



**Step 1**

**Step 2**

**Step 3**

# Medela Freestyle Flex Troubleshooting Guide

**Before commencing troubleshooting process - please check the following with the customer**

**Check that the customer has ALL parts needed**

**Check The assembly is correct for SINGLE or DOUBLE pumping**

**Check that the connectors are free of milk residue/lint etc. This is very important**

**[Troubleshooting Suction Issue](#)**

**[Troubleshooting Battery / Charging Issue](#)**

**[Troubleshooting Power On/Off Issue](#)**

**[Troubleshooting Breast Shields](#)**

**[Troubleshooting Bluetooth-Connectivity](#)**

For more information visit [www.medela.com.au](http://www.medela.com.au)

OR contact our Customer Service Department

**Phone: 1800 787 345**

**Fax: (03) 9552 8699**

**Email: [contact@medela.com.au](mailto:contact@medela.com.au)**

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## **Freestyle Flex Parts:**

2x PersonalFit Flex breast shield (21 mm)

2x PersonalFit Flex breast shield (24 mm)

2x Connector (body and lid)

2x Membrane

4x Bottle

2x Bottle stand

4x Lid

1x Cooler bag

1x Ice pack (included in cooler bag)

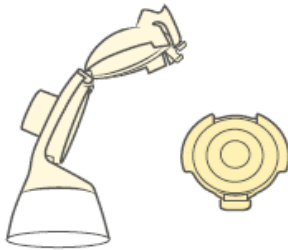
# Medela Freestyle Flex Troubleshooting

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1x Tubing



1x Motor unit (including lanyard)



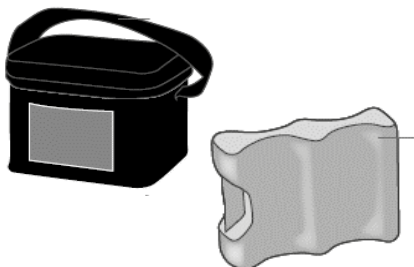
1x power adapter with cable



1 USB Type A (plugs into the power adapter)

2 USB Type C (end that plugs into the pump)

1x Bag

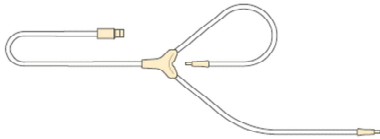


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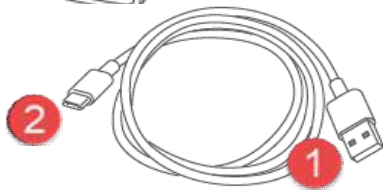
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[Click here to go back to the Troubleshooting Guidance \(Power On/](#)





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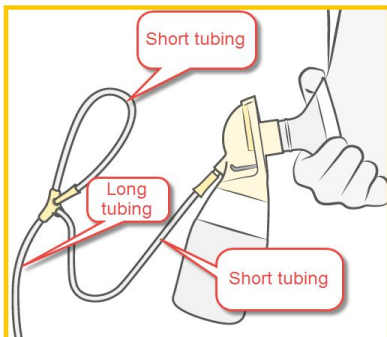
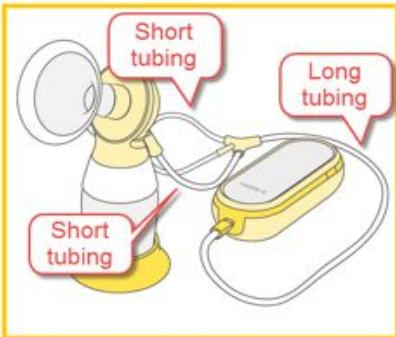
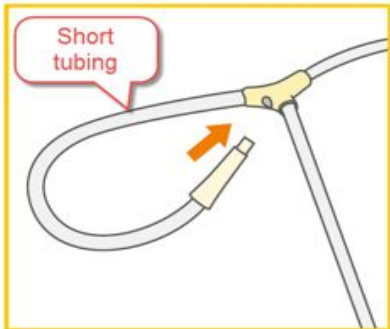


