

DrBrown's
natural flow®



Customflow™
Double Electric Breast Pump
with SoftShape™ Silicone Shields

Model Number BF100



EN INTENDED USE

For lactating women to express and collect milk from their breasts to complement breastfeeding. *Unless otherwise advised by your healthcare professional, it is best to wait until your breastfeeding routine is established (approximately 4 weeks) before expressing breast milk. If you are exclusively pumping for a medical or non-medical reason, it is recommended to contact your healthcare provider on when to begin pumping.*

Product Description

The Dr. Brown's® Customflow™ Double Electric Breast Pump is a personal use electric breast pump capable of double pumping. The device is electrically powered from an external AC powered supply and is provided non-sterile.

The Double Electric Breast Pump consists of the pump unit, breast shields, tubing, bottle vessel, duckbill valve, and other related accessories. The materials used are silicone SoftShape™ Silicone Shields, nipples, membranes, duckbill valves), polypropylene (pump body and bottle vessels) and acrylonitrile butadiene styrene (pump unit). The electric breast pump's drive unit employs a diaphragm type vacuum pump, powered by a DC motor, supervised by a microcontroller. The microcontroller provides control over motor speed (vacuum creation) and solenoid (vacuum release).

Model BF100 has 2 modes:

1. Letdown Mode Used to stimulate the release of milk from the breast.
2. Expression Mode Used after the breast is stimulated to release milk.



PLEASE DO NOT RETURN THIS PUMP TO THE RETAILER

If you experience any issues with your Dr. Brown's Pump, please contact our dedicated Breast Pump Customer Service team by calling 1- 833-224-7675.

Outside of the US and Canada, contact your local distributor.

Visit **www.DrBrownsBaby.com** for tips and help.

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Read all instructions before using this product.

WARNING: Read this ENTIRE Instruction Manual to become familiar with the features of the product before operating. Failure to operate the product correctly can result in damage to the product, personal property and cause serious injury. Failure to operate this product in a safe and responsible manner could result in injury or damage to the product or other property. This product is not intended for use by children. Do not use with incompatible components. This Manual contains instructions for safety, operation and maintenance. It is essential to read and follow all the instructions and warnings in the manual, prior to setup or use, in order to operate correctly and avoid damage or serious injury.

DANGER - To reduce the risk of electrocution:

- Always unplug electrical product 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 injury:

- Danger of electrocution! Keep the device dry! Never immerse in water or other liquids!
Do not run water over the pump.
- The breast pump and accessories are not heat-resistant: keep away from radiators, open flame and sunlight.
- Keep the power adapter away from heated surfaces.
- Do not reach for any electrical device if it has fallen into water. Unplug immediately.
- Do not use outdoors or operate where aerosol (spray) products are being used or where oxygen is being administered.
- The breast pump should never be left unattended when plugged into a power source.



PLEASE SAVE THESE INSTRUCTIONS

Visit **www.DrBrownsBaby.com** for tips and help.

Read all instructions before using this product.

WARNING (Cont):

- Never operate an electrical device if it has a damaged cord, plug or battery pack, if it is not working properly, if it has been dropped or damaged, or dropped into water. If damage is found, immediately discontinue use of power adapter or battery pack and call Dr. Brown's Customer Service at 1-833-224-7675. Outside of the US and Canada, contact your local distributor.
- Do not use the breast pump while bathing or showering.
- Close supervision is necessary when the breast pump is used in the vicinity of children to prevent strangulation due to power adapter cord or tubing.
- Follow the exact order of the steps in powering breast pump as listed on page 13 of this Instruction Manual.
- Only use the power adapter supplied with the breast pump.
- Make sure the voltage of the power adapter is compatible with the power source.

CAUTION - To avoid risk of minor injury:

- Wash hands thoroughly with soap and water before touching breast pump, kit and breasts and avoid touching the inside of containers or lids.
- Separate and wash all parts that come in contact with breast milk immediately after use to avoid dry up of breast milk residue and prevent growth of bacteria. Always inspect SoftShape™ Silicone Shields, connectors, valves, membranes and tubing prior to use for cleanliness.
- Only use drinking-quality tap or bottled water for cleaning your breast pump and parts.
- Use the breast pump only for its intended use as described in this manual.
- Do not use the breast pump while sleeping or overly drowsy.
- This is a single user product. Use by more than one person may present a health risk.



PLEASE SAVE THESE INSTRUCTIONS

Visit **www.DrBrownsBaby.com** for tips and help.

Read all instructions before using this product.

CAUTION (Cont):

- Do not drive while pumping.
- Inspect all pump components before each use.
- Never use a damaged device. Replace damaged or worn parts.
- Do not store wet or damp parts as mold may develop.
- Do not run pump with wet tubing. Doing so will harm the pump motor.
- While some discomfort may be felt when first using a breast pump, using a breast pump should not cause pain.
- If you are experiencing discomfort at the base of the nipple due to rubbing of your breast tissue with the SoftShape™ Silicone Shields, discontinue use and contact your healthcare professional or lactation consultant.
- Contact your healthcare professional or lactation consultant if you can express only minimal or no milk or if expression is painful.
- Do not try to express with vacuum that is too high and uncomfortable (painful). The pain, along with potential breast and nipple trauma, may decrease milk output.
- Make sure tubing is not kinked or pinched while pumping.
- Do not hold the pump kit by the bottle. This can lead to blockage of the milk ducts and engorgement.
- Do not thaw frozen breast milk in a microwave or in a pan of boiling water.
- Do not microwave breast milk. Microwaving can cause severe burns to baby's mouth from hot spots that develop in the milk during microwaving. (Microwaving can also change the composition of breast milk.)



