

PROBLEM

SOLUTION

My Ardo Alyssa pump doesn't power on



- Check that the Alyssa battery is fully charged for at least 2 hours
- Press the On/Off Power Button for at least 2 seconds to turn the Alyssa on or off; this is a safety feature so that Alyssa is not accidentally turned on or off

My Ardo Alyssa pump doesn't power on



- Make sure your breast pump is connected to power
- Try an alternative power outlet
- Make sure your power adapter or USB cable are not damaged
- If your Alyssa still doesn't power on, contact Ardo customer service

Pump Not Showing Charging Indicator



- If your Ardo Alyssa pump does not immediately show that it's charging, please review the following:
- If the pump has not been used or charged for a long time, the internal battery may be fully depleted.
 - When the battery is completely drained, it may take up to 20 minutes before the battery indicator appears on the screen.
 - Keep the pump plugged in during this time — even if the display does not immediately show the charging symbol.
 - Once the battery has reached a minimal charge, the indicator light will appear.

PROBLEM

My Alyssa pump switches off by itself after a short time



SOLUTION

- Make sure the battery is fully charged for at least 3 hours
- Check whether the Memory Plus button (top left icon) is blinking; if it is blinking, the Memory Plus function has been activated with a prior pump session. To erase the program stored in Memory Plus, press and hold the Memory Plus button until you hear a beep; the Memory Plus button will stop blinking and Alyssa will operate normally
- If the pump is fully charged and the Memory Plus button is not blinking when the pump is first turned on, contact Ardo customer service



My pump has low or no suction



- If you are not using your pumpset which came with Alyssa, make sure you are using the correct pumpset cover with insert in the lid



- To reorder additional pumpsets to work with Alyssa, make sure to order Ardo pumpsets which are marked to work with ALL Ardo breast pumps
- Pumpsets which were shipped with Calypso breast pumps will NOT properly work with Alyssa; pumpsets shipped with Alyssa WILL work perfectly with Calypso breast pumps

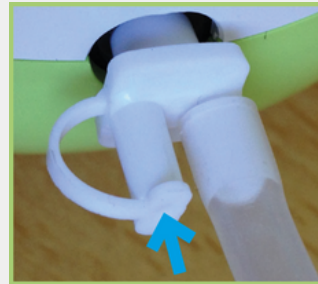
PROBLEM

SOLUTION

My pump has low or no suction



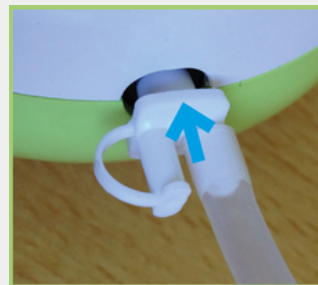
- If pumping only on one side (single pumping), make sure the second tube connector is closed



My pump has low or no suction



- Make sure the tube connector is properly connected to the pump body



My pump has low or no suction



- When putting the pump set together after cleaning, make sure the white lip valve is also properly assembled



PROBLEM

SOLUTION

My pump has low or no suction



- When removing the lip valve for cleaning, do NOT use fingernails; instead, simply pull by fingers, the lip valve is very flexible
- Make sure the lip valve is intact with no tears, cracking, or lips sticking together
- Ardo lip valves should have a slight opening between the lips
- Replace lip valves if they are not intact



My pump has low or no suction



- Make sure the membrane pot is lying flat in the breast shell top BEFORE you put on the lid over
- Make sure the membrane pot is undamaged
- Replace membrane pot if damaged



PROBLEM

My pump has low or no suction



SOLUTION

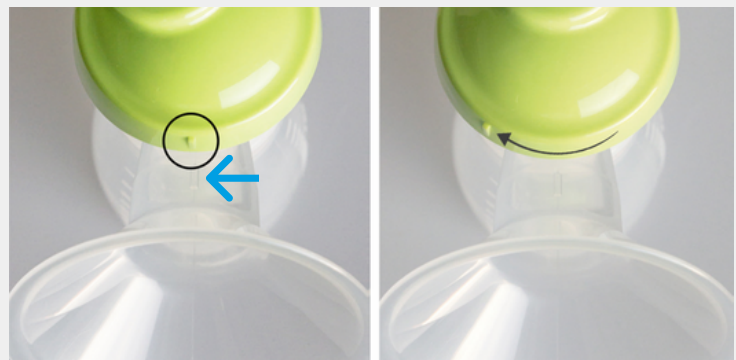
- Make sure the smooth side of the membrane pot is facing outwards with the ridges on the inside



My pump has low or no suction



- Make sure the lid cover is properly closed
- Line up the mark on the top of the flange funnel with the mark cover, then turn clockwise ("Line & Lock")



PROBLEM

SOLUTION

My pump has low or no suction



- If using a hard insert, make sure the insert is assembled correctly
- Gently push the insert into the breast shell
- Twist and turn the insert to the right to create an air tight seal



My pump has low or no suction



- If using a silicone insert, make sure the silicone insert is placed into the breast shell correctly
- Place the insert into the breast shell and push all the way in until secure