## **Freestyle Flex Parts:**

### **Single Pumping Configuration**

1. One short tubing into tubing holder;
2. Other short tubing into connector lid;
3. Only long tubing into pump

# Medela Freestyle Flex

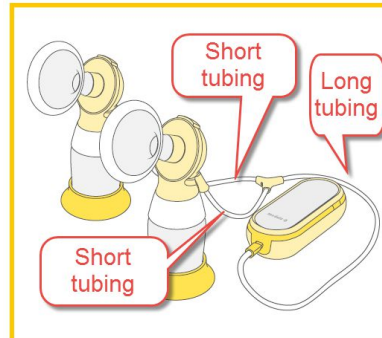


# x Troubleshooting Guide

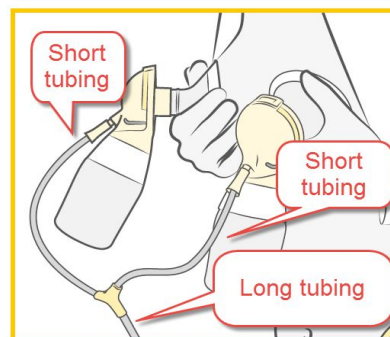
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## Double Pumping Configuration

(1) both short tubings into connector bodies;



(2) only long tubing into pump





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## **Freestyle Flex Parts Disassembly, Cle**

### **Disassembly**

1. Remove the breast shield from the connector.

2. Open the back cap of the connector by squeezing both flaps and swivelling the cap upwards.

3. Remove the membrane from the connector body.

4. Separate the milk bottles, lids and bottle stands.

# Medela Freestyle Flex Troubleshooting Guide

## Cleaning & Reassembly

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### Cleaning

Do not place the parts directly in the kitchen sink for rinsing and washing. Use a dedicated wash basin for infant feeding items.

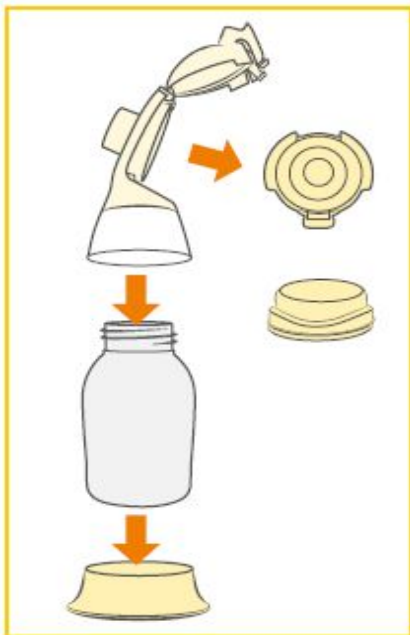
1. Rinse the disassembled parts, except for the tubing, with cold, clear drinking-quality water (approx. 20 °C).

2. Clean these parts with plenty of warm, soapy water (approx. 30 °C). Use a commercially available washing-up liquid, preferably without artificial fragrances and colouring (pH neutral).

**The valve support and the valve must be free from ALL residues!**

3. Rinse the parts with cold, clear drinking-quality water for 10 to 15 seconds (approx. 20 °C).

4. Allow to dry after washing.





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### Freestyle Flex Selecting the correct breast shield size:

#### Step 1

Using a ruler or measuring tape, measure the diameter of the nipple at the base (across the middle) in millimetres (mm).

**Do not include the areola.**

#### Step 2

Based on the measurement, determine the Medela breast shield size.

Example: If the nipple size measures 16 mm in diameter, the recommended Medela breast shield size is 21 mm.

The PersonalFit Flex breast shields are available in sizes up to 30 mm.

