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## SAFETY INFORMATION

Read all instructions prior to use.

Please follow guidelines below when using the Willow Generation 3 Breast Pump.

### WARNINGS:

1. Use product only for its intended use as described in this Instructions for Use pamphlet.
2. This is a personal care product for a single user and should not be shared between users.
3. Only use Willow Generation 3 Breast Pump parts; do not substitute. Do not modify equipment.
4. Close supervision is necessary when product is used near children.
5. Do not operate where aerosol spray products are used or oxygen is being administered.
6. Only wear Willow Generation 3 Breast Pump (latched) while pumping.  
Do not wear Willow Generation 3 Breast Pump on Pause (latched) for an extended period of time.
7. Always break latch before removing Pump from breast.
8. Consult your healthcare practitioner to understand how long you should pump in a pumping session.  
Willow Generation 3 Breast Pump turns off automatically after 25 minutes.
9. Pump is not provided sterile.
10. Do not wash or sanitize Pump. Wipe with clean, damp cloth only.
11. Do not immerse Pump in water.
12. Do not place Pump in refrigerator or freezer.
13. Boil Flange and Flextube™ prior to first use.
14. After boiling, allow Flange to cool before touching metal parts.
15. Do not use harsh chemicals to clean Flange and Flextube.™
16. Do not store damp components.
17. Do not put Flange or Milk Bag in microwave or microwave sterilizer bags.
18. Milk Bag is intended for single use only. Do not re-use.

19. Do not place Milk Bag in refrigerator door to avoid temperature fluctuations.
20. Do not microwave breast milk.
21. Do not use hot water to thaw breast milk.
22. Do not refreeze thawed breast milk.
23. 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.
24. Do not use Pump in an airplane.
25. Do not drop or insert any object into any openings on Pump.
26. Do not attempt to open or repair Pump or Charger. No modification of this equipment is allowed.
27. Pump will not work when connected to Charger; always disconnect Pump from Charger before using.
28. Only use Charger supplied with Pump.
29. 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.
30. Never operate product if cord or plug is damaged, it is not working properly, it has been dropped, damaged or immersed in water.
31. 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 contact Customer Care.

## INDICATIONS FOR USE

Who should use the Willow Generation 3 Breast Pump?

The Willow Generation 3 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).

## USAGE & OPERATING LIFE

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 2. GETTING STARTED - 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.

## PRODUCT DESCRIPTION

The Willow Generation 3 Breast Pump contains the number of parts and accessories listed here: Pump (2), Flange (2), Flextube™ (2), Milk Bag - 4oz. Disposable (24), Charger (1), Accessories: Cleaning Brush (2). Parts Shown on page 5. Additional Flange sizes and spare parts are available for purchase at [onewillow.com](http://onewillow.com).

## PRODUCT PARTS

Willow Generation 3  
Breast Pump



Flange



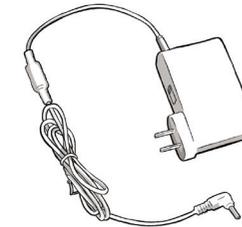
Flextube™



Milk Bag



Charger

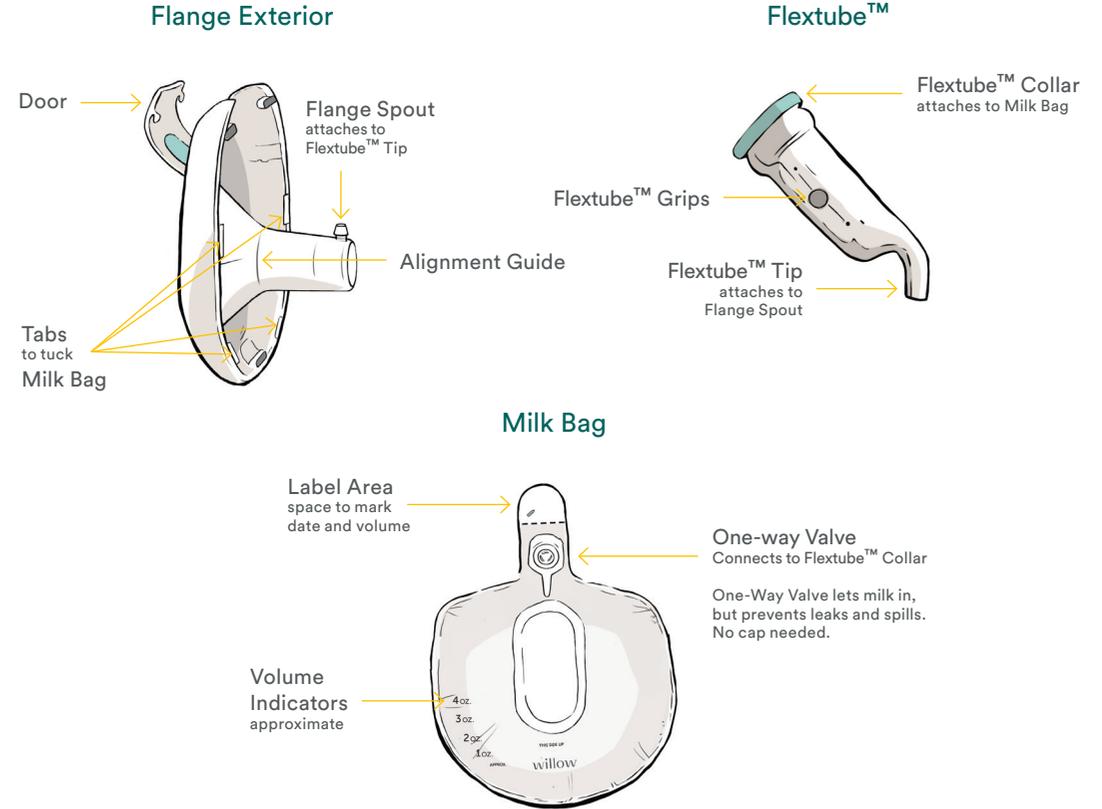
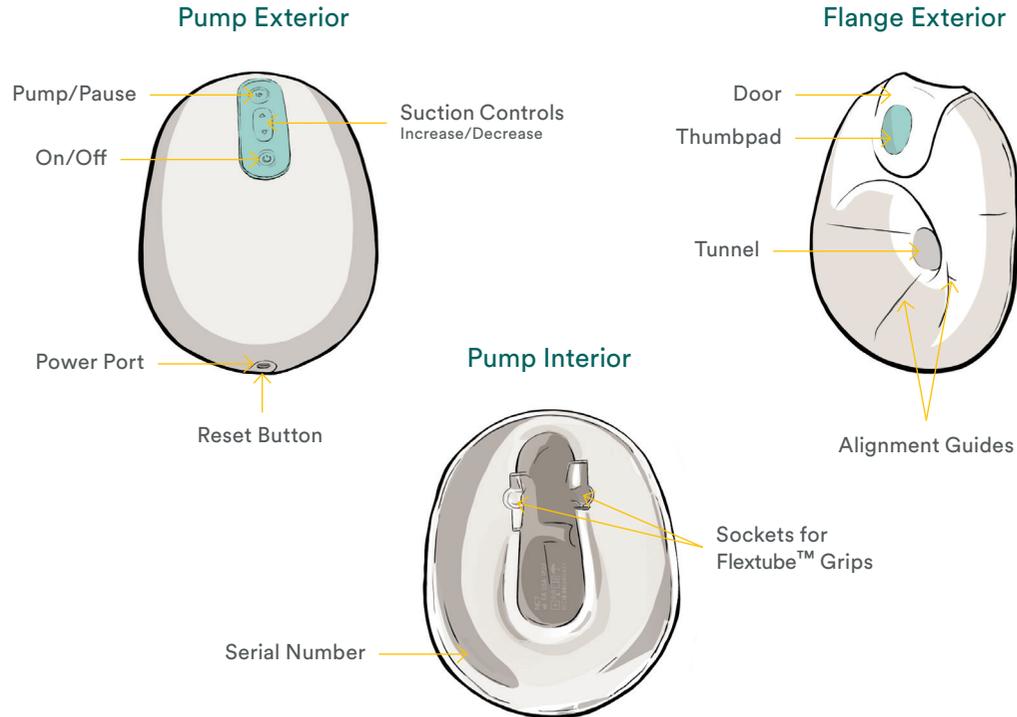