PLEASE SAVE THESE INSTRUCTIONS

Visit **www.DrBrownsBaby.com** for tips and help.

Breast Pump Components

2x SoftShape™ Silicone Shield,
fits 24-27mm

2x Membrane Cap

2x Membrane

2x Tubing

2x Pump Connector

2x Duckbill Valve

2x Dr. Brown's®
Options+™ Bottles

2x Narrow Bottle Vessel

1x Slowest Flow/
Premie Flow™ Nipple

2 x Narrow Travel/Storage Cap

1x Wire Cleaning Brush

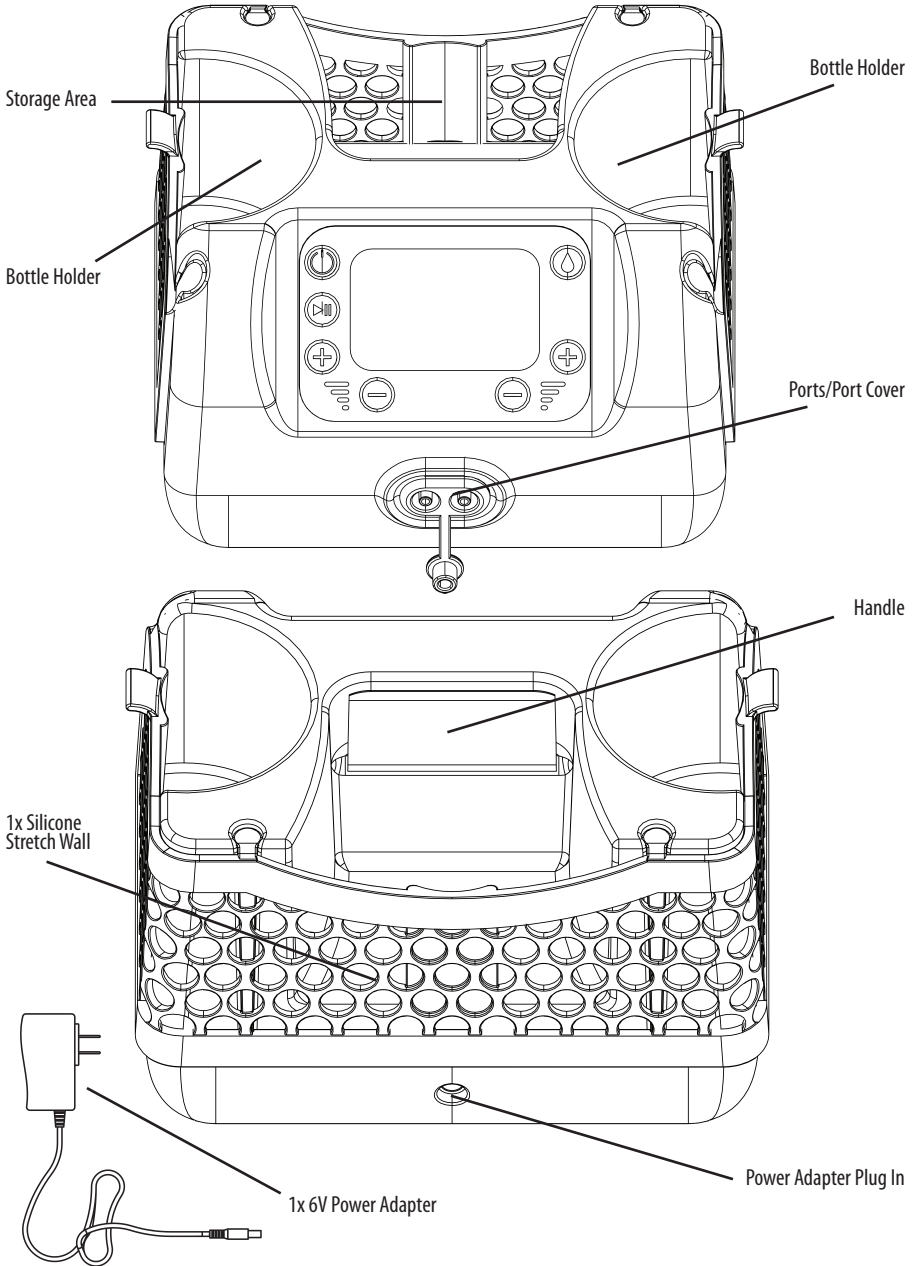
2x Narrow to Wide Neck Adapter*

Pump Instruction Manual & Bottle Instructions

*Narrow to Wide Neck
Adapter provided for use
with Dr. Brown's Wide Neck
bottles (bottles not included).

