

### **Before First Use**

- Pump: Wipe with damp cloth as needed.
- Washable Parts: Boil for 5 minutes and allow to air dry.

### **After Each Use**

- Disassemble parts
- Rinse washable parts immediately
- Soak for 5 minutes in hot, soapy water
- Wash each part for 1 minute
- Rinse well
- If any residue is observed, repeat
- Air dry and store

Optional Cleaning Methods: Parts can be boiled or cleaned in the dishwasher (top rack only)

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## 8. CHARGING

Check battery status by pressing the power button.

If battery is low, charge pump with provided USB charging cables.

When pump is charging, the LED indicator will pulse. When pump is fully charged, the LED indicator light will turn off.

Refer to page 17 for battery color indicators.

**IMPORTANT:** Pump will not operate while plugged into electrical outlet. Only use included USB charging cables and chargers compatible with specifications identified on page 26 (Technical Information).

## 9. TROUBLESHOOTING

The pump automatically turns off after 25 minutes. Press the power button to restart pump with a new session.

If your pump is not working, or the LED indicator is blinking red:

- Make sure the pump is charged
- Make sure the pump is fully assembled
- Check parts for wear and tear; replace any damaged parts
- Reset the pump by pressing and holding the power button for at least 6 seconds

The Willow Go™ Breast Pump is not a serviceable device.

If you experience any issues or need help setting up or operating your pump, please visit [help.onewillow.com](https://help.onewillow.com).



## TECHNICAL INFORMATION

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### WARRANTY

Under our limited warranty, Willow \* (“we,” “us,” “our”), warrants to the original consumer purchaser (the “purchaser”) to be free from defects in material and workmanship for the period of 12 months from the date of pump purchase and the period of 90 days from purchase on all other product components under normal use and conditions (the “Warranty Period”). This limited warranty does not cover damage caused by accident, misuse, normal wear and tear, improper use, unauthorized maintenance or repair, or failure to follow written instructions for use. The pump can not be submerged in water, washed or sanitized, placed in the refrigerator or freezer, or used during takeoff or landing when traveling on an airplane. The flange can not be placed in microwave or microwave sterilizer bags. Doing so voids this limited warranty. Warranty coverage terminates if you sell or otherwise transfer this product to another person. This warranty gives you specific legal rights and you may also have other rights, which vary, by location.

WILLOW MAKES NO EXPRESS WARRANTY OF ANY KIND REGARDING THE PRODUCT OTHER THAN THOSE WARRANTIES EXPLICITLY SET FORTH HEREIN. ANY IMPLIED WARRANTY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT, QUIET ENJOYMENT, OR ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, TO THE EXTENT PERMITTED BY LAW, SHALL BE LIMITED IN DURATION TO A PERIOD OF 90 DAYS FROM THE DATE OF PURCHASE BY THE ORIGINAL PURCHASER.

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In the event the product is found by Willow to not meet the above limited warranty in the Warranty Period, as purchaser's sole and exclusive remedy Willow will repair or, at the option of Willow, replace this product without charge for such replacement or parts or labor. NOTE: The purchaser shall bear all expense for returning this product to Willow. This limited warranty does not apply to any product that has been used commercially, subjected to misuse, abuse, or alteration.

Only Willow brand replacement parts are recommended for use with Willow breastfeeding products. Improper or incorrectly performed maintenance or repair, or use of non-Willow brand replacement parts may invalidate this limited warranty.

TO THE EXTENT PERMITTED BY LAW, Willow SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, REPLACEMENT COSTS RESULTING FROM THE BREACH OF ANY WRITTEN OR IMPLIED WARRANTY.

If you wish to make a claim under this limited warranty, you must return the product to Willow prepaid, together with your dated bill of sale or other dated proof of purchase and a brief statement of the problem, along with a Returned Goods Authorization number. You may obtain the appropriate Authorization number and shipping address by calling the phone number. Items returned without an associated Returned Goods Authorization Number will be returned to sender.

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To obtain the address to return goods or a Returned Goods Authorization Number contact the Customer Care Team.

We recommend recording your serial number here when you first open your pump for easy reference when contacting Willow Customer Care Team. The serial number can be found on the pump interior.

Record the Serial Number(s) here for easy reference:

<b>Pump 1:</b>											
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<b>Pump 2:</b>											
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*\*Note: Willow Innovations, Inc.*

## POWER

Only use the USB charging cables included with your pump.

Additional charging cables and chargers are available at [onewillow.com](http://onewillow.com).