Cleaning Brushes



Milk Container, additional flange sizes, and spare parts are available for purchase at [onewillow.com](http://onewillow.com).

The Willow Generation 3 Breast Pump is a personal use, cordless breast Pump for single and double pumping. The product includes: re-chargeable Pump(s), Flange(s), Flextube(s)<sup>™</sup> and disposable Milk Bags.



## 02 GETTING STARTED

### KEYS TO WILLOW SUCCESS

Welcome to the Willow Generation 3 Breast Pump – a totally new pumping experience that offers total mobility!

Here are some tips for wearable pumping success:

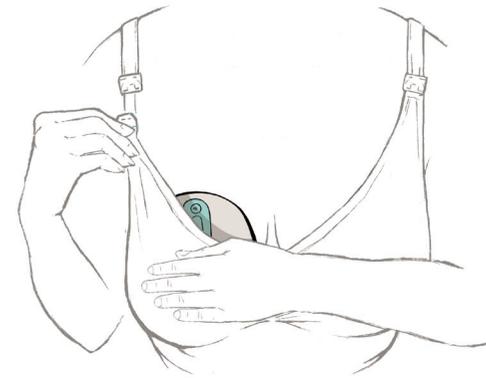
1. Comfort comes first, so make sure you're using the right flange size
  - › Select a Flange that is 2 - 4mm larger than the base of your nipple
  - › If pumping is uncomfortable, try a different size
2. Alignment is everything, so be patient learning to latch Willow
  - › Really observe your nipple direction - left and right may point out differently
  - › Slowly center your nipple in tunnel - when it's centered, you'll get more milk volume and comfort
  - › Get the right bra to hold Willow in place to maximize mobility and comfort

### GET THE RIGHT BRA

The bra you wear while pumping with Willow needs to keep the Pump pressed firmly and securely against your breast.

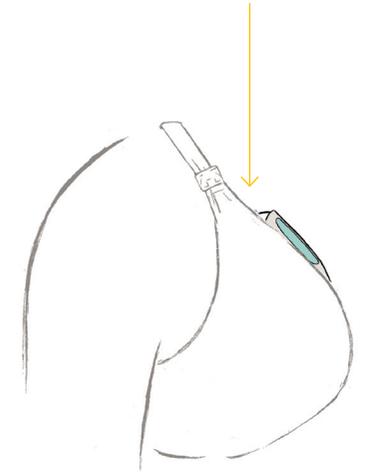
#### Pick the right bra:

- › Full coverage
- › Has a flap
- › Made of stretchy fabric
- › No underwires or padding
- › Pro tip: for best results, use your current bra size



#### No gaps!

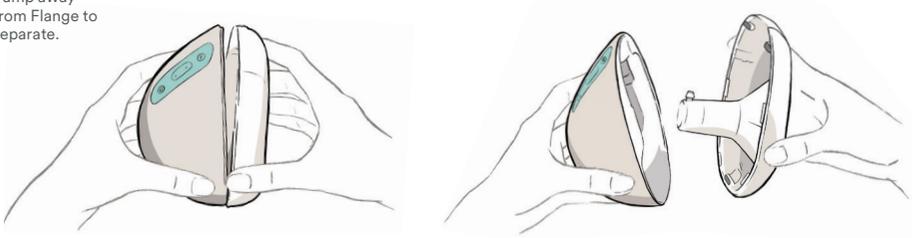
The thumbpad on the Flange should be firmly pressed against your skin.



## BOIL FLANGE & FLEXTUBE™ - FOR FIRST USE ONLY

- Separate Flange from Pump

fig 2a Pull Pump away from Flange to separate.



- Remove film between Pump and Flange.
- Boil Flange and Flextube™ for 10 minutes and place on a clean surface to air dry.

## MILK BAG - READY FOR USE

- › Single use only, please recycle
- › May be stored in refrigerator or freezer

After boiling, allow Flange to cool before touching metal parts.



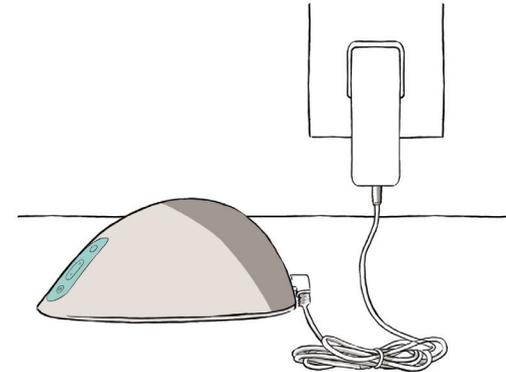
### WARNING:

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

## WAKE UP WILLOW

Pump comes partially charged, but needs to wake up.

- Plug Charger into outlet, then into Pump.
- Wait until Pump lights up.
- Unplug Charger from Pump.



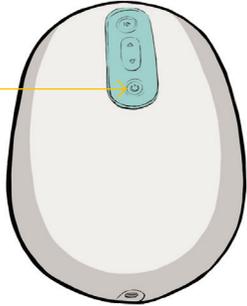
## 03 PUMPING

- › Wear a nursing bra that keeps Pump firmly and securely in place. If it feels like Willow will shift when you move, tighten the bra straps or pick a different bra.
- › Do not slide Pump directly into your bra; follow step-by-step instructions.
- › Disconnect from Charger before use.
- › Willow should only be worn (latched) while actively pumping. You should break latch and remove Willow once you have finished pumping.
- › Consult your healthcare practitioner to understand for how long you should pump. Willow turns off automatically after 25 minutes.

### TURN ON PUMP

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

fig 3a ON/OFF  
Press On/Off  
button until  
Pump lights up.



Color of light indicates battery status:



Enough charge for 2+ sessions

Green Solid



Enough charge for 1 session.

