

Frequently Asked Questions

Preparation, usage and feeding queries

- [When changing formula are there tips on making the transition easier?](#)

Your baby should be able to happily switch from the old formula to the new but if you would like to ease the transition, you might prefer to change over gradually. This may allow your little one time to adjust to the new milk.

To transition to the new milk gradually you could replace one bottle of your baby's current milk with one bottle of your baby's new milk each day, keeping all the other feeds of the previous one. It may be a good idea to introduce the new feed when your little one is not too tired or irritable. Continue this way, increasing the number of feeds with new milk each day until all the feeds are with the new milk.

A change in stool consistency/frequency can sometimes happen when infants are starting or switching formula, this is perfectly normal. Also, in addition to stool changes baby can be a little unsettled and also pick up a taste difference with some changes. If you have any questions please contact your healthcare professional or the [SMA Careline®](#).

[Back to top](#)

- [Can I use liquid and powder in combination?](#)

Yes. You can use SMA® Nutrition ready-to-use liquid and powdered products together.

[Back to top](#)

- [Can I make up feed in advance?](#)

We recommend preparing each feed in individual bottles as required. This reduces the risk of infection that can make your baby ill. Alternatively use our ready-to-use liquid formulations, as no preparation is required. Ready-to-use milks are available in 200ml cartons which are resealable and easy to pour.

[Back to top](#)

- [Can I mix SMA® Nutrition Follow-on Milks with weaning foods and use it in cooking?](#)

Yes [SMA® Follow-on Milks](#) are suitable to use in your baby's favourite milk-based recipes or on cereals. See our [weaning guide](#) for more information.

[Back to top](#)

- [How can I prevent excess powder sticking to the scoop when stored in the can?](#)

When making up a bottle you may sometimes notice that powder can stick to the scoop due to condensation droplets from the hot water used to make up the bottle. Baby milk powder is manufactured in an environment with strict moisture control. Once opened, it is important that the can is stored in a cool dry place, but not a refrigerator, and that moisture is removed from the scoop before placed across the rim of the can and closing with the plastic lid.

[Back to top](#)

- [What do I do if the powder doesn't mix well?](#)

If you're having difficulties and the powder is not mixing well, please check the preparation instructions on the tin or on our website product pages. If you would like some advice, please contact the [SMA Careline® team](#) of experts who will be happy to help you.

[Back to top](#)

- [How would I know if my baby has lactose intolerance or cows' milk allergy?](#)

The signs of [lactose intolerance or cows' milk allergy](#) may be immediate or delayed after feeding, and may involve symptoms regarding your baby's digestion, skin or respiratory system. If you believe your baby is showing signs of intolerance, contact your GP for further advice.

[Back to top](#)

- [How do I prepare SMA LF® Lactose Free Infant Milk?](#)

There has been a slight revision to the preparation instructions for [SMA LF® Lactose Free Infant Milk](#), please pay extra attention to Step 5: Place the sterilised teat and cap on the bottle, immediately shake vigorously until the powder is fully dissolved. Cool bottle under cold running water or in a bowl or jug of cool water until lukewarm, do not immerse the teat. For more information on the preparation instructions please contact the [SMA Careline®](#).

[Back to top](#)

- [How much do I give? My baby is always hungry?](#)

Our product labels provide a suggested feeding table but it's important to note that this table is a guide. Feeding volume will vary from baby to baby and their demand for feeding will increase as they grow. Babies are very good at telling us when they are hungry and when they are full so you should feed your baby on demand – this is also

called responsive feeding. To learn more about baby's hunger cues you can watch [our videos on responsive feeding](#). If you have any concerns about your baby's weight please speak with your healthcare professional.

[Back to top](#)

General

- [I am going on holiday soon, are SMA® Nutrition products available abroad?](#)

The majority of SMA® Nutrition products are only available in the UK and Republic of Ireland. Therefore, for the duration of your stay, you would be best advised to take enough supplies of your baby's usual milk with you.

[Back to top](#)

- [Where can I buy SMA® Nutrition Milks?](#)

To buy online for UK only please go to the product page and click 'Where to buy' to learn where you can buy our products online. Your local pharmacy may also be able to order products for you, please check locally.

[Back to top](#)

- [Which SMA® Nutrition products are available in a liquid format?](#)

SMA® PRO First Infant milk, SMA® PRO Follow-on Milk, SMA® PRO Growing Up Milk, LITTLE STEPS® First Infant Milk and LITTLE STEPS® Follow-on Milk are available in liquid formats. The **SMA® PRO First Infant Milks** are available in 1 litre and 200ml cartons and 6 x 70ml plastic bottles with 6 NUK® pre-sterilised orthodontic teats in the Starter Pack. All other products are available in 200ml resealable cartons.

