babybrezza® Customer Service

If you are experiencing problems with your Baby Brezza Formula Pro® Advanced WiFi, please call Baby Brezza Customer Service at 1-888-396-6552 or email cs@babybrezza.com before returning the product to the store you purchased it at so that we can offer you our best service customized to your particular situation.

Limited 1-Year Warranty

The limited warranty is valid only on products bought through authorized resellers and used in the United States & Canada. Buying through an unauthorized reseller or using this product outside of the United States and Canada automatically voids this warranty. This warranty is available to consumers only. You are a consumer if you own a Baby Brezza Formula Pro® Advanced WiFi that was purchased at retail for personal, family or household use. Except as otherwise required under applicable state law, this warranty is not available to retailers or other commercial purchasers or owners. We warrant that your Baby Brezza Formula Pro® Advanced WiFi will be free of defects in material or workmanship under normal home use for one year from the date of original purchase. Customer will be required to present original proof of purchase in order to obtain the warranty benefits. In the event that you do not have proof of purchase date, the purchase date for purposes of this warranty will be the date of manufacture. If your Baby Brezza Formula Pro® Advanced WiFi should prove to be defective within the warranty period, we will repair it or, if we consider it necessary, replace it.

To obtain warranty services, please call Customer Service at: 1-888-396-6552, cs@babybrezza.com or write to: Baby Brezza, 250 Passaic Street, Newark, NJ 07104 Attn: Customer Service.

This product may be covered under one or more of the following including U.S. Patent No. 8,584,901, Canada Patent No. 2,842,603, China Patent No. CN103874441, Australia Patent No. 2011374309, Spain Patent No. ES2473790B2 and pending patent application(s) in the U.S. and other countries.
IMPORTANT SAFEGUARDS

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

1. Read all instructions before using.
2. Do not touch hot surfaces.
3. To protect against electric shock and injury to persons, do not immerse cord, plug, or appliance in water or other liquid.
4. This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they are closely supervised and instructed concerning use of the appliance by a person responsible for their safety. Close supervision is necessary when any appliance is used by or near children. Children should be supervised to ensure that they do not play with the appliance.
5. Turn off and unplug the appliance from the outlet when it is not in use, before assembling or disassembling parts and before cleaning.
6. Do not use appliance if damaged or if plug is damaged or if the appliance does not operate properly. If the plug does not fit into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to modify the plug in any way.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

-- Consult the dealer or an experienced radio/TV technician for help.
-- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

The user is encouraged to try to correct the interference by one or more of the following measures:

1. Move appliances further away from the receiver.
2. Use an electrical outlet on a different circuit from that to which the receiver is connected.
3. Consult the manufacturer at their customer service telephone number for information on examination, repair, or adjustment.

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.

To unplug, grasp the plug and pull from the outlet. Never pull from the power cord.

To protect against electric shock and injury to persons, do not immerse cord, plug, or appliance in water or other liquid.

Supply Voltage: 120V ~ 60Hz
Model: FRP0066
Heater Power: 260W
Current: 2.5A

**Attention:** Don’t take anything apart yet. Follow these steps before doing anything else.

- Place the Formula Pro® Advanced WiFi on the counter or other level surface and turn it around so the back is facing you.
- Remove the water tank from the back of the machine, wash it with warm soapy water and rinse thoroughly, then dry.
- Fill water tank with bottled water suitable for infant formula preparation, or boiled water, cooled to room temperature.
- Place water tank back on base, turn the machine around so the front is facing you and then plug it in. The machine will turn on and the LCD screen will light up.
- The machine will beep once to tell you it's powered on. You'll also see the LCD display turn on.

Now let’s rinse the inside of the machine.

- Get a cup or bottle larger than 10oz and place it under the funnel.
- Press the “ounce” button on the control panel repeatedly until the LCD screen says “10oz”.
- Now press the “water only” button on the control panel. The Formula Pro® Advanced WiFi will dispense 10oz of water.
- Dispose of the water dispensed, or use it to water your plants.

Now you can turn off and unplug the machine, remove all the parts shown on the next page and set-up your new Formula Pro® Advanced WiFi

- Get familiar with the part names on the next page, then proceed with the set-up on the App or the following pages.

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**Save these instructions**

**TECHNICAL DATA**
Supply Voltage: 120V ~ 60Hz
Model: FRP0066
Heater Power: 260W
Current: 2.5A
Formula Pro® Advanced WiFi - parts
Disassemble and wash all parts (except the base) and dry thoroughly.

Disassembly tip:
To remove the Stirring Wheel, grasp it as shown above & pull up while holding the powder container down.