Orange Solid



Low battery – inadequately  
charged for session

Red Solid

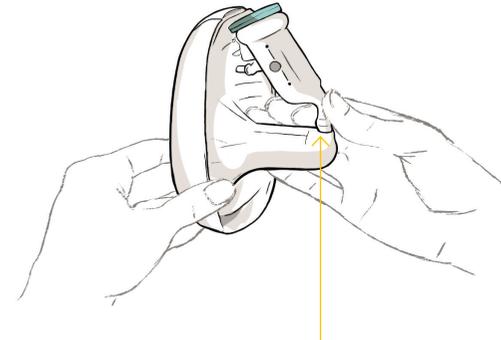
## 03

### ASSEMBLY

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

- Connect Flextube™ to Flange

fig 3b Push Flextube™  
Tip all the way down  
onto Flange Spout.



Make sure the  
edges are flush

fig 3c Slide Flextube™  
Collar into top of Flange.  
Listen for Collar to  
'click' into place.



TIP: Flextube™ must be pushed all the way down onto the Flange Spout.

## b. Attach Milk Bag

fig 3d Slide Flange Door open by pushing the thumbpad in and sliding up.

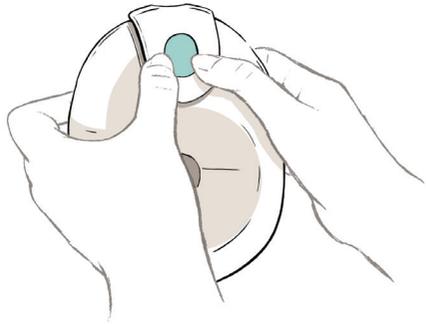


fig 3e After sliding Door up, pull open.

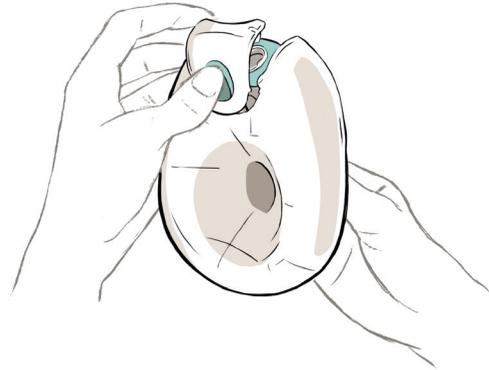


fig 3f Drape a new Milk Bag over Flange with writing "THIS SIDE UP" facing away from Flange.

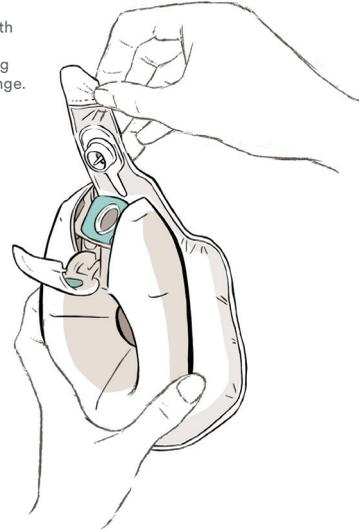


fig 3g Firmly press Milk Bag's One-way Valve onto Flextube™ collar. Make sure Valve is securely attached to collar.



fig 3h Close Flange Door by swinging closed and sliding down.

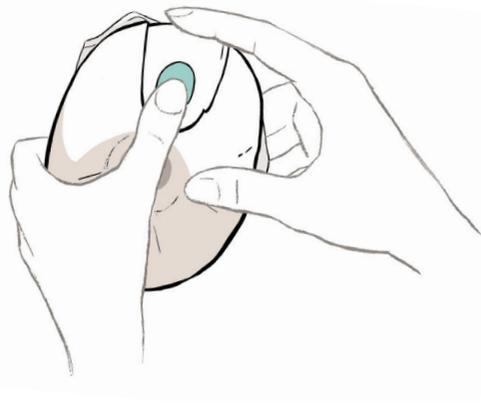


fig 3i The Milk Bag is bigger than the Flange. To fit it, press center of bag into deepest part of Flange then tuck edges.

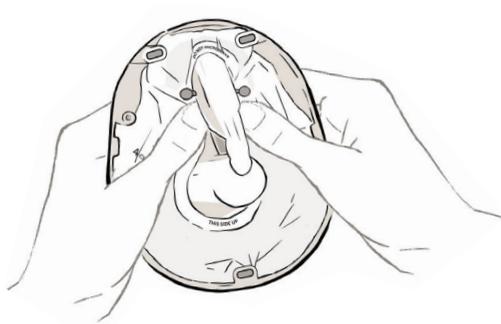
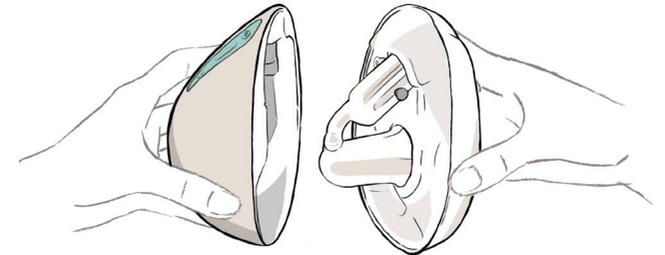


fig 3j Tuck bag under tabs on Flange. Make sure the bag is behind and not touching the grips on either side of the Flextube™



fig 3k Assemble pump to flange



## ALIGNMENT

fig 3l Line up nipple direction to center of flange tunnel

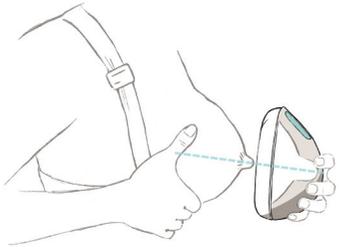


fig 3m Bring pump straight onto the breast

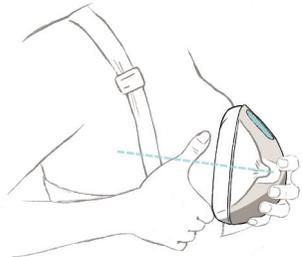
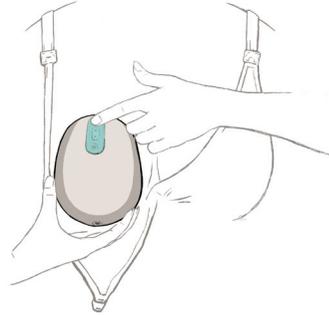


fig 3n Firmly hold Pump against your breast and press Play to initiate latch.



### IMPORTANT:

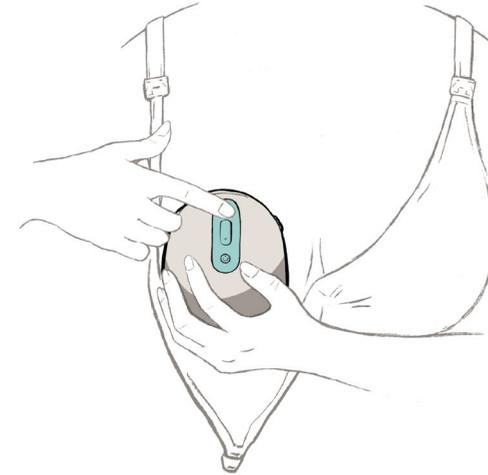
Correct nipple alignment is key to comfort expression and performance.

