

# Instructions for Use

Willow Wearable Breast Pump Milk Container

willow®

The first all-in one, in-bra breast pump



## TABLE OF CONTENTS

1. Overview.....	3
2. Getting Started.....	5
3. Assembly.....	7
4. Align Container & Attach Pump.....	11
5. End Session & Flip to Finish.....	12
6. Transfer to Bottle.....	14
7. Cleaning.....	16
8. Container Alerts.....	19
9. Warranty.....	20

# 1. OVERVIEW

## 1(a) Safety Information

Read all instructions prior to use.

Please follow guidelines below when using the Willow® Milk Container.

Refer to Willow Wearable Breast Pump Instructions for Use for a complete list of Warnings and Precautions.

## 1(b) Indications for use

The Willow Wearable 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.

**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).

## 1(c) Usage and Operating Life

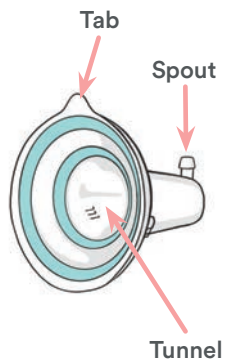
Milk Container should be cleaned prior to use. This part is intended for a single user only, and should be replaced every 3 months.

## 1(d) Product Description

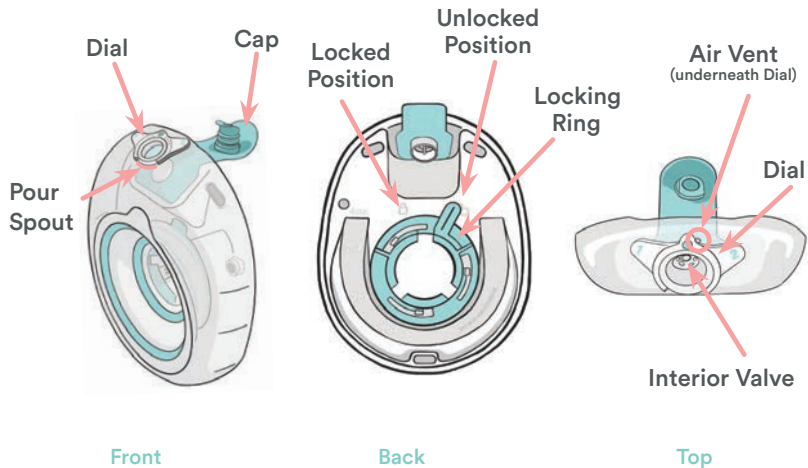
The Milk Container is used with the Willow Wearable Breast Pump Kit as a vessel for pumping milk.

## 1(e) Product Parts

### Insert



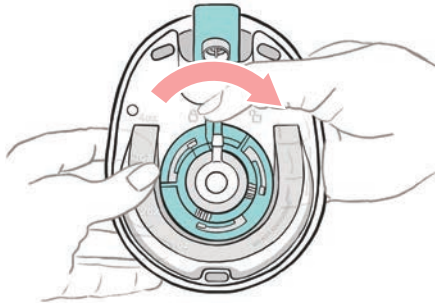
### Container



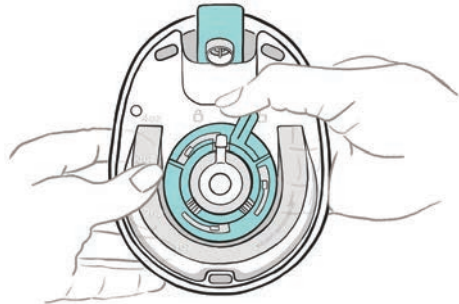
## 2. GETTING STARTED

### 2(a) Disassemble the Milk Container before boiling

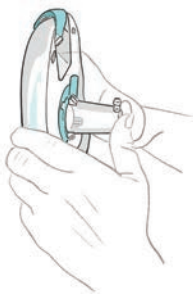
1. Rotate the locking ring to the unlocked position.



