

*motif*  
MEDICAL



# Motif Duo<sup>®</sup> Operational Manual

## 1. Introduction

# Meet The Duo

Less than one pound, the quiet Duo fits in one hand and discreetly slips into any bag. Whether you're traveling, working, or just multitasking, the Duo is convenient, rechargeable, and lasts 2.5 hours between charges. Recommended as an everyday work or weekend travel pump.

All Motif Medical® products purchased from authorized retailers come with a manufacturer's warranty stating that product will be free from defects in workmanship and materials; for 2-years on double-electric breast pumps, for 1-year on internal batteries, and for 90-days on breast pump parts.

**Be sure to register your breast pump upon receiving it:**  
[motifmedical.com/warranty-registration/](https://www.motifmedical.com/warranty-registration/)



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## 2. Highlights

The Motif Duo® Double Electric Breast Pump utilizes a vacuum to express breast milk.

### **Pump On-the-Go**

100% portable. Rechargeable battery lasts 2.5 hours.

### **Super Lightweight**

Less than one pound and small enough to fit in your pocket, purse, cup holder, or desk drawer.

### **Backlit LCD Screen**

Easy-to-read screen that won't strain your eyes.

### **Advanced Features**

Ability to record and recall customized pumping sessions with Memory Mode & ability to control cycles per minute during Expression Mode.

### **Quiet Motor**

A low hum that won't wake your baby.

### **Closed System**

Backflow protection keeps the motor and tubing clean, preventing contamination.

### **Expression & Massage Modes**

10 Expression Levels & 10 Massage Levels work to express milk from the breast as efficiently as possible.

### 3. Intended Use (Indications of Use)

The Motif Duo® Double Electric Breast Pump is intended for use by lactating women to express and collect breast milk. The Duo can be used as a single or double pump and is only intended for personal use.

Please read this document completely and follow the instructions exactly. To prevent personal injury and material damage, please observe the warning and safety information provided in this document.



**Caution:** To avoid minor injury

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- Sharing a breast pump can cause health hazards and void manufacturers warranty.

## 4. Symbols



**Warning:** Potentially dangerous situation that could result in serious injury.

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**Caution:** A possibly dangerous situation that could result in slight bodily injury.

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**Notice:** Useful information or information you need to know when using this product.

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Manufacturer

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Date of manufacturer

---



Serial number

---



Manufacturer's catalog number

---



Refer to instruction manual

---

**IP21**

Ingress protection

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Type BF applied part

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This product should not be mixed with other commercial waste for disposal

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Power

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Switches between massage mode and expression mode

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Increases vacuum intensity

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Decreases vacuum intensity

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## 5. Safety

### 5.1 Prohibitions, Warnings, and Cautions



**Prohibition:** To prevent voiding of warranty

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- Do not modify this equipment without authorization of the manufacturer.
- Do not disassemble or modify the product. The device has no user-serviceable parts.



**Warning:** To reduce the risk of electrocution

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- Always unplug immediately after use.
- Do not use while bathing.
- Do not place or store product where it can fall or be pulled into a tub or sink.
- Do not place or drop into water or other liquid.
- Do not reach for a product if it has fallen into water. Immediately unplug from electrical outlet.



**Warning:** To avoid fire, electrocution, or serious burns

---

- Do not leave the product unattended when plugged into an electrical outlet.
- Close supervision is necessary when this product is used near children or persons with disabilities.
- Place product out of reach of children.
- Use the product only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- Never operate this product if it has a damaged cord or plug if it is not working properly, or if it has been dropped or damaged, or dropped into water.
- Keep cord away from heated surface.



**Warning:** To avoid fire, electrocution, or serious burns

---

- Never use while sleeping or when drowsy.
- Never drop or insert any object into any opening or tubing.
- Do not use outdoors, or operate where aerosol (spray) products are being used where oxygen is being administered.
- Always inspect power adapter and battery pack wires prior to use for damage or exposed wire. If damage is found, immediately discontinue use of power adapter or battery pack and call Motif Medical® Customer Service.
- The Motif Medical® Duo should not be positioned so that it is difficult to operate the adaptor.