- › Nipple must be positioned correctly in Flange Tunnel before pumping to avoid discomfort
- › If you still experience discomfort even with proper alignment, you may need a different Flange size (See Section 2. GETTING STARTED - Willow Flange Size)

## INITIATE LATCH

Continue to hold Pump firmly against your breast until it is latched. Wait until Pump reaches Stimulation.

Trouble Initiating Latch? See Section 6. TROUBLESHOOTING

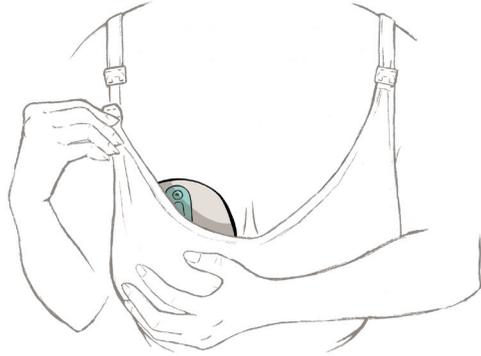


### IMPORTANT:

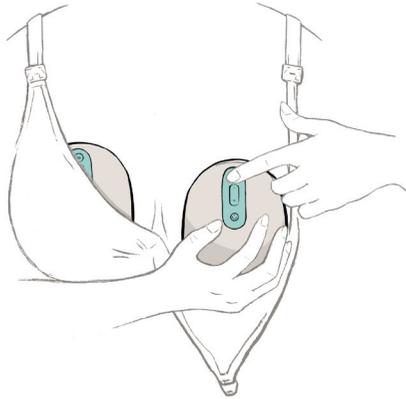
Always break latch before removing Pump from breast.

## SECURE PUMP IN BRA

- a. Once Willow is latched and in Stimulation phase, secure Pump in place by hooking bra flap over Pump, taking care to keep Pump pressed firmly against breast. If necessary, tighten bra strap to keep Pump securely in place.



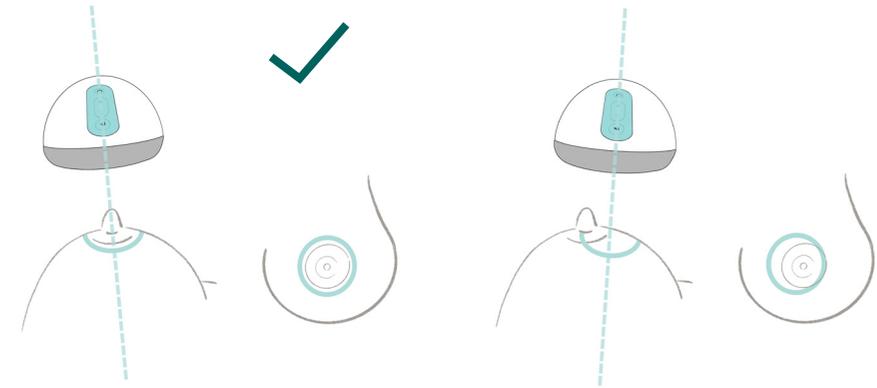
- b. When double pumping, put the second Pump on after the first Pump is latched, secured in your bra and in Stimulation.



## PUMPING SUCCESS TIP

### For your first few sessions

When you remove Willow in the middle or at the end of a pumping session, confirm alignment by checking that the suction mark on your breast is centered around your nipple.

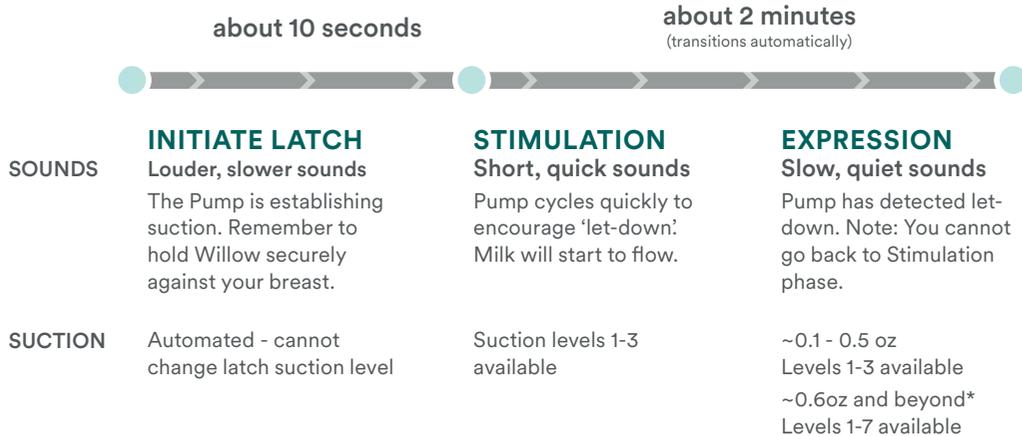


If you are still in Stimulation phase after about 2 minutes...

- › 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 3. PUMPING - Alignment).

## PHASES OF WILLOW & SUCTION LEVELS

While pumping, you are going to hear several different sounds that indicate which phase you are in. As you progress along through each phase and volume of milk pumped, you'll have access to more suction levels. Many women transition to all seven suction levels within 2 minutes, but this can vary based on time of day, stress, movement and milk supply.



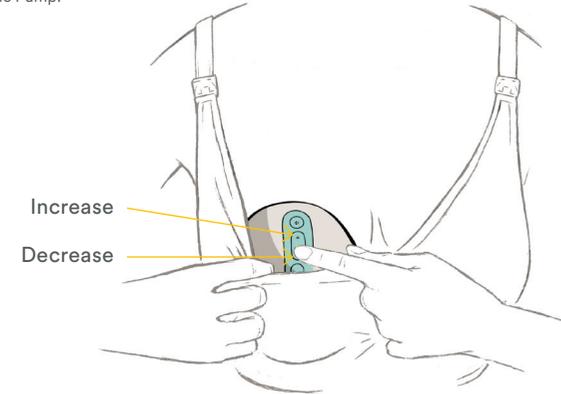
*\*The pump automatically increases your suction +1 level at this time, unless you lowered to the sensitivity setting (Level 1).*

If at any point you experience excessive discomfort, decrease suction or pause the pump, then break latch and make sure you are aligned properly.

## SUCTION LEVELS

- › Use the increase ▲ and decrease ▼ buttons to change the suction level

fig 3o Adjust suction level using increase and decrease Suction Controls on the Pump.



