

MY PUMP BROKE, WHAT DO I DO?

Anna Choi, IBCLC

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.

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.

This document is the property of the San Diego Breastfeeding Center, LLC and is intended for personal use only. Reproduction is prohibited without the written consent of the SDBFC. The information and opinions provided within this document are not a substitute for medical advice or consultation with a qualified medical professional; nothing contained within this document shall be presumed or shared as medical advice at any time.



San Diego
**Breastfeeding
Center, LLC**

www.sdbfc.com