

Double Electric Breast Pump Troubleshooting Guide

The diaphragm is no longer moving when the pump is powered on, or it appears to be stuck in place.

- Verify that the diaphragm is not inserted upside down. It should form a complete seal with the flange unit and the feet should be facing down.

NOTE: Not all units will have diaphragms with feet. For the diaphragms without feet, verify that the arrow in the center of the diaphragm is facing upward.

- Confirm that the diaphragm, diaphragm cap, and flange body have been properly washed and dried completely, with no milk or soap residue.
- If the diaphragm is inserted correctly and all of the parts have been properly washed and completely dried, please contact Lansinoh Customer Service at **1-800-292-4794** or email customerservice@lansinoh.com.

When I press the power button or another button on my pump, nothing happens.

Please note the pump requires the user to press and hold the power button for 2 seconds to power the pump on. Be sure to hold the button down for the full two seconds before releasing. Please note whether it is the power button, the comfort mode button, or another button that is not working and then proceed.

If the power button is not working while using batteries:

- Verify the pump has a fresh set of batteries installed.
 - Please utilize a matching set of batteries, preferably name brand for peak performance.
- Press and hold the power button for 2 seconds and then release.
- If the pump still will not power on, please remove the batteries and contact Lansinoh Customer Service at **1-800-292-4794** or email customerservice@lansinoh.com.

If the power button is not working while using the AC Adapter:

- Verify the pump is connected to the power adapter.
- Press and hold the power button for 2 seconds and then release.
- Verify the outlet is working and is not controlled by a switch. Then, check for damage on the AC power wire. If there is damage to the wire, contact Lansinoh Customer Service at **1-800-292-4794** or email **customerservice@lansinoh.com**.
- If the outlet is working and there is no damage to the power wire, please contact Lansinoh Customer Service at **1-800-292-4794** or email **customerservice@lansinoh.com**.

If the comfort mode button is not working

Please note that the comfort mode button does not work when the pump is in stimulation mode or powered off.

- Verify the pump is on.
- Confirm the pump is in expression mode. If not, press the mode switch button to switch to expression mode.
- Press the comfort mode button. Does the comfort mode icon change?
- If the issue persists, please contact Lansinoh Customer Service at **1-800-292-4794** or email **customerservice@lansinoh.com**.

If the button is any other button

- Verify the pump is on.
- Press and hold the button for 2 second before releasing.
- Does the pump respond to button change?
- If the issue persists, please contact Lansinoh Customer Service at **1-800-292-4794** or email **customerservice@lansinoh.com**.

My pump does not power on.

If the pump is powered by batteries:

- Verify the pump has a fresh set of batteries installed.
 - Please utilize a matching set of batteries, preferably name brand for peak performance.
- Press and hold the power button for 2 seconds and then release.
- If the pump still will not power on, please remove the batteries and contact Lansinoh Customer Service at **1-800-292-4794** or email **customerservice@lansinoh.com**.

If the pump is powered by the A/C adapter

- Verify the power adapter clicks into place when connected to the pump.
- Confirm the outlet the pump is connected to is working, by utilizing another device such as a phone charger.
- Check if there is any visible damage to the pin inside the black power receptacle inside the pump, then check that there is no damage to the power cord itself.
- If there is damage to the pump or cable, contact Lansinoh Customer Service at **1-800-292-4794** or email **customerservice@lansinoh.com**.
- If there is no damage present and the outlet is working, contact Lansinoh Customer Service at **1-800-292-4794** or email **customerservice@lansinoh.com** for further steps.

My pump shut off mid pumping session.

The pump is designed to shut off if the power source is changed while pumping. This includes:

- Initial pumping was powered via the A/C plug adapter, then the pump was removed from the plug, even if there are batteries installed.
- Initial pumping was powered via batteries, and then the A/C power adapted is plugged in.

If the pump is powered by AC adapter (with or without batteries installed)

- Did the pump stop after it was moved?
- If yes, there may be a loose connection on the power adapter either on the wall side or the pump side. Please check both connections and press the power button for 2 seconds to power the pump back on.
- Was the power adapted unplugged?
- Even if there are batteries present inside the pump, the pump is designed to shut off as a safety mechanism if the power source is changed. Please press the power button for 2 seconds to power the pump back on.
- Did the pump shutoff after 60 minutes?
- The pump is designed to auto-shutoff after 60 minutes. Please press the power button for 2 seconds to power the pump back on.
- If the issue still persists, please contact Lansinoh Customer Service at **1-800-292-4794** or email **customerservice@lansinoh.com**.

If the pump is powered by batteries

Was the power adapter plugged in while pumping?

- The pump is designed to shut off as a safety mechanism if the power source is changed. Please press the power button for 2 seconds to power the pump back on.

Did the pump stop after the pump was moved?

- If yes, the battery spring clips might be loose. Please press the power button for 2 seconds to power the pump back on.
- If the issue repeats itself, please contact Lansinoh Customer Service at **1-800-292-4794** or email **customerservice@lansinoh.com**.