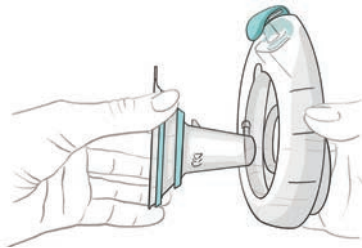
Rotate Locking Ring



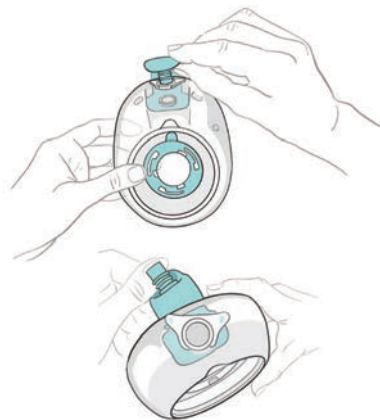
2. Push hard on the Insert tunnel (use both thumbs!) until it pops out of the Container.



Separate the Container and the Insert.



Peel back the Cap to open it.



## 2 (b) Boil before first use

Boil Container and Insert for ten minutes to sanitize before you use them, and place on a clean surface to air dry.

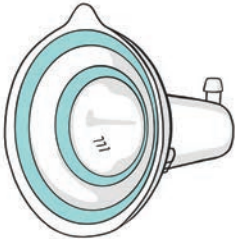


**DO NOT** put Container or Insert in microwave or microwave bag. After boiling, allow Container to cool before touching metal parts.

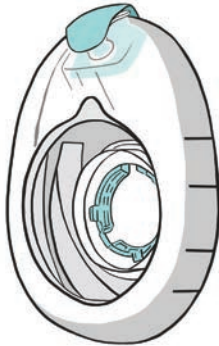
## 3. Assembly

### 3(a) Gather the parts you need to pump

Insert



Container

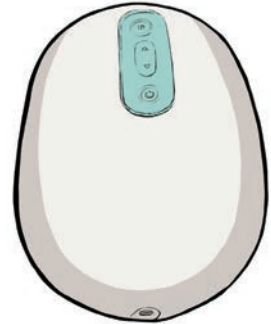


Flextube™



Included in the  
Willow Pump Kit

Pump

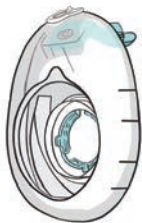


Included in the  
Willow Pump Kit

### 3(b) Assemble the Container and Insert

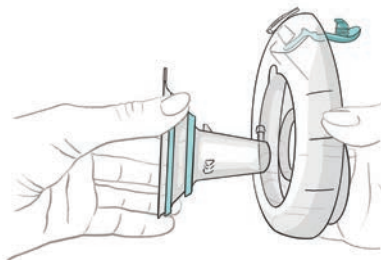


Insert

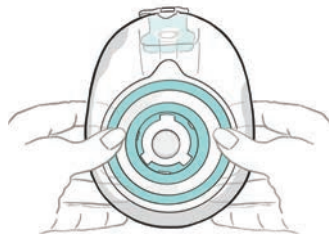


Container

1. Place the Insert into the Container with the tab facing up.

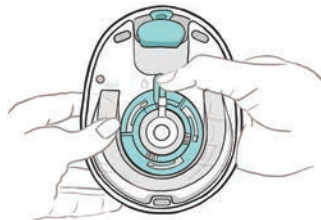
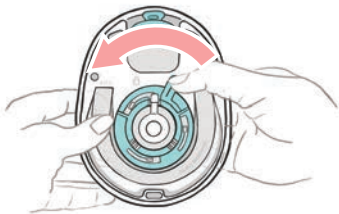


2. Press firmly on the Insert to seal the Insert to the Container; make sure the edges are flush.

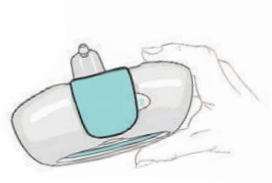
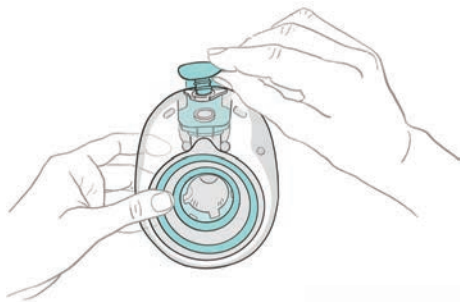




