

Questions?

For further assistance please refer to the Help section in the Elvie Pump app or visit elvie.com. You can get in touch with us at questions@elvie.com or call customer care on +44 (0)203 823 6298 (UK) or +1 (508) 300 9989 (US)

Meet Elvie Pump

A smart, wearable breast pump
that fits in your bra, and your life.



Designed for women's bodies and modern lives, Elvie Pump is worn inside your bra. It's the silent, hands-free breast pump that you've been waiting for.

Download the Elvie Pump app to monitor milk volume in real-time, track sessions and control Elvie Pump remotely.

We love hearing your feedback, so please let us know how we can keep improving our products.

Tania Boler, CEO
questions@elvie.com



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1. Parts

1.1 Product description

Elvie Pump contains the number of parts and accessories listed below, as shown on the following page.

Double set

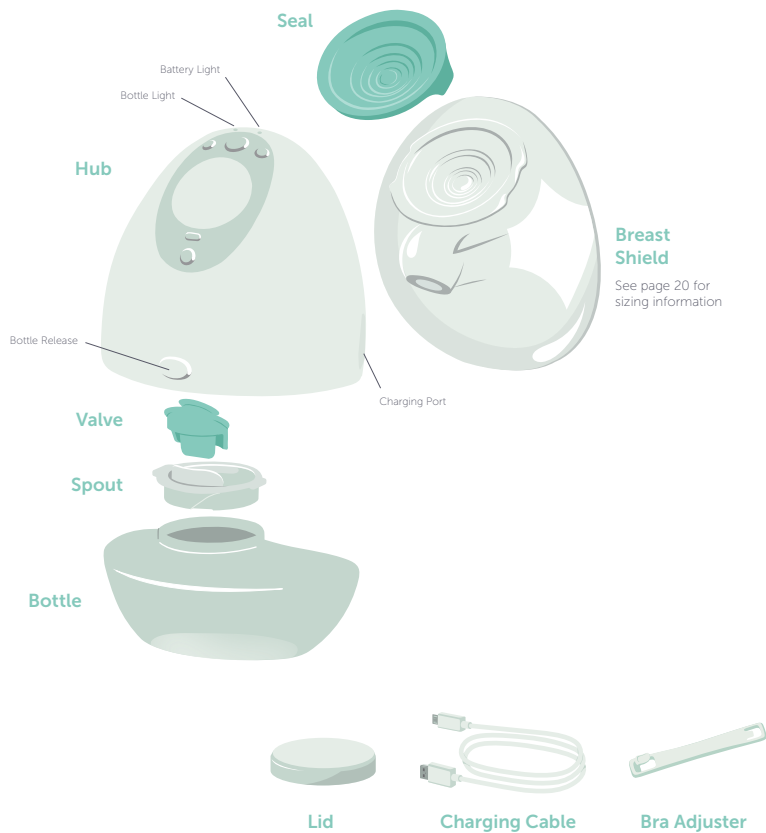
- Hub (x2)
- Breast Shield - 24mm  (x2)
- Breast Shield - 28mm  (x2)
- Bottle (x4)
- Seal (x4)
- Spout (x4)
- Valve (x4)
- Lid (x4)
- Charging Cable (x2)
- Bra Adjuster (x4)

Single set

- Hub (x1)
- Breast Shield - 24mm  (x1)
- Breast Shield - 28mm  (x1)
- Bottle (x2)
- Seal (x2)
- Spout (x2)
- Valve (x2)
- Lid (x2)
- Charging Cable (x1)
- Bra Adjuster (x2)

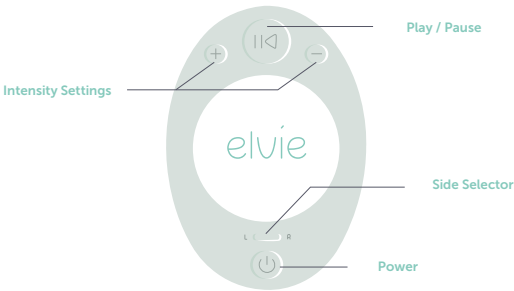
Tip: Before using Elvie pump for the first time, it needs to be charged - see section 6 for more information on charging. Please note Elvie pump does not turn on while it is charging.

1. Parts



1 Parts

1.2 Controls



Tip: Download the Elvie Pump app to control the pump remotely, track results of pumping sessions for each breast and make use of other smart features.

2. Intended use

2.1 Indications for use

Powered breast pump, to express and collect milk from lactating women.
The device is intended for a single user.

2.2 Contraindications

DO NOT use this pump if you have an active implanted device that would be affected by a magnetic field (e.g. pacemaker, implantable cardioverter defibrillator).

2.3 Operating life

The operating life of the Hub is defined to be approximately 500 hours.

The expected operating life of the replaceable washable components is six months.

It is recommended to replace the washable components after long-term storage or before pumping for your next child.