For more information visit [www.medela.com.au](http://www.medela.com.au)

OR contact our Customer Service Department

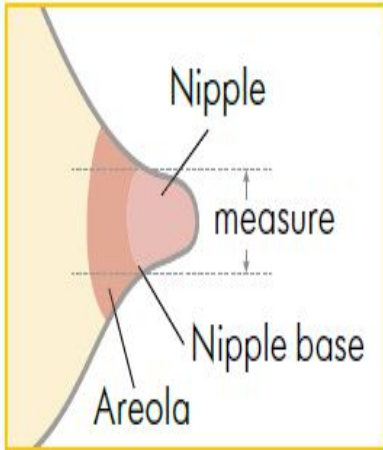
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**Measure nipple diameter**

**Breast shield size**







## Freestyle Flex Pairing

## Freestyle Flex Pairing

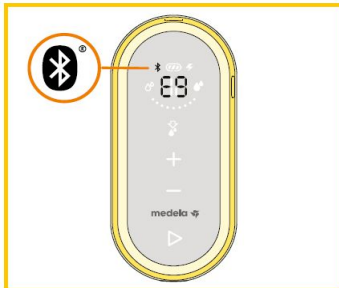
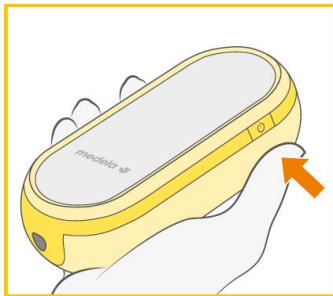
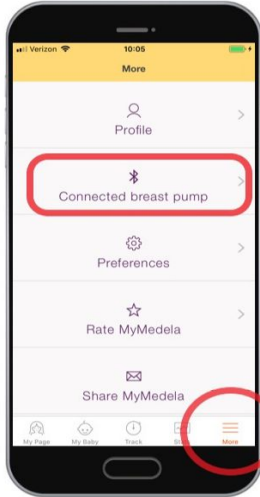
In My Medela, click on "more" and navigate to "Connect breast pump" > "Set up a new breast pump" and follow the set-up and pairing instructions on the screen, which include the following steps:

1. Switch the Freestyle Flex breast pump on to standby mode.
2. Press and hold the On/Off button for two seconds to start the pairing procedure.  
The Bluetooth indicator is flashing to show that the breast pump is ready for pairing with your Bluetooth device and the multifunction display shows the pairing code.
3. Read the pairing code from the multifunction display and select the corresponding device in the MyMedela app.  
=> After successful pairing the Bluetooth indicator on the breast pump lights up continuously.  
=> If the pairing is not successful within two minutes, the breast pump will switch off automatically.

# MyMedela Flex Troubleshooting Guide

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**Troubleshooting - Freestyle Flex  
Customer Feedback = SUCTION IS:**

Step	Troubleshooting
1	Were you <b>SINGLE</b> or <b>DOUBLE</b> pumping when you experienced the suction issue?
2	What is your typical vacuum setting?
3	How long is your typical pumping session?
4	What is occurring that makes you feel like the pump has low suction?
5	<p>Check users tubing configuration</p> <p>(a) Is the long end of the tubing connected to the pump? <b>AND</b></p> <p>(b) If <b>DOUBLE</b> pumping, are both short ends plugged into the connector bodies? <b>OR</b></p> <p>(c) If <b>SINGLE</b> pumping, is the one unused short end correctly and securely plugged into the tubing holder and the other into the connector body?</p>
6	<p>Ensure that the user was using all of the required parts</p> <ul style="list-style-type: none"> <li>- breast shield</li> <li>- connector (body with lid attached)</li> <li>- membrane</li> <li>- Y-shaped tubing</li> <li>- bottle</li> </ul> <p>Was the user missing any parts? (ie., membrane(s))</p>



**7** Do you see any physical damage on the parts or do any of the parts fit loosely or not at all?  
(cracks, chips, tears)

Walk through disassembling, cleaning and reassembling parts  
AND  
then check suction  
**8** Is suction restored?



