

Breast Pump info:

What is the benefit of getting my breast pump through insurance vs. a retailer?

With insurance, your Motif Breast Pump may be provided at no cost. You may also be notified of additional maternity benefits and products available to you. However, all Motif Breast Pumps come with a warranty, whether obtained through insurance or a retailer.

When can I get a breast pump through insurance?

You can qualify for your Motif Breast Pump through insurance at any time during your pregnancy and up to one year postpartum. However, some insurance policies may dictate when the pump can be shipped to you.

Do I have a warranty?

Yes, every Motif Breast Pump comes with a one year warranty for the pump and a 90-day warranty for the parts. Register your warranty at <https://motifmedical.com/warranty-registration>

What does my warranty cover?

All Motif Breast Pumps come with a Two-Year Limited Manufacturer's Warranty on Breast Pump Motor, 1-Year on Internal Battery (when applicable) and 90-days on breast pump parts. See full warranty details in your product manual. The warranty does not cover failure to comply with the operating instructions of the device or components supplied with the product, normal wear and tear. Theft or misplacement of breast pump or supplies is not covered under the warranty.

My breast pump is not working properly? What should I do?

All Motif Breast Pumps come with a warranty. If you are experiencing issues with your pump, contact us via our <https://motifmedical.com/contact/> or give us a call at 844-272-8390.

What is a closed vs. open system?

A closed system breast pump collects milk in a safe, protected space that is free from outside contamination. By using closed gateways, it keeps the tubing that leads to the motor bacteria and mold free. This keeps you and your baby safe,

despite occasional and inevitable tipping that may occur. All Motif Breast Pumps are closed system.

What is the difference between massage and expression mode?

Massage mode mimics the natural experience of let-down while expression mode acts like your baby by causing a consistent draw that empties milk quickly and securely. When beginning to pump, start in massage mode and move into expression.

Should I get a hospital grade breast pump?

Hospital grade breast pumps are multi-user pumps used in a hospital setting that are not necessary for every mother. Hospital grade breast pumps also require a specific prescription from your healthcare provider. Motif Breast Pumps offer the suction, strength, and closed system functionality that mimic a hospital grade system but are made for just one user.

What breast shield size is right for me?

Refer to our [breast shield sizing guide](https://support.motifmedical.com/hc/en-us/articles/360041402473-Finding-Your-Flange-Size) <https://support.motifmedical.com/hc/en-us/articles/360041402473-Finding-Your-Flange-Size> to determine the right breast shield for you.

How do I pump?

We recommend finding a comfortable, quiet spot in your home at first. Relaxing environments will encourage natural letdown.

If you're having trouble with letdown, a quick breast massage, warm compress, or leaning over and gently shaking the breasts will encourage flow.

If you have your baby near you, try getting close to them and cuddling. If you're not near them, look at a photo of your baby, listen to a recording of their cry, or imagine their face and smell in a state of mindfulness.

When using an electric pump, use the lowest suction setting at first and then increase when things are moving and you feel comfortable. Breathe deeply while you wait. This can take minutes for some and days for others.

When everything is going well, pump until your milk slows down and your breasts feel empty. Make sure you clean your breast flanges in between uses. If you experience issues while pumping, we recommend contacting your Lactation Consultant.

What are Motif Milk Storage Bags made of?

Our milk storage bags are made of a combination of polyethylene terephthalate (PET) and low-density polyethylene (LDPE). The bags are both BPA and BPS free.

What are Motif Steam Sterilizing bags made of?

Our steam sterilization bags are made of a combination of polyethylene terephthalate (PET) and polyethylene (PE). The bags are both BPA and BPS free.

What pumps does the Motif Pump-To-Bag Adapter work for?

All Motif Breast Pumps (Luna, Duo and Twist), Spectra S1, Spectra S2, Ameda Mya and Mya Pro Breast Pumps.