

When Participants Report Their Pump Is Not Working

JANUARY 22, 2025

Tips for troubleshooting pump problems with participants.

- Have participant demonstrate or describe pump assembly in person, a video call, or have them email or text a video to staff to assure proper assembly. Many issues are related to improper assembly and/or missing or damaged pieces such as membranes, duck valves, and diaphragms.
- Have participant describe how they use the pump settings. Changing settings may be a fix.
- If low milk output is the reason why they think their pump is not working, assess the following:
 - When the last time the participant pumped? What is their pumping and direct feeding frequency?
 - Check on the pumping plan. Does it need to change to help increase milk supply? Milk supply may be lowered if the participant has not pumped or fed baby at the breast recently or consistently, stress and life changes, medications, etc.
 - Additional pump troubleshooting resource: [New Little Life](#) by Allison for additional information – [STOP Buying Breast Pumps!!! 5 Things that might be causing your low milk supply.](#) (12:55 minutes)
- Assess if replacement pieces are needed due to pump usage.
- Assess flange size/fit as needed.
- Refer participant to pump company customer service as needed. Share appropriate company Information below by copy/paste into email or text.

Pump Manufacturer Information

Ameda

Customer Support Hours: Monday – Friday 8:00am – 4:30pm (Spanish available)

Phone: 1-866-992-6332

Email: ParentCare@ameda.com

Contact us page: <https://www.ameda.com/contact-us>

FAQs: <https://www.ameda.com/faq>

PUMP MANUFACTURER INFORMATION

Note: If there is a performance issue with the pump, they prefer to be contacted by phone to provide troubleshooting. Trouble shooting may include listening to the motor, have pump and pump accessories readily available when calling. General questions can be emailed.

Ardo

Customer Service Hours: Monday – Friday 8:00am – 4:00pm

If you don't receive a call back, email, or text within 24 hours, please call customer service again. May answer after hours requests when able. (Spanish available and will use a translator)

Phone: 1-415-504-1754 (lactation team runs this line and will get an alert to pick up, text, or video chat)

Leave a message/Help option available on website

Contact us page: <https://www.ardo-usa.com/contact-us/>

Email: info@ardo-usa.com

Troubleshooting page: <https://www.ardo-usa.com/troubleshooting/>

Elvie

Customer Support Hours: Monday – Friday 7:00am – 5:00pm

Support available 24 hours, seven days a week across Chat and WhatsApp.

Phone: 1-929-239-3212

WhatsApp +44 7445866917

Contact us page: <https://www.elvie.com/en-us/contact>

FAQ: <https://www.elvie.com/en-us/faqs/general>

[Warranty information](#)

Hygeia

Customer Service Hours: Monday-Friday with no hours noted on their website.

(Website content available in Spanish)

Phone: 1-714-442-7809 Ext. #2 or 1-888-786-7466

Facebook and Instagram @hygeiababy

Email: customer.service@hygeiababy.com

Contact us page: <https://hygeiahealth.com/contact/>

FAQs page: <https://hygeiahealth.com/fags/>

Videos and guides: <https://hygeiahealth.com/instruction-videos/>

Lansinoh

Customer Services Hours: Monday – Friday 7:00am – 7:00pm

(Spanish available by phone and website Live Chat option)

Phone: 1-800-292-4794

Email: customerservice@lansinoh.com

Contact form: <https://lansinoh.com/pages/contact-us>

Product FAQs: <https://lansinoh.com/pages/faq-and-troubleshooting>

Pumps FAQ page: https://help.lansinoh.com/en_US/Breast-Pumps

Ask the Expert (CLC) by email: <https://lansinoh.com/pages/ask-the-expert>

Medela

Customer Service Hours: Monday – Friday 7:30am – 5:00pm

Live Chat Temporary Hours: Weekdays 6:00am – 6:00pm (Call the customer service number for immediate assistance.) (Spanish available)

Phone: 1-800-435-8316

Website customer service (includes FAQs, instruction manuals and videos):

<https://www.medela.us/breastfeeding/breastfeeding-support/customer-service>

[Warranty information](#)

