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Instructions for Use are updated periodically, so please check willowpump.com for current version.
19. Do not use hot water to thaw breast milk.
20. Do not refreeze thawed breast milk.
21. If you are a mother who is infected with Hepatitis B, Hepatitis C or Human Immunodeficiency Virus (HIV), pumping breast milk will not reduce or remove the risk of transmitting the virus to your baby through your breast milk.
22. Do not use Pump during takeoff or landing when traveling on an airplane.
23. Do not drop or insert any object into any openings on Pump.
24. Do not attempt to open or repair Pump or Charger. No modification of this equipment is allowed.
25. Pump will not work when connected to Charger; always disconnect Pump from Charger before using.
27. Plug Charger into an electrical outlet that is visible and easily accessible. To remove line voltage (mains power), unplug the power supply from the wall.
28. Never operate product if cord or plug is damaged, it is not working properly, it has been dropped, damaged or immersed in water.
29. Do not attempt to reset Pump during use.

PRECAUTIONS:
1. Ensure Flange, Flextube™ surface of Pump and Milk Bag are clean.
2. Ensure Flange, Flextube™ and Milk Bag are securely assembled and connected to Pump.
3. Visually inspect Pump, Flange and Flextube™ to ensure there are no tears or indications of degraded performance.
4. If excessive discomfort or pain is felt during pumping, stop pumping, break latch, then reposition Pump or cease session.
5. If package appears damaged or tampered with before use, do not use and call Customer Care.
2. INDICATIONS FOR USE

Who should use the Willow Breast Pump?
The Willow Breast Pump is intended to express milk from lactating women in order to collect breast milk from their breasts. The device is intended for a single user.

2A. CONTRAINDICATION

Do NOT use this Pump if you have an active implanted device that would be affected by a magnetic field (e.g., pacemaker, implantable cardioverter defibrillator).

3. HOW SUPPLIED

Pump is reusable for a single user, and has an expected operating life of 12 months. Reusable parts – Flange and Flextube™ – should be cleaned prior to use (reference Section 7A GET READY - Boil Flange & Flextube™). These parts are intended for use by a single user only, and should be replaced every 3 months.

Milk Bags are intended for single use only, disposable and should be discarded after each use. Please recycle.

4. PRODUCT DESCRIPTION

The Willow Breast Pump contains the number of parts and accessories listed below and shown on the following page.

Pump (2), Flange 24mm (2), Flextube™ (2), Milk Bag - 4oz. Disposable (24), Charger (1), Accessories: Cleaning Brush (2), Carrying Bags (2)

5. THINGS TO KNOW

To be successful pumping with Willow you will need to:

- Learn how to ALIGN
- Learn how to establish a good SEAL
- Learn how to empty your pump to avoid milk spills

If you are experiencing excessive discomfort, reference Section 7B Pumping - Alignment.
ALIGNMENT

The goal of Alignment is to center your nipple in the Flange Tunnel so that it doesn’t touch any sides of the Flange.

Correct Alignment
Milk expression.

Incorrect Alignment
Try again.

No smooshed nipples.
PRACTICE
Before your first pumping session, we recommend that you practice Alignment with just the Flange.

SEAL
It is essential that you keep Willow firmly pressed against your breast from when you first align through the end of the pumping session.

Keys to success...

Press Pump against breast while initiating latch

Picking the right bra

While in Stimulation, lean back until you reach Expression
YOUR BRA
The bra you wear while pumping with Willow needs to keep the Pump pressed securely against your breast.

Pick the right bra:
- Full coverage
- Has a flap
- Made of stretchy fabric
- No underwires or padding

If it feels like Willow will shift when you move, adjust the straps or pick a different bra.

PHASES OF WILLOW
While pumping, you are going to hear several different sounds that indicate what phase you are in.

**INITIATE LATCH**
Louder, slower sounds
The pump is establishing suction. Remember to hold Willow securely against your breast.

**STIMULATION**
Short, quick sounds
You will experience let-down and milk will start to flow. Look at the App to see your progress.

**EXPRESSION**
Slow, quiet sounds
Suction level starts at 1, but you can adjust to your desired level. Note: you cannot go back to Stimulation phase.

under a minute
within 5 minutes
(transitions automatically)
FLIP TO FINISH
Willow’s unique emptying feature is called Flip to Finish. You will want to check it out before your first pumping session.

6. PRODUCT PARTS

For missing or replacement parts, please call Customer Care.
The Willow Breast Pump is a personal use, cordless breast pump for single and double pumping. The product includes: rechargeable Pump(s), Flange(s), Flextube(s)™ and disposable Milk Bags.

