

MY PUMP BROKE, WHAT DO I DO?

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First, don't panic. Second, read the information below to find out how to contact the manufacturer of your breast pump for troubleshooting and replacement information, and what to do to express breastmilk in the meantime.

Step 1: Hand Express

If you find yourself away from your baby, with full breasts, and a malfunctioning breast pump, it's time to utilize those hand expressing skills that you've been practicing. Wait, you haven't been practicing hand expression on the weekends? ;) Good thing we have an awesome website to recommend where you can view a video demonstration and step-by-step guide for how to hand express breastmilk. Once you get the hang of it, it's pretty simple and can oftentimes be a more effective way to empty your breasts than using an electric pump. At a minimum though, it will get you through your work day so you aren't overflowing and engorged when you pick your baby up after work.

<http://newborns.stanford.edu/Breastfeeding/HandExpression.html>

<https://www.youtube.com/watch?v=i8BjLYpGd4M>

Step 2: Call the Manufacturer for Your Breast Pump

If you are renting a pump from a hospital or other private company, then call them directly to ask about swapping your malfunctioning pump for a working one. If you are using a pump you either purchased yourself or were given one from your insurance company, you will need to contact the manufacturer to get help troubleshooting any problems, and to possibly be sent replacement parts or a replacement pump. Most breast pump manufacturers offer a one year warranty on their breast pumps.

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| Ameda | www.ameda.com | 866-992-6332 | parentcare@ameda.com |
| Freemie | www.freemie.com | 916-339-7388 | support@freemie.com |
| Hygeia | www.hygeiainc.com | 714-515-7571 | customer.service@hygeiababy.com |
| Medela | www.medelabreastfeedingus.com | 800-435-8316 | {fill out contact form on website} |
| Spectra | www.spectrababyusa.com | 855-446-6622 | customerservice@spectrababyusa.com |

Step 3: Consider purchasing a hand pump to have as back-up.

If you don't already own a hand pump, you might want to consider purchasing one to have as a back-up in case your electric pump malfunctions, you forget your electric pump at home/work, or there's a power outage. Hand pumps are relatively inexpensive, compact, compatible with a variety of electric pump parts, and some moms find them to be a more convenient option than hand expressing if you are unable to use your electric pump.

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