3. Safety

Read all instructions before using. Elvie Pump is not provided sterile. It must be cleaned and sterilized before first use (see section 4.3).

When using electrical products, especially when children are present, basic safety precautions should always be maintained, including the following:

3.1 Warnings

- This is a single-user product. Use by more than one person may present a health risk and voids the warranty
- Inspect for damage, clean and sterilize washable components that come into contact with your breast and breast milk prior to first use
- Clean all parts that come into contact with your breast and breast milk and inspect for damage after every use
- During normal use areas of the Elvie Pump may warm up. If your pumping environment is at the upper operating temperature limit (30°C) for the maximum session time (40 minutes) the temperature of the Breast Shield may reach up to 43°C
- The black semicircle on the base of the Hub uses infrared (IR) energy to monitor the milk volume in the bottle when Elvie pump is pumping. Ensure the black semicircle does not come into direct contact with skin while Elvie Pump is pumping
- Do not store wet or damp parts as mould may develop
- Do not immerse the Hub in water or other liquid. Wipe with a clean, damp cloth
- This product contains small parts and a cable that may present a hazard. Keep out of the reach of children
- Only use Elvie manufactured parts with Elvie Pump, including the Charging Cable; do not substitute
- It is recommended to use an adaptor compatible with IEC 60601-1 and with your regional power source
- Do not drop or insert any foreign object into any openings on the Hub and always close the charging cap after charging
- Never operate an Elvie Pump if it has been damaged, is not working properly, or has been dropped into water. If damage is found, immediately discontinue use and

3. Safety

email questions@elvie.com or call Elvie customer care on +44 (0)203 823 6298 (UK) or +1 (508) 300 9989 (US). In case of damage or wear, please replace parts

- Elvie Pump and its components are not heat-resistant: keep away from heat sources
- Do not use flammable materials while using Elvie Pump or connecting Elvie Pump to a charger
- Do not use Elvie Pump while sleeping or overly drowsy
- Do not use Elvie Pump when driving or operating heavy machinery
- Elvie Pump uses Bluetooth technology. Please follow aircraft carrier rules for the use of portable electronic devices when flying. Furthermore, high altitudes, including while in a pressurised aircraft cabin, will affect the performance of Elvie Pump
- Pumping can induce labor. Do not pump until after giving birth. If you become pregnant while breastfeeding or breast pumping, consult with a licensed healthcare professional before continuing
- Only use Elvie Pump for its intended use as described in this manual

3.2 Precautions

- Always inspect all parts before use for damage and cleanliness
- Always ensure all parts are completely dry before assembling
- Do not place the Hub in the fridge or freezer
- Using a breast pump should not cause pain. Do not try to express with an intensity setting that is too high or uncomfortable. If excessive discomfort or pain is felt during pumping, stop pumping, break the seal around your nipple and discontinue the session
- Contact your healthcare professional if you express minimal or no milk, or if expression is painful
- For assistance with correct Breast Shield sizing and comfort please see section 5 or talk to a lactation consultant or breastfeeding specialist
- If the package appears damaged or tampered with before use, do not use and email questions@elvie.com or call customer care on +44 (0)203 823 6298 (UK) or +1 (508) 300 9989 (US)
- Extra care is necessary when using Elvie Pump in the vicinity of children

3. Safety

- Elvie Pump should not be used while lying down, or engaging in strenuous exercise or activities with risk of harm
- Do not wear Elvie Pump when not pumping
- Always break the seal around your nipple before removing Elvie Pump from your breast
- Portable and mobile frequency communications equipment can affect the breast pump
- Do not expose Elvie Pump or components to direct sunlight
- Elvie Pump will not work when connected to the charger; always disconnect Elvie Pump from the charger and close the charging cap before using
- Do not attempt to reset Elvie Pump during use
- Email questions@elvie.com or call customer care on +44 (0)203 823 6298 (UK) or +1 (508) 300 9989 (US) and discontinue use if you notice a loss of power or if the fully charged battery lasts for less than two hours of continuous use. The battery is not replaceable

Please keep a copy of these instructions for future reference

4. Cleaning and sterilizing

Elvie Pump is not provided sterile. It must be cleaned and sterilized before first use (see section 4.3).

Always take apart components before cleaning or sterilizing.