### Pump Exterior
- **Pump/Pause**
- **On/Off**
- **Power Port**
- **Reset Button**
- **Grooves for Flextube™ Grips**
- **Serial Number**

### Pump Interior
- **Suction Controls**
  - Increase/Decrease
- **Reset Button**
- **Tunnel**
  - **Alignment Guides**
- **Tab**
  - **for Slot on Flange**

### Flange Exterior
- **Door**
- **Button**
  - **on both sides secure Flange to Pump**
- **Tunnel**
- **Alignment Guides**
- **Door**
  - **on both sides secure Flange to Pump**

### Flange Interior
- **Button**
  - **on both sides secure Flange to Pump**
- **Door**
- **Flextube™ Grips**
  - **slide into grooves on Pump interior**

### Flextube™
- **Flextube™ Collar**
  - **attaches to Milk Bag**
- **Flextube™ Tip**
  - **attaches to Flange Spout**

### Milk Bag
- **One-way Valve**
  - **connects to Flextube™ Collar**
  - **One-way Valve**
    - **lets milk in, but prevents leaks and spills. No cap needed.**
- **Label Area**
  - space to mark date and volume
- **Volume Indicators**
  - approximate
CLEANING & MAINTENANCE

First Time Use | After Each Use
---|---
Pump | Wake up Pump by plugging in for a few seconds. No cleaning required; wipe with damp cloth as needed. Do not immerse Pump in water.
Flange & Flextube™ | Boil for 10 minutes. Do not microwave Flange. See detailed instructions. Clean with mild dish washing soap and brushes provided. See detailed instructions.
Milk Bag | Milk Bag is disposable and NOT for reuse. Do not microwave Milk Bag. Discard after each use and do not reuse.

TIP: FLANGE AND FLEXTUBE™ ARE DISHWASHER SAFE USING TOP RACK ONLY.

WARNINGS:
DO NOT wash or sanitize Pump. Wipe with clean, damp cloth, if needed.
DO NOT use harsh chemicals to clean Flange and Flextube™. Use mild dish washing soap.

AFTER EVERY USE, FOLLOW THESE DIRECTIONS:
1. RINSE IMMEDIATELY Separate Flange from Pump, then separate Flextube™ from Flange, and rinse both parts with water to avoid buildup of breast milk residue and prevent bacterial growth.
2. SOAK FOR 5 MINUTES Using mild dish washing soap, soak both parts in very warm, soapy water for 5 minutes (minimum).
3. WASH + BRUSH THOROUGHLY Using the two Cleaning Brushes provided, wash each part separately in soapy water for 60 seconds (minimum) and brush for 30 seconds (minimum) as follows:

**fig 3a** Insert small brush into Spout and clean.
**fig 3b** Use large brush to clean inside top opening and body being careful NOT to push brush all the way through Tip at bottom.
4. RINSE FOR 20 SECONDS Rinse both parts thoroughly with hot water for 20 seconds (minimum). Visually inspect parts to ensure each is clean. If any signs of residual milk, repeat cleaning process.

5. AIR DRY + STORE Place both parts on clean paper towel or drying rack and allow to air dry. For best results: avoid using cloth towels; store dry parts in clean, cool place; do not store wet or damp parts. To maintain cleanliness, avoid touching inside of parts.

IMPORTANT: Take care not to damage parts when cleaning. Replace Flange, Flextube™ and/or Cleaning Brushes after signs of excessive wear.

WARNING:
DO NOT put Flange or Milk Bag in microwave or microwave sterilizer bags. Milk Bag is disposable and NOT for reuse; discard after use.

MILK BAG
- Ready for use - single use only, please recycle
- May be stored in refrigerator or freezer

TO EMPTY MILK BAG

fig 1a Open Milk Bag and place spout into bottle and slowly tilt bag.

fig 1b Pour milk into bottle. To release as much as possible, squeeze bag. Discard Milk Bag, please recycle.

fig 3c Use small brush to clean inside top opening and area under Collar.

fig 3d Insert small brush into Tip at bottom and clean.
MILK STORAGE GUIDELINES La Leche League International Storage Duration Guidelines
For Breast Milk for use with healthy full term babies.

<table>
<thead>
<tr>
<th>WHERE</th>
<th>TEMPERATURE</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room Temp.</td>
<td>66 to 78°F (19 to 26°C)</td>
<td>4 hours (ideal) up to 6 hours (acceptable)*</td>
</tr>
<tr>
<td>Refrigerator</td>
<td>&lt;39°F (&lt;4°C)</td>
<td>72 hours (ideal) up to 8 days (acceptable)**</td>
</tr>
<tr>
<td>Freezer</td>
<td>0°F (-18°C)</td>
<td>3-6 Months</td>
</tr>
<tr>
<td>Deep Freezer</td>
<td>-4°F (-20°C)</td>
<td>6 months up to 12 months</td>
</tr>
</tbody>
</table>

Source: La Leche League International 2014
* The preference is to refrigerate or chill milk right after it is expressed.
** Eight days acceptable if collected in a very clean, careful way

WARNINGS:
DO NOT microwave breast milk.
DO NOT use hot water to thaw frozen breast milk.
DO NOT place filled Milk Bag in refrigerator door to avoid temperature fluctuations.

