

Frequently Asked Questions

Whether you're concerned about breastfeeding, looking for answers to a specific question, or if you need to learn more about our products (such as how to use them or which spare parts are needed) - we have the answers for you here!

[What is the expiry date of HPA Lanolin Nipple Cream?](#)

Our [lanolin nipple cream](#) does not have a use-by date, it contains no water so bacteria cannot grow in it. However, it should be used within 12 months of opening the tube.

[Can I sterilise my breast pump?](#)

Yes, you can.

You should sterilise all parts of your breast pump that come in contact with breastmilk, these include:

- Comfort Fit breast cushions.
- Valve, diaphragm, diaphragm cap.
- Milk storage bottle.
- Breast cushion body.

You will also need to sterilise the container ring, disc, sealing cap, teat, and lid, if storing for

baby's next feed. You do not need to wash or sterilise the tubing, electric cable, or base unit.



My breast pump doesn't have any suction, what is wrong?

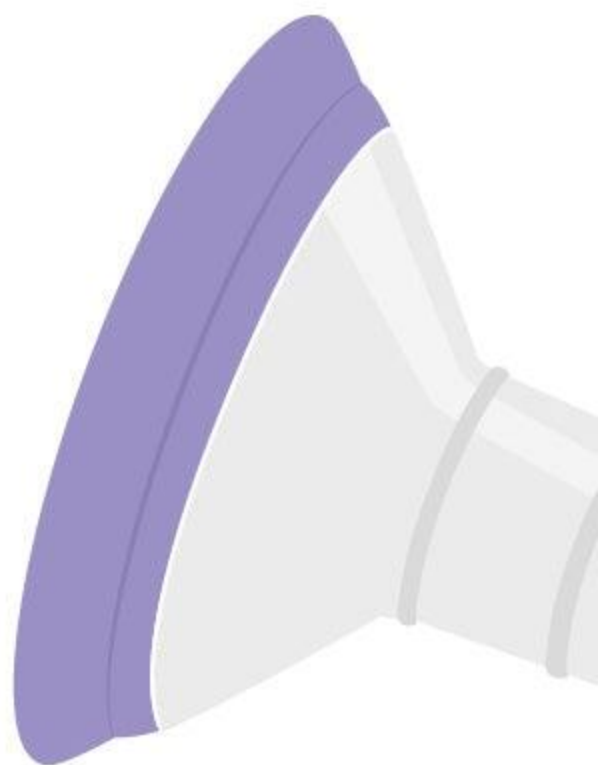
1. There are a couple of things to check if your breast pump is not giving out any suction.
2. 1. Make sure your power supply is connected to your breast pump and that your batteries or power bank have charge.



3. 2. Check the tubing is not kinked or has any knots restricting air flow.



4. 3. Make sure the correct ends of the tubing are connected to the base unit and to the breast cushion body.



5. 4. Inspect the valve to make sure it is not damaged.



6. 5. Check that your diaphragm is the right way up inside the breast cushion body.



7. 6. If you require spare parts please click [here](#), or if you are still experiencing issues please [contact us](#).

How often should I pump?

It's important to follow a routine when pumping as this will help keep regular milk production. We recommend pumping after every nursing session – which is usually every 2-3 hours.

How long should I pump for?

You can pump for around 20 minutes to ensure that all the milk has been expressed. This will also encourage more breast milk production.

Keep in mind however, that timing back vary depending on mum, some may need a little more time while others may be slightly quicker. [Check out this blog](#) to learn more.

I don't get any milk when pumping, what should I do?

Keep pumping even when nothing comes out. This will eventually increase your breast milk supply as dry pumping send a signal to your body that more milk is needed.

How long do batteries last in Lansinoh Breast Pumps?

Lansinoh breast pump batteries last for around 2 hours – meaning you will have plenty of time to breastfeed without any interruption.

Do you have spare parts for the breast pump?

Yes, we do. You can find spare parts for all our breast pumps [here](#).

How often should you replace breast pump valves?

If you are expressing once per day you should replace your valves every 8-12 weeks. If you are exclusively expressing, we would recommend replacing the valves every 4-6 weeks. You can purchase a pack of 4 replacement valves [here](#).

How do I know when to replace breast pump valves?

If you notice a decrease in suction from your breast pump or a reduced amount of breastmilk during your expressing session. If there's a tear in your valve, you will need to replace it. You can purchase a pack of 4 replacement valves [here](#).

I think my breast pump is faulty, what should I do?

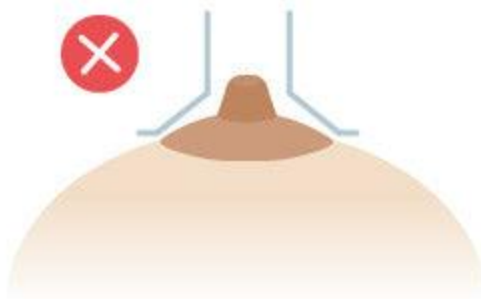
If you are still experiencing issues after trying our trouble shoot guide, please use the contact us form [here](#); Select “Nature of Enquiry” as “My Product is Faulty” and fill in all fields, then one of our team will be in touch.

How do I store breastmilk?

