

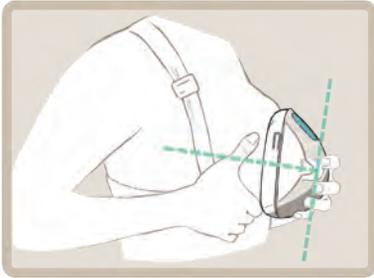
start here.



These tips are updated periodically, so please check willowpump.com for current version.

you need to know

To be successful with Willow you will need to:



Learn how to **ALIGN**



Learn how to empty your pump to avoid milk spills
(aka **FLIP TO FINISH**)



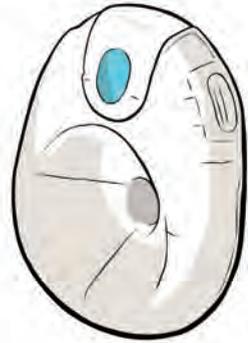
Learn how to establish
a good **SEAL**

If you are experiencing excessive discomfort, reference
Section 7B Pumping - Alignment in the Instructions for Use

meet willow



PUMP



FLANGE



FLEXTUBE™



MILK BAG

For more details:
See pages 15-17 in the Instructions for Use

getting started

There are five stages to getting through your first pumping session with Willow. Expect your first several pumping sessions to take longer.



For more details:
Watch the videos in the App

setup

Here are the four steps you will need to complete before your first pumping session.

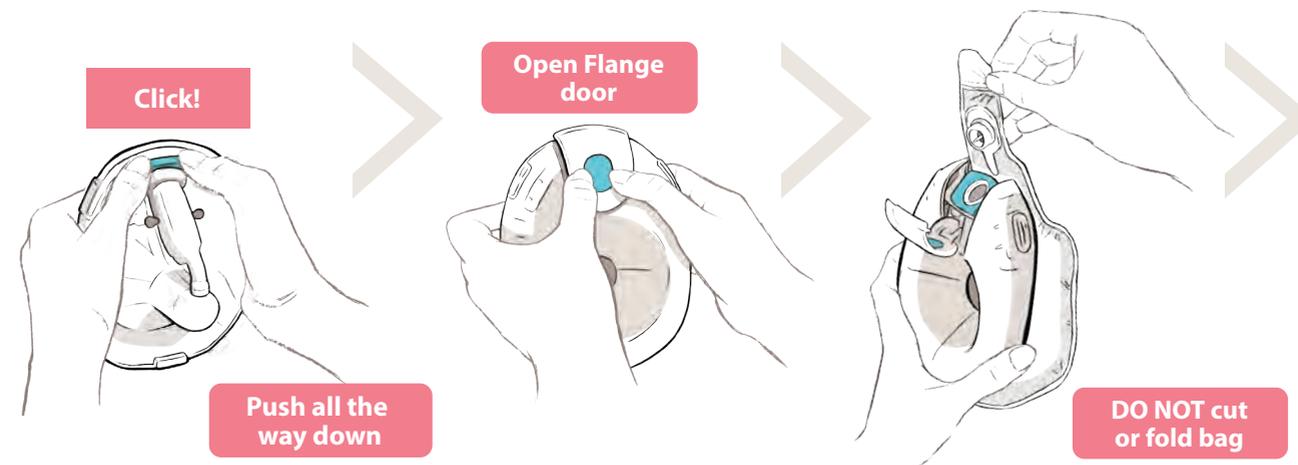
1. Boil Flange and Flextube™ for 10 minutes and let air dry
2. Wake up Willow by plugging the Pump into the Charger and waiting until the Pump lights up
3. Download & Pair the App
 - Download the “Willow” App from your smartphone’s App Store
 - Follow pairing instructions in the App
 - Your phone needs to be charged with the Bluetooth on
4. Watch the videos found online or in the App

For more details:

See page 24 in the Instructions for Use

assembly

Here is a basic overview of how to assemble Willow.