CHARGING WILLOW
1. Plug Charger into Pump's Power Port.
2. Plug other end of Charger into any standard electrical outlet (120 V).
3. Once Pump is charged, remove Charger from Pump and unplug from electrical outlet.

CHARGING TIMES:
• QUICK CHARGE Takes approximately 20 minutes to charge (1 session).
• FULL CHARGE Takes approximately 2 hours and light indicator will turn solid green when fully charged (approximately 5 sessions).

Color of light indicates battery status:
- Green Solid: Enough charge for 2+ sessions
- Orange Solid: Enough charge for 1 session
- Red Solid: Low battery – inadequately charged for session

IMPORTANT: Pump will not operate while plugged into electrical outlet. ONLY USE Charger supplied with the Willow Breast Pump.
7. INSTRUCTIONS FOR USE

7A. GET READY

1. BOIL FLANGE & FLEXTUBE™ - FOR FIRST USE ONLY

a. Separate Flange From Pump

b. Boil Flange and Flextube™ for 10 minutes and place on a clean surface to air dry.

2. WAKE UP WILLOW

Pump comes partially charged, but needs to wake up.

a. Plug Charger into outlet, then into Pump.

b. Wait until Pump lights up.

c. Unplug Charger from Pump.

3. ASSEMBLY

BEFORE USING PUMP Examine Pump and parts for any damage, cracks, chips or wear.

a. Connect Flextube™ To Flange
b. Attach Milk Bag

fig 3d After sliding Door up and open, pull open.

fig 3e Drape a new Milk Bag over Flange with writing “THIS SIDE UP” facing away from Flange. Firmly press Milk Bag’s One-way Valve onto Flextube™ Collar.

fig 3f Make sure Valve is securely attached to Collar.

TIP: The top of the Milk Bag will fold back over when you close the Flange Door. Do not cut this piece off.
fig 3g Close Flange Door by swinging closed and sliding down.

fig 3h The Milk Bag is bigger than the Flange. To fit it, press center of bag into deepest part of Flange then tuck edges.

fig 3i Tuck bag under tabs on Flange.

TIP: Do not fold Milk Bag to make it fit.

c. Connect Flange To Pump

fig 3j Align bottom Tab into Slot.

fig 3k Bring parts together starting at bottom and closing at top. Ensure Milk Bag is completely inside Flange.
7B. PUMPING

- Wear a nursing bra that keeps Pump securely in place. If it feels like it will shift when you move, adjust the straps or pick a different bra.
- Do not slide Pump directly into your bra; follow step-by-step instructions.
- Disconnect from Charger before use.
- Only wear Willow (latched) while actively pumping.

1. TURN ON PUMP
Press On/Off button until Pump lights up. Power button will display light to confirm Pump is on.

**Color of light indicates battery status:**

- Green Solid: Enough charge for 2+ sessions
- Orange Solid: Enough charge for 1 session
- Red Solid: Low battery – inadequately charged for session

2. ALIGNMENT

**IMPORTANT:** Correct nipple alignment is key to comfort, expression and performance. Nipple must be positioned correctly in Flange Tunnel before pumping to avoid discomfort.

**TIP:** When double-pumping, get to Stimulation Phase with one Pump before putting on the second.

a. Open bra flap, ensuring fabric is out of the way. Stimulate your nipple.
b. Determine the direction your nipple points.
   Nipples point in different directions (straight, up, down, to the side).

**TIP:** No two nipples are the same. The direction varies from one side to the other and from woman to woman.
c. Bend over and bring the Pump to your breast in the direction your nipple points, centering your nipple in the Flange Tunnel. Increase success by...

The tip of your nipple should not touch top, sides or bottom of Flange Tunnel. If it does, retry.

ONCE YOU START PUMPING, YOU MAY NEED TO REALIGN IF YOU...

- Experience excessive discomfort or pain that is not alleviated by pressing Willow firmly against your breast or adjusting suction level
- Do not reach Expression phase within 5 minutes
- Experience low milk volume
- See air in the Milk Bag after pumping

TO REALIGN

- Pause Pump and break latch (reference Section 7B. PUMPING - Break Latch).
- Remove Pump from breast, keeping Flange side up to avoid spilling milk not yet pumped into Milk Bag.
- Bend forward, center nipple in Flange Tunnel, press Pump to breast, sit up and initiate latch by pressing Pump/Pause button to resume pumping (reference Section 7B. PUMPING - Initiate Latch).
- Do not lift or move breast while Pump is latching.

IMPORTANT: If you do not press Pause before breaking latch, you will introduce extra air into the Milk Bag.
3. INITIATE LATCH
a. Hold Pump firmly against your breast.
b. Press Pump/Pause button to initiate latch and begin pumping.
c. Wait until Pump reaches Stimulation Phase before proceeding to step 4.

Trouble Initiating Latch?
See Section 8. Troubleshooting.