3. Rotate the locking ring to the locked position.



4. Push the Cap into the pour spout on the Container.

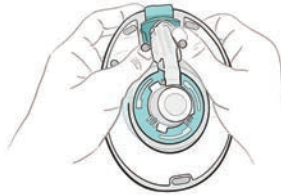


### 3(c) Connect Flextube™ to Milk Container

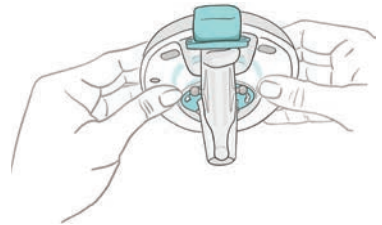
1. Push Flextube™ tip onto the Insert spout. Push tip all the way down.



2. Push Flextube™ collar in so it sits firmly against Cap.

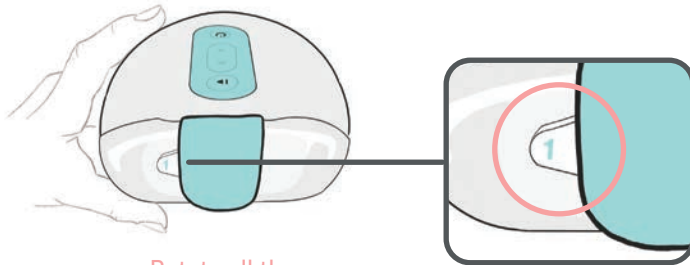


3. Make sure the Cap and Flextube™ collar edges are flush.



### 3(d) Rotate Dial to 1 (Pump position)

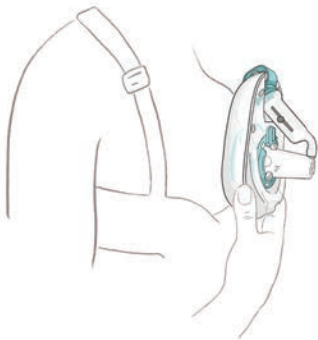
1. Rotate Dial to 1 (Pump position) to keep the air vent open while you pump. The 1 should be visible, and the 2 should be hidden under Cap.



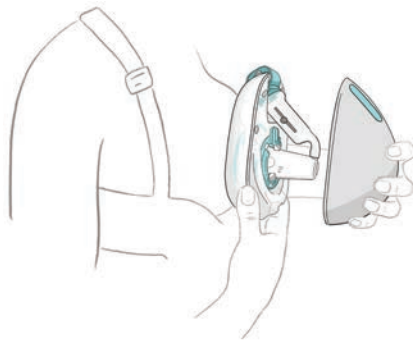
Rotate all the way until the Dial stops!

## 4. Align Container & Attach Pump

1. Center your nipple in the Insert tunnel before you attach the Pump.



2. Turn on the Pump, then bring the Pump straight on to the Container until they connect. Press Play to initiate latch.



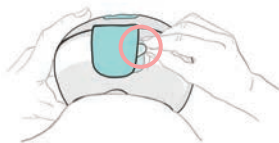
For more on alignment, pumping, and breaking latch, visit:  
[help.willowpump.com](https://help.willowpump.com) for Willow Wearable Breast Pump Instructions for Use

## 5. End Session & Flip to Finish

Perform Flip to Finish to transfer the remaining milk in your Flange and Flextube™ to your Milk Container.



Pause Pump.



Rotate Dial to 2 (Flip to Finish position) to close the air vent - or milk will leak during Flip to Finish!



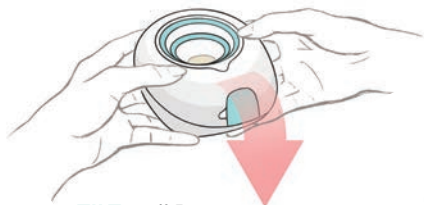
Break Latch and remove Pump.



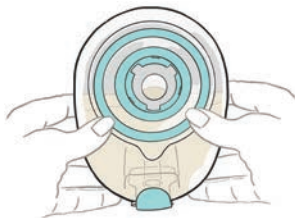
Rotate Willow so the Cap faces you.