Powder Container Lid
Stirring Wheel
Locking Cover with Silicone Scraper
Measuring Wheel
Powder Container
Powder-Dispensing Hole
Water Tank
Axle
Control Panel
Funnel Cover
Funnel
Funnel Compartment
Base
Bottle Grate
Power Cord (on back - not shown)
Drip Tray

Download the Free Baby Brezza Formula Pro® App

Using the App
Open the app on your mobile device, then follow the steps to register your Formula Pro Advanced WiFi, create an account, and connect the Formula Pro Advanced WiFi to your home network. After connecting to WiFi, you can set-up the machine, set-up bottles and use the app to control the Formula Pro Advanced WiFi.

App Home Screen

App menu
Includes all instructions, contact us, add another user and other functions

Selected bottle settings
Touch to dispense formula
Touch to dispense water only
Touch to edit bottle settings
Touch to select pre-set bottle
Touch to stop dispensing
Touch to add a bottle pre-set

Tip: Follow the set-up and cleaning instructions on the app or on the following pages to use your Formula Pro® Advanced properly.
Formula Pro® Advanced WiFi set-up instructions

Set-up and cleaning videos available at babybrezza.com/video.

1. Place the front edge of locking cover in the recess in the inside/front of the powder container, UNDER THE TAB.
2. Fit hole in locking cover over top of axle. It will not lay completely flat.

1. Place the axle on the base as shown.

2. Assemble the funnel & funnel cover. Then insert funnel assembly into funnel compartment by sliding it up, then in.

3. Now place the powder container on the base with the printed markings facing you.

4. Make sure the locking cover & measuring wheel look like this when assembled.

5. Place the measuring wheel into the powder container, fitting it over the axle with the flat side facing down. Make sure the holes in the measuring wheel are in the same position as shown above.

6. After hand washing these parts, make sure they are all completely dry before assembly.

7. Now place the stirring wheel on the axle and push down firmly until you hear a click. Make sure the stirring wheel is snapped in place and does not lift up easily.

8. IMPORTANT
Now you’re ready to add powder & make a bottle

1. Carefully pour formula powder into the powder container. Wipe up any spilled formula powder.

2. Make sure that the powder is filled between the MIN & MAX lines on the powder container.

3. Place the powder container lid on the powder container and turn clockwise until it stops. This will engage the safety switch & lock the powder container onto the base.

4. To remove the powder container, turn the lid counter-clockwise.

Fit the drip tray on the base to fit your bottle height. Adjust it so the mouth of the bottle is as close to the funnel as possible.

Push the drip tray firmly against the base to set it in place
You can use the app to make a bottle or review the controls on the next page to make a bottle with the buttons on the machine.

Using the Formula Pro® Advanced WiFi control panel

- **LCD Display:** Shows selected functions & warnings
- **Powder setting button:** Press to select setting number for your formula brand and type
- **Water only button:** Press to dispense ounces displayed on LCD (selected by the "ounce" button)
- **Temp button:** Press to select your warming temperature
- **Temp indicator:** Shows the warming temperature setting
- **Bottle LED:** Lights up when bottle is placed on drip tray
- **WiFi LED:** Lights up when connected to WiFi (if blinking, see troubleshooting)
- **Ounce button:** Press to select ounces of water dispensed
- **Ounce indicator:** Shows the selected ounces of water dispensed
- **Start button:** Press to dispense formula
- **Stop button:** Press to stop dispensing

**Temperature indicator symbols**

- 📊 = Room temperature
- 🛠️ = Body temperature
- 🔥 = Slightly warmer than body temperature

**Powder & water settings**

- **Powder Setting Indicator:** Use the "powder setting" button to choose your powder setting 1-10.

- **Ounce Indicator:** Use the "ounce" button to choose how many ounces of water to mix with powder.
  
  2, 3, 4, 5, 6, 7, 8, 9, 10 ounces of water are available. There is no option to make a 1oz bottle.

**Warning symbols**

The Formula Pro® Advanced will not run if any of these symbols are illuminated on the LCD display.

- 🌡️ = Powder Lid Open - The powder container lid is not closed completely or is not on the powder container correctly. Close the powder container lid completely and correctly when this symbol is illuminated.

- 🥃 = Low Water - Refill water tank when this symbol is illuminated.

- 🚫 = Clean Funnel - This symbol will illuminate after every 4 bottles are made. When this symbol is illuminated, remove funnel assembly, wash, and dry completely, then place it back into the base. See Page 11 for details.