### IMPORTANT:

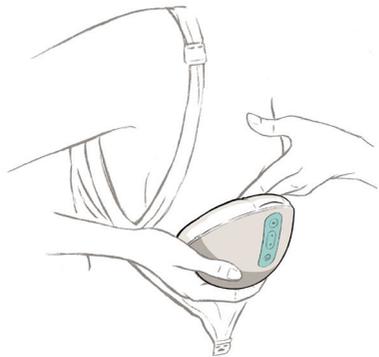
Avoid setting suction at a level that causes discomfort. If excessive discomfort or pain is felt during pumping, stop pumping, break latch, then realign Pump or cease session.

## REALIGNMENT TIPS

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 2 minutes
- › Experience lower than expected milk volume

**fig 3p** Break latch by placing a few fingers between Pump and breast.



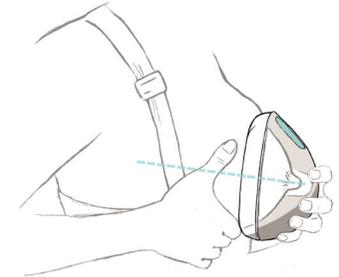
**fig 3q** Remove pump from breast, keeping Flange side up to avoid spilling milk.



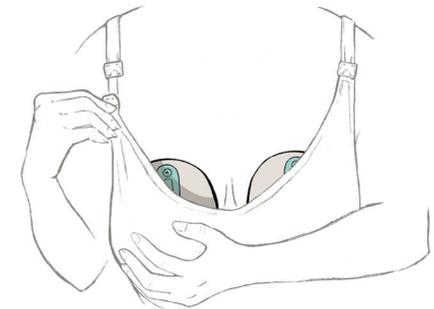
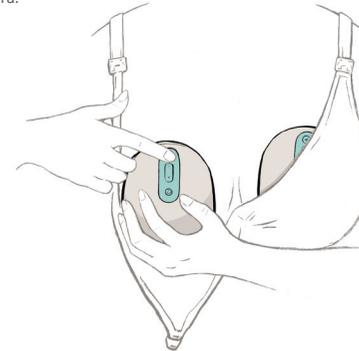
**fig 3r** Bend forward and bring the Pump to your breast.



**fig 3s** After you've secured the Pump and Flange, hold the Pump firmly against your breast, taking care to prevent Pump from shifting. Press play to initiate latch.



**fig 3t** After pump is in Stimulation, secure bra.



### 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 4. ENDING YOUR SESSION - Flip to Finish) and replace Milk Bag. To resume pumping, attach a new Milk Bag and follow instructions starting with Section 3. PUMPING.

fig 4a Pause Pump by pressing Pump/Pause button.

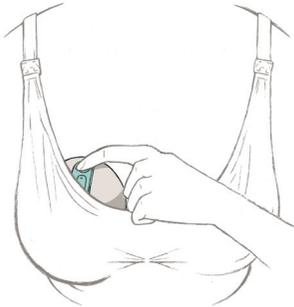


fig 4b Unhook bra and bend forward; support bottom of Pump with one hand.



### BREAK LATCH & REMOVE

TIP: There will be some milk in the Flange; the next step will help you capture it.

fig 4c Break latch by placing a few fingers between Pump and breast.

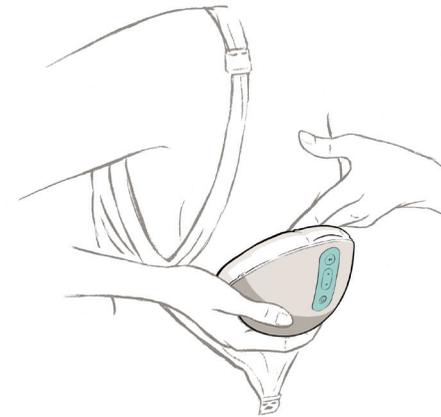


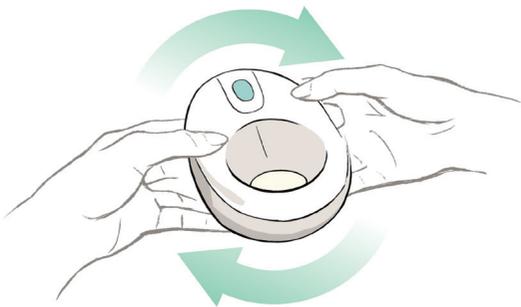
fig 4d Tilt Pump away from breast, keeping Flange side up.



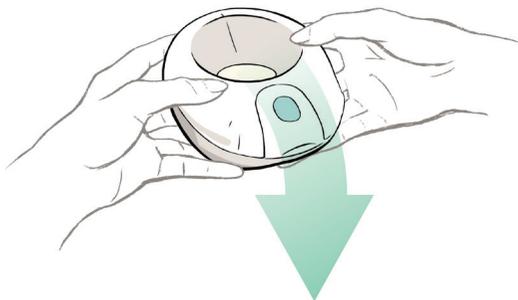
## FLIP TO FINISH

Flip to Finish helps you capture the remaining milk in your Flange. Follow the steps below to move the last bit of milk from the Flange Tunnel into the Milk Bag.

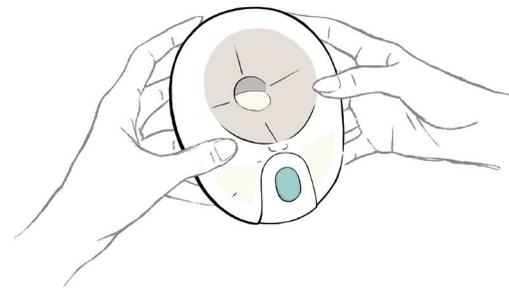
**fig 4e** With Flange side up, ROTATE so thumbpad is pointing toward you.



**fig 4f** TILT until pump starts to gulp milk.



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



**fig 4h** FLIP all the way over with the Flange opening facing the floor and wait until gulps stop (a total of 8 gulps).



**TIP:** You may notice that with a full Milk Bag, the Flange starts to separate from the Pump. This is normal. Squeeze Pump and Flange together during Flip to Finish.

fig 4i When finished, flip Pump back over so the Flange side is up.

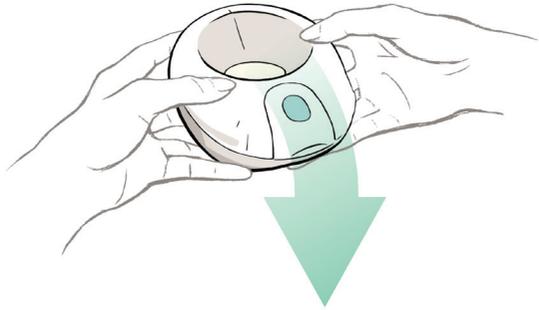


fig 4j Slowly pull the Flange away from the Pump, keeping the Flange facing up to avoid spills. Be careful not to tip the Flange too far.



TIP: To easily separate Flange from Pump, hold near the bottom and pull apart.

fig 4k Look to see if any milk remains in the Flextube.™ A few drops is normal.



fig 4l If more than a few drops are present, turn Pump back on, attach Flange, Press 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.