Mom Cozy

Customer Support Hours: Monday – Friday 7:00am – 4:00pm

Live chat: Available Monday – Friday 7:00am – 4:00pm

Phone: 1-619-848-0676

Email: support@momcozy.com

FAQ: <https://momcozy.com/pages/faq>

Flange Fit Guide: <https://momcozy.com/pages/size-guide-all>

[Mom cozy Warranty Policy](#)

Motif Medical

Customer Service Hours: Monday – Friday 7:00am – 4:00 pm (Expect a response during business hours)

(Spanish available through website Live Chat and by phone)

Phone: 1- 844-272-8390

Email: hello@motifmedical.com

Facebook and Instagram @motifmedical

Troubleshooting (Live Chat option available and/or contact form):

<https://motifmedical.com/contact-us>

FAQ and troubleshooting page: <https://support.motifmedical.com/hc/en-us>

[Flange size fit](#)

Spectra

Customer Service Hours: Monday – Thursday: 8am to 7pm, Friday: 8am to 4pm

General Inquiries:

Phone: 1-855-405-0993

Email: customercare@spectrababyusa.com

Message through Instagram @spectrababyusa

Trouble Shooting, Warranty and Returns:

Phone: 1-855-405-0993 ext. 1

Email: warranty@spectrababyusa.com

FAQs: <https://www.spectrababyusa.com/contact/faq/>

Mom Support Line: ibclc@spectrababyusa.com

Lactation and Pumping Consulting - schedule an appointment:

<https://www.spectrababyusa.com/lactationservices/>

IBCLC is bilingual English and Spanish

Unimom

Phone: 1-888-662-7159 or 954-858-5588

Email: info@unimomus.com

FAQ: <https://unimomus.com/pages/faq>

Customer Support: <https://unimomus.com/pages/customer-support>

Flange Fit Guide: <https://unimomus.com/pages/breast-shield-sizes>

Ask the Lactation Consultant: <https://unimomus.com/pages/ask-the-lc>

Willow

Customer Support Hours: Monday – Friday 8:00am – 8:00pm; Saturday and Sunday 9:00am – 3:00pm

Phone: 1-888-WILLOW-3

FAQ: <https://onewillow.com/pages/faq>

Pumping 101 Video: [How to Pick a Breast Pump: Reviewing Traditional, Wearable, Passive, Manual, and Hospital-Grade](#)

Zomee

Customer Support Hours: Monday – Thursday 8:00am – 4:00pm; Friday 8:00am – 2:30pm

Any calls or emails after hours will go to their answering service and messages will be returned/answered next business day.

(Website has option to click on Spanish on bottom right side of page)

Phone: 1-888-662-7159

Email: support@zomee.com

Live Chat Option available

Support Request Helpdesk to submit a ticket: <https://support.zomee.com/helpdesk>

When to replace your pump parts: <https://zomee.com/blogs/news/when-to-replace-your-pump-parts>

Warranty details and registration: <https://support.zomee.com/warranty-registration>

Warranty Claim (includes sending video proof): <https://support.zomee.com/warranty-claim>

Help Center: <https://zomee.com/pages/fit-support>

Free Lactation Consultant Services – schedule an appointment to meet virtually with staff IBCLC via Zoom: <https://zomee.com/pages/ask-the-lc>

Reference- Complete Listing of Hyperlinks

[New Little Life](https://www.youtube.com/@NewLittleLife) (https://www.youtube.com/@NewLittleLife)

[STOP Buying Breast Pumps!!! 5 Things that might be causing your low milk supply](https://www.youtube.com/watch?v=oy-8Om12sMQ) (https://www.youtube.com/watch?v=oy-8Om12sMQ)

[Ameda contact us page](https://www.ameda.com/contact-us) (https://www.ameda.com/contact-us)

[Ameda FAQs](https://www.ameda.com/faq) (https://www.ameda.com/faq)

[Ardo Contact us page](https://www.ardo-usa.com/contact-us/) (https://www.ardo-usa.com/contact-us/)

[Ardo Troubleshooting page](https://www.ardo-usa.com/troubleshooting/) (https://www.ardo-usa.com/troubleshooting/)

[Elvie Contact us page](https://www.elvie.com/en-us/contact) (https://www.elvie.com/en-us/contact)

[Elvie FAQs](https://www.elvie.com/en-us/faqs/general) (https://www.elvie.com/en-us/faqs/general)

