

baby express 
making parenting a breeze

be free
f.a.q. and trouble-shooting



Which pump is suitable for a first-time mother?

All our pumps are designed to provide convenience and fit into the modern mother's lifestyle. Your choice of pump is dependent on your breastfeeding plan and lifestyle.

How do I know what is my flange size?

Measure your nipple's diameter, add 2-3mm allowance.

Example: nipple size without allowance is 22mm, 24mm flange should be able to fit nicely.

(Obtain a free nipple ruler from our retailer, from our products or print from our website)

My nipple size is 22mm but 24mm flanges cause pain when I pump.

Some people require a bigger flange size as their skin may expand more when pumping. There is no harm using bigger sizes as long as pumping is comfortable and clearing your breast well.

I'm using 24mm flanges but only 1 side hurts when pumping.

Nipple size may be different on both sides, do check the size of each nipple and use flanges to fit accordingly.

My flanges were good but now my nipple hurts when I pump

Nipple size may change during the course of breastfeeding, it may either expand or shrink, for and some no changes at all. Do change your flange size whenever required.

How often should I change my pump parts?

Parts that have movement like the valve and diaphragm requires replacement as soon as around 1-3mths and the other parts about 3-6mths. As it depends on your usage, change time varies. Should you find that your parts does not fit like usual, it is best to change it.



solutions provided are based on general guidelines, do contact us if you need further assistance or clarification.



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 general : 97207388
 pump help : 88216488



could be time to
 change parts



stop using, contact us
 immediately

How should I sterilise my pump parts?

All Baby Express breast pump parts can be boiled, steamed or uv sterilised. For accessories, please refer to our website.

My pump parts turned yellow after sterilising, can I still use it?

If you use uv steriliser, it is normal for pump parts to turn yellow after 1 or more sterilising sessions. This is due to the absorption of the uv pigmentation.

How often should I sterilise my pump parts?

W.H.O. recommends to wash and sterilise after every use for hygiene purposes.

Which part of the pump should I clean/sterilise?

All pump parts should all be washed and sterilised. Use damp cloth to wipe motor, especially the bottom area.

(Pump motors are not water-proof, do not wash it.)

I read online/was told by other mothers that I can refrigerate pump parts between use, is that true?

We highly recommend following W.H.O's guide on cleanliness, wash and sterilise after every use.

I would prefer to refrigerate my pump parts as I am unable to wash them at work.

Do note that this is highly not recommended for BE Free and BE Mini X. Unlike traditional pumps, the motors are in direct contact with the pump parts. Any condensation may get into the motor and damage it.

(Our breast pump's warranty do not cover any form of liquid damage.)



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The inserts were difficult to fit into the flange. The fit is very tight.

The fitting of the flange insert should be tight. As any tiny gaps may leak air and affect suction.

Can I leave my breast milk in the cup/bottle after pumping?

After pumping, it is recommended to store the milk in the refrigerator or freezer immediately.

(The collection cup has a pouring hole. Transfer milk out asap after pumping.)



I feel that my pump parts suddenly don't fit like before.

If you have been using it for a while, it may be time to change the pump parts. Wear and tear happens and regular replacement is required.

Why is there bubbles/foam when I pump? (Common causes)

1. Pump parts assembly may be loose.
2. Pump not sitting properly onto breast.
3. Forceful letdown
4. High lipase content in breast milk

How do I know if the bubbles/foam is caused by soap?

If you swirl your bottle and the bubbles/foam disappears, it is not soap. Soap will continue to produce more bubbles/foam when swirled.

Why do I pump more on one side as compared to the other?

It is common for this to happen as every breast reacts differently to pumps. The side that pumps lesser is usually termed 'lazy boob'.

Which pumping bra is recommended with Baby Express's flanges?

Generally all pumping bras are compatible. However do note that the pump opening size and style is different for different brands.