4.1 Electronics care



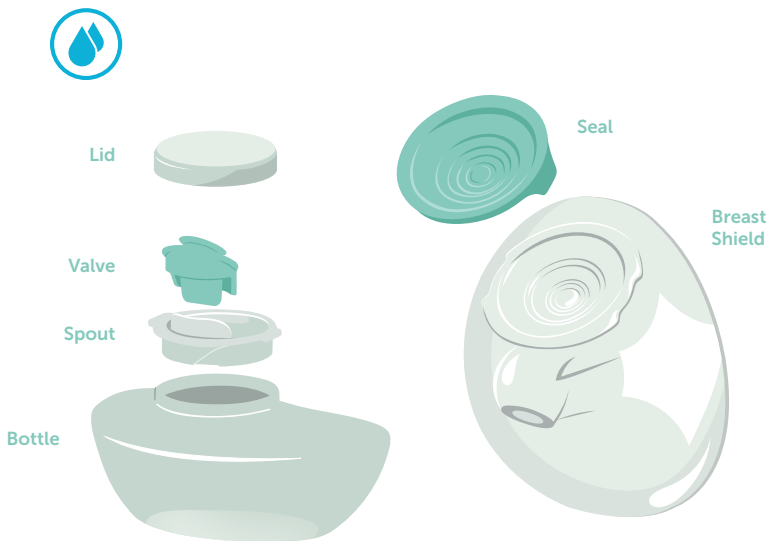
Do not get wet!



The Hub contains electronics which should be kept dry. A clean, damp cloth can be used to clean the Hub. The black semicircle on the base of the Hub monitors milk volume. Please keep this area dry and clear of residue. Any other cleaning method will be classed as misuse under the warranty (section 16).

4. Cleaning and sterilizing

4.2 Washable components



Cleaning washable components that come into contact with milk prevents the build up of dry milk residue, which can cause the growth of bacteria that may be harmful to you and your baby.

4. Cleaning and sterilizing

4.3 Before first use

Clean washable components

1. **Rinse** in cold, clear water (approx 20°C)
 2. **Wash** in warm water (approx 30°C) using mild dishwashing soap and wipe afterwards with a clean cloth
 3. **Rinse** with cold, clear water (approx 20°C) for 10-15 seconds
-

OR

Place on the top shelf
of the dishwasher



Sterilize washable components

Boil in water for five minutes

OR

Suitable for microwave,
steam or cold water
sterilizing methods

Dry completely before assembly

4. Cleaning and sterilizing

4.4 After each use

Clean washable components

1. **Rinse** in cold, clear water (approx 20°C)
2. **Wash** in warm water (approx 30°C) using mild dishwashing soap and wipe afterwards with a clean cloth
3. **Rinse** with cold, clear water (approx 20°C) for 10-15 seconds

OR

Place on the top shelf of the dishwasher

Dry completely before assembly

4.5 Once a day

Sterilize washable components

Boil in water for five minutes

OR

Suitable for microwave, steam or cold water sterilizing methods

Dry completely before assembly

4. Cleaning and sterilizing

Warnings

- Inspect for damage, clean and sterilize washable components that come into contact with your breast and breast milk prior to first use
- Clean all parts that come into contact with your breast and breast milk and inspect for damage after every use
- Do not store wet or damp components as mould may develop
- Do not immerse the Hub in water or other liquid. Wipe with a clean, damp cloth

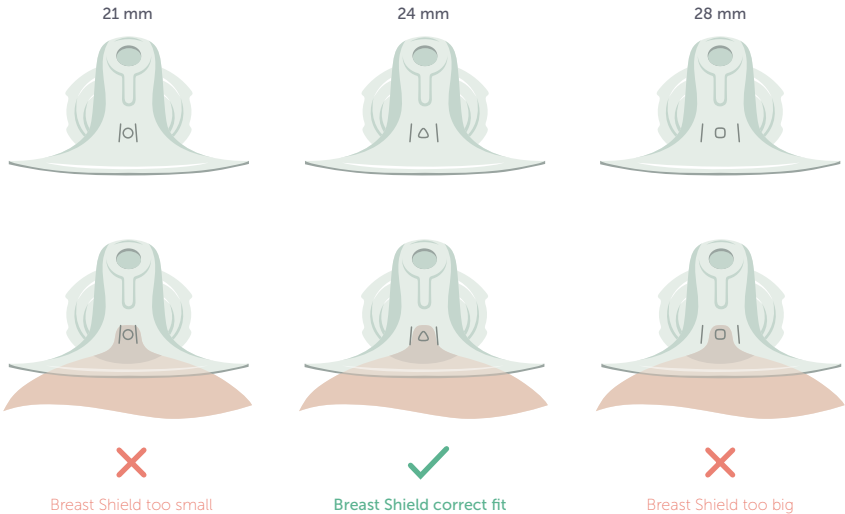
Precautions

- Always inspect all parts before use for damage and cleanliness
- Wash your hands thoroughly with soap and water before touching Elvie Pump, its components and your breasts, and avoid touching the inside of Bottles or Lids
- Only use drinking quality tap water or bottled water for cleaning components that come into contact with milk
- Do not use harsh chemicals to clean the Breast Shield, Bottle, Valve, Spout or Seal

5. Breast Shield sizing

Elvie Pump comes with Breast Shields in two sizes, so you can find a Breast Shield fit that is comfortable for you. If needed, a smaller Breast Shield size is available through [elvie.com](https://www.elvie.com) or authorized retailers.

