

*baby express*   
*making parenting a breeze*

*be nude pro*  
*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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pump help : 88216488



could be time to  
change parts



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### **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.)*

## ❁ 2 ❁

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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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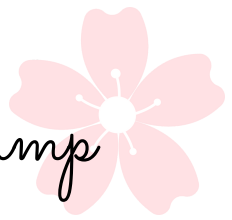


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# be nude pro wearable breast pump



## **Unable to turn on motor**

Charge motor for about 3 minutes before trying again.

## **Unable to charge the motor**

Try another power adapter, power source and/or 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 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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## **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. Adjust as you pump.



## **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 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**

The diaphragm needs to be washed with soap to wash away the oiliness. If problems persists, replacement of diaphragm may be needed.



## **Charging light does not come on when plug in**

Try charging with a different power adapter, power source and/or cable to ensure that no parts are faulty.



## **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.



## **Motor self on/off and/or change mode, screen light flickers**

Commonly cause by motor being dropped and the internal parts may have come loose/damaged in the event. It may cause the suction and release function to malfunction too.

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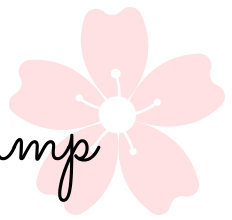


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## **Unable to install phone app**

Phone need to allow 3rd party developer app to operate and location service to connect to the pump

## **App unable to detect/connect to breast pump**

Ensure that the breast pump is turned on and within 10 meter from phone running the app. If unable to, please try with another phone to check whether the breast pump bluetooth is functioning properly.

Enter phone bluetooth settings, with breast pump turned on to detect the pump. Once detected, click on the breast pump to connect. The status will then be left at "pairing". Enter app and search for breast pump to connect.

*Phone with company work profile may have app restriction due to security purposes. Do check with your company to allow app usage.*

*Connect 1 breast pump at a time.*

## **App got disconnected while pumping**

As app uses bluetooth, phone running the app and breast pump must be kept within 10m distance throughout pumping. Once out of range, the phone would not be able to detect the breast pump.



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