

10 | Troubleshooting

PROBLEM	SOLUTION
Suction is too low	<ul style="list-style-type: none">● Make sure all parts are dry and properly assembled (refer to Chapter 6 to check proper assembly).● Make sure to replace the vacuum seal and duckbill valve after 3 months of use.● Make sure there are no kinks in the vacuum tube.● Make sure to hold the breast shield firmly against your breast.● Make sure not to pull on the vacuum seal cover or vacuum tube while expressing.
Pump does not start	<ul style="list-style-type: none">● Check battery.● Unplug the pump - the pump cannot operate while charging.
There is humidity or fluids in the tube	<ul style="list-style-type: none">● Replace vacuum tube immediately.● Warning! Failing to replace the vacuum tube may damage the pump and render it unusable.
Display Error – "E1" and "E2"	<ul style="list-style-type: none">● Turn the device off and on again.● In case the error reoccurs, contact customer care.
Massage Unit Error – "E3"	<ul style="list-style-type: none">● Reassemble the pump again according to the instructions on Chapter 6● Turn the pump off and on again.● Turn on the pump and increase the tongue pace to level 9.● Make sure the massage motor is running smoothly.● In case the error reoccurs, contact customer care.
Battery Overheat Error – "E4"	<ul style="list-style-type: none">● Turn the pump off and wait 5 minutes for the pump to cool down● Turn on the pump.● In case the error reoccurs, contact customer care.