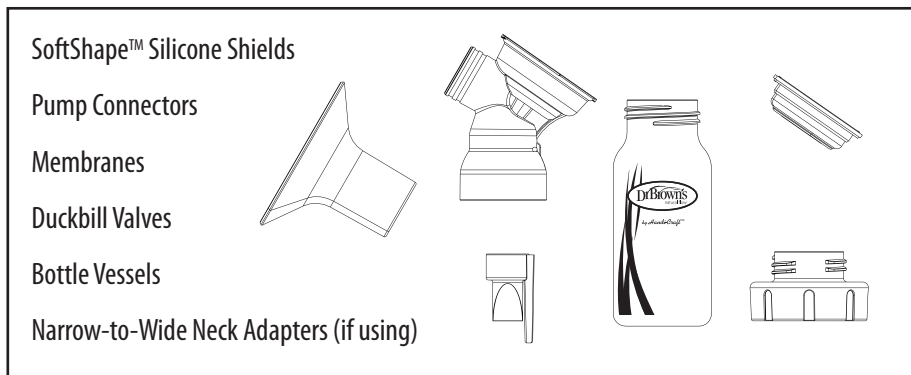
Breast Pump Components

1x Customflow™ Double Electric Breast Pump



BEFORE FIRST USE, AND AFTER EVERY USE

Clean and sterilize all pump parts that come in contact with milk:



ALWAYS USE DRINKING QUALITY WATER FOR CLEANING!

Cleaning Instructions for Milk-Contact Parts:

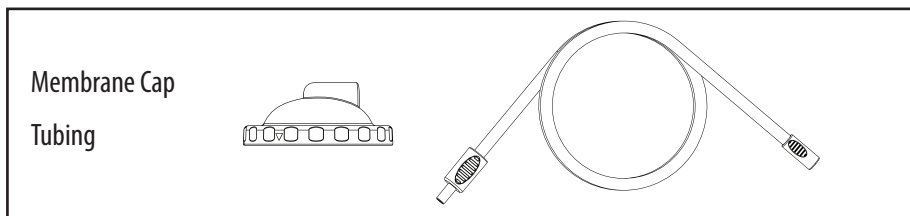
1. Disassemble pump following instructions on page 10.
2. Rinse milk residue from parts under cool running water.
3. Place all parts in warm soapy water to soak for several minutes.
4. Use a cloth or soft brush to clean all parts.
5. Rinse parts under cool running water until all soap has been removed.
6. Alternately, wash all parts in the top rack of the dishwasher.
7. Rest parts on a clean towel or rack to air dry.*
8. Sanitize/sterilize before each use. (Microwave and electric steam sterilizers may be used to sterilize milk contact parts.)

*All parts must be completely dry before storing to prevent bacteria and mold growth. Store clean, dry parts in a bag or container until next use.

- **Let parts cool after washing in dishwasher or sterilizing. Handle carefully.**
- **See separate instructions for bottle cleaning & assembly.**

NON MILK-CONTACT PARTS:

The following parts do not come in contact milk and should only be cleaned as needed.



Special Cleaning Instructions for Tubing:

1. Tubing does not come in contact with milk and should only be washed if dirty or condensation is present.
2. If condensation is from a previous washing process, there is no need to wash again.
3. Wash with warm soapy water and rinse clean with clear water.
4. Allow water to drain from tubing completely after washing.
5. Shake out any remaining water droplets and hang to dry.
6. Do not use tubes until completely dry.*

*A small amount of condensation is allowable; however, a tube with water droplets may damage the pump motor.