[Back to top](#)

- [Which SMA® Nutrition Milks are vegetarian?](#)

The following milks are suitable for vegetarians (powder formats only):

LITTLE STEPS® Growing Up Milk

SMA® Soya Infant Formula

SMA® PRO Growing Up Milk

The rest of the SMA® Nutrition range are not vegetarian because we source the Omega 3 (DHA) from fish oil. If you would like more information please contact the [SMA Careline® team](#).

[Back to top](#)

- [Which SMA® Nutrition Milks are suitable for Halal diet?](#)

The following SMA® Nutrition products are Halal certified:

SMA® PRO range of milks

LITTLE STEPS® range of milks

SMA LF® Lactose Free Infant Milk

If you would like more information on the suitability for use in a Halal diet of any of our other products please contact our [SMA Careline® team](#).

[Back to top](#)

- [Why and when should I use Follow-on Milks?](#)

[SMA® Follow-on Milks](#) are tailored for babies from 6 months as part of a varied weaning diet. At 6 months your baby's development progresses quickly and their need for iron increases. **SMA® Follow-on Milks** are enriched with iron to help support normal cognitive development in baby's brain. Milk will remain a big part of your baby's daily diet providing important energy and nutrients. To see the full list of ingredients and nutrition information for our products please see the label or the information available on our product pages.

[Back to top](#)

- [Now my baby is eating solids, what is the role of SMA® Follow-on Milks?](#)

Milk will remain a big part of your baby's daily diet providing important energy and nutrients. [SMA® Follow-on Milks](#) are designed for babies from 6 months onwards to complement the weaning diet and to help ensure they get a good nutritional foundation in life.

[Back to top](#)

- [Why and when should I use SMA® Growing Up Milks?](#)

[SMA® Growing Up Milks](#) are suitable from 1 year onwards. They are one way to help support your child's nutrient intake in combination with a healthy balanced diet. They contain unique blends of ingredients tailored to support young children's growth, up until their 4th birthday. They contain vitamin D and calcium to support the normal growth and development of bones. To see the full list of ingredients and nutrition information for your products please see the label or the information available on our product pages.

[Back to top](#)

Ingredients

- [What is DHA?](#)

DHA stands for docosahexaenoic acid. DHA is an Omega-3 which is a family of fats that are also referred to as long-chain polyunsaturated fatty acids (LCPs). DHA intake contributes to the normal visual development of infants up to 12 months of age. The beneficial effect is obtained with a daily intake of 100mg of DHA (contains at least 0.3% of the total fatty acids as DHA)

[Back to top](#)

- [What is 2'FL?](#)

Oligosaccharides such as 2'FL (2'Fucosyllactose) are thought to help support babies immune system. 2'FL is the most abundant oligosaccharide found in breast milk. Oligosaccharides are complex carbohydrates and the third largest solid component found in breast milk. There are thought to be about 200 different oligosaccharides in breast milk and most mums' milk contains a mixture of about 10 of them. 80% of mums have 2'FL, in their breast milk. [Find out more](#) on the oligosaccharides found in breast milk.

[Back to top](#)

- [If 2'FL is new to infant formulas is it safe?](#)

2'FL (2'Fucosyllactose) has been assessed by the EFSA (European Food Safety Authority) as safe for use in baby milks and has been present in our [SMA[®] Advanced milks](#) since May 2019. There are 50 research studies over 24 years that support the role of oligosaccharides in infant nutrition. 2'FL is the most clinically studied of these oligosaccharides. Even though there are 200 oligosaccharides in breast milk, we only add those that have been studied and accepted by EFSA.

[Back to top](#)

- [Is the 2'FL in your milks from breast milk?](#)

No, the 2'FL in **SMA[®] PRO Follow-on & Growing up Milks** and the 2'FL and LNnT in **SMA[®] Advanced Follow-on and Growing up Milks** are made by fermentation of lactose.

[Back to top](#)

- [Why have you taken GOS/FOS out?](#)

GOS and FOS are not found in breast milk so we have stopped adding GOS/FOS to our First and Follow-on Milks. However, GOS/FOS may have a role in some foods for special medical purposes.

[Back to top](#)

- [Why do your products contain fish oil?](#)

Our products contain fish oil because this is the source of DHA. Most infant formulas on sale in the UK and Ireland currently use fish oil as a source of DHA. Beneficial effect is obtained with a daily intake of 100mg of DHA.

If you would like more information on the ingredients in our formulas, please contact the [SMA Careline® team](#).

[Back to top](#)

- [Do SMA® Growing Up Milks contain vanilla?](#)

None of our growing up milks contain vanilla.

[Back to top](#)

- [Do you add postbiotics to your formula?](#)

Postbiotics are compounds that are present in some formulas and are made through a process of fermentation. We do not add postbiotics to our milks because they are naturally made in babies tummy and there is no need for an additional supplement.