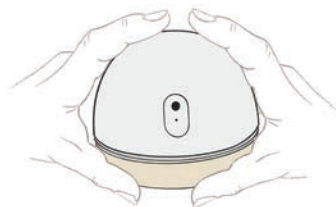
**WARNING:** The Dial must be set to 2 (Flip to Finish position) before performing Flip to Finish, or milk will leak from the Milk Container.



**TILT** until Pump starts to gulp milk.



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

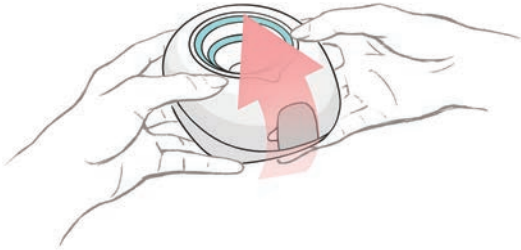


**FLIP** all the way over with the Milk Container facing the floor and wait until gulps stop (a total of 8 gulps).

## 6. Transfer to Bottle

### 6(a) Separate Milk Container and Pump

1. When finished, flip the Pump back over so the Milk Container faces up.



2. Slowly pull the Milk Container away from the Pump, keeping it facing up to avoid spills.

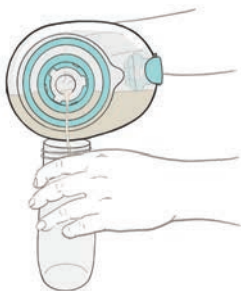
It's normal to see a few drops left in the Flextube™ or Container.



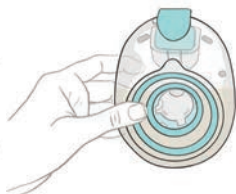
**TIP:** To save milk in Container or Flextube™ after Flip to Finish, transfer to a bottle as shown on page 16.

## 6(b) Pour from Milk Container to bottle

1. Pour any remaining milk out of tunnel and Flextube™



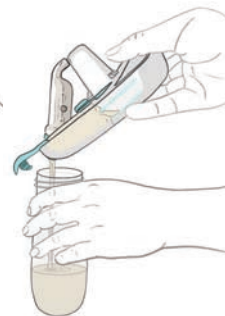
2. Rotate Dial to position 1 before opening Cap.



3. Peel back the Cap to open it.



4. Pour from pour spout on top.



**TIP:** Squeeze Flextube™ to get milk remaining out of tunnel and Flextube™

**TIP:** To avoid splashing when opening Cap, first rotate Dial to position 1, then open Cap



**PRECAUTION:** DO NOT put Milk Container in freezer.



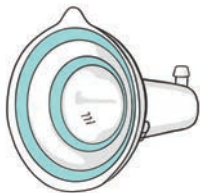


## 7. Cleaning

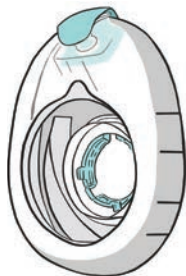
### 7(a) Disassemble Milk Container to clean

Separate Flextube™ from Milk Container, then follow instructions on p. 5 - 6 to disassemble into parts below.

Insert



Container



Cap



**TIP:** You can leave the Cap on or remove it to clean. Make sure the Cap is open if you leave it on.



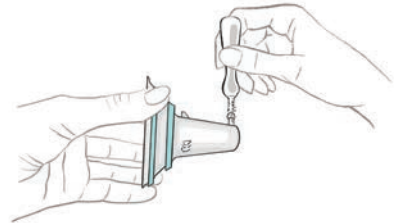
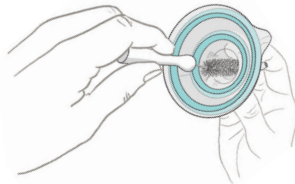
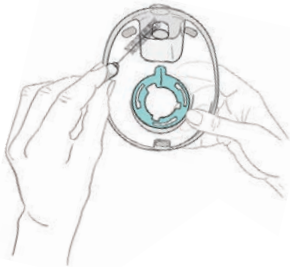
**CAUTION:** Do not remove Dial, locking ring, or interior valve to clean.