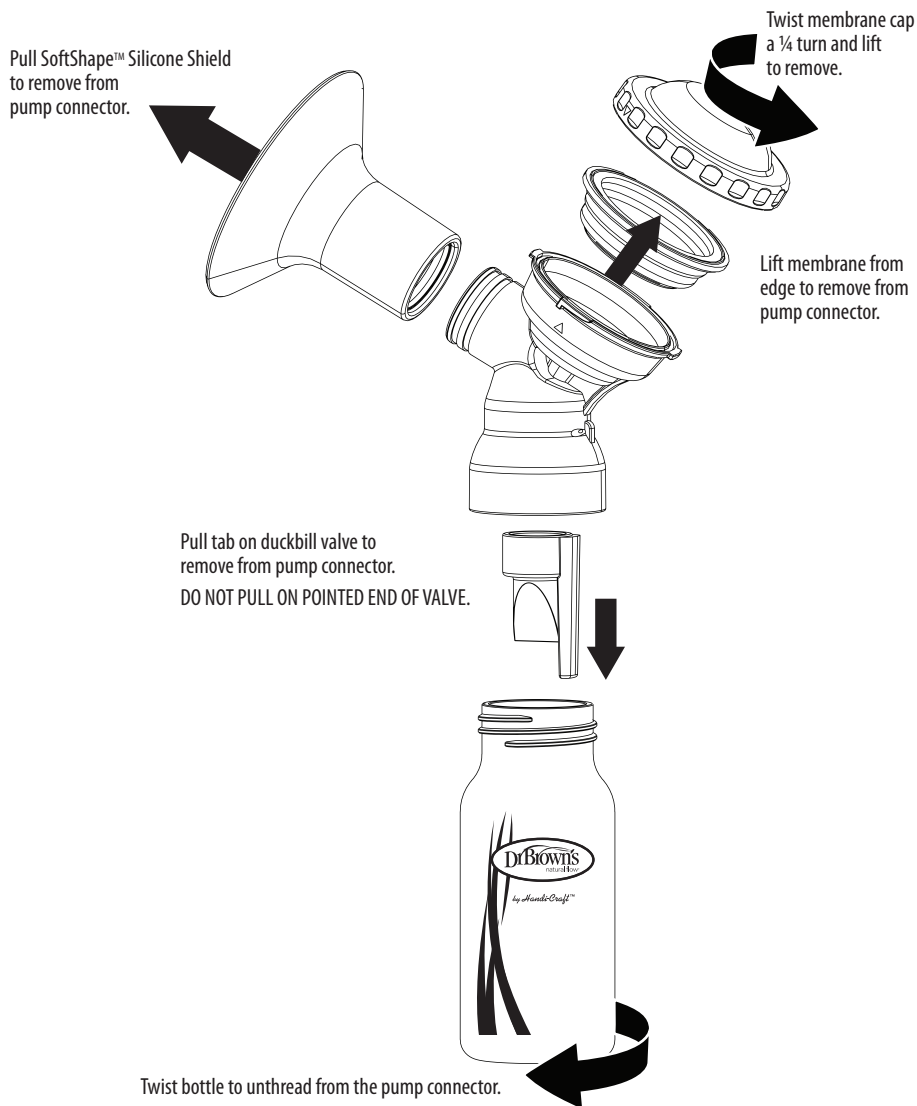
**DO NOT SUBMERGE THE
PUMP MOTOR IN WATER!
WIPE CLEAN WITH
DAMP CLOTH ONLY.**



Silicone stretch wall may be removed for cleaning, as necessary. Silicone stretch wall may simply be wiped clean with a damp cloth but is also dishwasher and sterilizer safe.

DISASSEMBLY:

The SoftShape™ Silicone Shields/Milk Collection Kits come pre-assembled. All milk-contact components must be disassembled, washed and sterilized prior to first use.



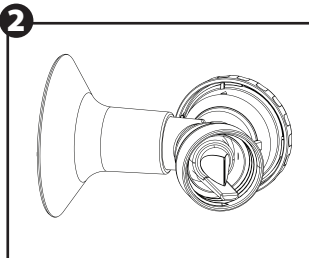
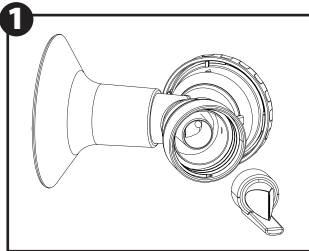
Wash hands before touching & assembling milk collection kit.

All milk-contact components must be disassembled, washed and sterilized prior to first use.

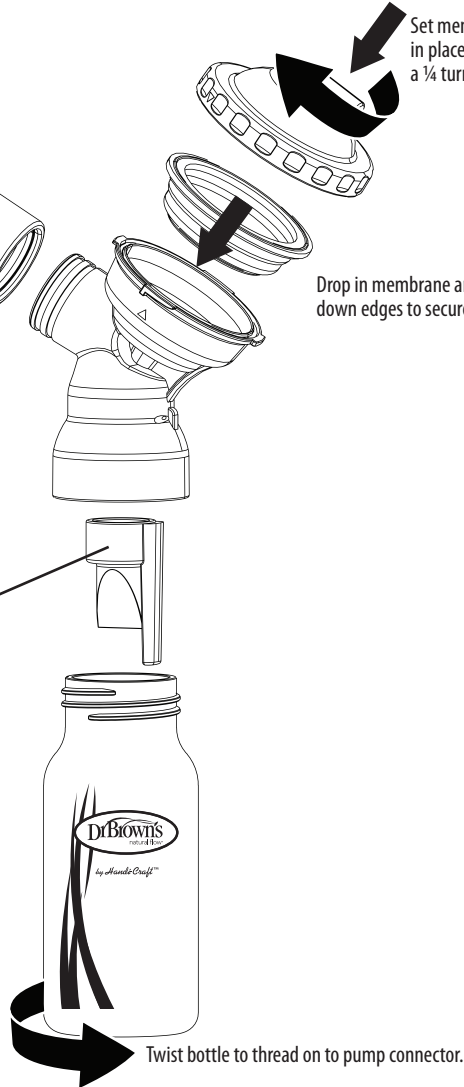
Push neck of SoftShape™ Silicone Shield onto pump connector. Ensure that both rings are attached.

Set membrane cap in place and twist a ¼ turn to attach.

Drop in membrane and press down edges to secure.

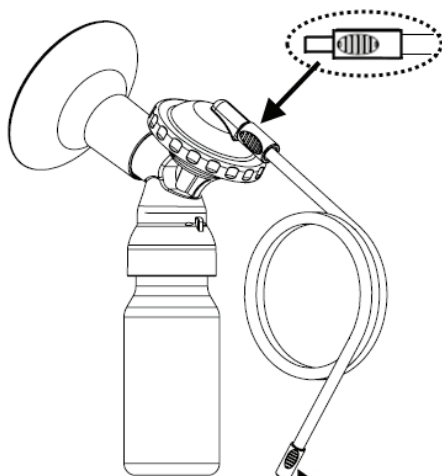


From the underside of the connector, push duckbill valve firmly onto the cylindrical piece inside the pump connector.

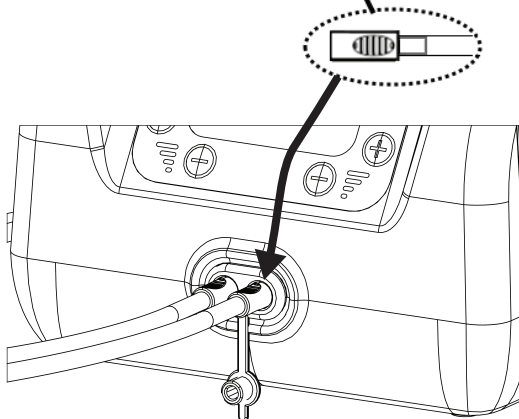


Twist bottle to thread on to pump connector.