1. To determine the correct size, put the Breast Shield on with the sizing symbol facing upwards and place your nipple in the centre of the fit lines. The fit lines should align with the outside of your nipple



5. Breast Shield sizing

2. Try different Breast Shields to find the best fit for you
3. To comfortably pump on both sides, repeat this process for both nipples to ensure you have the correct Breast Shield for each nipple

Please check [elvie.com](https://www.elvie.com) or your authorized retailer website for the full range of Breast Shields available to order.

Keep the unused Breast Shields in a safe place. Women's bodies often change during the pumping life cycle, so you may find that another Breast Shield size becomes a better fit.

Tip: Lanolin cream can be used for lubrication to reduce the likelihood of sore nipples.

Precautions

- For assistance with correct Breast Shield sizing and comfort please see a lactation consultant or breastfeeding specialist

6. Charging

1. When the battery is low, the Battery Light will be red
2. When charging, the Battery Light will be orange. Use the Charging Cable provided to connect Elvie Pump to a USB power source, such as your computer or phone plug
3. When fully charged the Battery Light will be green. It takes approximately two hours to fully charge the battery, which provides approximately two and a half hours at standard settings

Please only use the Charging Cable provided with Elvie Pump. Do not use Elvie Pump while charging.



1. Battery low



2. Battery charging



3. Fully charged

Tip: Charge immediately after finishing your pumping session if low battery is indicated.

6. Charging

Warnings

- Only use the Elvie Charging Cable; do not substitute
- Only use Elvie manufactured parts with Elvie Pump, including the Charging Cable; do not substitute.
- It's recommended to use an adaptor compatible with IEC 60601-1 and your regional power source
- Do not drop or insert any foreign object into any openings on the Hub and always close the charging cap after charging
- Never operate an electrical device if it has been damaged, is not working properly, or has been dropped into water. If damage is found, immediately discontinue use and email questions@elvie.com or call Elvie customer care on +44 (0)203 823 6298 (UK) or +1 (508) 300 9989 (US). In case of damage or wear, please replace parts

Precautions

- Elvie Pump will not work when connected to the charger. Always disconnect Elvie Pump from the charger and close the charging cap before using
- Email questions@elvie.com or call customer care on +44 (0)203 823 6298 (UK) or +1 (508) 300 9989 (US) and discontinue use if you notice a loss of power or if the fully charged battery lasts for less than two hours of continuous use. The battery is not replaceable

7. Getting started

Before using Elvie pump for the first time, it needs to be charged - see section 6 for more information on charging. Please note Elvie pump does not turn on while it is charging.

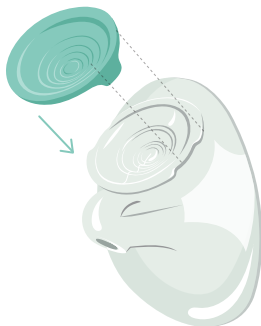
7.1 Download the Elvie Pump app

Download the Elvie Pump app to make use of the smart features - monitor milk volume in real-time, track sessions and control the pump remotely.

The Elvie Pump app can be downloaded from through the App Store (for iPhone) or Google Play Store (for Android). The Elvie Pump app is available on devices that support Bluetooth Low Energy. iPhones must be iPhone 5s and later and have iOS10 or above. Android phones must have version 6 or newer. Once you have downloaded the app, please follow the onscreen setup instructions.

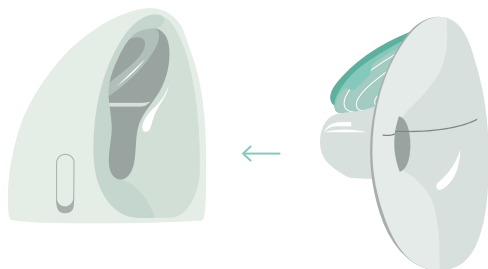
7.2 Assembling Elvie Pump

1. Make sure all parts are dry before putting them together (after the parts have been cleaned and sterilized). Attach the Seal to the Breast Shield using the tabs as guides