- ⚠️ = Funnel Out - Funnel is removed or not inserted completely. Make sure the funnel is pushed all the way in when this symbol is illuminated.
Using the Formula Pro® Advanced WiFi control panel

Press the "powder setting" button repeatedly to select your setting 1 - 10. It is essential that you choose the correct setting for your formula brand and type. Use the app or go to babybrezza.com/FPA to find the correct setting for your formula.

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Press the "start" button to dispense the formula. The Formula Pro® Advanced WiFi will dispense powder & water together, then stop automatically when dispensing is complete.

Press the "temp" button to select temperature. The temperature indicator will flash when heating and will stay solid when the set temperature is reached.

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Press the "start" button to dispense formula. The formula pro will remember the setting & ounce size even if it is unplugged or turned off. You do not need to select a powder setting every time you make a bottle. You can always change the ounce size or powder setting by pressing the buttons again.

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Check for clumps and shake or stir the bottle if necessary. Check temperature and feed your baby.

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The Formula Pro® Advanced WiFi will dispense powder & water together, then stop automatically when dispensing is complete. Some clumping may occur with hypoallergenic formula and specialty formula powders that are inherently difficult to mix with water.

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PLEASE NOTE: The level will appear higher than the ounce size selected because of added powder volume and/or variance in bottle markings. Example: 4 ounces of water plus powder volume is approximately 4.5-4.75 ounces depending on your formula powder type.

Refill the powder when the arms of the stirring wheel become visible. This is very important for accurate formula measuring.

Check the level of mixed formula.

IMPORTANT

Ounce size indicates water volume only. It does not include the volume of powder added when mixing.

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Easy Daily Cleaning Instructions

It is EXTREMELY IMPORTANT to clean the funnel after every 4 bottles made. This will keep your Formula Pro® Advanced WiFi dispensing accurately.

Always make sure Funnel & Funnel cover are COMPLETELY DRY before re-assembling.

1. Remove Funnel & Funnel Cover by pulling out and down.
2. Wash Funnel & Funnel Cover with warm, soapy water & rinse well. Dry completely before re-installing.
3. Wipe the powder-dispensing hole on the underside of the powder container using a dry paper towel or soft dry cloth.

PLEASE NOTE: You don't need to remove the powder container or the powder container parts for daily cleaning.

IMPORTANT

Wipe the powder-dispensing hole on the underside of the powder container using a dry paper towel or soft dry cloth.

Suggestion to make cleaning easier
To make daily cleaning even easier, you can purchase an extra funnel & funnel cover on BabyBrezza.com Then you can swap the spare funnel with the funnel that needs to be cleaned. NOTE: you will still need to wipe the powder dispensing hole as shown in Step 3

Monthly Cleaning Instructions

Once a month, give your Formula Pro® Advanced WiFi a thorough cleaning.

Please watch set-up and cleaning videos at babybrezza.com/video.

1. Hand-wash all parts shown above with warm soapy water, rinse well and dry thoroughly.
2. Hand wash water tank with warm soapy water, rinse well and dry thoroughly.

Monthly Descaling Instructions

You can leave the formula powder in the powder tank during the descaling process.

To prevent mineral scale on the water heater inside your Formula Pro® Advanced WiFi, follow these easy steps:

1. Remove the water tank, empty it and fill it with 20oz distilled vinegar & 20oz of purified water.
2. Place the water tank on the base of the machine & place a cup larger than 10oz under the funnel.
3. Select “10oz” with the “ounce” button, then press the “water only” button to dispense.
4. Empty the cup, place back under the funnel, then press the “water only” button again to dispense another 10oz.
5. Now unplug the machine, remove the water tank, and empty it. Let the machine sit for 4 hours.
6. Wash, rinse and fill the water tank to the max line with purified water, then place it back on the base.
7. Plug in the machine, place a cup to catch 10oz water and use the “water only” button to run an 10oz cycle. Dispose of the water dispensed in the cup and then repeat this step to run the entire tank of purified water through the machine. When the “Low Water” indicator turns on, you’re done rinsing.
8. Refill the water tank with purified water and return to normal use.
Long Term Storage Instructions

It is EXTREMELY IMPORTANT to clean the machine and remove all formula powder residue before storage. If you're going to store your Formula Pro® Advanced for later use, or will not use it for a while, please follow the instructions below:

1. Remove the powder container parts, funnel, funnel cover, drip tray and water tank from the base.
2. Wipe the base with a clean damp cloth and make sure to remove any and all formula residue. Dry the base well.
3. Empty the powder container, wash all powder container parts, dry thoroughly, reassemble, & reinstall on the base.
4. Follow the Monthly Descaling Instructions on page 12, steps 1-7 only. Do not remove or refill the water tank after step 7.
5. Now place a cup to catch 1oz water under the funnel, then press & hold the “water only” button for 5 seconds. Water will dispense continuously until the machine is completely empty, then stop automatically.
6. Unplug the machine, remove the funnel, funnel cover and water tank, dry them both thoroughly and reinstall them on the machine.
7. Your machine is now ready for storage. Pack the machine in its box, or enclose it in a bag to keep it dust free.