PUMP PHASES

<table>
<thead>
<tr>
<th></th>
<th>What is happening?</th>
<th>Suction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stimulation</td>
<td>Pump makes several short sounds and cycles quickly to</td>
<td>• Suction level cannot be adjusted</td>
</tr>
<tr>
<td>Phase</td>
<td>encourage the breast to ‘let-down’</td>
<td></td>
</tr>
<tr>
<td>Expression</td>
<td>Sounds are very quiet and slower; the Pump has</td>
<td>• Suction level can be adjusted</td>
</tr>
<tr>
<td>Phase</td>
<td>detected let-down and is collecting milk in the Milk</td>
<td>• Suction level starts at 1 (reference Section 7C. SUCTION LEVELS)</td>
</tr>
<tr>
<td></td>
<td>Bag</td>
<td></td>
</tr>
</tbody>
</table>

IMPORTANT: Always break latch before removing Pump from breast.

4. SECURE PUMP
a. Once in Stimulation Phase, secure Pump in place by hooking nursing bra flap over Pump, taking care to keep Pump pressed firmly against breast. If necessary, adjust bra strap to keep Pump securely in place.

b. Now, lean back to encourage let-down. Once you reach Expression Phase, move as you wish.

If you are still in Stimulation Phase after 5 minutes...
– Make sure your bra is keeping Willow pressed securely against your breast, especially at the top of the Pump.
– Press Pump/Pause button, break latch and check alignment (See Section 7B. PUMPING - 2. Alignment).
5. PAUSE PUMP
To pause while pumping, press Pump/Pause button. Press it again to resume pumping.

Pump stopped automatically? This happens when:

**White Pulsing Indicator – Auto-Pause:**
After 25 minutes of continuous pumping, Pump will pause. To continue pumping, press Pump/Pause button.

**White Solid Indicator – Full Milk Bag:**
When Milk Bag is full, Pump stops pumping. Break latch, remove Pump, perform Flip to Finish (reference Section 7B PUMPING – Flip to Finish) and replace Milk Bag. To resume pumping, attach a new Milk Bag and follow instructions starting with Section 7B. PUMPING.

6. BREAK LATCH & REMOVE PUMP

**TIP:** There will be some milk in the Flange; the next step will help you capture it.
7. FLIP TO FINISH

Follow the steps below to move the last bit of milk from Flange Tunnel into Milk Bag.

TIP: You may notice, with a full Milk Bag, the Flange starts to separate from the Pump. This is normal.

TIP: It is completely normal for a few drops to be left in the Flextube™.

fig 7a With Flange side up, ROTATE so blue thumb pad is pointing toward you.

fig 7b TILT until pump starts to gulp milk.

fig 7c HOLD until milk completely disappears and you hear one loud slurp (typically 3 to 4 gulps at this point).

fig 7d FLIP all the way over and wait until gulps stop (after a total of 8 gulps).
**fig 7e** When finished flip Pump back over so the Flange side is up.

**fig 7f** Squeeze the two buttons on the Flange to open and slowly lift the Flange. Be careful not to tip the Flange too far.

**fig 7g** Look to see if any milk remains in the Flextube.

**fig 7h** If more than a few drops are present, turn Pump back on, press the Pump/Pause button and repeat Flip to Finish.

**TIP:** A few drops left is completely normal. If you repeat Flip to Finish with only a few drops left or multiple times, the Milk Bag may fill up with air.
8. TURN PUMP OFF: Pump will turn off automatically after pumping. Pump may also be turned off manually by pressing On/Off button.

9. OPEN PUMP

fig 9a Hold Pump upright, then open Pump by squeezing the two Buttons on top-sides of Flange.

fig 9b Pull top open first, then unhook Tab and Slot.

10. REMOVE MILK BAG

fig 10a Slide Flange Door open by pushing blue thumb pad in and sliding up.

fig 10b Detach Milk Bag’s One-way Valve from Flextube™ Collar.

fig 10c Remove filled Milk Bag and store in refrigerator or freezer. The One-way Valve allows it to be laid flat without leaking.

TIP: The Milk Bag can be stored in the freezer for up to six months. For more storage guidelines reference Section 6. PRODUCT PARTS - MILK BAG.

11. CLEAN Flange and Flextube™ as instructed (reference Section 6. PRODUCT PARTS - CLEANING & MAINTENANCE).

12. CHARGE Check battery level after each use by pressing On/Off button. If the battery level is low, charge Pump with Charger provided. (reference Section 6. PRODUCT PARTS - Charging Willow).

7C. SUCTION LEVELS

Suction level cannot be adjusted until Pump enters Expression phase.

**Fig 3a** Adjust suction level using increase/decrease Suction Controls; there are seven levels.

**Fig 1b** Expression phase automatically starts at Level 1. Increase to maximum level of suction that is still comfortable.

**IMPORTANT:** Avoid setting suction at a level that causes discomfort. If excessive discomfort or pain is felt during pumping, stop pumping, break latch, then realign Pump or cease session.