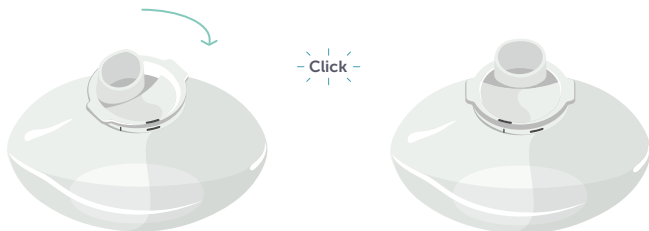


7. Getting started

2. Push the Breast Shield into the Hub

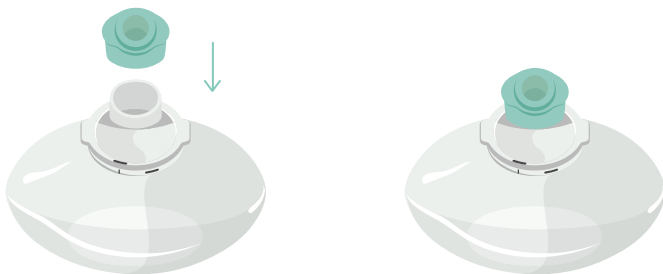


3. Twist and click the Spout onto the Bottle

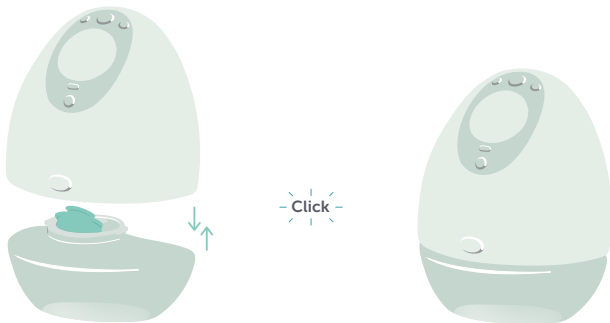


7 Getting started

4. Push the Valve onto the Spout



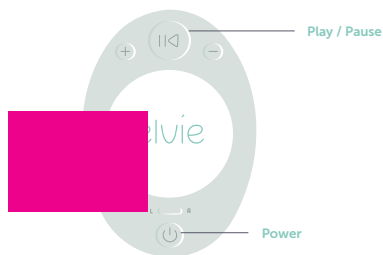
5. Click the Bottle onto the Hub



7. Getting started

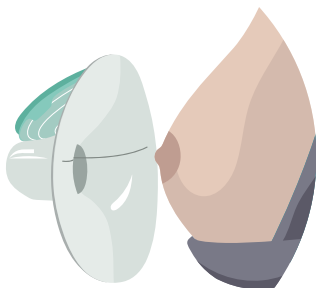
7.3 Turning on Elvie Pump

Once fully assembled, press Power to switch Elvie Pump on. Play/Pause will flash.



7.4 Aligning your nipple

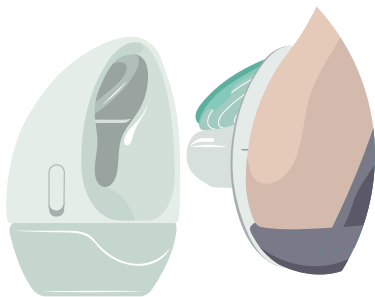
Correct nipple alignment in the Breast Shield is key to comfort, expression and performance. Your nipple must be positioned correctly in the Breast Shield tunnel before pumping to avoid discomfort. You can use the markings on the Breast Shield to help align your nipple.



Tip: See section 5 to make sure you're using the correct size Breast Shield.

7 Getting started

Until you are comfortable aligning your nipple we recommend putting on just the Breast Shield, without the Hub. Once you are confident the Breast Shield is in the right place, hold it in position with one hand and push the Hub onto the Breast Shield.

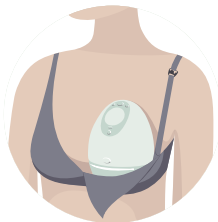


Tip: No two nipples point in the same direction! Align the Breast Shield to the direction of your nipples.

7.5 Wearing Elvie Pump

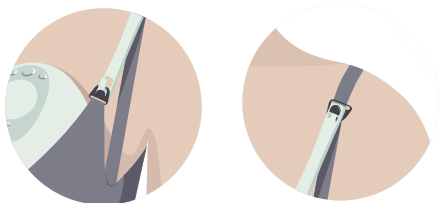
Elvie Pump is designed to be worn with your standard nursing bra and you can use it either in a sitting or standing position. Use the provided Bra Adjusters to make sure Elvie Pump fits comfortably in your bra.

1. If you are using a quick release clip bra, unclip the strap and put Elvie Pump in your bra

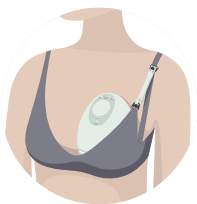


7. Getting started

- When Elvie Pump is in position (see section 7.4) attach the Bra Adjuster onto your bra. The Elvie logo should face outwards



- Elvie Pump should feel comfortable and secure in your bra. Be prepared to try different bras with or without the Bra Adjuster



Tip: The Bra Adjusters are machine washable. To order additional Bra Adjusters please visit [elvie.com](https://www.elvie.com) or an authorized retailer.

