela Customer Service and obtain a Return to Merchant Authorization (RMA) Number and reference the number on your return package. The original Invoice Number or Purchase Order Number must be referenced on the RMA.

Customer Service toll free number: 1-800-435-8316.

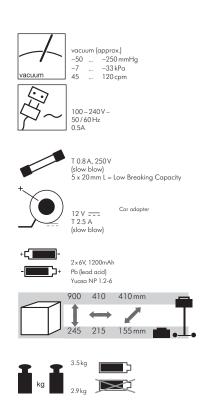
Medela LLC – Returns, Door 4501 Medela Canada Inc.

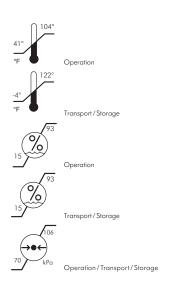
1101 Corporate Dr. 4160 Sladeview Cres., Unit #8

McHenry, IL 60050 Mississauga, ON ATTENTION: RETURNS Canada L5L 0A1

Call first for authorization number. Returns not accepted without an authorization number.

Technical specifications





Meaning of symbols

The warning symbol identifies all instructions that are important for safety. Failure to observe these instructions can lead to injury or damage to the breast pump. When used in conjunction with the following words, the warning symbol stands for:

Symbols on the packaging



This symbol indicates that the material is part of a recovery/recycling process.



This symbol indicates a carton package.



This symbol indicates to keep the device away from sunlight.



This symbol indicates to handle the fragile device with care.



This symbol indicates the temperature limitation for operation, transport and storage.



This symbol indicates the humidity limitation for operation, transport and storage.



This symbol indicates the atmospheric pressure limitation for operation, transport and storage.



This symbol indicates to keep the device dry.



This symbol indicates that the packaging contains products intended to come in contact with food according to regulation 1935/2004.



This symbol indicates unique GSI Global Trade Item Numbers (GTIN)

Symbols on the device



This symbol indicates to follow instructions for use.

CE

This symbol indicates the compliance with the essential requirements of the Council Directive 93/42/EEC of 14 June 1993 concerning medical devices.



This symbol indicates the manufacturer.



This symbol indicates the compliance with additional USA and Canada safety requirements for medical electrical equipment.



This symbol indicates a type BF applied part.



This symbol indicates manufacturer's serial number of the device.



This symbol indicates manufacturer's catalog number of the device.

IP21

This symbol indicates the protection against ingress of solid foreign objects and against harmful effects due to the ingress of water.



This symbol indicates the date of manufacture (four digits for the year and two digits for the month).



This symbol indicates that the Symphony is a class II device.



This symbol indicates fuse (to identify fuse boxes or their location).



This symbol indicates that the fuse box is safety tested.



This symbol indicates open the cover of the mains socket.



Let-down button



On/off button.



Vacuum adjustment knob.



Indication to press letdown button for PLUS program



Vacuum level indicator/Stimulation Phase - in Standard and PLUS

MAINTAIN Program



Vacuum level indicator/Expression Phase - in Standard program and PLUS MAINTAIN Program



Vacuum level indication/Expression Phase - PLUS INITIATE Program

EMC/Technical Description

The Symphony® breast pump is EMC-tested in conformity with the requirements of IEC 60601-1-2:2007 and 60601-1-2:2014 4th Edition according to clause 7 and 8.9. The Symphony breast pump needs special precautions regarding EMC (Electromagnetic compatibility) and needs to be installed and put into service according to the EMC information provided in these instructions for use.

Wireless communications equipment such as wireless home network devices, mobile phones, cordless telephones and their base stations and walkie-talkies can affect the Symphony electric breast pump and should be kept at least a distance 30cm away from the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.



Note

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- · Reorient or relocate the receiving antenna.
- Increase the distance between the equipment and receiver.
- Connect the equipment to a different outlet on the circuit than that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Electromagnetic Compatibility (EMC, IEC 60601-1-2:2007 3rd Edition and IEC 60601-1-2:2014 4th Edition, Table 1)

Electromagnetic emissions

The Symphony electric breast pump is intended for use in the electromagnetic environment specified below. The customer or the user of the Symphony electric breast pump should assure that it is used in such an environment.

Emission tests	Compliance	Electromagnetic environment – guidance
RF emissions CISPR 11	Group 1	The Symphony electric breast pump uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
RF emissions CISPR 11	Class B	
Harmonic emissions IEC 61000-3-2	Class A	The Symphony electric breast pump is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply
Voltage fluctuations / flicker emissions IEC 61000-3-3	Complies	network that supplies buildings used for domestic purposes.



Warning

Warning – The Symphony electric breast pump should not be used adjacent to or stacked with other equipment. If adjacent or stacked use is necessary, the Symphony electric breast pump should be observed to verify normal operation in the configuration in which it will be used.

Electromagnetic Compatibility (EMC, IEC 60601-1-2:2007, Table 2)

Electromagnetic immunity

The Symphony electric breast pump is intended for use in the electromagnetic environment specified below. The customer or the user of the Symphony electric breast pump should assure that it is used in such an environment.

