

FAQ SpeCtra

1. I plug my pumpin but it's not turning on.

Please try the following steps: unplug the power cord from the pump. Now your power cord separates into two pieces. You will want to remove the detachable prongs from the end that plugs into the wall. You should now have the pump, power cord, and prong adapter separated into three pieces. Reattach the prong piece, sliding it on to the end of your power cord pushing it down as hard as you can. You want to push it all the way down until you hear a loud snap. Plug your power cord into your pump, pushing it into the port until you hear it click. Then, plug your pump into a working outlet—try a second outlet in your house that you know is working. Hold the power button for 30 seconds and let go. Give it 15 seconds and see if your pump now turns on

2. My pump won't charge

Please try the following steps: unplug the power cord from the pump. Now your power cord separates into two pieces. You will want to remove the detachable prongs from the end that plugs into the wall. You should now have the pump, power cord, and prong adapter separated into three pieces. Reattach the prong piece, sliding it on to the end of your power cord pushing it down as hard as you can. You want to push it all the way down until you hear a loud snap. Plug your power cord into your pump, pushing it into the port until you hear it click. Then, plug your pump into a working outlet—try a second outlet in your house that you know is working. You should now see a battery symbol on your pump. Hold the power button for 30 seconds and let go. Give it 15 seconds and see if your pump now turns on. If it is charging the battery symbol should go away on the screen when plugged in.

3. I have no or low suction.

Please try these steps: Make sure your white duckbill valves are attached and pushed fully up at the bottom of your flange where the bottle screws on. Also check your duckbill valve for tears. Make sure the opening at the end is closed when not in use. If you need to replace your valves (we recommend every 3-4 months) you can find them on our store page. If you use the blue valve with white membrane in place of the duckbill valve, ask yourself: Is the membrane in good shape? Is the membrane covering the blue surface and flat? If you are single pumping, make sure your air cap is pushed fully on. Are your breast flanges/shields the right size? If you are not sure, consult a licensed lactation counselor. Check your tubing to see if there are any holes in the tubing. Attach the tubing to the base of your pump and feel the suction. Is it too strong? If you are getting a strong suction we know that the pump motor is working well. It will be one of your accessories that will be the culprit. If you add your backflow protector, is the membrane moving? Are the movements soft or strong? If all is working well there, then attach the flange. Check to see if you are having the same issue on both sides. Do you single pump? Try swapping out your parts from one port to the other—does this change which side was not working if only one was the issue? Have you tried increasing the suction and cycle level? Lastly, what is your wash routine like? Are you only hand washing all your parts and never washing or doing anything to the tubing? Are you using only our parts? Have you replaced your parts within the last 3 months from our website? If you have further questions, please visit the contact page, we'd love to help.