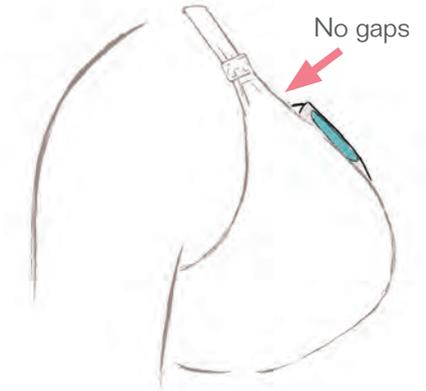
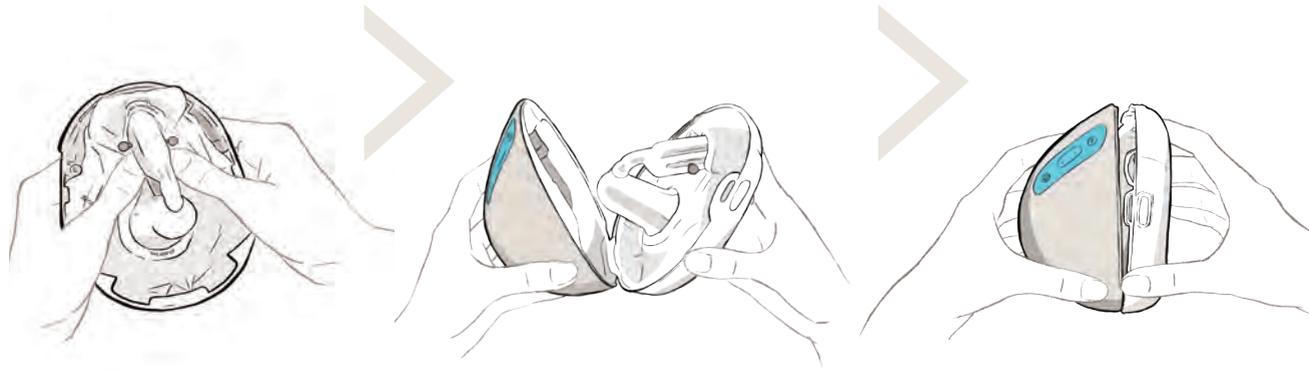


For more details:

- See pages 25-29 in the Instructions for Use
- Watch the videos in the App

your bra matters

The bra you wear while pumping with Willow needs to keep the Pump pressed securely against your breast. Use a full-coverage nursing bra with a flap.



TIP: If it feels like Willow might shift when you move, adjust your bra or pick a different one.

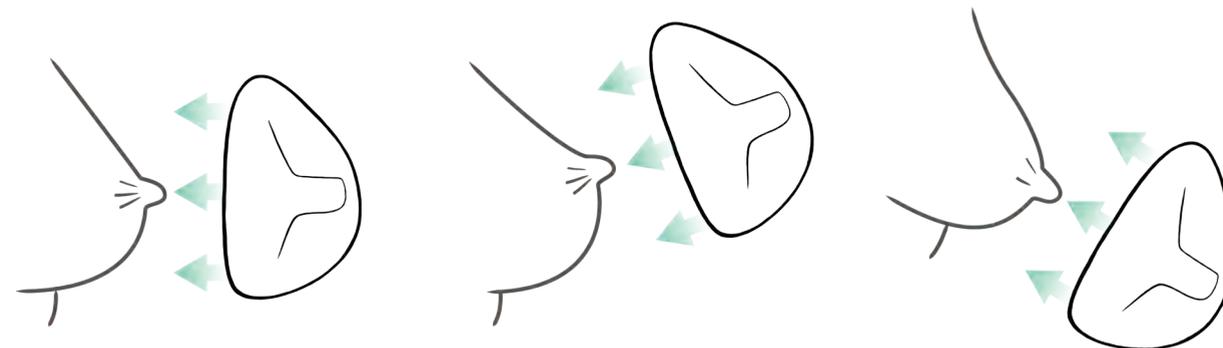
note your nipple direction

No two nipples are alike. Pay close attention to the direction your nipples point (straight, up, down, to the side).



alignment

Remember your nipple direction? Now bring Willow to your breast from the same direction. This is key to aligning correctly.