**Warning:** To avoid health risk and reduce the risk of injury

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- 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.
- Before each use visually inspect the individual components for cracks, chips, tears discoloration or deterioration. In the event that damage to the device is observed. Please discontinue use until the parts have been replaced.
- This product is the intended for use by a single user only and should not be shared between users.
- Do not drive while pumping.
- Never use while pregnant, as pumping can induce labor.
- Clean and sanitize all parts that come in contact with your breast and breast milk prior to first use.
- Wash all parts that come in contact with your breast and breast milk after every use.
- Do not continue pumping for more than 2 consecutive pumping session if no results are achieved.
- Do not thaw frozen breast milk in a microwave or in a pan of boiling water.
- If tubing becomes moldy, discontinue use and replace with new tubing.
- If breast milk backup occurs you must clean tubing before your next pumping session.



**Caution:** To avoid minor injury

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- Do not wrap cord around adapter body.
- Use only the power adapter that comes with the powered breast pump.
- Pump only with the breast pump in an upright position.
- Do not shorten tubing.
- Make sure the voltage of the power adapter is compatible with the power source.
- Plug the power adapter into the breast pump first and then into the wall socket.
- Do not use antibacterial or abrasive cleaners/detergents when cleaning breast pump or breast pump parts.
- Never put breast pump motor in water or sterilizer as you can cause permanent damage to the breast pump.
- Do not attempt to remove the breast shield from your breast while pumping. Turn the breast pump off and break the seal between your breast and breast shield with your finger, then remove breast shield from your breast.
- If pumping is uncomfortable or causing pain, turn the unit off, break the seal between the breast and breast shield with your finger and remove the breast shield from your breast.
- Plastic bottles and component parts become brittle when frozen and may break when dropped.
- Bottles and component parts may become damaged if mishandled, e.g. dropped, over-tightened or knocked over.
- Take appropriate care in handling bottles and components.
- Do not use the breast milk if bottles or components become damaged.

## 6. Parts

### 6.1 What's Included

**i** While unpacking the box, make sure all of the following components are enclosed.

- 1 Powered Breast Pump, Motif Medical® Duo
- 2 Tubing (2)
- 3 Tubing Connector (4)
- 4 Diaphragm Top (2)
- 5 Diaphragm (2)
- 6 Diaphragm Bottom (2)
- 7 21mm, 24mm & 27mm Breast Shields (3 pairs)
- 8 Breast Shield Connector (2)
- 9 Valve (2)
- 10 180 ml Bottle (2)
- 11 Bottle Cap (2)
- 12 Nipple (2)
- 13 Bottle Cover (2)
- 14 Bottle Disk (2)
- 15 Power Adapter



## 6. PARTS

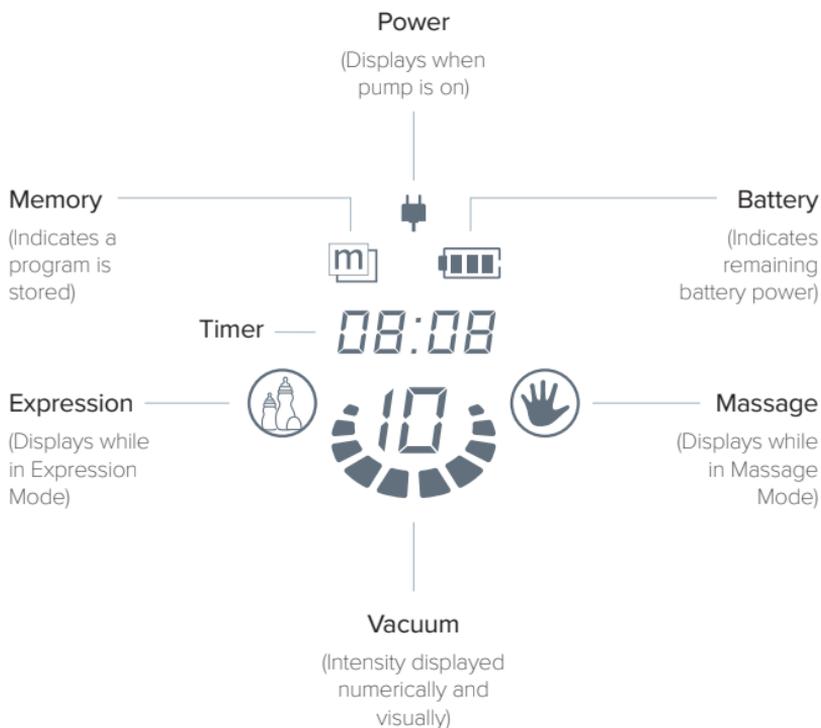
Additional accessories and parts available for the Duo breast pump:

- Full resupply kit with replacement parts
- Individual parts

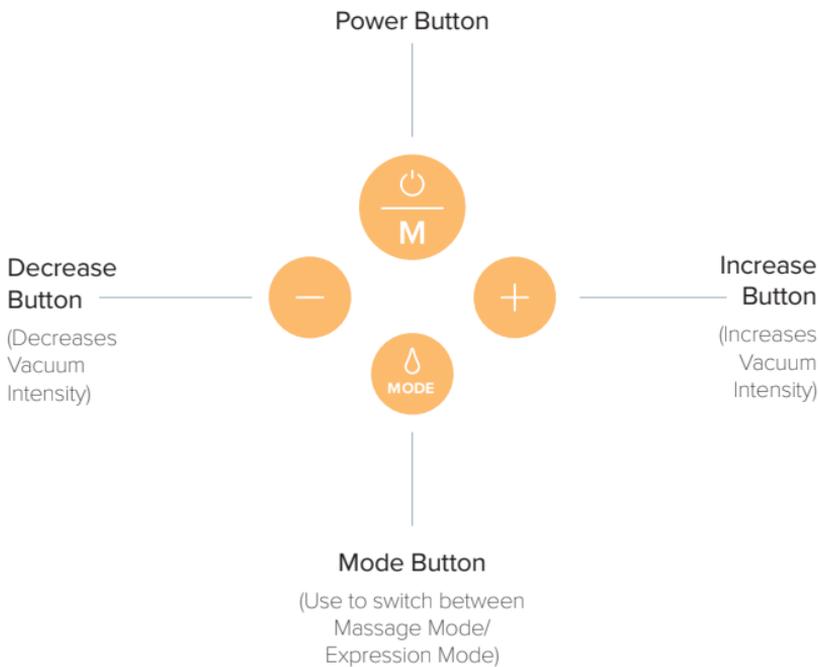
 Find replacement parts and additional supplies for the Duo at:  
[motifmedical.com/replacement-supplies/](https://motifmedical.com/replacement-supplies/)

## 6.2 Buttons and Features

### LCD Screen



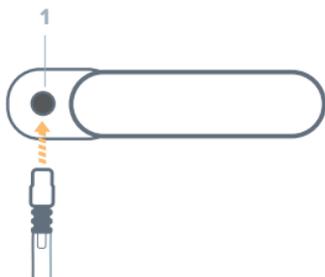
## Button Control



## Single Pumping

### 1 Basic Tubing Port

Tubing port for single pumping

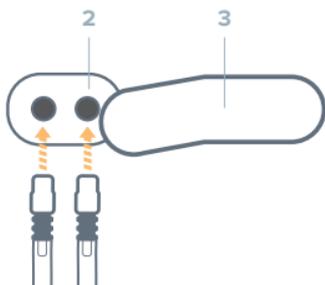


## Double Pumping

### 2 Auxiliary Tubing Port

Tubing port for double pumping

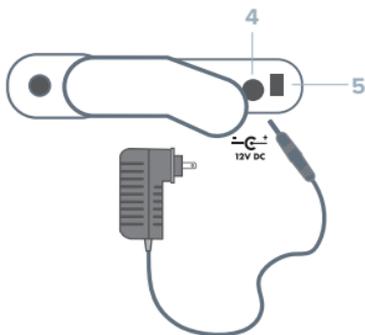
### 3 Port Cover



## Power Adapter

### 4 Power Adapter Port

### 5 Port Cover Stabilizer



**The Motif Duo® software includes three major features:**

1. Two Pumping Modes
2. Frequency Function
3. Programmable Memory

**Each button has three functions:**

1. Pressing the button will perform a base function.
2. Pressing with a short hold will engage the secondary function.
3. Pressing with a long hold will engage the advanced function.



**Power Button**

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Turns pump On and Off.

When the pump is On, this will start the stored memory sequence.

When a memory sequence is activated the memory icon will flash on the LCD display. Operate the pump according to your personal preferences, then press and hold the button down to save it as a memory sequence. The memory sequence will not be erased when your Duo is powered Off.

## **Increase Button**

---

Increases the Speed/Vacuum levels during the Massage and Expression modes.

This button will increase the frequency during Expression Mode.

If operating a saved memory sequence, this will cause it to stop, otherwise there will be no response.

## **Decrease Button**

---

Decreases the Speed/Vacuum levels during the Massage and Expression modes.

This Decrease Button will decrease the frequency during Expression Mode.

This will start a memory sequence, unless you don't have one saved, then there will be no response.

## **Mode Button**

---

Switches between the Massage and Expression Modes. This will delete a saved memory sequence. The Memory icon will turn off once the sequence has been deleted. After a sequence is deleted, your Duo will return to your previous pump settings.