Error Codes

In the unlikely event of electrical component error or interruption during operation, the following codes will be displayed on the LCD screen. Pressing and holding the stop button will clear the code and operation should return to normal. If the code returns or is unable to be cleared, please contact Baby Brezza Customer Service.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Possible Cause</th>
<th>Possible Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Machine will not start.</td>
<td>Machine is unplugged</td>
<td>Make sure the plug is securely inserted into the power outlet</td>
</tr>
<tr>
<td>2</td>
<td>Funnel is removed or not fully inserted.</td>
<td>Insert funnel or push front of funnel until flush with machine</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Water level is below “MIN” line.</td>
<td>Add more water to water tank</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Powder container is removed or not fully seated.</td>
<td>Make sure powder container is placed on base properly</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Powder container lid is not completely closed.</td>
<td>Turn Powder container lid clockwise to close completely. See page 7, step 3 for details</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Water in Water Tank is too cold.</td>
<td>Wait for water to warm up</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Water in Water Tank is too hot.</td>
<td>Wait for water to cool down</td>
<td></td>
</tr>
</tbody>
</table>

Troubleshooting

<table>
<thead>
<tr>
<th>Condition</th>
<th>Possible Cause</th>
<th>Possible Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temperature of dispensed formula is too cold.</td>
<td>Water has not yet been heated to correct temperature.</td>
<td>Wait for heater to warm water. Make sure selected temperature symbol stays on solid instead of flashing.</td>
</tr>
<tr>
<td>Funnel will not fit all the way in Funnel Compartment.</td>
<td>Funnel cover is not straight on funnel and/or not pushed down completely.</td>
<td>Align tab on front of Funnel Cover with notch in Funnel and push down Funnel Cover completely.</td>
</tr>
<tr>
<td>Clean Funnel symbol is on, Formula Pro beeps when start button is pressed.</td>
<td>Powder Container require cleaning.</td>
<td>Follow Steps on Page 7 to clean and dry Funnel and hole on underside of Powder Container.</td>
</tr>
<tr>
<td>Too much powder dispensed.</td>
<td>Locking cover is not installed correctly.</td>
<td>Check locking cover and make sure the front edge is locked under the tab in the powder container. See page 4, step 6 for details.</td>
</tr>
<tr>
<td>Incorrect powder setting selected.</td>
<td>Make sure to select the correct setting number for your powder type. For details, go to babybrezza.com/settings</td>
<td></td>
</tr>
<tr>
<td>Not enough powder dispensed.</td>
<td>Powder level in powder container is too low.</td>
<td>Refill Powder Container with more powder.</td>
</tr>
<tr>
<td>Not dispensing water.</td>
<td>Water Tank not fully seated.</td>
<td>Push Water Tank down all the way on Base.</td>
</tr>
<tr>
<td>Powder build up on funnel cover &amp; underside of powder container.</td>
<td>Frequent use without cleaning underside of powder container. See page 7, step 3 for details.</td>
<td>Clean funnel, funnel cover and underside of powder container every 4 bottles.</td>
</tr>
<tr>
<td>No connection to Formula Pro® from app.</td>
<td>WiFi and/or Bluetooth on mobile device is off.</td>
<td>Turn on WiFi and Bluetooth on mobile device to regain connection.</td>
</tr>
<tr>
<td>Blinking Blue WiFi LED on Formula Pro® control panel.</td>
<td>Connection error.</td>
<td>Unplug Formula Pro® from power supply, wait 10 seconds, then plug it in Formula Pro® and wait for WiFi LED on control panel to light up without blinking.</td>
</tr>
<tr>
<td>Formula Pro® requires connection reset.</td>
<td>With The Formula Pro® plugged in, hold “temp” button for 10 seconds to reset WiFi. Restart the app on your mobile device and follow steps in-app to reconnect your Formula Pro® to WiFi.</td>
<td></td>
</tr>
</tbody>
</table>

If you can not remedy problems by using the troubleshooting chart above, do not return your Formula Pro® Advanced WiFi to the store. Please contact Baby Brezza Customer Service at cs@babybrezza.com, 1-888-396-6552 or visit babybrezza.com for videos.