[Back to top](#)

Sustainability

- [Is the packaging recyclable?](#)

All our products are recyclable*. SMA® Nutrition have always used steel tins for our powdered milk, as they offer the best product protection and protection against humidity. The steel tin is 100% recyclable*, the cartons and plastic lids of the tins are widely recyclable* within the UK and ROI but check with your local recycling facility. At least 66% of plastic in the lid and 95% of the plastic in the scoop is produced from sugar cane, which is a renewable plant-based resource.

*The tins, cartons plastic lids and scoops are widely recyclable within the UK and Ireland but check with your local recycling facility.

[Back to top](#)

- [Are these new lids and scoops recyclable?](#)

The plastic lids and scoops are designed for recycling. They remain recyclable along with standard polyethylene (PE) plastics within UK & Ireland but check your local recycling facility.

[Back to top](#)

- [Does bio-based/plant-based mean it's biodegradable or compostable?](#)

No. The bio-based/plant-based plastic which is still polyethylene (PE) is not biodegradable or compostable. The bio-based/plant-based plastic is designed for recycling, check your local recycling facility.

[Back to top](#)

- [What are the advantages related to the plant-based plastic?](#)

By using plant-based plastics, we're able to contribute to reducing the amount of fossil fuels used to produce conventional plastic, being produced instead from sugar cane, a renewable resource. At least 66% of our plastic for lids and 95% for the scoops are made from this. The plant-based plastic is also designed for recycling where polyethylene (PE) plastic is already recycled. Please check out your local collection for this kind of plastic.

[Back to top](#)

- [Can you explain how exactly the sugar cane is made into the plastic lid and scoop?](#)

The sugar cane is first harvested and sent to mills and crushed multiple times. There, it is turned into edible sugar and biomaterials such as bio-ethanol. The bio-ethanol is transformed into the polyethylene plastic resin that is used in our plastic lids and scoops. Our suppliers are nurturing the sustainability of the sugar cane supply chain and work in collaboration with others towards best practices that ensure the sugar cane is processed to make the best of the harvest. [Find out more](#) on our plastic lid and scoops.

[Back to top](#)

SMA® Baby Club

- [Why should I register to the SMA® Baby Club and what will I receive?](#)

You will receive personalised e-mails supporting you from pregnancy to toddlerhood, as well as members only privileges and useful tools for every step of the journey. You will also receive a welcome pack which is unique to you.

[Back to top](#)

- [How often will I receive marketing communications?](#)

Throughout the pregnancy and newborn stage you will receive weekly e-mails full of tips and insight tailored to support you through the journey. The e-mails are then sent monthly throughout toddlerhood, to your child's second birthday.

[Back to top](#)

- [How do I register on your website?](#)

Click the [join now](#) button to create an account. You will be asked to verify your e-mail address, then don't forget to update your address information to claim the free welcome pack.

[Back to top](#)

- [When registering what password rules does your website have?](#)

Your password must contain at least 8 characters and 3 of the following: An uppercase, a lowercase letter, a number, a special symbol.

[Back to top](#)

- [What happens if I forget my password?](#)

You can easily reset your password by going to our [login page](#) and clicking the forgot password link.

[Back to top](#)

- [How do I sign in to your website?](#)

Once you've registered, go to our [login page](#) to sign in with your email address and password. It's a quick and straightforward process.

[Back to top](#)

- [What information can I change in my profile on the SMA® Baby website?](#)

You can access the profile section of your SMA® Baby Club account and change these details: profile photo, title, first name, last name, address, town/city, postcode, email address, mobile number.

You can change your due date or baby's date of birth and name. You can also change your contact preferences and your marketing communication preferences as well as your password.

[Back to top](#)

- [How can I unsubscribe or change my marketing preferences?](#)

You can change your preferences by signing in to your SMA[®] Baby Club account on our website, click on settings and update your marketing preferences there. You can also unsubscribe from our emails at any time by clicking the unsubscribe at the bottom of the marketing emails we've sent you in the past.

[Back to top](#)

- [Why am I unable to delete my account on the website?](#)

By registering on our website you are getting single account access across other Nestlé UK&I sites with your email address and password. You can delete your account by getting in touch with our [SMA Careline[®] team](#). However, please bear in mind that once you delete your account you won't be able to access your account on other Nestlé UK&I sites.

[Back to top](#)

- [I want to report a registration or sign in fault on the SMA[®] Baby website](#)

We're sorry to hear that you haven't had a good experience while on our website, but we always welcome your feedback. Your feedback will help us improve our service and give you a better experience when you return. You can notify us of the issue by contacting our [SMA Careline[®] team](#).