MEDELA SYMPHONY TROUBLESHOOTING

IDENTIFYING LOSS OF SUCTION ISSUES

STEP 1. CHECK THE BREAST PUMP

a. Open pump lid.

b. Remove kit caps (attachments to the pump) from membranes.

c. Press start.

d. Watch the pump membranes. The two membranes should move up and down together. This shows the pump is working properly and is not at fault, and the kit is the source of the issue.

Figure 1 :

Pump membranes

01

STEP 2. CONFIRM LOCATION OF ISSUE

a. Connect both kits to the pump membranes.

b. Press start.

c. Confirm which kit has an issue, and mark it clearly.

d. Press stop.

e. Disconnect the kits from pump, and reconnect each kit to the opposite membrane.

f. Confirm again which kit has an issue.

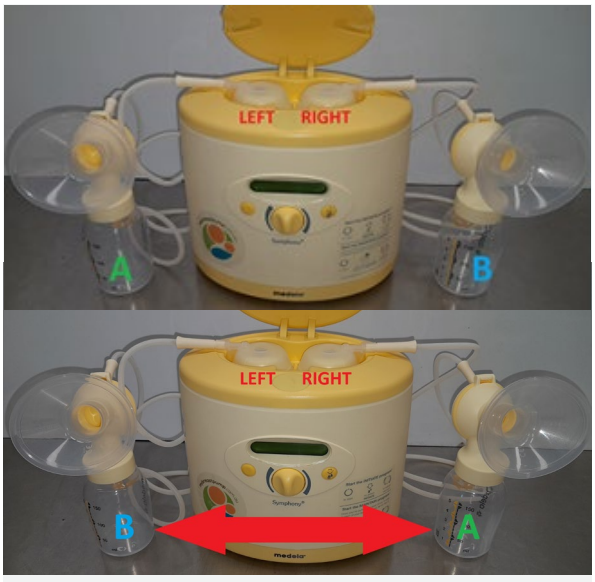

Figure 2 : Swapping kits between membranes.

To begin kit A is on the left, and kit B is on the right. When swapped over kit B is on the left, and kit A is on the right.

02

IF THE ISSUE:

i. Stayed on the same side of the pump despite swapping kits, then the issue is with the kit cap or pump membrane.

ii. Swapped sides of the pump when the kit was also swapped, then the issue is with the kit.

ISSUES WITH KIT CAP OR PUMP MEMBRANE

a. Check that the cap is properly connected to membrane.

Place the cap on the membrane, and then press down. The cap will click when it is connected properly in place *(Refer to Medela manual p22).*

b. Check that the cap is not deformed, cracked or misshaped in any way. Any defects in the cap will prevent the cap from creating a seal. Broken caps will need to be replaced.

c. Check the membrane valve. Some (not all) pump membranes have a valve that can stick.

To unstick the membrane

i. Straighten out a paperclip

ii. Push it into the valve hole slowly, to a depth of 2 cm max. This will free the valve.

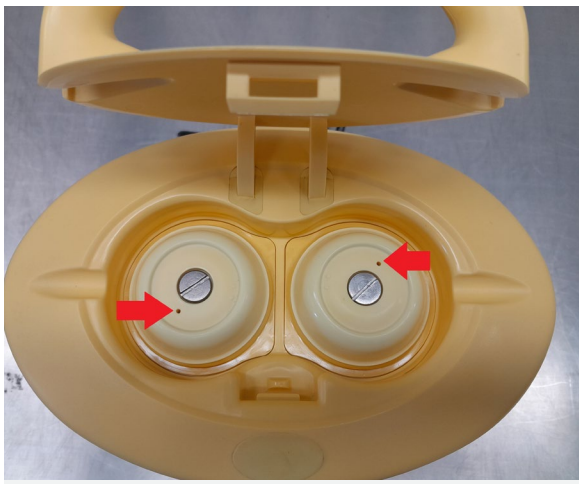

Figure 3 :

Position of membrane valves

03

AU 1800 251 728
NZ 0800 725 555

AU mybreastpump.com.au
NZ mybreastpump.co.nz

AU info@mybreastpump.com.au
NZ info@mybreastpump.com.nz

ISSUES WITH KIT

a. Disassemble the kit.

b. Check components are in proper order. Especially:

i. ***Cap*** – is not deformed or cracked

ii. ***Tubing*** – there are no kinks, folds, blockages, or split at any part.

iii. ***Membrane*** – is not deformed. This is a perishable part and will deteriorate over time naturally.

iv. ***Breast shield*** – narrow end is not deformed.

c. Reassemble the kit. Make sure that the seals between each component are flush and firm. This is the best way to check that all components are in proper order and the seals are correct. *(Refer to Medela manual p2).*

i. Cap to tubing seal is snug

ii. Tubing to yellow connector is snug

iii. Connector is screwed into bottle tight, and not cross threaded.

iv. Membrane fits inside connector and clips shut snug. This should not need to be forced.

v. Breast shield fits inside connector snugly and forms a complete seal around the breast during use.

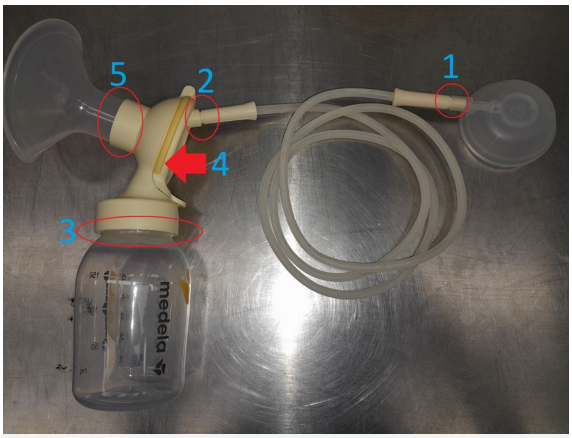

Figure 4 :

Medela kit with seal points marked

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