**9** Are your nipple(s) being pulled into the breast shield?

**10** When you increase the suction, is the nipple drawn further into the breast shield?

**11** Replace Product

# Medela Freestyle Flex Troubleshooting Guide

## SUE

Answer	User Instruction	Go to step...
<b>Ask Customer</b>		
		2
		3
		4
		5
<b>Troubleshoot the system set up (Assembly)</b>		
<b>YES</b>		6
<b>NO</b>	<a href="#">Instruct user on proper configuration of tubing during pumping</a>	[End TS]
<b>YES</b>	<a href="#">Instruct user about required parts.</a>	[End TS]
<b>NO</b>		7

**Troubleshoot the parts/tubing (excluding breast shields)**

<b>YES</b>		[End TS]
<b>NO</b>		8
<b>YES</b>	<a href="#">Provide instruction regarding part / tubing cleaning and assembly</a>	[End TS]
<b>NO</b>		9

**Troubleshoot milk expression / motor unit**

<b>YES</b>		10
<b>NO</b>		11
<b>YES</b>	Recommend that the user contact a Lactation Consultant	[End TS]
<b>NO</b>		11
-	Obtain serial number	[End TS]



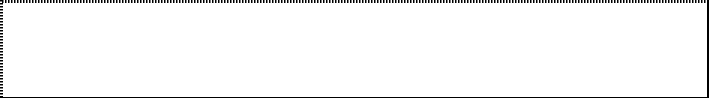
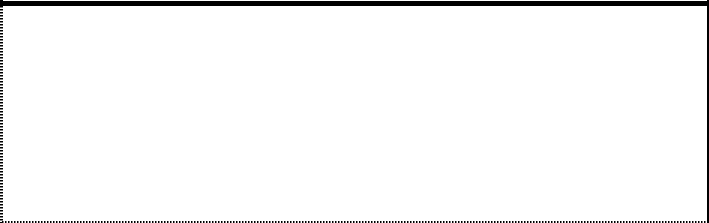
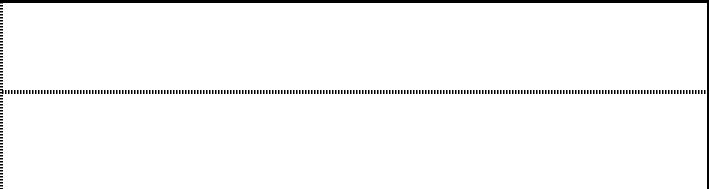
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Actions





Replace part/tubing - Parts can be purchased at [medelastore.com.au](http://medelastore.com.au)

**Tubing and connectors are considered consumables and should be replaced dependent on usage**





**Troubleshooting - Freestyle Flex PL  
Customer Feedback = BATTERY or**

Step	Troubleshooting
1	<p>Does the pump show only 2 of 3 battery bars although pump has been connected to USB power for several hours (e.g. overnight)?</p> 
2	<p>Do the signals for bluetooth, battery and charging illuminate even the device is not connected to the USB cable?</p> 
3	<p>Did disconnect and reconnect the USB cable help? =&gt; pump charges further</p>
4	<p>Could the full battery condition be restored after charging?</p>

**5 Replace Product**

# Medela Freestyle Flex Troubleshooting Guide

## JMP CHARGING ISSUE

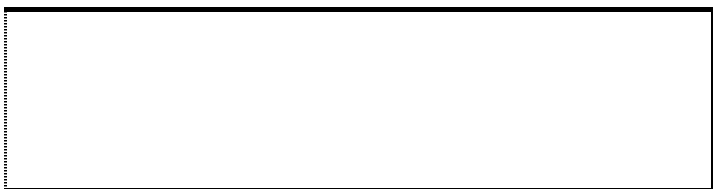
Answer	User Instruction	Go to step....
YES	Disconnect and reconnect USB power	3
NO		2
YES	Instruct the user to reset the pump by pressing and holding the On/Off button (on the side) <b>for 7-10 seconds</b> until she hears an <b>audio signal</b> , then release the On/Off button	
NO		
YES	Battery continues charging (With new devices the rechargeable battery calibrates during the first few charging cycles)	[End TS]
NO	Instruct the user to completely empty (discharge) the battery and then recharge.	4
YES		[End TS]
NO		5