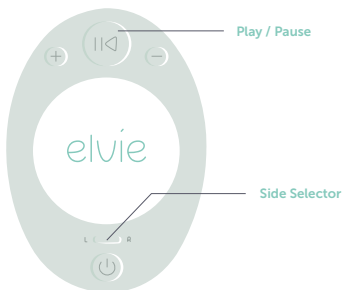
Precautions

- Always inspect all parts before use for damage and cleanliness
- Always ensure all parts are completely dry before assembling
- Do not wear Elvie Pump when not pumping
- Wash your hands thoroughly with soap and water before touching Elvie Pump, its components and your breasts, and avoid touching the inside of Bottles or Lids

8. Expressing with Elvie Pump

8.1 Starting your session

Once Elvie Pump is turned on and positioned in your bra (sections 7.3 - 7.5), press Play/Pause to start pumping. If you need to pause pumping for any reason, press Play/Pause again.



8.2 Intensity settings and modes

Modes

Elvie Pump has two modes: Stimulation and Expression. Elvie Pump will always start in Stimulation mode. This is a faster pumping rhythm to stimulate milk let down.

Elvie Pump will automatically switch to Expression mode either when it detects milk has started to flow or after approximately two minutes. This is a slower pumping rhythm for efficient milk expression.

Switching sides

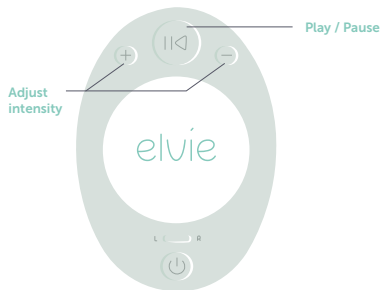
If you are switching Elvie Pump from one breast to the other, make sure you press the Side Selector while Elvie Pump is paused. When you restart Elvie Pump on your other breast, it will start in Stimulation mode.

8. Expressing with Elvie Pump

Intensity settings

Elvie Pump has seven intensity settings, giving you control over what feels comfortable and works most efficiently in both Stimulation and Expression modes.

Once you can feel the suction on your nipple, use **+** **-** to adjust intensity to find your preferred setting in both modes. When you reach the maximum or minimum intensity setting Play/Pause will flash three times.

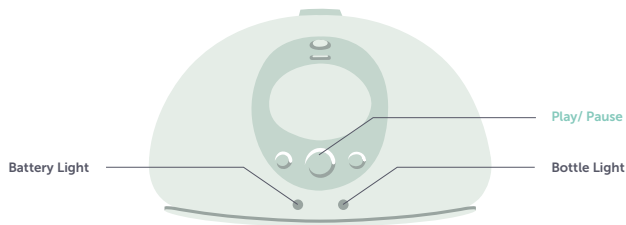


Tip: A higher intensity setting does not always mean a higher volume of milk. Putting your nipple under excess stress can reduce milk production. Always ensure you are pumping at a comfortable level. If you don't feel suction, please check the pump is assembled correctly (section 7.2)

8. Expressing with Elvie Pump

8.3 Automatic functions

- Elvie Pump will automatically switch from Stimulation mode to Expression mode when milk is detected in the bottle (after let down)
- Elvie Pump will automatically pause when the bottle is full, indicated by the bottle light. You must empty the bottle before resuming your session.
- When Elvie Pump is pumping it will automatically stop after 40 minutes. It is recommended to leave Elvie Pump for 60 minutes before using it again.
- When Elvie Pump is paused it will automatically turn off if a button has not been pressed for five minutes
- Elvie Pump will automatically turn off if the battery is empty
- Elvie Pump will automatically turn off if a technical error has occurred



Precautions

- Elvie Pump will not work when connected to the charger. Always disconnect from the charger and close the charging cap before using
- Do not attempt to reset Elvie Pump during use
- Elvie Pump should not be used while lying down, or engaging in strenuous exercise or activities with a risk of harm
- Using a breast pump should not cause pain. Do not try to express with an intensity setting that is too high or uncomfortable. If excessive discomfort or pain is felt during pumping, stop pumping, break the seal around your nipple and discontinue the session

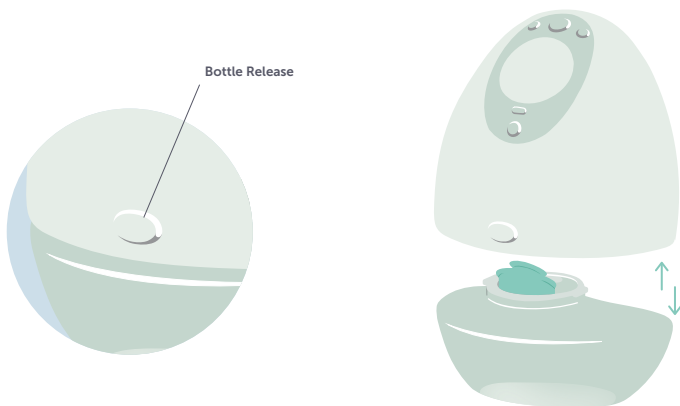
9. Finishing expression

9.1 Ending your session

1. Press Play/Pause to stop pumping
2. Unclip your bra and use your finger to break the seal around your nipple to avoid nipple damage
3. Remove Elvie Pump from your bra
4. Press Power to switch off