If no sequence is saved, there will be no response.

Below you will find what your LCD screen symbols indicate:

Name	Status	Description
Memory	Off	No saved operating sequence
	Flashing	Saving operating sequence
	On	There is a saved operating sequence
Expression Mode	On	Operating in Expression Mode
	Flashing	Operating in saved Expression Mode sequence
Power Adapter Connection	Off	Power adapter is not connected
	On	Power adapter is connected
Message Mode	On	Operating in Message Mode
	Flashing	Operating in saved Message Mode sequence
Battery	Percent Charge	 Fully charged
		 75% - 100%
		 50% - 75%
		 0% - 25%
		 0%
		Charge the battery as soon as the [Lo bt] symbol begins flashing. If the battery dies, your Motif Duo® will automatically shut down.
Timer	On	Indicates operating time since device has been powered on. After 30 minutes, the main body will turn off automatically. When the battery needs to be charged, [Lo bt] will be displayed.
Speed & Vacuum Level	On	Speed or Vacuum level display, level 1-10. Speed or Vacuum level displayed in gradation.

## 6.3 Setting and Modes



### Expression Modes

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Suction pattern with slower cycles and higher vacuum to express milk gently and efficiently.



### Massage Modes

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Suction pattern with fast cycles and low vacuum to help with letdown and to start milk flowing.



**You can save your preferred settings for the Massage and Expression Modes, as well as the length of your most productive pumping times. To learn how to set your Memory Modes, see Section 9.7 Advanced Features.**

## **Frequency Function**

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This function is available during Expression Mode, and effects the number of times your pump pulls per minute.

- There are 3 frequency levels (1-3), that you can select during Expression Modes by pressing and holding the  INCREASE or  DECREASE buttons for 1 second.
- The LCD Display will show [CY: --], to indicate the current frequency level.
- Adjust the frequency level by pressing either the  INCREASE or  DECREASE buttons.
- The frequency will be displayed for 4 seconds, then the pump will automatically return to normal operating mode.

 **Increasing the frequency may also increase the noise and vibration.**

## 7. Cleaning and Sterilization

- i** Before initial use sterilize each part of the:
- Diaphragms
  - Valves
  - Breast Shields
  - Bottles
  - Bottle Caps
  - Nipples

**\*Do not sterilize or wash the tubing.**

Repeat sterilization of other listed parts once daily after pump use.

### Sterilization Instructions

1. If parts have been used previously, following cleaning instructions first.
2. Place your breast pump parts in a pot and cover them with water.
3. Bring water to a boil and let boil for five minutes.
4. Remove parts with clean tongs.
5. Place pump parts on a clean paper towel or dish towel and allow to air dry completely.

**i** Parts can also be sterilized in a steam sterilizer or microwave sterilization bag to sterilize breast pump parts quickly and efficiently.

**i** Be sure not to place tubing into the Sterilizer Bags in attempt to clean the tubing.

### Cleaning Instructions

1. Thoroughly wash your hands with warm soap and water.
2. Disassemble each breast pump part that came into contact with breast milk. This includes the valves, bottles, breast shields, and nipples. **\*Do not clean the tubing or diaphragms. Diaphragms do not need to be cleaned unless milk or moisture develops in them. If moisture or milk becomes present in the tubing, replace it as soon as possible. Do wash and hang it to dry if you need to use it again before replacing. Assure the tubing is dry before use. Moisture in the tubing could be pulled into the pump and damage the motor.**
3. Rinse each part with cool water to remove milk residue.
4. Options for washing pump parts:
  - Separately wash each part in the sink with a soft brush and soap. (Be sure to use a new brush or washcloth exclusively for breast pump parts.)
  - Soak each part in warm, soapy water for 5 minutes and then thoroughly rinse them.
5. Dry each part with a clean towel or allow to fully air dry on a sanitary surface, such as a clean paper towel or clean dish towel. Do not pat dry.
6. Wipe the outside of your breast pump with a dry, clean towel. **\*Do not wash the outside of your breast pump with water or get your breast pump wet when cleaning it.**



It is not recommended to wash and dry Motif Breast Pump parts in the dishwasher. There is no standard temperature for dishwashers and some may warp parts. Parts damaged in the dishwasher are not covered under warranty.