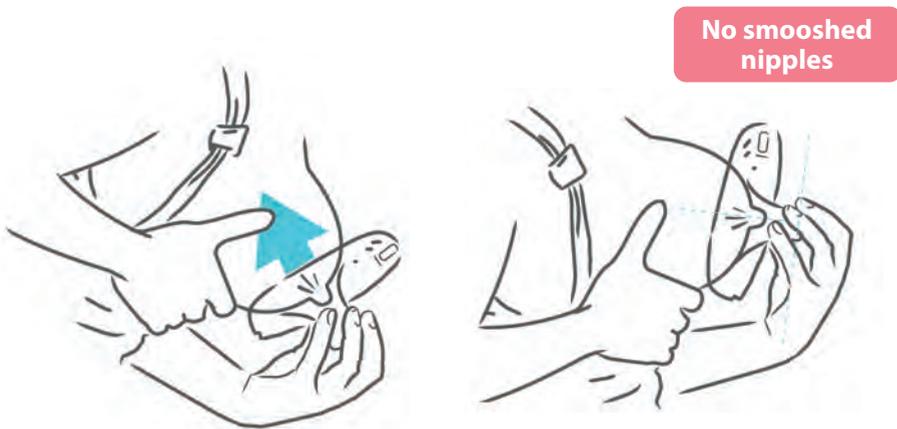


For more details:

- See pages 31-33 in the Instructions for Use
- Watch the videos in the App

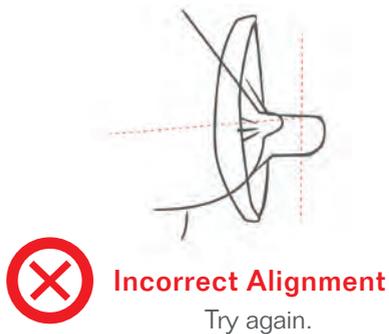
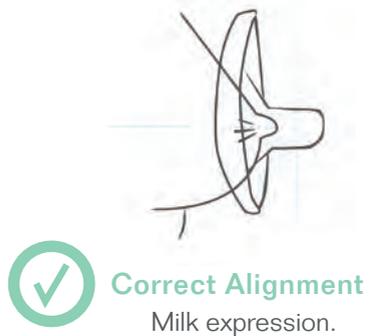
practice

We recommend **practicing with just the Flange** in front of a mirror.



The goal is to center your nipple in the Flange.

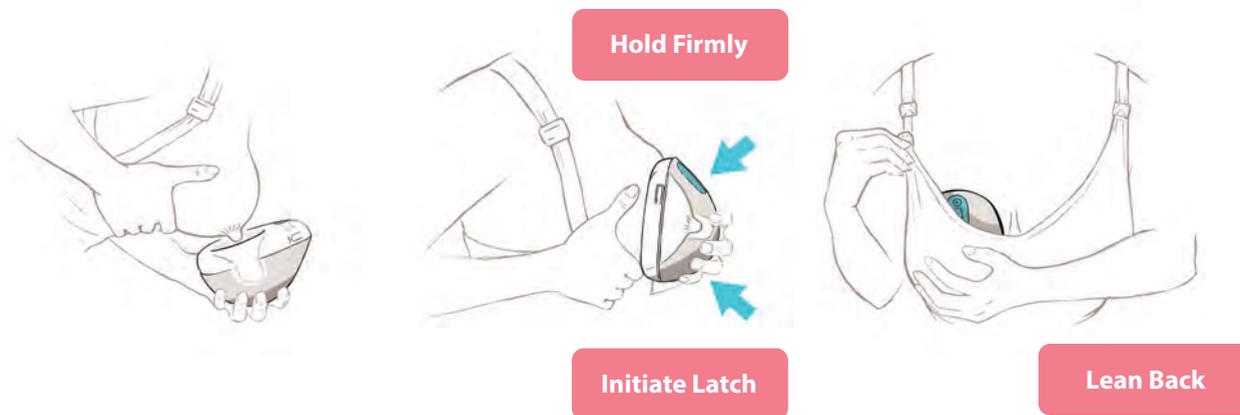
NOTE: If your nipple is touching the Flange tunnel even with proper alignment, you may not have the correct Flange size.