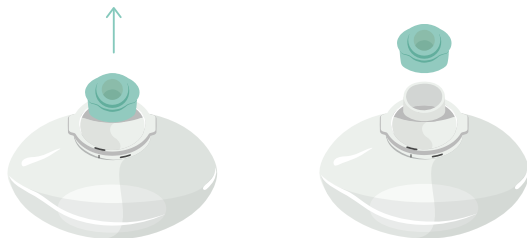
9.2 Taking apart Elvie Pump

1. Press Bottle Release to separate the Bottle from the Hub



9. Finishing expression

2. Remove the Valve from the Spout

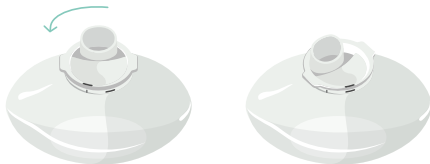


3. Using the Spout, you can pour your expressed milk into a container of your choice for storage or feeding

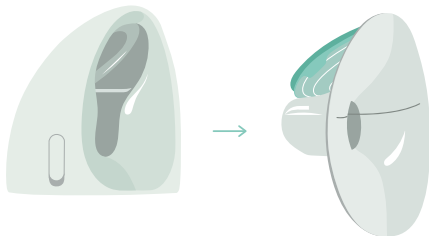


9. Finishing expression

4. Twist the Spout to remove it from the Bottle



5. Pull the Breast Shield away from the Hub to remove it



6. Take the Seal off the Breast Shield



7. Follow the instructions in section 4 for cleaning and care

9. Finishing expression

9.3 Storing your milk

You may store your expressed milk in the Bottle using the Lid provided (both are fridge and freezer safe). Always make sure you remove the Bottle from the Hub before storing. Alternatively, you can pour your expressed milk into a container of your choice for storage or feeding, using the Spout.

When storing milk always follow the guidance of your lactation consultant or health professional.

Tip: Store milk in the coldest part of the fridge: the back of the shelf above the vegetable compartment. Do not store breast milk in the door of the fridge.



Warnings

- Clean all parts that come into contact with your breast and breast milk and inspect for damage after every use

Precautions

- Always break the seal around your nipple before removing Elvie Pump from the breast
- Do not place the Hub in the fridge or freezer

10. How to store Elvie Pump

10.1 Short-term storage

In between sessions please store your Elvie Pump out of direct sunlight and ensure the washable parts are dry. Keep out of reach of children. Recharge immediately after finishing your pumping session if the Battery Light is on.

10.2 Long-term storage

Please use the Charging Cable provided to charge Elvie Pump before long-term storage and place out of direct sunlight. These measures will increase the lifespan of your Elvie Pump. Elvie Pump contains a rechargeable battery. To preserve the battery life when Elvie Pump is not in use for an extended amount of time it will automatically transition into storage mode. When removing from storage plug the Charging Cable into your Elvie Pump and fully charge for approximately two hours.

The washable parts will require cleaning and drying before long-term storage and should be stored out of direct sunlight to avoid discoloration.

When removing from storage, at minimum or maximum storage temperatures (see section 13.2), please allow 24 hours for the pump to reach normal operating temperatures before use.

Warnings

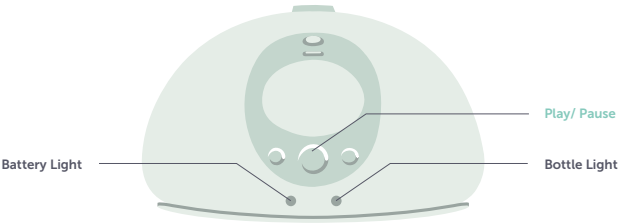
- Do not store wet or damp parts as mould may develop
- This product contains small parts and a cable that may present a hazard. Keep out of the reach of children

Precautions

- Do not place the Hub in the fridge or freezer
- Do not expose Elvie Pump or its components to direct sunlight

11. Troubleshooting

11.1 Alerts and warnings on Elvie Pump



Play/Pause - White: slow flash	Pump paused
Battery Light - Green	Fully charged
Battery Light - Red	Battery low
Battery Light - Red: flashes then turns off	Battery empty
Battery Light - Orange	Charging
Bottle Light - White: Elvie Pump will pause	Milk bottle full
Play/Pause - White: flashes three times	Maximum/Minimum Intensity level reached
All lights - Flash then turn off	Technical error. Contact customer care

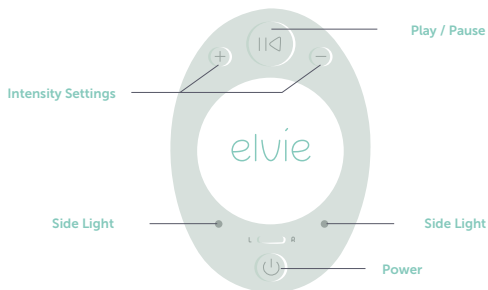
Please refer to [elvie.com](https://www.elvie.com) for the most up-to-date troubleshooting information.