## After Every Use

1. Thoroughly wash your hands before handling each breast pump component.
2. Disassemble each part that comes into contact with breast milk including the valve, bottle, bottle nipple, breast shield, bottle disk, and bottle cover.
3. Rinse each part in cool water to remove milk residue.
4. Options for washing individual parts:
  - Separately wash each part with a soft brush or a clean dishcloth.
  - Soak each part in warm soapy water for 5 minutes then thoroughly rinse them.
5. Dry each part with a clean towel and/or allow them to completely air dry on a sanitary surface.
6. Wipe the main body with a dry, clean towel after each use.  
**\*Never use water to wash the outside of your breast pump.**
7. Store parts after they completely dry in a clean bag or container. **\*Do not store any damp parts.**

## 8. Operating Your Breast Pump

### 8.1 Breast Shield Sizing

#### Understanding size

Pumping should not hurt. This guide is a starting point to help determine your optimal breast shield size based on your nipple diameter.

#### How To Find The Right Size Breast Shield For You

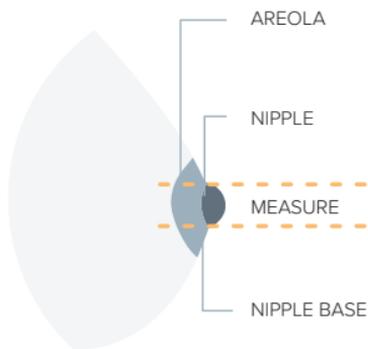
##### Step 1

Using a ruler or measuring tape measure the diameter of your nipple at the base (across middle) in millimeters (mm).

##### Step 2

Take your measurement and add 4mm to determine your breast shield size.

*Example: If your nipple size measures 26 mm in diameter, the recommended breast shield size is 30 mm.*



\*1 cm = 10 mm

**Do not include the areola.**

See below for the recommended breast shield size based on your measurements



### Test your breast shield size



#### Too Small

During pumping some or your entire nipple rubs against the sides of the breast shield tunnel.



#### Good Fit

During pumping your nipple is able to move freely in the breast shield tunnel. You will have space around your nipple and not much of the areola is drawn into the tunnel with the nipple.



#### Too Large

During pumping more of your areola is drawn into the breast shield tunnel with your nipple. You may experience your areola rubbing up against the side of the breast shield tunnel.

**Should you try a new breast shield size?**

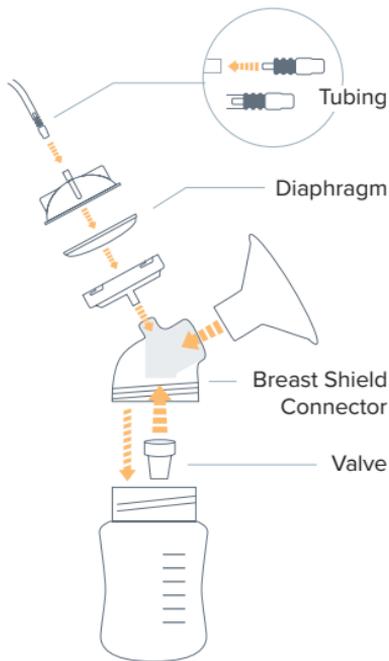
- Does your nipple rub sides of the tunnel, to the point of causing discomfort?
- Do you see excessive areola being pulled into the tunnel?
- Do you see any redness?
- Is your nipple or areola turning white?
- Do you feel unexpressed milk after pumping?

If you answered “YES” to any of these questions, consider trying a new size by following the measuring instructions above.

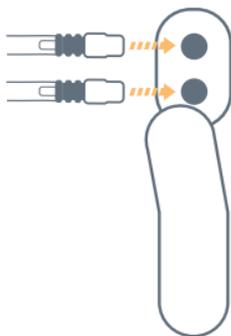
If you are still unsure if you selected the correct size, see a lactation consultant, or breastfeeding specialist for assistance in choosing the right size breast shield.

## 8.2 Assembling The Duo Pump

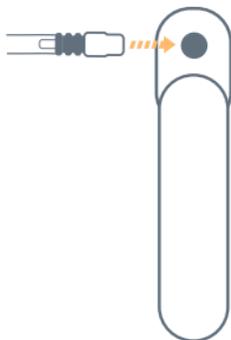
1. Wash hands before touching breast pump components.
2. Place the diaphragm downward onto the diaphragm bottom, so that the cross-lined surface is facing the diaphragm bottom. Cover with the diaphragm top and turn it to lock.
3. Place the breast shield in the breast shield connector.
4. Connect the valve by placing it in the bottom of the breast shield connector. Screw the bottle into the breast shield connector.
5. Twist the diaphragm assembly onto the top of the breast shield connector.
6. Connect the tubing to the port to the main body of the pump.
7. Connect the other end of the tubing to the back of the diaphragm assembly by inserting the tip of the diaphragm top into the tubing.
8. To clean or store after use unscrew the bottle from the breast shield connector and cover. Remove tubing from diaphragm assembly and pump. Twist the diaphragm assembly off of the breast shield connector. Remove the breast shield from the breast shield connector. Following cleaning instructions on breast pump parts after each use.