<table>
<thead>
<tr>
<th>STARTING SUCTION</th>
<th>1</th>
<th>max</th>
</tr>
</thead>
<tbody>
<tr>
<td>min</td>
<td></td>
<td>7</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
</tr>
</tbody>
</table>

8. TROUBLESHOOTING

Use table to help solve any problems that may arise. If problem persists or to report unexpected operation or events, call Customer Care.

**PUMP POWER LEVEL INDICATORS**

<table>
<thead>
<tr>
<th>Color</th>
<th>Description</th>
<th>Problem Resolution</th>
</tr>
</thead>
</table>
| Green | Enough charge for 2+ sessions. | Pump is ready to pump.  
• Pulsates while charging.  
• Solid when fully charged (approximately 5 sessions). |
| Orange| Enough charge for 1 session. | Pump is ready to pump. Recharge soon.  
• Pulsates while charging. |
| Red   | Low battery / inadequately charged for session. | In order to pump for a full session, charge immediately.  
• Single Session - Charge time approximately 20 minutes.  
• Full Charge - Charge time approximately two hours. Light turns solid green when fully charged. |
| No Color | Pump does not wake up. | To resolve issue:  
• Press On/Off button until Pump lights up.  
• Plug into Charger to ensure battery has enough charge. |
<table>
<thead>
<tr>
<th>WHEN PUMP IS IN USE</th>
<th>OTHER ISSUES</th>
<th>TO RESOLVE ISSUE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Orange Blinking</strong></td>
<td>Milk Bag, Flextube™ or Flange not assembled correctly.</td>
<td>• Check that Pump is not plugged into Charger.</td>
</tr>
<tr>
<td></td>
<td>Separate Flange from Pump and check the 3 connections (reference Section 7A. GET READY - Assembly): 1. Milk Bag One-way Valve to Flextube™ 2. Flextube™ to Flange Spout. 3. Flange Slot to Pump Tab and pivot closed. If the issue persists, call Customer Care.</td>
<td>• Confirm that Pump is powered on by pressing the On/Off button until Pump lights up.</td>
</tr>
<tr>
<td></td>
<td>White Pulsing and Orange Blinking</td>
<td>• Confirm battery level is orange or green. If red, recharge Pump.</td>
</tr>
<tr>
<td></td>
<td>No latch / Pump cannot achieve or has lost suction.</td>
<td>• Check nipple alignment - remove Pump from breast, bend over and realign taking care to center nipple in Flange Tunnel (reference Section 7B. PUMPING - Alignment). Press Pump against breast and initiate latch (reference Section 7B. PUMPING - Initiate Latch).</td>
</tr>
<tr>
<td></td>
<td>Reposition Pump with special attention to these tips (reference Section 7B. PUMPING - Alignment): 1. Bra is not between Pump and breast. 2. Tip of nipple is centered in Flange Tunnel. 3. Pump is pressed securely against breast while trying to latch. If the issue persists, complete steps for orange blinking alert (Milk Bag, Flextube™ or Flange not assembled correctly).</td>
<td>• If let-down has not yet occurred, consider leaving Pump on breast for longer period of time to observe for possible delayed let-down. Note: Initial milk let-down time and milk flow rate vary for each person.</td>
</tr>
<tr>
<td></td>
<td>White Solid</td>
<td>Milk Bag is full. Remove full bag and store properly. Change bag and continue pumping.</td>
</tr>
<tr>
<td></td>
<td>White Pulsing</td>
<td>Pump paused and waiting for next command, or pumping time exceeded 25 minutes, so automatically paused. • To continue pumping, press Pump/Pause button. • To end session, break latch and remove Pump.</td>
</tr>
<tr>
<td></td>
<td>Discomfort while pumping</td>
<td>If experiencing excessive discomfort try the following (reference Section 7B. PUMPING - Alignment): • Make sure to press Willow firmly against breast during Stimulation phase. • Adjust suction level. • Check nipple alignment - pause Pump, break latch, remove Pump from breast and reposition taking care to center nipple. • Adjust bra to make sure Willow is held firmly against breast. • Stop and see medical professional or breastfeeding specialist.</td>
</tr>
<tr>
<td>OTHER ISSUES TO RESOLVE ISSUE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------------------------</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| A lot of air in Milk Bag or bag full indicator with <3.5 oz. of milk pumped. | New users may experience air in the bag. The goal is to reduce the amount of air in the bag over time using these tips:  
• Evaluate the seal between Pump and breast.  
  1. Make sure bra is not in between Pump and breast.  
  2. Check to see if there are any gaps between the Flange and your breast while pumping. If gaps exist press Pump against your breast and tighten bra straps.  
• Always press Pump/Pause before breaking latch. |

| Decreased (low) Pump suction. | The Pump has seven suction settings; push up arrow to increase suction.  
• If that does not work, try the following:  
  1. Check connections between Flange, Flextube™ and Milk Bag to ensure all are secure.  
  2. Visually inspect Flange, Flextube™ and Milk Bag and replace if damaged.  
  3. Check that power is on and battery has sufficient charge.  
  4. Press Pump securely against breast.  
Note: Suction level can only be adjusted in Expression phase. |