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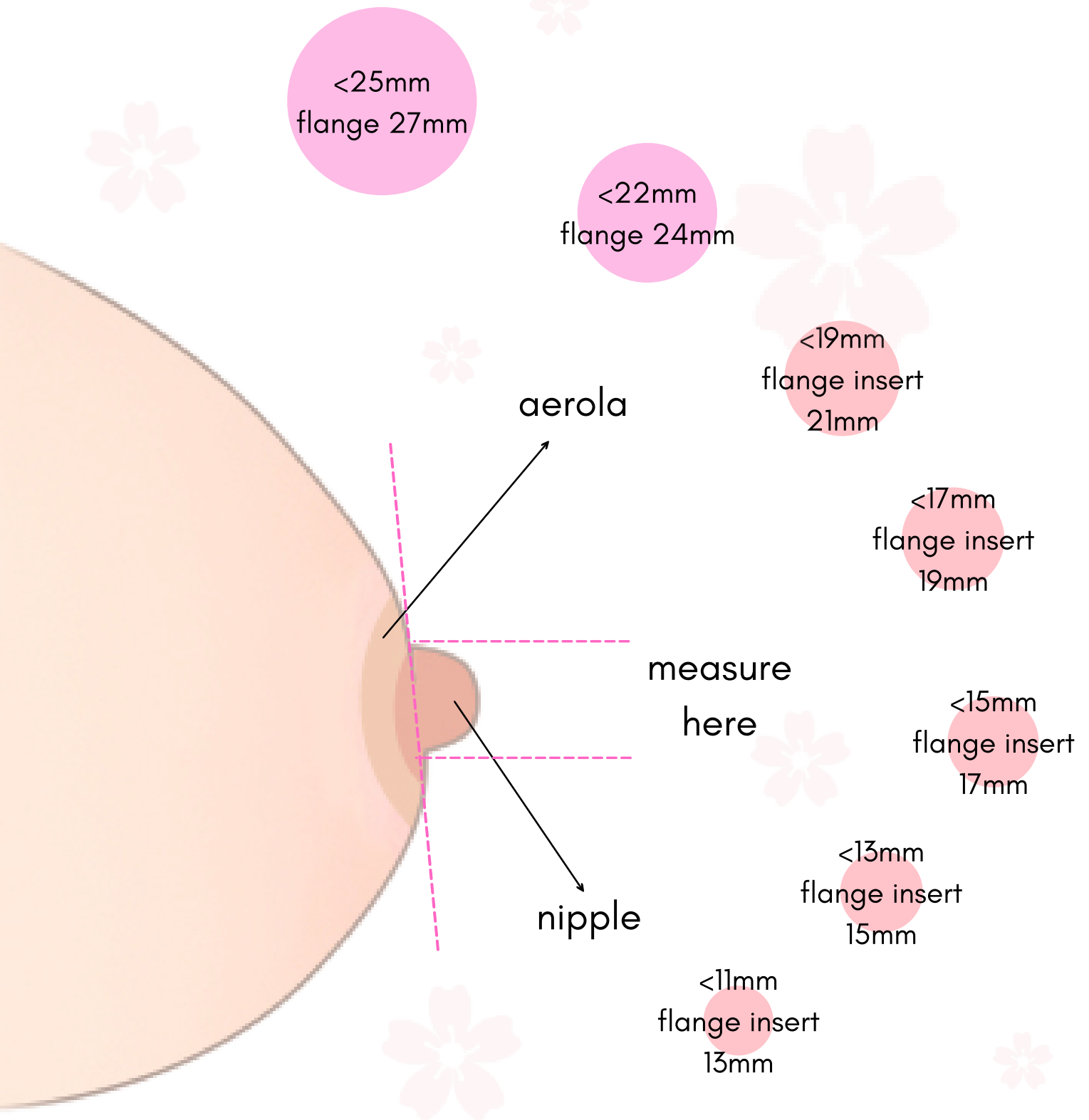


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measuring nipple size



measure nipple size, add on 2-3mm allowance

actual size used may varies for individual, depending on comfort level

pink: available flange sizes, peach: available flange insert sizes



breastmilk storage guide



aircon room
16°C to 26°C
< 3 hours

warmed,
untouched
est. 37°C
< 1 hour

freezer
-10°C to 10°C
< 6 months

cooler bag with ice
pack est. 15°C
< 24 hours

room temperature
27°C to 35°C
< 3 hours

refrigerator
0°C to 4°C
< 8 days



deep freezer
-20°C to -10°C
< 12 months

always smell and/or taste milk to verify freshness and temperature before serving

note: breastmilk when refrigerated/frozen may have metallic taste and/or smell

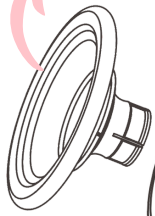


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when to change your pump parts