## 8.3 How to use The Dual Pump



To use the Duo in Double-Pump mode remove the plug from the air flow port and connect the tube from the extra collection kit.



When changing back to Single-Pump mode make sure to cover the air flow port with the plug.

## 8.4 Turning On/Off The Duo Pump



### **Press the POWER button.**

The device will power ON, indicated by the LCD screen lighting up. The Duo will begin in Massage Mode to help with faster letdown.

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### **Press the MODE button.**

This will change the pump to Expression Mode once your milk starts flowing.

---



### **Adjust suction to preferred comfort level.**

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### **Use your breast pump with a fully charged battery whenever possible.**

Prior to initial use, plug the device into the power adapter and allow the breast pump to charge fully.

The battery charge level displayed on the LCD screen can differ from the actual battery capacity.

Charge the battery immediately when [Lo Bt] is displayed on the LCD screen. If the breast pump remains unused for a long period of time, make sure that the battery is fully charged before use. Unplug the power adapter from the breast pump immediately after you are finished charging your device.

## 9. Using Your Motif Duo Pump

### 9.1 Pumping Guide

**i** Even when you are using the breast pump, it is recommended to breastfeed your baby whenever you can.

- Gently massage your breasts or apply warm compresses from the breast toward the nipple before starting your pumping session.
- Express milk from each breast for 10 - 15 minutes. It is recommended to pump frequently rather than pumping for a long duration. (Every 2 - 3 hours, 8 times a day.)

## 9.2 Getting Ready to Pump

1. Check to see if you are using the correct size breast shield. See section **8.1 Breast Shield Sizing** for more details.
2. Wash hands thoroughly.
3. Connect your assembled collection kit to the tubing port on your breast pump.
4. Make sure that the collection kit is connected and positioned properly.
5. Place the breast shield on the breast so that the nipple is properly centered in the tunnel.
6. Hold the breast shield and connector onto your breast with your thumb and index finger.
7. Support your breast with the palm of your hand.

## 9.3 Aligning The Breast Shield



Center the breast shield on your breast so that the nipple is drawn into the breast shield tunnel.

It's important that the breast shield is positioned properly before pumping begins to avoid any pain that may be caused by rubbing or twisting of your nipple onto the side of the breast shield. If double pumping, place the second breast shield in place as well.

If you're concerned about the fit or want to ensure you've placed the breast shield on correctly, please reference the "Test your breast shield size" portion of Section **8.1 Breast Shield Sizing**.

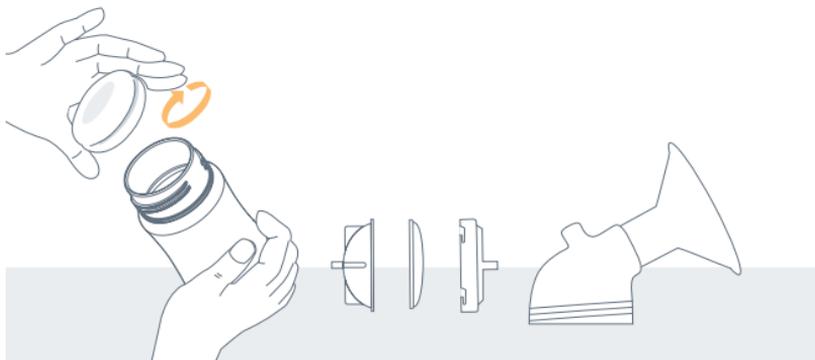
While some discomfort may be felt when first using a breast pump, using a breast pump should not cause pain. If you are unsure about breast shield sizing, please contact a healthcare professional or Motif Medical® representative who can help you get a proper fit.

## 9.4 Expressing Your Milk

1. Press the  POWER button to start pumping. The breast pump begins with the last used setting, so you may need to press the  MODE button to switch back to Massage Mode.
2. Adjust the vacuum by pressing the  INCREASE button and  DECREASE button to find a comfortable setting. During Massage Mode, the cycles per minute are set at 60.
3. Once your milk begins to flow, press the  MODE button to switch to Expression Mode.
4. You may need to adjust the vacuum and cycles per minute by pressing the  INCREASE button and  DECREASE button to find your optimal settings for pumping.
5. When your pumping session is over, press the  POWER button on the breast pump to stop the pump. Please note, the breast pump will automatically stop after 30 minutes.