| Pump stops pumping. | • Pump stops automatically after 25 minutes - Pump/Pause button pulses - press Pump/Pause to re-start Pump.  
• Pump may have stopped because Milk Bag is full - Pump/Pause button solid - check Milk Bag.  
• Pump/Pause button may have been pressed - Pump/Pause button pulses while - Press Pump/Pause button to continue pumping.  
• Check to see if low battery - On/Off button light is solid red. |

| Pump does not stop pumping. | • Press Pump/Pause button. Break latch and remove Pump.  
• If issues persists, break latch and remove Pump. Then press On/Off button to turn Pump off. |

<table>
<thead>
<tr>
<th>OTHER ISSUES TO RESOLVE ISSUE</th>
</tr>
</thead>
</table>
| Pump or Charger gets wet (immersed in water). | • Dry Pump off immediately. Do not use Pump or Charger.  
• Call Customer Care. |

| Pump is not charging. | • Ensure Charger is fully plugged into Pump Power Port. |

| Device needs to be reset. | • Reset by gently inserting end of a small object, such as a paper clip, into the reset Button beneath the Power Port. |

The Willow Breast Pump is not a serviceable device.
9. WARRANTY

Under our limited warranty, Willow * ("we," "us," "our"), warrants to the original consumer purchaser (the "purchaser") to be free from defects in material and workmanship for the period of 9 months from the date of purchase on the pump mechanism and the period of 90 days on all other product components under normal use and conditions (the "Warranty Period"). This limited warranty does not cover damage caused by accident, misuse, normal wear and tear, improper use, unauthorized maintenance or repair, or failure to follow written instructions for use. The pump can not be submerged in water, washed or sanitized, placed in the refrigerator or freezer, used during takeoff or landing when traveling on an airplane, or used with any charger that is not provided with the pump. The flange can not be placed in microwave or microwave sterilizer bags. Doing so voids this limited warranty. Warranty coverage terminates if you sell or otherwise transfer this product to another person. This warranty gives you specific legal rights and you may also have other rights, which vary, by location.

WILLOW MAKES NO EXPRESS WARRANTY OF ANY KIND REGARDING THE PRODUCT OTHER THAN THOSE WARRANTIES EXPLICITLY SET FORTH HEREIN. ANY IMPLIED WARRANTY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT, QUIET ENJOYMENT, OR ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, TO THE EXTENT PERMITTED BY LAW, SHALL BE LIMITED IN DURATION TO A PERIOD OF 90 DAYS FROM THE DATE OF PURCHASE BY THE ORIGINAL PURCHASER.

In the event the product is found by Willow to not meet the above limited warranty in the Warranty Period, as purchaser’s sole and exclusive remedy Willow will repair or, at the option of Willow, replace this product without charge for such replacement or parts or labor. TO THE EXTENT PERMITTED BY LAW, Willow SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, REPLACEMENT COSTS RESULTING FROM THE BREACH OF ANY WRITTEN OR IMPLIED WARRANTY.

If you wish to make a claim under this limited warranty, you must return the product to Willow prepaid, together with your dated bill of sale or other dated proof of purchase and a brief statement of the problem, along with a Returned Goods Authorization number. You may obtain the appropriate Authorization number and shipping address by calling the phone number or sending an email to the email address provided below. Items returned without an associated Returned Goods Authorization Number will be returned to sender.

To obtain the address to return goods or a Returned Goods Authorization Number contact the Customer Care Team.

We recommend recording your serial number here when you first open your pump for easy reference when contacting Willow Customer Care Team. The serial number can be found on the pump interior.

Record the Serial Number(s) here for easy reference:

Pump 1:  
Pump 2:  

*Note: Exploramed NC7, Inc. is d/b/a Willow.
10. TECHNICAL SPECIFICATIONS

POWER REQUIREMENTS

Only use the Willow Breast Pump Charger
Manufacturer: Delta Electronics Inc., Part Number MDS-030AAC05 ZB
Specifications: 100 - 240 vac, 50-60Hz, 0.5A-0.3A

SPECIFICATIONS

<table>
<thead>
<tr>
<th>Pump Dimensions</th>
<th>141mm x 85mm x 112mm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pump Weight</td>
<td>355 g</td>
</tr>
<tr>
<td>Vacuum Strength</td>
<td>60-245 mmHg</td>
</tr>
<tr>
<td>Cycle Speed</td>
<td>60-90 cycles/minute</td>
</tr>
<tr>
<td>Motor Life</td>
<td>273 hours (Defined to be approximately three 15 minute sessions per day for one year.)</td>
</tr>
</tbody>
</table>

Date of Manufacture: The date of manufacture can be located within the serial number of the pump. The serial number is an 11 digit number formatted as: xxxYM xxxxxx where “Y” is the year and “M” is the month. Use the tables to determine the year and month of manufacture.