[Elvie Warranty](https://www.elvie.com/en-us/warranty) (https://www.elvie.com/en-us/warranty)

[Hygeia contact us page](https://hygeiahealth.com/contact/) (https://hygeiahealth.com/contact/)

[Hygeia FAQs](https://hygeiahealth.com/faqs/) (https://hygeiahealth.com/faqs/)

[Hygeia Videos and guides](https://hygeiahealth.com/instruction-videos/) (https://hygeiahealth.com/instruction-videos/)

[Lansinoh Contact form](https://lansinoh.com/pages/contact-us) (https://lansinoh.com/pages/contact-us)

[Lansinoh Product FAQs](https://lansinoh.com/pages/faq-and-troubleshooting) (https://lansinoh.com/pages/faq-and-troubleshooting)

[Lansinoh Pumps FAQ page](https://help.lansinoh.com/en_US/Breast-Pumps) (https://help.lansinoh.com/en_US/Breast-Pumps)

[Lansinoh ask the expert \(CLC\)](https://lansinoh.com/pages/ask-the-expert) (https://lansinoh.com/pages/ask-the-expert)

[Medela customer service](https://www.medela.us/breastfeeding/breastfeeding-support/customer-service) (https://www.medela.us/breastfeeding/breastfeeding-support/customer-service)

[Medela Warranty information](https://www.medela.com/en-us/breastfeeding-pumping/services/warranty) (https://www.medela.com/en-us/breastfeeding-pumping/services/warranty)

[Mom Cozy FAQs](https://momcozy.com/pages/faq) (https://momcozy.com/pages/faq)

[Mom Cozy Flange Fit Guide](https://momcozy.com/pages/size-guide-all) (https://momcozy.com/pages/size-guide-all)

[Mom cozy warranty](https://momcozy.com/pages/warranty-policy) (https://momcozy.com/pages/warranty-policy)

[Motif troubleshooting](https://motifmedical.com/contact-us) (https://motifmedical.com/contact-us)

[Motif FAQs](https://support.motifmedical.com/hc/en-us) (https://support.motifmedical.com/hc/en-us)

[Motif flange fit size](https://motifmedical.com/blog/why-the-best-breast-pump-flange-size-is-important#3) (https://motifmedical.com/blog/why-the-best-breast-pump-flange-size-is-important#3)

[Spectra FAQs](https://www.spectrababyusa.com/contact/faq/) (https://www.spectrababyusa.com/contact/faq/)

[Spectra Lactation Consultant](https://www.spectrababyusa.com/lactationservices/) (https://www.spectrababyusa.com/lactationservices/)

[Unimom FAQ](https://unimomus.com/pages/faq) (https://unimomus.com/pages/faq)

PUMP MANUFACTURER INFORMATION

[Unimom Flange Fit Guide](https://unimomus.com/pages/breast-shield-sizes) (https://unimomus.com/pages/breast-shield-sizes)

[Unimom Ask the LC](https://unimomus.com/pages/ask-the-lc) (https://unimomus.com/pages/ask-the-lc)

[Willow FAQs](https://onewillow.com/pages/faq) (https://onewillow.com/pages/faq)

[Willow How to Pick a Breast Pump: Reviewing Traditional, Wearable, Passive, Manual, and Hospital-Grade](https://www.youtube.com/watch?v=HHfJv1hqpmg&t=1s) (https://www.youtube.com/watch?v=HHfJv1hqpmg&t=1s)

[Zomee Support Request](https://support.zomee.com/helpdesk) (https://support.zomee.com/helpdesk)

[Zomee When to replace your pump parts](https://zomee.com/blogs/news/when-to-replace-your-pump-parts) (https://zomee.com/blogs/news/when-to-replace-your-pump-parts)

[Zomee Warranty Registration](https://support.zomee.com/warranty-registration) (https://support.zomee.com/warranty-registration)

[Zomee Warranty Claim](https://support.zomee.com/warranty-claim) (https://support.zomee.com/warranty-claim)

[Zomee help center](https://zomee.com/pages/fit-support) (https://zomee.com/pages/fit-support)

[Zomee ask the LC](https://zomee.com/pages/ask-the-lc) (https://zomee.com/pages/ask-the-lc)