## 9.5 After Pumping

After each pumping session, be sure to take apart the assembly. Never attempt to clean or sterilize pump parts when still assembled; ensure you are cleaning and sterilizing each part individually.



1. Twist the diaphragm assembly off the breast shield.
2. Remove the breast shield from the milk collection bottle and close the bottle tightly with the bottle cover and bottle disk, and store safely.
3. Remove the tubing from the diaphragm assembly and breast pump.
4. Make sure no moisture comes in contact with or gets inside the tubing. Store the tubing in a clean bag/container. **Do not wrap tubing around the breast pump.**

## 9.6 Storing Breast Milk

- i** When storing breast milk in a milk storage bag, make sure to only use non-toxic markers when writing on the bag.

		Storage Locations / Temperatures		
		Room Temperature 77°F (25°C) or colder	Refrigerator 40°F (4°C)	Freezer 0°F (-18°C) or colder
Type of Breast Milk	Freshly expressed or pumped	0 - 4 hours	0 - 4 days	0 - 6 months is best 6 - 12 months is acceptable
	Thawed, previously frozen	1-2 hours	0 - 24 hours (one day)	Never refreeze human milk after it has been thawed
	Leftover from a Feeding (baby did not finish the bottle)	0 - 2 hours after the baby is finished feeding		

Source: CDC.gov

### How to Thaw Breast Milk

1. Always make sure to check the date on the milk's container before using. Do not use undated milk, or milk that has been stored longer than recommended.
2. Thaw frozen milk in the refrigerator or under cool, running water.
3. Heat the milk under warm, running water and gently swirl the container to mix the milk. Be sure not to shake the bottle.
4. If warm water is not available, heat a pot of water in the stove. Once the water is warm, not boiling, remove the pot from the stove and place milk container in the pot. Never warm the milk container directly on the stove.
5. Never microwave breast milk because microwaves can cause dangerous hot spots that could burn you or your baby.
6. Always test the temperature of the milk on the inside of your wrist before feeding it to a baby. The milk should feel warm, not hot.
7. After thawing, milk should be stored in the refrigerator for no more than 24 hours.
8. Never refreeze thawed milk. Throw away previously frozen milk that is not used within 24 hours.

## 9.7 Advanced Features

### Setting Memory Mode



Press the  POWER button for 2 seconds to activate the Memory function. The Memory icon will start flashing, and the pump will start recording your pumping session.

Adjust the settings during your pumping session as best suits you.

Press the  POWER button for another 2 seconds to stop recording. The Memory icon in the screen shows that your program has been stored.

### Start Memory Mode



To play your pumping program, press the  DECREASE button (the same button you press to decrease vacuum intensity) for 2 seconds.

## Erase Your Set Memory Mode



Press the  MODE button for 2 seconds to delete the stored pump program. After deleting your stored program, the Memory icon will disappear from the screen.

## 10. Troubleshooting

### 10.1 Troubleshooting

Condition	Checks	Solutions
No or low suction	<p>Disassemble the breast shield, milk collection kits, diaphragm, and bottle. Check each part for chips or cracks.</p> <p>Make sure the tubing is free of twists and kinks.</p> <p>Double-Check connections between the:</p> <ul style="list-style-type: none"><li>• Diaphragm assembly and Breast Shield connector.</li><li>• Tubing and Milk Collection Kit.</li><li>• Tubing and Main Body.</li></ul>	<p>Clean and dry each part. Once each component is completely dry reassemble the parts.</p> <p>While single pumping, make sure the Auxiliary Port is blocked by the Port Cover.</p>
Battery not charging	<p>Make sure the power adapter is properly connected.</p>	<p>If your pump fails to hold a charge, replace the power adapter.</p>
Does not power on	<p>Inspect the Power button and pump exterior for any foreign objects.</p>	<p>If it has damage, contact Motif customer service at 844-272-8390 or where you purchased the pump.</p>

Checks	Solutions
<b>Main body becomes wet</b>	Unplug the power adapter from the socket. Turn off the Breast Pump. Wipe the main body with a clean dry cloth and store it in a warm dry area for about 12 hours.
<b>Breast milk in tubing</b>	Turn off the breast pump. Disconnect the tubing from the diaphragm. Remove the milk and tubing from the diaphragm.