For cleaning instructions for your Flextube™ and Pump, visit: [willowpump.com](http://willowpump.com) for Willow Wearable Breast Pump Instructions for Use

## 7(b) After each use, wash your Container and Insert in the dishwasher (top rack only) or follow instructions below to clean

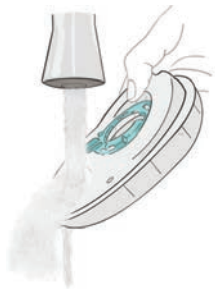
- 1. RINSE IMMEDIATELY** - Rinse Insert and Container under running water for at least 1 minute to avoid buildup of breast milk residue and to prevent bacterial growth.
- 2. SOAK FOR 5 MINUTES** - Using mild dishwashing soap, soak all parts in warm, soapy water for 5 minutes (minimum). While soaking, shake the immersed Insert and Container.
- 3. WASH + BRUSH THOROUGHLY:** Use the Large Cleaning Brush from your Willow Pump Kit to clean (wash for at least 60 seconds, minimum 30 seconds of brushing). Use the Small Cleaning Brush to clean the Insert spout. Clean small areas thoroughly.

**CAUTION:** Scrub around interior valve - don't push a brush through it!



- 4. RINSE FOR 50 SECONDS** - Rinse all parts thoroughly under hot water for 50 seconds (minimum). Visually inspect Container and Insert to ensure they are clean. If you see residual milk, repeat cleaning process.
- 5. AIR DRY + STORE** - Place all parts on clean paper towel or drying rack and air dry. For best results, avoid using cloth towels, store dry parts in clean, cool place, and do not store wet or damp parts. To maintain cleanliness, avoid touching inside of parts. Always visually inspect to ensure all parts are clean before using.

**Tip:** Container and Insert are dishwasher safe using the top rack only.





**FINAL STEP:** Rinse through the valve from the Flextube™ side.



**IMPORTANT:** Take care not to damage parts when cleaning. Replace Container and Insert every 3 months or after signs of excessive wear.

## 8. CONTAINER ALERTS

CONTAINER ALERT INFORMATION		
LIGHT	ERROR	SUGGESTION
 White Solid	Milk Container full	Remove Milk Container and store if desired. To continue pumping, perform Flip to Finish, transfer to a storage container, align, connect Pump, and press Pump/Pause to continue pumping.
 Orange Blinking	1. Open & Close Pump	1. Separate Pump from Container. 2. Bring Pump straight onto Container, ensuring Flextube™ Grips go into Pump sockets. 3. Try aligning again with Pump assembled. 4. Secure bra once in stimulation.
	2. Flush water through Container valve	If light is still blinking, 1. Separate Pump from Container. 2. Detach Flextube™, unlock and push on the insert to detach, and open Cap. 3. Inspect valve for residue and flush warm water through the valve from the Flextube™ side. 4. Reassemble Container, then bring Pump straight onto Container. 5. Try aligning again with Pump assembled. 6. Secure bra once in stimulation. 7. Try using a Milk Bag (instead of a Container) if light is still blinking.

Refer to Willow Wearable Breast Pump Instructions for User for a complete list of Troubleshooting information.



## 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 12 months from the date of pump purchase and the period of 90 days from purchase 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. NOTE: The purchaser shall bear all expense for returning this product to Willow. This limited warranty does not apply to any product that has been used commercially, subjected to misuse, abuse, or alteration.

Only Willow brand replacement parts are recommended for use with Willow breastfeeding products. Improper or incorrectly performed maintenance or repair, or use of non-Willow brand replacement parts may invalidate this limited warranty.

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. 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.

\*Note: Exploramed NC7, Inc. is d/b/a Willow.





### **Manufactured for:**

Exploramed NC7, Inc. d/b/a Willow  
1975 W. El Camino Real #306  
Mountain View, CA 94040  
United States

### **Contact Information:**

#### **Customer Care**

phone: **1-888-WILLOW-3**

email: **care@willowpump.com**

web: **help.willowpump.com**

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**CAREFULLY READ ALL INSTRUCTIONS PRIOR TO USE**  
**Save instructions and sales receipt for future reference.**

willow®