How do I know if my Comfort Fit Breast Cushion fits properly?

Having a correctly fitted breast cushion is essential to a positive pumping experience. By using the correct size, the process of expressing will be comfortable and maximise pumping efficiently. Read our full guide on [how to get the right fit](#) for you.

Too large

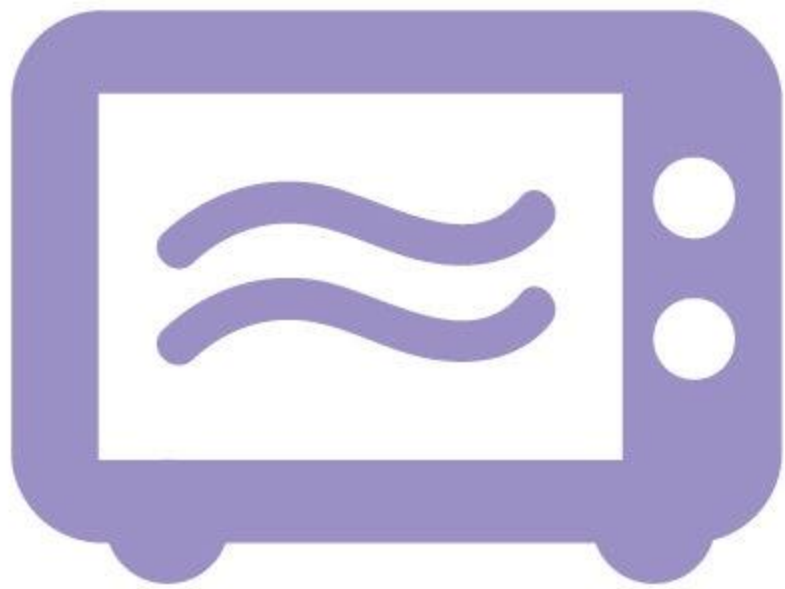


Too small



How do I warm TheraPearl Breast Therapy Pads?

Do not



1,250 Watts

You can warm the [breast therapy pad](#) in the microwave. Please follow these instructions carefully as overheating may cause injury, including burns. Please refer to your microwave instructions for wattage.

- 1,250 watts = 11 seconds
- 1,000 watts = 13 seconds
- 700 watts = 16 seconds

We would also recommend heating each therapy pack separately. Heating beyond the suggested time (maximum of 16 seconds) is not recommended by Lansinoh, as it may damage or destroy your 3-in-1 TheraPearl Breast Therapy Pads.

How do I use the TheraPearl pads cold?

You can freeze your 3-in-1 TheraPearl Breast Therapy pads in the freezer for at least 2 hours.

I do not have a microwave; how can I warm TheraPearl Pads?

1. Fill a large pot with enough water to fully submerge the pack without touching the bottom of the pot.
2. Bring water to a boil, remove pot from heating surface, and submerge the therapy pad. Do not immerse pack while water is being heated.
3. Use a blunt, non-metallic tool to submerge and remove the pack from the water. Do not leave pack unattended while heating. If the pack has a strap that is removable, remove strap before heating pack. If the strap is not removable, avoid submerging it while heating the pack. Submerge pack for 1-2 minutes.
4. If pack has not reached desired temperature, submerge again (in same water) for an additional minute. Do not allow the pack to come in contact with the pot or heat source for prolonged time, excessive contact may rupture the pack.
5. Towel dry the therapy pad before applying. Always inspect the pack for signs of damage or leaking prior to use and discard if damage is found. Always test the pack temperature before application and allow to cool if needed.

How to wash Lansinoh baby bottles?

You should wash any feeding bottle immediately after use by using hot water and a mild soap. Alternatively, you can place them on the top rack of the dishwasher. Once washed, you can sterilise your bottles using steam sterilisation or cold-water solutions.

Can I wash the feeding bottles in the dishwasher?

Yes, Lansinoh Feeding Bottles and NaturalWave teats can be washed in the dishwasher on the top rack only. You should follow the dish washing by sterilising your bottles using steam sterilisation or cold-water solutions.

How long will bottles stay sterile for after sterilising?

Our feeding bottles stay sterile for 24 hours after sterilising.

After I have sterilised my baby's bottles and teats, how should I dry them?

Any water left inside the bottles after sterilisation is sterile and will not collect any germs, this means you will not need to dry your bottles after sterilising.

My teat is damaged, what should I do?

Teats should be replaced if you notice any damage to them, discolouring or tears. You can find out where to buy the teats by clicking [here](#).

Lansinoh products related to COVID-19

Lansinoh views the safety of our consumers as a top priority. Lansinoh manufacturing processes meet or exceed the standards for safety and quality as required by the EU regulations. Lansinoh products that originate from countries affected by the coronavirus (COVID-19), have transport times that are longer than the survival time of the virus. The World Health Organization (WHO) has issued statement communicating that the risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperature is low. We recommend consumers continue to follow our standard cleaning and usage instructions.

World Health Organization Statement:

Are goods from regions where the coronavirus has been detected safe?

Yes. The likelihood that infected people will contaminate commercial goods is low. Likewise, the likelihood of being infected with coronavirus by goods that have been moved, shipped, and exposed to different environmental conditions is low.

Source: <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>