 If you need additional help troubleshooting your breast pump, please reach out to the Motif Medical® Customer Service Department. You can access them online at [motifmedical.com](https://www.motifmedical.com) via chat, through email at [hello@motifmedical.com](mailto:hello@motifmedical.com) or by phone (844) 272-8390.

## 10.2 Disposal

Please send components that are no longer used to Motif Medical® or properly dispose of the device in accordance with local, state, and federal regulations.



**As electrical and electronic equipment, the device must be disposed of according to a specialized procedure for collection, pick-up and recycling or destruction in accordance with Directive 2012/19/EU of the European Council on Waste Electrical and Electronic Equipment [WEEE].**

## 10.3 When to Replace Parts

How often you should replace your breast pump supplies can vary based on how often you use your breast pump. For example, a mom that exclusively breast pumps about 9 times a day and sanitizes their pump more frequently than a mom that only pumps 3 to 4 times per day will need to replace her parts more often.

**i** A good reference to keep in mind is replacing your parts every 90 days.

### Replacing Breast Pump Tubing

As the tubing becomes stretched and worn out over time it can impact your breast pump suction strength.

- If the tubing easily slides on and off the motor and backflow protector then it's time to replace it.
- You should also immediately replace the tubing if any moisture gets inside.
- There's no way to completely sterilize the tubing to prevent bacteria from collecting inside and the moisture could damage your breast pump motor.

### Replacing Your Valves

The silicone valves (the membranes or little white flaps on the valves) need to be replaced between 1 to 3 months based on how frequently they're used because they can affect suction power.

- Membranes need to be replaced when they don't lay flat on the valves.
- It's important to remember that smaller breast pump parts may not show any visible damage.

## **Replacing the Backflow Protectors**

The membranes within the backflow protectors may stretch and lose elasticity over time, making them less effective at keeping moisture out of your breast pump motor.

- They need to be replaced between 3 to 6 months depending on use.
- If you see any tearing, warping, rips, or discoloration then it's time to replace them.

## **Replacing Your Breast Shields (Flanges)**

Your breast shields will collect residue, can crack, or become discolored over time depending on how often you pump.

- They should be replaced every 6 months.
- However, keep an eye out for any cracks, tears, or warping because that could indicate that need to be replaced sooner.
- The discoloration will not affect how well your pump works but may not be pleasing to the eye.

## 11. Warranty

**Be sure to register your pump upon receiving it at:  
[motifmedical.com/product-registration](https://motifmedical.com/product-registration)**

All Motif Medical® products purchased from authorized retailers come with a manufacturer's warranty stating that product will be free from defects in workmanship and materials; for 2-years on double-electric breast pumps, for 1-year on internal batteries, and for 90-days on breast pump parts and the Manual Breast Pump.

Motif's sole obligation under this express warranty shall be, at Motif's discretion, to replace or repair the product or part(s) thereof (in case the product is not available, to deliver a similar type of product).

The warranty starts on the proven purchase date and is a single warranty ending from this starting date. The warranty does not extend if the product is replaced. The warranty is non-transferable. Motif breast pumps are single-user pumps and the warranty only applies to the original pump user.

The warranty covers manufacturing defects. Motif Medical® cannot replace a pump part which was damaged by the end user while using the pump. The warranty does not cover lost or stolen items, normal wear and tear to breast pump parts, and items that are misused, abused or improperly stored. Failure to comply with operating instructions or alterations made to the product will result in the warranty being voided.

Warranty products are shipped using standard ground. Express; overnight and 2-day shipping are available for an additional fee. The warranty is valid in the United States only. Warranty items will only be shipped to addresses in the US.

 **If you have a warranty question, you can call 844-272-8390, visit us online at [motifmedical.com](https://motifmedical.com), or email customer service at [hello@motifmedical.com](mailto:hello@motifmedical.com)**



Manufactured for:  
Motif Medical®, LLC  
8 The Green, Suite 5601  
Dover, DE 19901

Phone: (844) 272-8390  
Email: [info@motifmedical.com](mailto:info@motifmedical.com)  
Web: [www.motifmedical.com](http://www.motifmedical.com)



Thank you for choosing the  
Motif Duo<sup>®</sup> Double Electric  
Breast Pump.

(844) 272-8390  
info@MotifMedical.com  
www.motifmedical.com

Motif Medical<sup>®</sup>  
8 The Green, Suite 5601  
Dover, DE 19901