Electromagnetic Compatibility Compliance Statement Information

The Willow pump may be used at home, office, or other general areas. Special consideration should be given to use:

- During Medical Procedures: Do not use the Willow pump during any medical procedure or during imaging. For example, do not use pump during RF ablation of a skin anomaly, x-ray, MRI, or ultrasound.
- With other Equipment: Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, the pump and the other equipment should be observed to verify that they are operating normally.
- In High Electrostatic Discharge Environments: If the air is very dry, use the pump where floors are wood, concrete, or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%. If you notice shocks when you touch things, as sometimes happens in very dry winter months, be sure to touch a metal item such as a table before handling the Willow pump.
- In Industrial Settings: Avoid using the pump near arc welding equipment, radar installations, and similar industrial settings.
- Near RF Emitters: Keep devices that use WiFi, Bluetooth, and other intentional RF emitters at least 30 cm from the pump during operation. This includes communications equipment peripherals such as antenna cables and external antennas. Otherwise, degradation of the performance of the Willow pump could result. If you know the power output the RF emitter, the table labeled “Electromagnetic Compatibility Compliance Statement Information” can be used for more precise information about separation distances.
Warning: Use of accessories other than those specified by Exploramed NC7 may result in increased emissions or decreased immunity of the Willow Breast Pump.

The Willow Breast Pump has no essential performance; however, it was tested for immunity to electromagnetic disturbances. The Willow Breast Pump passed with the following acceptance criteria: pumping vacuum does not exceed a safe level and no components fail.

This equipment uses wireless communication:
Frequency (transmit and receive): 2400 – 2483.5 MHz
Modulation: frequency hopping with GFSK
Effective radiated power: 4 mW

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. 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. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. Consult the dealer or an experienced radio/TV technician for help.

### ELECTROMAGNETIC COMPATIBILITY COMPLIANCE STATEMENT INFORMATION

Recommended separation distances between portable and mobile RF communications equipment and the Willow Breast Pump

<table>
<thead>
<tr>
<th>Rated maximum output power of transmitter</th>
<th>Separation distance according to frequency of transmitter (m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>w</td>
<td>150kHz to 80 MHz</td>
</tr>
<tr>
<td>0.01</td>
<td>$d = \left[ \frac{3.5}{3} \right] \sqrt{P}$</td>
</tr>
<tr>
<td>0.1</td>
<td>0.12</td>
</tr>
<tr>
<td>1</td>
<td>0.37</td>
</tr>
<tr>
<td>10</td>
<td>1.17</td>
</tr>
<tr>
<td>100</td>
<td>3.69</td>
</tr>
<tr>
<td>110</td>
<td>11.67</td>
</tr>
</tbody>
</table>

For transmitters rated at a maximum output power not listed above, the recommended separation distance $d$ in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where $P$ is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.

**NOTE 1:** At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.

**NOTE 2:** These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.
GUIDANCE AND MANUFACTURER’S DECLARATION – ELECTROMAGNETIC EMISSIONS

The Willow Breast Pump is intended for use in the electromagnetic environment specified below. The customer or user of the Breast Pump should assure that it is used in such an environment.

<table>
<thead>
<tr>
<th>Emissions Test</th>
<th>Compliance</th>
<th>Electromagnetic Environment – Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>RF emissions CISPR 11</td>
<td>Group 1</td>
<td>The Willow Breast Pump uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.</td>
</tr>
<tr>
<td>RF emissions CISPR 11</td>
<td>Class B</td>
<td>The Willow Breast Pump is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.</td>
</tr>
<tr>
<td>Harmonic emissions IEC 61000-3-2</td>
<td>Class A</td>
<td></td>
</tr>
<tr>
<td>Voltage fluctuations/flicker emissions IEC 61000-3-3</td>
<td>Complies</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Immunity Test</th>
<th>IEC 60610 Test Level</th>
<th>Compliance Level</th>
<th>Electromagnetic Environment – Guidance</th>
</tr>
</thead>
</table>
| Electrostatic discharge (ESD) IEC 61000-4-2 | ±8 kV contact ±15 kV air | ±8 kV contact ±15 kV air | Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%.
| Electrical fast transient/burst IEC 61000-4-4 | ±2 kV for power supply lines | ±2 kV for power supply lines | The Willow Breast Pump is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes. |
| Surge IEC 61000-4-5                   | ±1 kV line to line     | ±1 kV line to line | The Willow Breast Pump is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
GUIDANCE AND MANUFACTURER’S DECLARATION – ELECTROMAGNETIC EMISSIONS

The Willow Breast Pump is intended for use in the electromagnetic environment specified below. The customer or user of the Breast Pump should assure that it is used in such an environment.