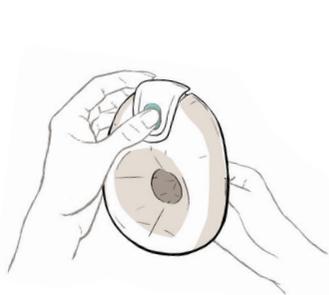
## REMOVE MILK BAG

**PUMP TURNS OFF AUTOMATICALLY WHEN FLANGE IS DETACHED FROM PUMP.**

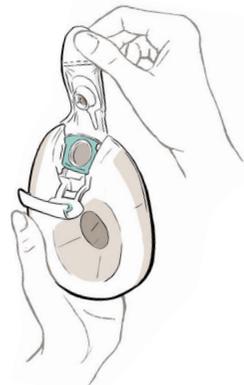
Pump may also be turned off manually by pressing On/Off button.

### REMOVE MILK BAG

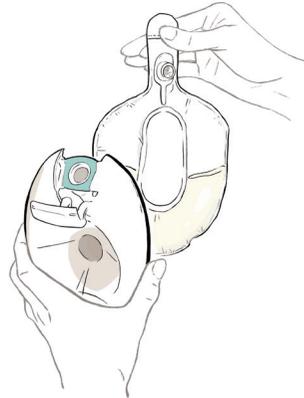
**fig 4m** Slide Flange Door open by pushing thumbpad in and sliding up.



**fig 4n** Detach Milk Bag's One-way Valve from Flextube™ Collar.



**fig 4o** Remove filled Milk Bag and store in refrigerator or freezer. The One-way Valve allows it to be laid flat without leaking.



Clean Flange and Flextube™ as instructed (reference Section 5 - CLEANING, TRANSFER & STORAGE).

## CHARGING WILLOW

Check battery level after each use by pressing On/Off button.

If the battery level is low, charge Pump with Charger provided.

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:



Enough charge for 2+ sessions

**Green Solid**



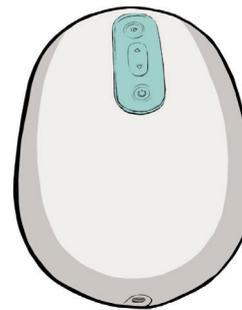
Enough charge for 1 session.

**Orange Solid**



Low battery – inadequately charged for session

**Red Solid**



### WARNING:

Pump will not operate while plugged into electrical outlet. **ONLY USE** Charger supplied with the Willow Breast Pump.

## CLEANING & MAINTENANCE

	First Time Use	After Each Use
Pump	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 in Section 2. GETTING STARTED - Boil Flange & Flextube.™	Clean with mild dish washing soap and brushes provided. See detailed instructions in Section 5. CLEANING, TRANSFER & STORAGE.
Milk Bag	Milk Bag is disposable and NOT for reuse. Do not microwave Milk Bag. Recycle after each use and do not reuse.	

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



### WARNING:

**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:

1. Separate milk contacting parts and rinse immediately
2. Soak for 5 minutes in very warm, soapy water
3. Wash each part for 1min + brush 30s using the brushes provided
4. Rinse well
5. If any residue is observed, repeat
6. Air dry and store

fig 5a Insert small brush into Spout and clean.

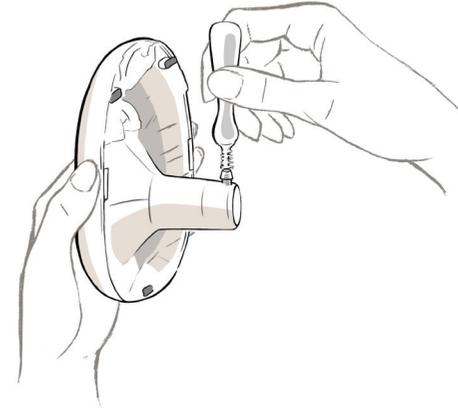


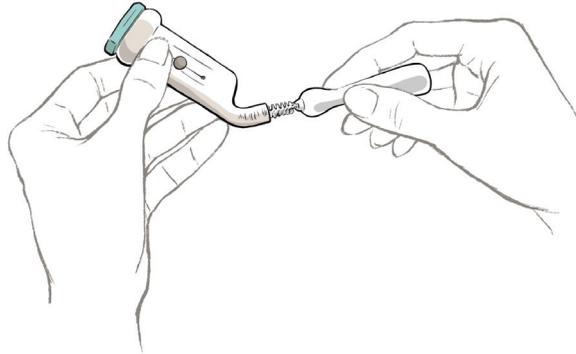
fig 5b Use large brush to clean inside top opening and body, being careful NOT to push brush all the way through Tip at bottom.



fig 5c Use small brush to clean inside top opening and area under Collar.



fig 5d Insert small brush into Tip at bottom and clean.



**IMPORTANT:**

Take care not to damage parts when cleaning. Replace Flange, Flextube™ and/or Cleaning Brushes after signs of excessive wear. Replace Flange and Flextube™ every 3 months.

**MILK STORAGE GUIDELINES**

Centers for Disease Control and Prevention guidelines for proper storage of breast milk:

WHERE	TEMPERATURE	TIME
Room Temperature	77°F (25°C) or colder	Up to 4 hours*
Refrigerator	40°F (4°C)	Up to 4 days
Freezer	0°F (-18°C)	Within 6 months is best, up to 12 months is acceptable

*Source: CDC Human Milk Storage Guidelines 2021  
\* The preference is to refrigerate or chill milk right after it is expressed.*



**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.

## TO EMPTY MILK BAG

Use clean scissors to cut on dotted line below Label Area on Milk Bag.

fig 5e Place spout into bottle and slowly tilt bag.



fig 5f Pour milk into bottle. To release as much as possible, squeeze bag. Recycle (or discard) Milk Bag.



## 06 Troubleshooting

## 06 TROUBLESHOOTING

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

PUMP POWER LEVEL INDICATORS		
 Green	Enough charge for 2+ sessions.	Pump is ready to pump. <ul style="list-style-type: none"> <li>• Pulses while charging.</li> <li>• Solid when fully charged (approximately 5 sessions).</li> </ul>
 Orange	Enough charge for 1 session.	Pump is ready to pump. Recharge soon. <ul style="list-style-type: none"> <li>• Pulses while charging.</li> </ul>
 Red	Low battery / inadequately charged for session.	In order to pump for a full session, charge immediately. <ul style="list-style-type: none"> <li>• Single Session - Charge time approximately 20 minutes.</li> <li>• Full Charge - Charge time approximately two hours. Light turns solid green when fully charged.</li> </ul>
 No Color	Pump does not wake up.	To resolve issue: <ul style="list-style-type: none"> <li>• Press On/Off button until Pump lights up.</li> <li>• Plug into Charger to ensure battery has enough charge.</li> </ul>