If you are experiencing an issue with your Elvie Pump, please contact customer care: email us at questions@elvie.com or call customer care on +44 (0)203 823 6298 (UK) or +1 (508) 300 9989 (US).

11.2 Factory reset

To perform a factory reset:

1. Turn Elvie pump on
2. Press and hold both intensity buttons simultaneously, for 5 seconds
3. Play/Pause and side LEDs will flash while Elvie pump is resetting and then the LEDs and Elvie Pump will turn off.



12. Technical specifications

Vacuum range:	40-220 mmHg
Power:	5v DC, 3A max
Battery capacity and type:	1460mAh Lithium polymer
Size:	128mm x 110mm x 68mm
Weight:	225g
Bluetooth info:	Bluetooth v5 (Bluetooth Low Energy). Range up to 10m
Operation temperature:	+5 : +30°C
Transport/storage temperature:	-20 : +60°C
Operation humidity:	15 - 90%
Transport/storage humidity:	15 - 90%
Ambient pressure:	90 - 106 kPa
Infra-red details:	Peak frequency: 319THz, Radiant power: 55mW

13. Transport, storage and disposal

13.1 Transport

While travelling use the Charging Cable provided and pair with the appropriate power source for your current location. Please check with the aircraft carrier prior to travel for advice on carrying and using Elvie Pump while flying.

Temperature: -20 to +60°C

Relative humidity: 15 - 90%

13.2 Storage

Temperature: -20 to +60°C

Relative humidity: 15 - 90%

Ambient pressure: 90 - 106 kPa















13.3 Disposal

Elvie Pump contains a rechargeable Lithium polymer battery. Please dispose of the Hub at a designated collection point for the recycling of waste electrical and electronic equipment. The appropriate disposal of Elvie Pump will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste for recycling please contact your local authority, or where you purchased your product.

Warnings

- Elvie Pump and its components are not heat-resistant: keep away from heat sources
- Elvie Pump uses Bluetooth technology. Please follow aircraft carrier rules for the use of portable electronic devices when flying. Furthermore, high altitudes, including while in a pressurised aircraft cabin, will affect the performance of Elvie Pump

14. Symbols

	On/Off
	Increase intensity
	Decrease intensity
	Left and Right side selection
	Play/Pause
	Consult instructions for use
	Manufacturer
	Date of manufacture
	Do not dispose the device together with unsorted municipal waste (in accordance with local regulations)
	Compliance with international requirements for protection from electric shock. (Type BF applied parts)
	Protection against entrance of solid foreign objects and against harmful effects due to the entrance of water
	Manufacturer has taken all necessary measures to ensure that the product complies with applicable safety legislation for distribution within European Community
	Serial Number
	Lot Number

15. EMC Advice

Declaration for Electromagnetic Compatibility (EMC): For information use only.

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.

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 radio/TV technician for help

Stacking: This device should not be used adjacent to or stacked with other equipment. And if adjacent or stacked use is necessary, this device should be observed to verify normal operation in the configuration in which it will be used.

FCC Radiation Exposure Statement: This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Caution: The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

16. Warranty

The Hub is backed by a limited manufacturer's warranty against any defects in materials and/or workmanship, for two (2) years from the date of original purchase. Defects discovered within the warranty period should be reported to Chiaro Technology Limited, "Chiaro". Chiaro Technology Limited reserves the right to a period of investigation to establish the cause of the defect, and may exercise its discretion in determining whether or not to replace the Hub free of charge.

This warranty does not cover cosmetic deterioration or damage caused by general wear and tear, physical or natural destruction, accident, misuse, neglect or other external causes. Any attempt to take the Hub apart will invalidate this warranty.

Any warranty claims must be supported with reasonable evidence, including proof of date of purchase, alongside these warranty conditions. Chiaro must be notified of any defective Elvie Pumps. We will then provide you with a Return Merchandise Authorisation number, which must be displayed on the outside packaging. In the event that Chiaro decides to replace the Hub any replacement Pumps will not extend the life of this warranty.

This is a single-user product. Use by more than one person may present a health risk and voids the warranty.

Please keep your proof of purchase in the event that you need to contact customer care.

Questions?

For further assistance please refer to the Help section in the Elvie Pump app or visit [elvie.com](https://www.elvie.com). You can get in touch with us at questions@elvie.com or call customer care on +44 (0)203 823 6298 (UK) or +1 (508) 300 9989 (US)

Manufactured and Distributed by Chiaro Technology Limited

Model number: EP01

Document number: EP-S-0005

Revision number: 4