<table>
<thead>
<tr>
<th>Immunity Test</th>
<th>IEC 60601 Test Level</th>
<th>Compliance Level</th>
<th>Electromagnetic Environment – Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voltage dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11</td>
<td>&lt;5 % UT (&gt;95 % dip in UT) for 0.5 cycle 30% reduction, 25/30 periods at 0° &gt; 95% reduction, 0.5 period at 0°, 45°, 90°, 135°, 180°, 225°, 270° and 315° &gt; 95% reduction, 1 period at 0° &gt; 95% reduction, 250/500 periods</td>
<td>&lt;5 % UT (&gt;95 % dip in UT) for 0.5 cycle 30% reduction, 25/30 periods at 0° &gt; 95% reduction, 0.5 period at 0°, 45°, 90°, 135°, 180°, 225°, 270° and 315° &gt; 95% reduction, 1 period at 0° &gt; 95% reduction, 250/500 periods</td>
<td>The Willow Breast Pump is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.</td>
</tr>
<tr>
<td>Power frequency (50/60 Hz) magnetic field IEC 61000-4-8</td>
<td>30 A/m</td>
<td>30 A/m</td>
<td>The Willow Breast Pump is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.</td>
</tr>
</tbody>
</table>

NOTE UT is the a.c. mains voltage prior to application of the test level.

NOTE 1: At 80 MHz and 800 MHz, the higher frequency range applies.

NOTE 2: These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.
GUIDANCE AND MANUFACTURER’S DECLARATION – ELECTROMAGNETIC EMISSIONS

a. Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land-mobile radios, amateur radio, AM and FM radio broadcast and TV broadcast cannot be predicted theoretically with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the Willow Breast Pump is used exceeds the applicable RF compliance level above, the Willow Breast Pump should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as reorienting or relocating the Willow Breast Pump.

b. Over the frequency range 150 kHz to 80 MHz, field strengths should be less than 3 V/m.

11. OPERATING CONDITIONS

OPERATING CONDITIONS

<table>
<thead>
<tr>
<th>OPERATING CONDITION</th>
<th>REQUIREMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Temperature</td>
<td>5 to 40 °C</td>
</tr>
<tr>
<td>Relative Humidity</td>
<td>15% - 90%; non-condensing</td>
</tr>
<tr>
<td>Pressure</td>
<td>70 hPa to 1060 hPa</td>
</tr>
</tbody>
</table>

12. TRANSPORT, STORAGE, DISPOSAL

TRANSPORT AND STORAGE

<table>
<thead>
<tr>
<th>TRANSPORT AND STORAGE</th>
<th>REQUIREMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temperature</td>
<td>-20 to 60 °C</td>
</tr>
<tr>
<td>Relative Humidity</td>
<td>0% - 93%; non-condensing</td>
</tr>
<tr>
<td>Pressure</td>
<td>50 hPa to 1060 hPa</td>
</tr>
</tbody>
</table>

13. GLOSSARY & SYMBOLS

PUMP CONTROL BUTTONS

<table>
<thead>
<tr>
<th>BUTTON</th>
<th>FUNCTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>🥇</td>
<td>ON / OFF</td>
</tr>
<tr>
<td>⏯</td>
<td>PUMP / PAUSE</td>
</tr>
<tr>
<td>🔻</td>
<td>UP ARROW = INCREASE Suction Strength</td>
</tr>
<tr>
<td>🔼</td>
<td>DOWN ARROW = DECREASE Suction Strength</td>
</tr>
</tbody>
</table>

DISPOSAL INFORMATION

The breast pump contains a rechargeable lithium ion battery. Use your local return and collection system for electrical waste and electronic equipment (including batteries). Flange and Milk Bags can be disposed of in your home’s recycling container. Flextube™ should be disposed of in your home’s waste management container.

### SYMBOLS

<table>
<thead>
<tr>
<th>SYMBOL</th>
<th>DEFINITION</th>
<th>SYMBOL</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manufacturer</td>
<td>Keep away from heat</td>
<td>Date of Manufacture</td>
<td>Temperature Limit</td>
</tr>
<tr>
<td>Lot Number</td>
<td>Humidity Limitation</td>
<td>Catalog Number</td>
<td>Atmospheric Limitation</td>
</tr>
<tr>
<td>Serial Number</td>
<td>Consult Instructions For Use</td>
<td>Do not use if package is damaged</td>
<td>Caution</td>
</tr>
</tbody>
</table>

### SYMBOLS

<table>
<thead>
<tr>
<th>SYMBOL</th>
<th>DEFINITION</th>
<th>SYMBOL</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keep dry</td>
<td>Type BF Applied Part</td>
<td>Class II Equipment – Device does not rely on earth plug or power cord.</td>
<td>Ingress Protection</td>
</tr>
<tr>
<td>Indoor use only</td>
<td>Do not throw in trash. Send to a recycling center.</td>
<td>Do not reuse.</td>
<td>Radiation</td>
</tr>
<tr>
<td>Recycling</td>
<td>Product tested by Intertek and found in compliance with standards listed.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
CAREFULLY READ ALL INSTRUCTIONS PRIOR TO USE
Save instructions and sales receipt for future reference.

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