WHEN PUMP IS IN USE		
 Orange Blinking	1. Milk Bag and Milk Container: Open & Close Pump	<ol style="list-style-type: none"> <li>1. Separate Pump from Flange/Container.</li> <li>2. If using a Bag, make sure it doesn't touch the Flextube™ Grips.</li> <li>3. Bring Pump straight onto Flange/Container, ensuring Flextube™ Grips go into Pump sockets.</li> <li>4. Try aligning again with Pump assembled.</li> <li>5. Secure bra once in stimulation.</li> <li>6. Try using a new Milk Bag if light is still blinking.</li> </ol>
	2. Milk Container Only: Flush water through Container valve	If light is still blinking and using a Milk Container, <ol style="list-style-type: none"> <li>1. Separate Pump from Container.</li> <li>2. Detach Flextube™, unlock and push on the insert to detach, and open Cap.</li> <li>3. Inspect valve for residue and flush warm water through the valve from the Flextube™ side.</li> <li>4. Reassemble Container, then bring Pump straight onto Container.</li> <li>5. Try aligning again with Pump assembled.</li> <li>6. Secure bra once in stimulation.</li> <li>7. Try using a Milk Bag (instead of a Container) if light is still blinking.</li> </ol>
 White Pulsing and Orange Blinking	Check seal.	Reposition Pump with special attention to these tips (reference Section 3. PUMPING - Alignment): <ol style="list-style-type: none"> <li>1. Bra is not between Pump and breast.</li> <li>2. Pump is pressed securely against breast while trying to latch.</li> </ol> If the issue persists, complete steps for orange blinking alert.
 White Solid	Milk Bag is full.	Remove full bag and store properly. Change bag and continue pumping.
 White Pulsing	Pump paused and waiting for next command, or Pumping time exceeded 25 minutes, so automatically paused.	<ul style="list-style-type: none"> <li>• To continue pumping, press Pump/Pause button.</li> <li>• To end session, break latch and remove Pump.</li> </ul>

OTHER ISSUES	TO RESOLVE ISSUE
Pump does not “pump.”	<ul style="list-style-type: none"> <li>If this is your first time using Willow, you may need to wake up Willow by plugging the charger into an outlet and into Willow (reference Section 2. GETTING STARTED – Wake up Willow).</li> <li>Check that Pump is not plugged into Charger.</li> <li>Confirm that Pump is powered on by pressing the On/Off button until Pump lights up.</li> <li>Confirm battery level is orange or green. If red, recharge Pump.</li> </ul>
Milk does not flow.	<ul style="list-style-type: none"> <li>If taking longer than expected, check nipple alignment, pause pump, break latch, and remove from breast. Realign Willow as described below.</li> <li>You may not have the correct Flange size for Willow (reference Section 2. GETTING STARTED - Keys to Willow Success).</li> </ul>
Need to realign Willow.	<ul style="list-style-type: none"> <li>Pause Pump, break latch, and remove Pump from breast. Realign Willow fully assembled (reference Section 3 - PUMPING - Realignment Tips).</li> </ul>
Discomfort while pumping.	<p>If experiencing excessive discomfort try the following (reference Section 3. PUMPING - Alignment):</p> <ul style="list-style-type: none"> <li>Make sure to press Willow firmly against breast during Stimulation phase.</li> <li>Tighten bra to make sure Willow is held firmly against breast.</li> <li>Decrease suction level.</li> <li>Realign Willow (see above).</li> <li>You may be pumping for too long. Willow shuts off automatically after 25 minutes.</li> <li>You may not have the correct Flange size (reference Section 2. GETTING STARTED – Keys to Willow Success).</li> <li>Stop and see medical professional or breastfeeding specialist.</li> </ul>
A lot of air in Milk Bag or bag full indicator with <4 oz. of milk pumped.	<p>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:</p> <ul style="list-style-type: none"> <li>Evaluate the seal between Pump and breast. <ol style="list-style-type: none"> <li>Make sure bra is not in between Pump and breast.</li> <li>Check to see if there is a gap between the Flange and your breast while pumping. <ul style="list-style-type: none"> <li>If you see a gap, press the Pump against your breast and tighten bra straps.</li> <li>If the problem persists, try a different bra that holds Willow securely against your breast.</li> </ul> </li> </ol> </li> <li>Make sure Pump is paused before breaking latch.</li> <li>You may not have the correct Flange size (reference Section 2. GETTING STARTED - Keys to Willow Success).</li> </ul>

OTHER ISSUES	TO RESOLVE ISSUE
Decreased (low) Pump suction.	<ul style="list-style-type: none"> <li>The Pump has seven suction settings; push up arrow to increase suction.</li> <li>Check your Flanges and Flextubes™ for signs of wear. They should be replaced after three months of use.</li> <li>Check your Flange size; nipple size can change over time.</li> <li>If that does not work, try the following: <ol style="list-style-type: none"> <li>Check connections between Flange, Flextube™ and Milk Bag to ensure all are secure.</li> <li>Visually inspect Flange, Flextube™ and Milk Bag and replace if damaged.</li> <li>Check that power is on and battery has sufficient charge. Press Pump securely against breast.</li> </ol> </li> </ul>
Pump stops pumping.	<ul style="list-style-type: none"> <li>Pump stops automatically after 25 minutes - Pump/Pause button pulses - press Pump/Pause to re-start Pump.</li> <li>Pump may have stopped because Milk Bag is full - Pump/Pause button solid - check Milk Bag.</li> <li>Pump/Pause button may have been pressed - Pump/Pause button pulses white - Press Pump/Pause button to continue pumping.</li> <li>Check to see if low battery - On/Off button light is solid red.</li> </ul>
Pump does not stop pumping	<ul style="list-style-type: none"> <li>Press Pump/Pause button. Break latch and remove Pump.</li> <li>If issues persists, break latch and remove Pump. Then press On/Off button to turn Pump off.</li> </ul>
Pump or Charger gets wet (immersed in water).	<ul style="list-style-type: none"> <li>Dry Pump off immediately. Prop Pump upright with charger port down and suction controls up, and let dry overnight. Do not use Pump or Charger for 24 hrs.</li> </ul>
Pump is not charging.	<ul style="list-style-type: none"> <li>Ensure Charger is fully plugged into Pump Power Port.</li> </ul>
Device needs to be reset.	<ul style="list-style-type: none"> <li>Reset by gently inserting end of a small object, such as a paper clip or earring back, into the reset Button beneath the Power Port.</li> </ul>

The Willow Generation 3 Breast Pump is not a serviceable device.