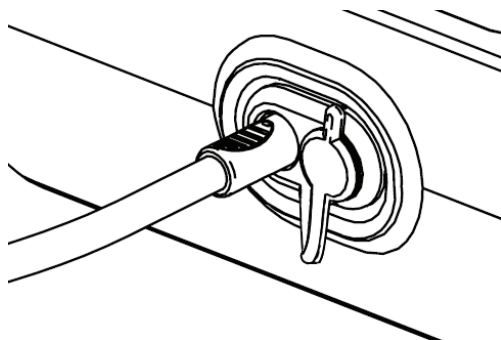
TUBING:



Male end of tubing connects to the membrane cap.



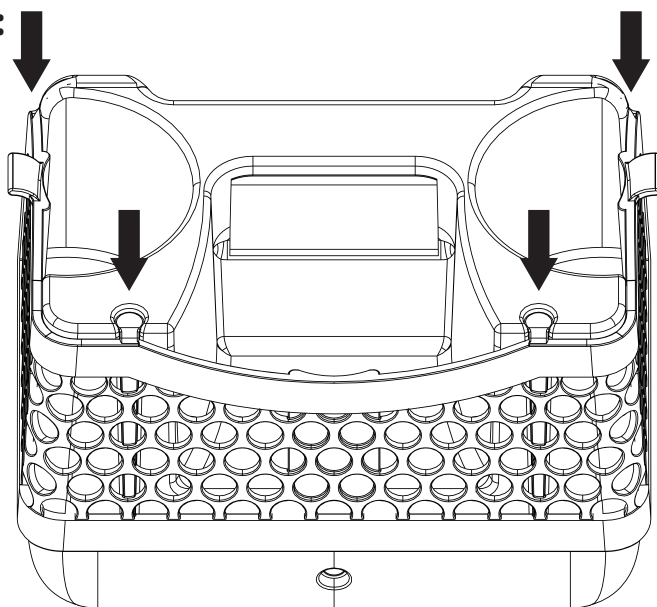
Female end of tubing connects to port on front of pump.



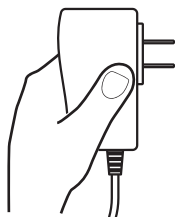
To use for single-sided pumping, remove the tube that is no longer needed and place the port cover in the empty port.

STRETCH FIT WALL:

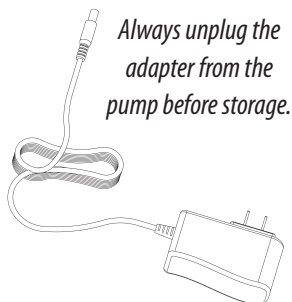
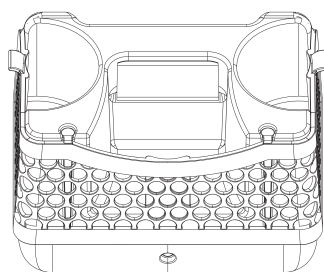
Wrap stretch wall around pump and slide each wall column into its holder from above.



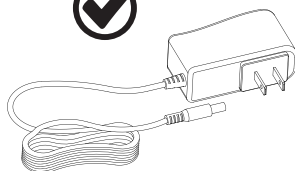
POWER ADAPTER:



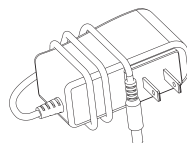
To prevent damage to your power adapter cord, always grasp the body of the adapter as shown above. **Never pull by the cord to unplug.**



Always unplug the adapter from the pump before storage.