SILICONE CUSHION
3 to 6 months



DIAPHRAGM
3 to 6 months



T-JOINT FLANGE
6 to 9 months



SILICONE VALVE
1 to 3 months

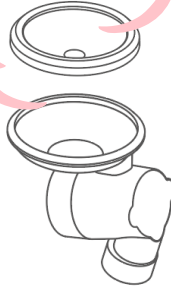


SILICONE RING
(UNDER BE FREE MOTOR)
3 to 6 months



CONNECTOR
3 to 6 months

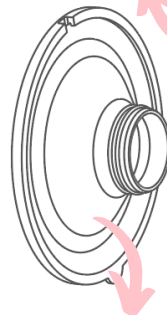
DIAPHRAGM
3 to 6 months



COLLECTION CUP
6 to 9 months



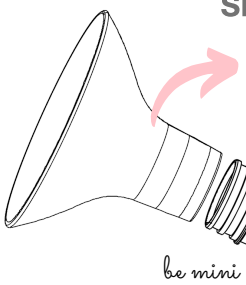
SILICONE FLANGE
6 to 9 months



SILICONE VALVE
1 to 3 months



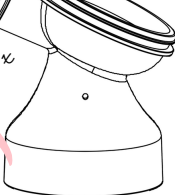
SILICONE FLANGE
3 to 6 months



DIAPHRAGM
3 to 6 months



T-JOINT
6 to 9 months



SILICONE VALVE
1 to 3 months



SILICONE TUBE
6 to 9 months



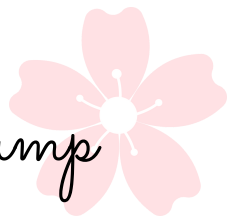
FLANGE INSERT
6 to 9 months



always check pump parts before/after use to ensure that it is in good condition
replace any parts immediately should there be any damage
note : a tiny tear, slight misalignment or mis-fitting may cause malfunction



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Unable to turn on motor

Charge motor for about 3 minutes before trying again.

Unable to charge the motor

Try another power point and/or micro USB cable to ensure that the source/cable is working fine.



Motor feels hot when charging/using (with/without burning smell)

Try another power point to ensure that the source is working fine. If problem persists, stop using the product immediately.



No to low suction as compared to before

Check all spare parts to ensure the assembly is fitted well. Also, check all parts especially the valve to ensure there is no damage.



Leaking when pumping

Ensure that the hole on flange is aligned at the top. And the flange fits tightly onto the cup when assembling.

Lean slightly forward when pumping during letdown. Cups have smaller holding capacity than traditional flange.



Pump leaks when removing from breast

During pumping, your skin around your breast may get warm, causing the silicone flange to stick to your skin. Gently insert a finger between the flange and your skin, run it around the flange while you hold onto the cup. Once cleared, slowly remove the pump.



Pump has suction but does not release

The motor may have been dropped which causes the connector to dislodge from its original position



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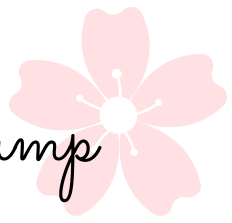
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could be time to
change parts



stop using, contact us
immediately



Pump is working but no milk expressed

Ensure that the pump is fitted enclosed onto your breast. Any slight gap between pump and skin will affect the pumping session. Parts must also be assembled or aligned properly.

Milk stuck in valve, unable to flow through

Ensure the valve is aligned nicely without the tip touching or resting on the cup. The valve should open to release the milk when pumping.



Milk stuck under the diaphragm

Make sure the diaphragm sits nicely on top of the connector.



Milk got through and is on the diaphragm

Check your diaphragm for any tear(s). Recommended to replace immediately or motor risk getting damaged upon contact with breastmilk.



Motor unable to sit tightly on cup/pops up after fitting

Ensure that there is a silicone ring under the motor. It needs to be replaced every 3-6 months, depending on your usage. If problem persist, it could be time for you to replace your collection cup.

When to change from stimulation to expression mode

Everyone reacts differently to the different modes. You can choose to only use 1 mode throughout pumping. Stimulation mode is used until your letdown starts, then switch to expression mode.

Battery life span is getting shorter



Lithium batteries degrades continuously from the moment they are first used. An unstable/faulty power source used to charge the product may also affect and damage the battery.

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Unable to turn on the bag

Try another power point/power bank to ensure that the source is working fine. The power light on top comes on when attached to a power source.

When to replace the LED bulbs?

The LED bulbs don't need to be replaced. They can run for up to 10,000 hours which is about 3 years.

Can I stack my items inside to sterilise?

It is recommend to avoid stacking items inside the bag for sterilising.

How much things can I put in the bag?

The bag size is designed to be able to sterilise a pair of pump parts each time. However, depending on how you place the items, you may be able to put in more than just a pair of pump parts.

Can I put my pump motor inside to UV sterilise?

Yes, you can UV sterilise pump motors and many more other daily items. As our UV bag does not have a heater function, it is compatible with most electronic items too.

Do I need to clean my UV steriliser bag?

Regularly wipe with damp cloth, inside and outside, to keep clean.

How should I dry my items before sterilising?

You can use a cloth to dry wet items before putting it in to sterilise.



Bag feels hot when charging/using (with/without burning smell)

Try another power point to ensure that the source is working fine. If problem persists, stop using the product immediately.



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