**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. 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:

<b>Pump 1:</b>																			
----------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

<b>Pump 2:</b>																			
----------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

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

## TECHNICAL SPECIFICATIONS

POWER REQUIREMENTS																								
Only use the Willow Generation 3 Breast Pump Charger Manufacturer: Delta Electronics, Inc. Part Number: MDS-030AAC05 ZB   Specifications: 100 - 240 Vac, 50-60Hz, 0.5A-0.3A Part Number: MEF-010A05B JA   Specifications: 100 - 240 Vac, 50-60Hz, 0.4A-0.2A																								
SPECIFICATIONS																								
Pump Dimensions	141mm x 85mm x 112mm																							
Pump Weight	355 g																							
Vacuum Strength	35-245 mmHg																							
Cycle Speed	42-90 cycles/minute																							
Motor Life	273 hours (Defined to be approximately three 15 minute sessions per day for one year.)																							
Bluetooth Info	Bluetooth v4.1 (Bluetooth Low Energy); Range up to 10 m																							
Security Encryption	128-bit AES (Advanced Encryption Standard)																							
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.	Date of Manufacture:																							
	Year Code																							
	<table border="1" style="width: 100%; text-align: center;"> <tr> <td>2016</td><td>2017</td><td>2018</td><td>2019</td><td>2020</td><td>2021</td><td>2022</td><td>2023</td> </tr> <tr> <td>A</td><td>B</td><td>C</td><td>D</td><td>E</td><td>F</td><td>G</td><td>H</td> </tr> </table>	2016	2017	2018	2019	2020	2021	2022	2023	A	B	C	D	E	F	G	H							
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1	2	3	4	5	6	7	8	9	A	B	C													

## Electromagnetic Compatibility Compliance Statement Information

The Willow Generation 3 Breast 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 30cm 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 Willow Innovations, Inc. may result in increased emissions or decreased immunity of the Willow Generation 3 Breast Pump.

The Willow Generation 3 Breast Pump has no essential performance; however, it was tested for immunity to electromagnetic disturbances. The Willow Generation 3 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 Generation 3 Breast Pump

Rated maximum output power of transmitter	Separation distance according to frequency of transmitter (m)		
	150kHz to 80 MHz	80 MHz to 800 MHz	800 MHz to 2.7 GHz
w	$d = 1.2 \sqrt{P}$	$d = 1.2 \sqrt{P}$	$d = 2.3 \sqrt{P}$
0.01	0.12	0.12	0.23
0.1	0.38	0.38	0.74
1	1.2	1.2	2.3
10	3.8	3.8	7.3
100	12	12	23

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 Generation 3 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.

Emissions Test	Compliance	Electromagnetic Environment – Guidance
RF emissions CISPR 11	Group 1	The Willow Generation 3 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.
RF emissions CISPR 11	Class B	The Willow Generation 3 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.
Harmonic emissions IEC 61000-3-2	Class A	
Voltage fluctuations/flicker emissions IEC 61000-3-3	Complies	

## GUIDANCE AND MANUFACTURER'S DECLARATION – ELECTROMAGNETIC IMMUNITY

The Willow Generation 3 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.

Immunity Test	IEC 60601 Test Level	Compliance Level	Electromagnetic Environment – Guidance
Electrostatic discharge (ESD) IEC 61000-4-2 Normal operation while on battery power.	±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%.
Electrostatic discharge (ESD) IEC 61000-4-2 Battery Charge Mode or Device Firmware Update (DFU) Mode.	±8 kV contact ±6 kV air ±8 kV and 15 kV air	±8 kV contact ±6 kV air ±8 kV and 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 %. *NOTICE: If the Willow Generation 3 Breast Pump is exposed to ESD air discharges at levels between 8kV and 15 kV when in Battery Charge mode or Device Firmware Update (DFU) Mode, it may become non-operational.
Electrical fast transient/burst IEC 61000-4-4	±2 kV for power supply lines	±2 kV for power supply lines	The Willow Generation 3 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 Generation 3 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 Generation 3 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.			
Immunity Test	IEC 60601 Test Level	Compliance Level	Electromagnetic Environment –Guidance
Voltage dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11	<5% UT (>95% dip in UT) for 0.5 cycle	<5% UT (>95% dip in UT) for 0.5 cycle	The Willow Generation 3 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.
	30% reduction, 25/30 periods at 0°	30% reduction, 25/30 periods at 0°	
	> 95% reduction, 0.5 period at 0°, 45°, 90°, 135°, 180°, 225°, 270° and 315°	> 95% reduction, 0.5 period at 0°, 45°, 90°, 135°, 180°, 225°, 270° and 315°	
	> 95% reduction, 1 period at 0°	> 95% reduction, 1 period at 0°	
	> 95% reduction, 250/300 periods	> 95% reduction, 250/300 periods	
Power frequency (50/60 Hz) magnetic field IEC 61000-4-8	30 A/m	30 A/m	The Willow Generation 3 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.
NOTE UT is the a.c. mains voltage prior to application of the test level.			

GUIDANCE AND MANUFACTURER'S DECLARATION – ELECTROMAGNETIC EMISSIONS			
The Willow Generation 3 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.			
Immunity Test	IEC 60601 Test Level	Compliance Level	Electromagnetic Environment –Guidance
Conducted RF IEC 61000-4-6	3 V; 150 kHz to 80 MHz	3 V; 150 kHz to 80 MHz	Portable and mobile RF Communications equipment should be used no closer to any part of the Willow Breast Pump, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter.  Recommended separation distance $d = 1.2\sqrt{P}$ $d = 1.2\sqrt{P}$ 80 MHz to 800 MHz $d = 2.3\sqrt{P}$ 800 MHz to 2.5 GHz
	6 V; ISM and amateur radio bands between 0.15 MHz and 80 MHz	6 V; ISM and amateur radio bands between 0.15 MHz and 80 MHz	
Radiated RF IEC 61000-4-3	10V/m 80 MHz to 2.7 GHz	10V/m 80 MHz to 2.7 GHz	Where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and d is the recommended separation distance in meters (m).
			Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey, a. should be less than the compliance level in each frequency range. b. Interference may occur in the vicinity of equipment marked with the following symbol:
NOTE 1: At 80MHz and 800MHz, 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 80MHz, field strengths should be less than 3 V/m.

## OPERATING CONDITIONS

OPERATING CONDITIONS	
Operating Temperature	5 to 40 °C
Relative Humidity	15% - 90%; non-condensing
Pressure	700 hPa to 1060 hPa

## TRANSPORT, STORAGE, DISPOSAL

TRANSPORT AND STORAGE	
Temperature	- 20 to 60 °C
Relative Humidity	0%-93%; non-condensing
Pressure	50 hPa to 1060 hPa

## 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.

## GLOSSARY & SYMBOLS

PUMP CONTROL BUTTONS	
BUTTON	FUNCTION
	ON / OFF
	PUMP / PAUSE
	UP ARROW = INCREASE Suction Strength DOWN ARROW = DECREASE Suction Strength

SYMBOLS			
SYMBOL	DEFINITION	SYMBOL	DEFINITION
	Manufacturer		Keep away from heat
	Date of Manufacture		Temperature Limit
	Lot Number		Humidity Limitation
	Catalog Number		Atmospheric Limitation
	Serial Number		Consult Instructions For Use
	Do not use if package is damaged		Caution

SYMBOLS			
SYMBOL	DEFINITION	SYMBOL	DEFINITION
	Keep dry		Type BF Applied Part
	Class II Equipment – Device does not rely on earth plug or power cord.		Ingress Protection
	Indoor use only		Do not throw in trash. Send to a recycling center.
	Do not reuse.		Radiation
	Recycling		Product tested by Intertek and found in compliance with standards listed.



Manufactured for:  
Exploramed NC7, Inc. is 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  
web: [help.onewillow.com](http://help.onewillow.com)

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Patent: [www.onewillow.com/patents/](http://www.onewillow.com/patents/)

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



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