Fold the cord, do not wrap. **Wrapping the cord can break the wires.**

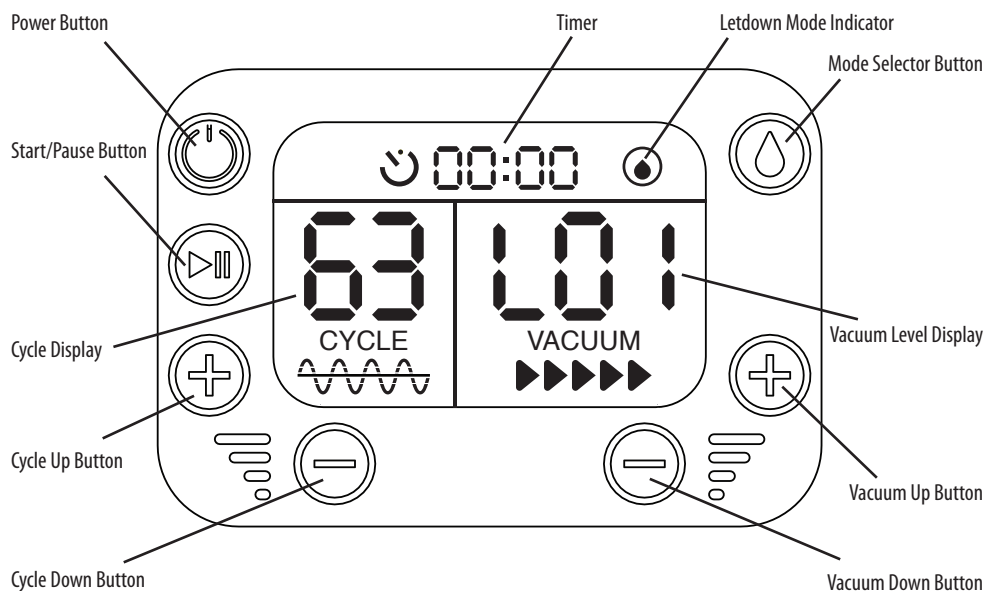


Using the Pump

Before pumping, wash hands thoroughly with warm soapy water. Inspect all breast pump parts for cleanliness - IF UNWASHED, FOLLOW INSTRUCTIONS ON PAGE 8. Look closely at the silicone shield, membrane, and duckbill valve to inspect for any signs of wear or damage. Suction may decrease if parts are damaged or not properly assembled. Contact Dr. Brown's Customer Service to inquire about replacement parts. Outside of the US and Canada, contact your local distributor.

Do not try to express milk if the level of vacuum is painful, this may lead to nipple and/or breast trauma and cause difficulties with expression. Contact your medical professional or lactation consultant if you can only express minimal amounts of milk, or if expression is painful in any way.

DISPLAY:



LETDOWN and EXPRESSION MODE:

Letdown Mode is used to stimulate the release of milk from the breast. This mode mimics baby's way of rapidly sucking at the beginning of a breastfeeding session, prompting the reflex that releases breast milk.

Expression Mode is used once the breast milk has been released and is now expressing from the nipple. This mode mimics baby's more relaxed feeding that happens once milk is flowing and draws milk more deeply from the breast.

Using Letdown Mode:

1. Press the POWER BUTTON to turn the unit on.
2. The pump will automatically display Letdown Mode at the last vacuum level used.
3. Position the assembled milk collection kit on breast as directed on page 16.
4. Press the START/PAUSE BUTTON to begin pumping. The timer will begin. Press the button again at any time you wish to pause pumping.
5. If needed, adjust vacuum level to your preferred starting level using the VACUUM UP and VACUUM DOWN BUTTONS. There are five user-selectable vacuum levels in the Letdown Mode: L1, L2, L3, L4, L5.

Adjustments to vacuum level may be made at any time while pumping - adjustments cannot be made to the cycle level in Letdown Mode. It may take several pumping sessions to discover your most comfortable and productive vacuum level.

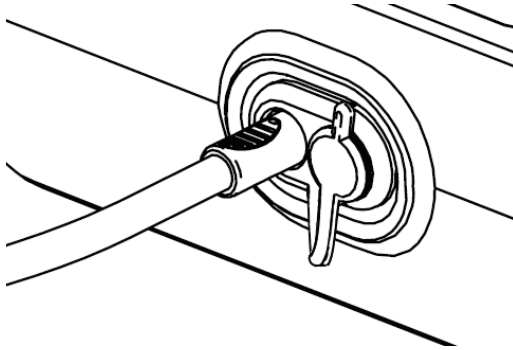
Using Expression Mode:

1. Once letdown has begun (milk is visibly expressing from nipples), switch to Expression Mode.
2. Press the MODE SELECTOR BUTTON. The LETDOWN MODE INDICATOR symbol will disappear when in Expression Mode.
3. The pump will automatically display Expression Mode at the last vacuum level used.
4. If needed, adjust cycle level (speed) to your preferred level using the CYCLE UP and CYCLE DOWN BUTTONS. There are five user-selectable cycle levels in the Expression Mode: 36, 40, 43, 46, 49.
5. If needed, adjust vacuum level to your preferred level using the VACUUM UP and VACUUM DOWN BUTTONS. There are twelve user-selectable vacuum levels in the Expression Mode: L1 through L12.
6. Once pumping is complete (breast milk is no longer expressing), simply press the POWER BUTTON to turn off the pump.

Adjustments to vacuum & cycle levels may be made at any time while pumping in Expression Mode. It may take several pumping sessions to discover your most comfortable and productive cycle and vacuum levels.

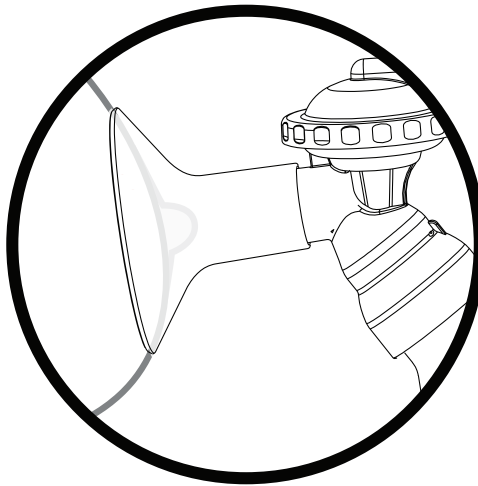
Pumping with a Single Milk Collection Kit:

Remove the unneeded hose from the port on the front of the pump. Place the port cover in the empty port. Vacuum strength will intensify when switching from two to one port. Adjust vacuum levels to your preferred comfort level.



Placement of the Milk Collection Kit:

Position the SoftShape™ Silicone Shield over your breast, centering the nipple in the neck of the shield. Your nipple should not touch or rub on the side walls of the shield. Check nipple positioning again once the pump is operating, to ensure that it remains away from the sides. If not, pause pump and try repositioning. Your breast should completely fill the SoftShape™ Silicone Shield so that a seal may form to achieve proper vacuum levels.