The Symphony breast pump has no Essential Performance but was tested for immunity to electromagnetic disturbances and passed using the following criteria:

- Change of operation mode except reset into standby mode (pump is switched off)
- Change of pressure value more than 20 mmHg (the specified tolerance), when the EUT
- is operated as intended
- Change in programmable parameters, including mode and suction level
- Error codes, including the following:
 - Error indicated; no further restriction in device performance
 - Error indicated, the pump turns off but is restartable
 - No error indicated; the pump turns off and is not restartable
- · Permanent hardware failure is induced in the EUT

Immunity test	IEC 60601 test level	Compliance level	Electromagnetic environment – guidance
Electrostatic discharge (ESD) IEC 61000-4-2	± 6 kV contact ± 8 kV air	± 6 kV contact ± 8 kV air	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%.
Electrical fast transient / burst IEC 61000-4-4	± 2 kV for power supply lines ± 1 kV for input / output lines	± 2 kV for power supply lines ± 1 kV for input/ output lines	Mains Power quality should be that of a typical commercial or hospital environment.
Surge IEC 61000-4-5	± 1 kV line(s) to line(s) ± 2 kV line(s) to earth	± 1 kV differential mode ± 2 kV common mode	Mains Power quality should be that of a typical commercial or hospital environment.

EMC/Technical Description (cont.)

Voltage dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11	$<5\% U_{\rm T}$ $(>95\% {\rm dip\ in\ } U_{\rm T})$ for 0,5 cycle $40\% U_{\rm T}$ $(60\% {\rm dip\ in\ } U_{\rm T})$ for 5 cycles $70\% U_{\rm T}$ $(30\% {\rm dip\ in\ } U_{\rm T})$ for 25 cycles $<5\% U_{\rm T}$ $(>95\% {\rm dip\ in\ } U_{\rm T})$ for 5 s	<5 % $U_{\rm T}$ (>95 % dip in $U_{\rm T}$) for 0,5 cycle 40 % $U_{\rm T}$ (60 % dip in $U_{\rm T}$) for 5 cycles 70 % $U_{\rm T}$ (30 % dip in $U_{\rm T}$) for 25 cycles <5 % $U_{\rm T}$ (>95 % dip in $U_{\rm T}$) for 5 s	Mains Power quality should be that of a typical commercial or hospital environment. If the user of the Symphony electric breast pump requires continued operation during power interruptions, it is recommended that the Symphony electric breast pump is powered from an uninterruptible power supply or a battery.
Power frequency (50/60 Hz) magnetic field IEC 61000-4-8	3 A/m	3 A/m	Power frequency magnetic fields should be at levels characteristic of a typical location in a typical commercial or hospital environment.

NOTE $U_{_{\mathrm{T}}}$ is the a.c. voltage prior to application of the test level.

Electromagnetic Compatibility (EMC, IEC 60601-1-2:2007, Table 4)

Electromagnetic immunity

The Symphony electric breast pump is intended for use in the electromagnetic environment specified below. The customer or the user of the Symphony electric breast pump should assure that it is used in such an environment.

Immunity test	IEC 60601 test level	Compliance level	Electromagnetic environment – guidance
Conducted RF IEC 61000-4-6 Radiated RF IEC 61000-4-3	3 Vrms 150 kHz to 80 MHz 3 V/m 80 MHz to 2,5 GHz	3 Vrms 3 V/m	Portable and mobile RF communications equipment should be used no closer to any part of the Symphony electric breast pump, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter. Recommended separation distance $d=0.35\sqrt{P}$ 80 MHz to 800 MHz $d=2.3\sqrt{P}$ 800 MHz to 2,5 GHz where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and d is the recommended separation distance in meters (m). Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey $^{\alpha}$, should be less than the compliance level in each frequency range. $^{\text{b}}$ Interference may occur in the vicinity of equipment marked with the following symbol: $((\mathbf{r}))$

EMC/Technical Description (cont.)

NOTE 1 At 80 MHz and 800 MHz, the higher frequency range applies.

NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

^o Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast and TV broadcast cannot be predicted theoretically with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the Symphony electric breast pump is used exceeds the applicable RF compliance level above, the Symphony electric breast pump should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as re-orienting or relocating the Symphony electric breast pump.

^b Over the frequency range 150 kHz to 80 MHz, field strengths should be less than 10 V/m.

Electromagnetic Compatibility (EMC, IEC 60601-1-2:2007, Table 6)

Recommended separation distances between portable and mobile RF communications equipment and the electric breast pump Symphony

The Symphony electric breast pump is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the Symphony electric breast pump can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the Symphony electric breast pump as recommended below, according to the maximum output power of the communications equipment.

Rated maximum output power of transmitter W	Separation distance according to frequency of transmitter M			
	$150 \text{ kHz to } 80 \text{ MHz}$ $d = 0.35\sqrt{P}$	80 MHz to 800 MHz $d = 1.2\sqrt{P}$	800 MHz to 2.5 GHz $d = 2,3\sqrt{P}$	
0,01	0,04	0,12	0,23	
0,1	0,11	0,37	0,74	
1	0,35	1,2	2,3	
10	1,11	3,7	7,4	
100	3,50	12	23	

For transmitters rated at a maximum output power not listed above, the recommended separation distance d in metres (m) can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.

NOTE 1 At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies. NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

Disposal



The unit is made of various metal and plastics. Before disposal, the device is to be rendered unusable and it must not be disposed of as unsorted municipal waste in accordance with local regulations. Use your local return and collection system for waste electrical and electronic equipment (incl. batteries). Improper disposal may have harmful effects on the environment and on public health.





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