-	Obtain serial number	[End TS]
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Actions







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Step

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6



7



8




9

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**Troubleshooting - Freestyle Flex**  
**Customer Feedback = POWER ON/OFF**

Troubleshooting	Answer
<p>Did the user indicate that the issue is related to the pump powering OFF on it's own?</p>	YES
	NO
<p>When the pump powered off on it's own, had it been running continuously for more than 30 minutes without you having touched any of the buttons or had you paused pumping and not resumed it after 2 minutes?</p>	YES
	NO
<p>Did the pump power on without issue?</p>	YES
	NO
<p>Before the pump powered down on its own, did you notice that the pump emitted an audio signal while the display showed a flashing empty battery icon?</p>  <p>(flashing)</p> <p>[This indicates that the battery doesn't have enough charge]</p>	YES
	NO
<p>Now that your pump is connected to an outlet using the power adapter, does the pump turn on?</p>	YES

If the device was completely discharged, it may take 2 minutes for it to turn on

**NO**

**Are all elements of the battery icon (all three bars and the outline) flashing?**



**YES**

**NO**

**Do you see the lightning bolt to the right of the battery symbol?**



**YES**

**NO**

**Does the pump power on when the pump is plugged into a different outlet?**

**YES**

**NO**

**After the pump reset, do you see the lightning bolt to the right of the battery symbol?**



**YES**

**NO**

<p>Do you see any damage on any of the following:</p> <ul style="list-style-type: none"><li>- power adapter (white box that plugs into the outlet)?</li><li>- cord</li><li>- USB plug (the end that plugs into the pump)</li><li>- USB plug (the end that plugs into the power adapter)</li></ul>	<p><b>YES</b></p>
<p><a href="#">Click here for a diagram to reference</a></p>	<p><b>NO</b></p>
<p>Does the end of the cable that plugs into the pump make a secure fit AND does the USB connector make a secure fit?</p>	<p><b>YES</b></p>
	<p><b>NO</b></p>

# Medela Freestyle Flex Troubleshooting Guide

User Instruction	Go to step....
	2
Instruct user to connect the pump to an outlet using the power adapter.	6
Instruct the user to power the pump on.	4
	5
Instruct the user that the pump is programmed to automatically shut off after 30 minutes of continuous use without user interaction with the buttons and it is also programmed to automatically shut off after 2 minutes in pause.	[End TS]
	4
Instruct user to leave the pump connected to the outlet using the power adapter until the battery icon is full (when it displays 3 cells) and to call back if it doesn't resolve the issue.  If user asks how long it will take to fully charge, indicate 2 hrs.	[End TS]
Instruct user to connect the pump to an outlet using the power adapter.	6
Press the On/Off button until you hear an audio signal, then release it. If the pump is in storage mode, it will take somewhat longer (approx. one second) until the audio signal is emitted	7

	10
<p>Instruct the user that the battery temperature is too high and to allow the motor unit to cool down.</p> <p>Once cooled down, instruct the user to leave the pump connected to the outlet using the power adapter until the battery icon is full (when it displays 3 cells) and to call back if it doesn't resolve the issue.</p> <p>If user asks how long it will take to fully charge, indicate 2 hrs.</p>	[End TS]
	8
<p>Instruct user to leave the pump connected to the outlet using the power adapter until the battery icon is full (when it displays 3 cells) and to call back if it doesn't resolve the issue.</p> <p>If user asks how long it will take to fully charge, indicate 2 hrs.</p>	[End TS]
Instruct the user to connect the pump to a different outlet using the power adapter.	9
	11
Instruct the user to reset the pump by pressing and holding the On/Off button (on the side) for 7-10 seconds until she hears an audio signal, then release the On/Off button	10
	11
	[End TS]