While you may feel some discomfort when first pumping, it should not cause pain. Adjust the cycle and vacuum levels to lower settings to achieve your preferred comfort level and milk flow.

TIPS FOR EXPRESSING BREASTMILK

Relax! Create a comfortable and relaxing setting for your pumping sessions.

Stay Hydrated. Drink plenty of water throughout the day and keep a glass of water with you while you pump.

Create a Routine. Condition yourself to express milk at the same time each day by creating a routine around pumping. Try pumping each morning after you shower or pumping in the afternoon while watching your favorite television show.

Think of Baby! Simply imagining that you are breastfeeding may help induce letdown. If you are away from home, some moms find that a picture of baby or a recording of their cry helps.

Massage. A tried and true method - massaging your breasts before you begin pumping can help to quicken letdown. Massage again when you see your milk slowing to help release all milk from the breast.

COMMONLY ASKED QUESTIONS

What is the difference between Letdown Mode and Expression Mode?

Letdown Mode helps stimulate letdown (milk releasing from breast). Expression Mode is used after Letdown Mode - once the milk is visibly flowing from nipple - to draw milk from breast for collection.

What is the difference between cycle and vacuum levels?

Vacuum levels represent the amount of suction. Cycle levels represent the speed of the on/off suction cycle.

How do I find my preferred cycle and vacuum levels?

Every mom reacts differently to cycle and vacuum levels. Start low and work your way up to a comfortable and productive level. It may take a few pumping sessions to find your ideal settings, and your ideal settings may change over time. The Customflow™ settings are fully customizable so that you can have your perfect pumping experience every time!

What do I do if milk gets in the tubing?

Wash the tubes as directed on page 9 of this instruction manual. Remember to dry the tubing completely before using - water in the tubes may damage the motor. If mold appears in tubing, discard and replace.

What do I do if there is low/no suction?

Check that the tubing is securely connected. Disassemble and check parts for damage. Reassemble, ensuring that parts are connected properly, creating a good seal for the vacuum. While pumping, ensure that your breast is also creating a seal by fully filling the shield.

Why does my pump turn off after I have been pumping for a while?

Your pump has a safety feature that shuts off the pump after 30 minutes.

If I have a problem, can I take my pump to a local repair center?

No. Please contact Dr. Brown's dedicated Breast Pump Customer Service team at 1-833-224-7675 with any concerns about how your pump is operating. If outside of the US and Canada, please contact your local distributor.

Guidelines Are for Home Use and Not for Hospital Use.

Use the following guidelines for the storage of breast milk.

By following recommended storage and preparation techniques, breastfeeding mothers and caretakers of breastfed infants and children can maintain the safety and quality of expressed breast milk for the health of the baby. These are general guidelines for storing breast milk at different temperatures. Various factors (milk volume, room temperature when milk is expressed, temperature fluctuations in the refrigerator and freezer, and cleanliness of the environment) can affect how long breast milk can be stored safely.

Human Milk Storage Guidelines			
Storage Locations and Temperatures			
Type of Breast Milk	Countertop 77°F or colder (25°C) (room temperature)	Refrigerator 40°F (4°C)	Freezer 0°F (-18°C)
Freshly Expressed or Pumped	Up to 4 hours	Up to 4 days	Within 6 months is best Up to 12 months is acceptable
Thawed, Previously or Pumped	1-2 hours	Up to 1 day (24 hours)	Never refreeze human milk after it has been thawed
Leftover from a Feeding (baby did not finish bottle)	Use within 2 hours after the baby is finished feeding		
Adapted from "ABM Clinical Protocol #8: Human Milk Storage Information for Home Use For Full-Term Infants," Revised 2017			

Breast Milk Storage Guidelines Center for Disease Control and Prevention ("CDC");
https://www.cdc.gov/breastfeeding/recommendations/handling_breastmilk.htm

STORE

- Label milk with date and baby's name if delivering to childcare.
- Do not store milk on the door of the refrigerator or freezer.
- Freeze milk in small amounts of 2 to 4 ounces to avoid waste when warming.
- Breastmilk expands when frozen. Leave a little space at the top of your container.
- If you do not plan on using freshly expressed milk within four days, freeze it right away.

THAW

- Always thaw and use the oldest milk first.
- Thaw milk under warm running water, in a container of warm water, in the refrigerator overnight, or in breast milk warming machine.
- Never thaw milk in the microwave. Microwaving destroys nutrients baby needs, and hot spots created in the microwave can burn baby's mouth.
- Use milk within 24 hours of thawing.
- Use thawed or warmed milk within two hours.
- Never refreeze thawed milk.

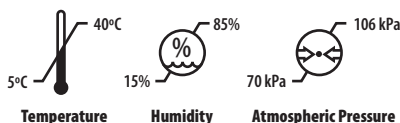
FEED

- To heat milk, place the sealed container under warm running water, in a container of warm water, or in breast milk warming machine
- Do not heat milk on the stove or in the microwave.
- Test the temperature before feeding it to your baby by putting a few drops on your wrist.
- Swirl the milk, mixing the fat back into the milk.
- Leftover milk should not be used after two hours.