For more details:

See page 9 in the Instructions for Use

Once you've practiced, it's time to align Willow fully assembled.

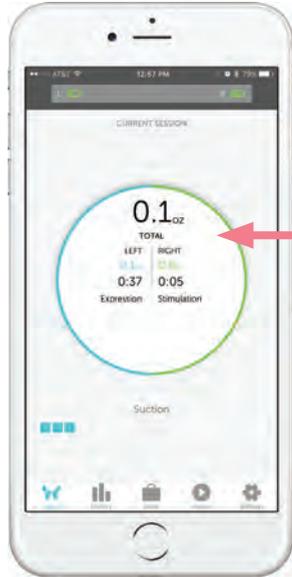


For more details:

- See pages 32-33 in the Instructions for Use
- Watch the videos in the App

verify latch

Your phone is your pumping partner. Use the Willow App to keep tabs on your progress.

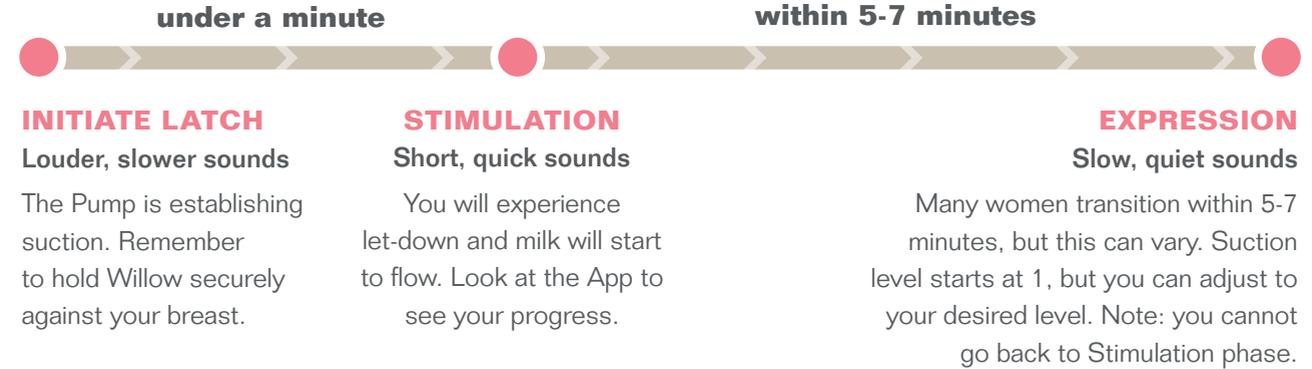


>0 oz means milk is flowing and you have a good latch. (this should happen within 5-7 minutes)

TIP: Initiate latch and start Stimulation phase before putting on second pump.

pump

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



For more details:

- See page 34 in the Instructions for Use
- Watch the videos in the App

flip to finish

After you break latch, you will notice there is still milk in the Flange Tunnel. To empty this into the Milk Bag, you are going to flip Willow upside down. Keep in mind, it is completely normal for a few drops to be left in the Flextube.™



ROTATE

Willow so blue tab faces you



TILT

until Pump starts to gulp



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



FLIP all the way over and wait until gulps stop (after a total of 8 gulps)

For more details:

- See pages 38-41 in the Instructions for Use
- Watch the videos in the App

your tools

Don't get stuck or frustrated – reach out. We are here for you.

for all the details



instructions for use



willowpump.com

on-the-go



find videos in the Willow App



care@willowpump.com

person to person



1-888-WILLOW-3



schedule a video chat

learn the language

Willow will talk to you via its lights. Here's what they mean.



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

 **On/Off Blinks Orange:**
Check connections from Milk Bag to Flextube™, Flextube™ to Flange, and Flange to Pump

 **Pump/Pause Pulses White and On/Off Blinks Orange:**

 Realign Willow and hold it firmly to your breast

 **White Pulsing:**
Willow pauses after 25 minutes of continuous pumping. Press Pump/Pause button to continue

 **White Solid:**
Your Milk Bag is full. Add a new bag and then press Pump/Pause to continue pumping