	[End TS]
	12
Obtain pump serial number.	[End TS]
Ask the user if she is using the Medela power adapter and cable? If <b>Yes</b> refer customer to Medela Australia If <b>No</b> , refer user to Medelastore.com.au to purchase	[End TS]



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Actions

Ask the user if she is using the Medela power adapter and cable?  
If **Yes**, replace power adapter per warranty guidelines.  
If **No**, refer user to ordering source.

Ask the user if she is using the Medela power adapter and cable?  
If **Yes**, replace power adapter per warranty guidelines.  
If **No**, refer user to ordering source.

Replace product

**Troubleshooting - Freestyle Flex  
Customer Feedback = BREAST SHI**

Step	Troubleshooting
1	<b>Does your nipple rub the sides of the tunnel, to the point of causing discomfort?</b>
2	<b>Do you see excessive areola being pulled into the tunnel?</b>
3	<b>Do you see any redness?</b>
4	<b>Is your nipple or areola turning white?</b>
5	Walk the user through using a ruler, or measuring tape, to measure the diameter of her nipple at the base (across the middle) in millimeters (do not include the areola) <b>Was the measurement less than 15mm?</b>
6	<b>Was the measurement greater than 32mm?</b>
7	Identify the applicable breast shield size (21mm, 24mm, 27mm, etc.) <b>Do you have the [21mm, 24mm, 27, etc. as applicable] breast shield?</b>

Test the pump with the breast shield

- 8 Is your nipple moving freely into the tunnel with no more than 1/8th of an inch of areola?**

# Medela Freestyle Flex Troubleshooting Guide

## FIELD ISSUE

Answer	User Instruction	Go to step....
<b>Troubleshoot the breast shields</b>		
<b>YES</b>	<a href="#">Find the correct breast shield size</a>	5
<b>NO</b>		2
<b>YES</b>	<a href="#">Find the correct breast shield size</a>	5
<b>NO</b>		3
<b>YES</b>	<a href="#">Find the correct breast shield size</a>	5
<b>NO</b>		4
<b>YES</b>	<a href="#">Find the correct breast shield size</a>	5
<b>NO</b>		8
<b>YES</b>	Recommend that the user contact a Lactation Consultant or try the 21mm Flex Breast Shield	[End TS]
<b>NO</b>		6
<b>YES</b>	Recommend that the user contact a Lactation Consultant	[End TS]
<b>NO</b>		7
<b>YES</b>		8
<b>NO</b>		[End TS]

<b>YES</b>		[End TS]
<b>NO</b>	Encourage user to try a variety of sizes and/or combination of sizes (each breast may be different) or refer her to a Lactation Consultant or recommend use of the Flex breast shields	[End TS]

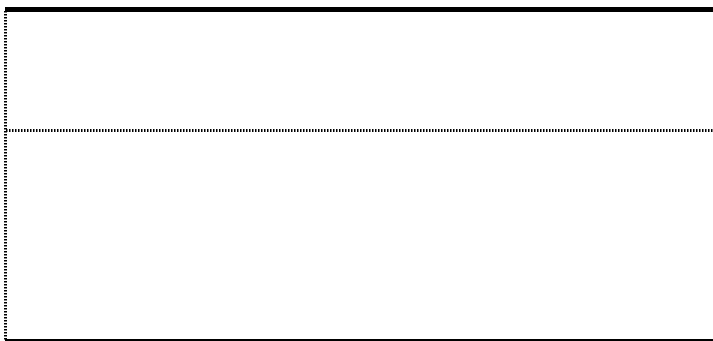


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Actions

Identify Medela size (flex and PF)