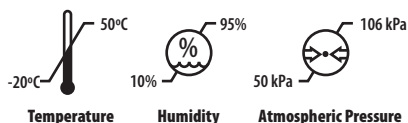
Double Electric Pump Motor

Vacuum Range: -35 to -230 mmHg **Cycle Rate:** 36 – 63 cpm **Mode of operation:** Continuous **Weight:** 715 g

Operation Conditions:



Transport/Storage Environment:



Power Supply

AC Wall Plug Adapter: Input: 100-240V 50/60 Hz 0.3A Max
Output: 6 VDC, 2.0A, 3.6W

AC Adapter Model: YMK-12W060200

EMF Compatibility

Wireless Statement:

Wireless communications equipment such as wireless home network devices, mobile phones, cordless telephones and their base stations, walkie-talkies can affect the electric breast pump and should be kept at least a distance 1.0 m away from the equipment. Electromagnetic Compatibility (EMC, IEC 60601-1-2:2007, Table 1)

FCC Statement:

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.

Stacking:

The electric breast pump should not be used adjacent to or stacked with other equipment. If adjacent or stacked use is necessary, the electric breast pump should be observed to verify normal operation in the configuration in which it will be used.

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 technician for help.

ISSUE	POSSIBLE CAUSES	CHECKS	SOLUTION
No Power	Power Adapter	Check if the power cord is not connected or it is damaged. Check that wall outlet is working properly.	Confirm connection of power cord; replace damaged power cord, move to a working wall outlet.
No Suction	Tubing	Check connection to milk collection kit and to pump port(s) on the front of the unit.	Confirm connections.
Low Suction	Tubing	Inspect tubing for holes or cracks.	Replace tubing if crack is in the middle of the length. If cracked near tube ends, remove end and trim away damaged tube and reinstall tube end.
	Assembly error	Check for loose assembly of milk collection kit components.	Disassemble and reassemble. Take care to tighten the membrane cap.
	Duckbill valve	Check for damage.	Replace valve if damaged.
	Softshape™ Silicone Shield	Check for damage. Softshape™ Silicone Shield is completely on the breast.	Replace if damaged. Press more firmly against the breast.
	Silicone membrane	Check for damage.	Replace membrane if damaged.
Pain	Too high suction	Check the vacuum level.	Set to the lowest suction level or consult your lactation consultant or medical professional.

Important Symbols

	This symbol indicates do not dispose the device together with unsorted municipal waste (in accordance with local regulations).
	This symbol indicates compliance with international requirements for protection from electric shock. (Type BF applied parts.)
	This symbol indicates that the power adapter is a class II device.
	This symbol indicates that the power adapter is for indoor use only.
	This symbol indicates the compliance with USA and Canada safety requirements.
	This symbol indicates polarity of D.C. power connector.
	This symbol indicates alternating current. (The type from your wall outlet)
	This symbol indicates direct current. (The type required to power the pump device)
	This symbol indicates that this device should be kept dry.
	This symbol indicates the need for the user to consult the instructions for use.
IP22	This symbol indicates the device meets IP22 classification.
	This symbol indicates when the device was manufactured.
	This symbol indicates where the device was manufactured.
SN	This symbol indicates the manufacturer's serial number that identifies the device.
LOT	This symbol indicates the manufacturer's batch code so that the batch or lot can be identified.
REF	This symbol indicates the manufacturer's catalogue number.
	This symbol indicates the device should not be used if the package has been damaged or opened.

Disposal of Breast Pump

The breast pump unit is made of a combination of plastic and metal. Be sure to dispose of it in accordance with local regulations as unsorted municipal waste. You may recycle it at your local PC or appliance recycling center.

Disposal of Collection Kit Items

The hard, plastic pieces of the collection kit can be recycled per your local regulations. This includes the following parts, as outlined on page 6.

- Membrane Cap
- Pump Connector
- Bottle Vessel

The soft, silicone pieces of the collection kit cannot be recycled. This includes the following parts, as outlined on page 6.

- SoftShape™ Silicone Shields
- Membrane
- Tubing
- Duckbill Valve

Disposal of Dr. Brown's® Options+™ Bottle and Accessories

The hard, plastic accessories and pieces of the bottle can be recycled per your local regulations. This includes the following parts, as outlined on page 6 and in the included separate bottle instructions.

- Caps
- Collars
- Reservoirs
- Storage/Travel Caps
- Narrow-to-Wide Neck Adapters

The soft, silicone pieces of the bottle and the bottle cleaning brush cannot be recycled. This includes the following parts, as outlined on page 6 and in the included separate bottle instructions.

- Nipples
- Inserts
- Bottle Cleaning Brush



Warranty

Warranty

This breast pump device is warranted against defective material or workmanship for a period of one year from the date of purchase. Any defective part will be repaired or replaced at no charge if it has not been tampered with and appliance has been used according to these printed instructions. This warranty gives you specific legal rights as well as other rights which vary from state to state. Warranty available to US and Canadian residents only.

Customer Service

If you experience unsatisfactory operation or have any questions/comments,

call: **Handi-Craft's Customer Service** at 1-833-224-7675, or

write to: **Handi-Craft Company, Customer Service**, 4433 Fyler Avenue, St. Louis, Missouri 63116 USA.

Outside of the US or Canada, please contact your local distributor.



PLEASE SAVE THESE INSTRUCTIONS

Visit **www.DrBrownsBaby.com** for tips and help.