Spare breast shields can be purchased from [medelastore.com.au](http://medelastore.com.au)





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**Step**



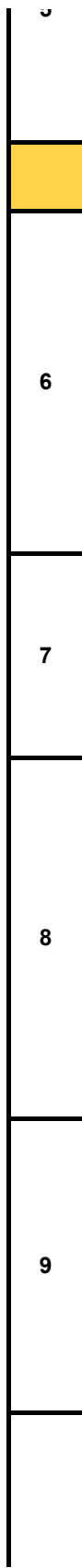
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10

11

**troubleshooting - Freestyle Flex PUMP**  
**Customer Feedback - CONNECTIVITY ISSUE**

Troubleshooting	Answer
<p><b>Do you have problems with the first time pairing?</b></p>	<p><b>YES</b></p> <hr/> <p><b>NO</b></p>
<p>The pump can only be paired by using the MyMedela app.</p> <p><b>Have you installed the MyMedela app?</b></p>	<p><b>YES</b></p>
<p>The MyMedela app is currently* available in the following countries:  Australia, Belgium, Canada, Denmark, Germany, India, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United Kingdom, USA (*Oct. 2019)</p>	<p><b>NO</b></p>
<p><b>Is bluetooth enabled/active on your mobile device?</b></p>	<p><b>YES</b></p> <hr/> <p><b>NO</b></p>
<p><b>Is Bluetooth access allowed in the app settings (phone settings)?</b></p>	<p><b>YES</b></p> <hr/> <p><b>NO</b></p>
<p><b>Did enabling bluetooth on your mobile</b></p>	<p><b>YES</b></p>

device resolve the connectivity issue?

NO

Is the bluetooth indicator lit up (flashing) on your pump?

YES



(Display is showing the pairing code)

NO

Did pairing the pump with your mobile device resolve the connectivity issue?

YES

NO

Are the pump and mobile device within close proximity of one another?

YES

NO

Did a reset of the pump resolve the connectivity issue?

YES

NO

Does the user have access to another

YES

mobile device that she can pair with the pump?

*NO*

*YES*

Did a different phone/smart device resolve the connectivity issue?

*NO*

# Medela Freestyle Flex Troubleshooting Guide

User Instruction	Go to step....
<b>Check Phone Settings</b>	
	2
	3
	3
<a href="#">Download the MyMedela app from Google Play Store or Apple App store and follow the instructions.</a>	[End TS]
	4
Ask the user to enable bluetooth on her mobile device using her mobile device instructions.	4
	5
Instruct user to enable bluetooth on her mobile device using her mobile device instructions.	[End TS]
	[End TS]

Switch the Freestyle Flex breast pump on to standby mode. Press and hold the On/Off button for two seconds to start the pairing procedure	6
<b>Check Pump</b>	
Pair the pump through the MyMedela app	7
Ask the user to reset the pump by pressing and holding the On/Off button (on the side) for 10 seconds until she hears an audio signal, then release the On/Off button	[End TS]
	[End TS]
	8
Ask the user to <b>reset the pump</b> by pressing and holding the On/Off button (on the side) for 7-10 seconds until she hears an audio signal, then release the On/Off button	9
Ask the user to relocate the pump and/or mobile device so that they are close in proximity to each other.	7
	[End TS]
	10
Ask the user to add the MyMedela app to another mobile device and pair with the pump and to call back if the connectivity issue is not resolved when using the second mobile device	11

<p>The connectivity issue will NOT impact her ability to pump with the Freestyle Flex, only the ability to transfer data to the MyMedela app.</p> <p>Obtain pump serial number. Replace product</p>	<p>[End TS]</p>
	<p>[End TS]</p>
<p>The connectivity issue will NOT impact her ability to pump with the Freestyle Flex, only the ability to transfer data to the MyMedela app.</p> <p>Obtain pump serial number. Replace product.</p>	<p>[End TS]</p>



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Notes