### Charger Specifications:

Input: 100-240V AC, 50/60Hz 0.28A

Output: 5V DC 2A max

Willow Charger Part Number:

225-00002

225-00003

Date of Manufacture:

Year Code											
2016	2017	2018	2019	2020	2021	2022	2023				
A	B	C	D	E	F	G	H				
Year Code											
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	2	3	4	5	6	7	8	9	10	11	12

## SPECIFICATIONS

Pump dimensions: 80mm x 120mm x 135mm

Pump weight: 385g

Vacuum strength: 75 - 280 mmHg

Cycle speed: 20 - 100 cpm

Pump Operating life: The operating life of this breast pump is defined to be approximately three 15-minute sessions per day, for one year. The operating life for the washable parts is 3 months.

Battery: Internal Lithium-Ion (not replaceable)

Date of Manufacture: The date of manufacture can be located within the serial number of the pump. The serial number is an 11 digit number formatted as xxxYMxxxxxx where Y is the year and M is the month. Use the tables to determine the year and month of manufacture.



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## OPERATING CONDITIONS

Operating Temperature	5 to 35 °C
Relative Humidity	15% - 90%; non-condensing
Pressure	700 hPa to 1060 hPa

## TRANSPORTATION AND STORAGE

Temperature	-20 to 60 °C
Relative Humidity	15% - 90%; non-condensing
Pressure	700 hPa to 1060 hPa

## DISPOSAL INFORMATION

The Willow Go™ Breast Pump contains a rechargeable lithium ion battery. Use your local return and collection system for electrical waste and electronic equipment (including batteries). Container duckbill valve, diaphragm, container back, container lid and flange should be disposed of per your local waste management requirements.

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## ELECTROMAGNETIC COMPATIBILITY COMPLIANCE STATEMENT INFORMATION

The Willow Go™ Breast Pump may be used at home, office, professional healthcare environment or other general areas. Special consideration should be given to use:

- During Medical Procedures: Do not use during any medical procedure or imaging. For example, do not use during RF ablation of a skin anomaly, X-ray, MRI or ultrasound.
- With other Equipment: Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, the pump and the other equipment should be observed to verify that they are operating normally.
- In High Electrostatic Discharge Environments: If the air is very dry, use the pump where floors are wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%. If you notice shocks when you touch things, as sometimes happens in very dry winter months, be sure to touch a metal item such as a table before handling the pump.
- In Industrial Settings: Avoid using near arc welding equipment, radar installations and similar industrial settings.
- Near RF Emitters: Keep devices that use WiFi, Bluetooth and other intentional RF emitters at least 30 cm from the pump during operation. This includes communications equipment peripherals such as antenna cables and external antennas. Otherwise, degradation of the performance of the pump could result. If you know the power output of the RF emitter, the table labeled “Electromagnetic Compatibility Compliance Statement Information” can be used for more precise information about separation distances.





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Warning: Use of accessories other than those specified by Willow Innovations, Inc. may result in increased emissions or decreased immunity of the pump.

The pump has no essential performance; however, it was tested for immunity to electromagnetic disturbances. It passed with the following acceptance criteria: pumping vacuum does not exceed a safe level and no parts fail.

Note: 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.

## ELECTROMAGNETIC COMPATIBILITY COMPLIANCE STATEMENT INFORMATION

GUIDANCE AND MANUFACTURER'S DECLARATION – ELECTROMAGNETIC EMISSIONS		
Emissions Test	Compliance	Electromagnetic Environment – Guidance
RF emissions CISPR 11	Group 1	Pump uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
RF emissions CISPR 11	Class B	Pump is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
Harmonic emissions IEC 61000-3-2	Class A	
Voltage fluctuations/flicker emissions IEC 61000-3-3	Complies	

*NOTE: The emissions characteristics of this equipment make it suitable for use in industrial areas and hospitals (CISPR 11 class A). If it is used in a residential environment (for which CISPR 11 class B is normally required), this equipment might not offer adequate protection to radio-frequency communication services. The user might need to take mitigation measures, such as relocating or re-orienting the equipment.*

*Pump has been tested and complies with the requirements for IEC 60601-1-2 4th edition, Tables 4 through Table 9. See guidance and declaration of electromagnetic immunity in the following pages in this instructions for use. The assembled pump is a Type BF Applied Part according to IEC 60601-1.*

## GUIDANCE AND MANUFACTURER'S DECLARATION – ELECTROMAGNETIC IMMUNITY

The Willow Go™ Breast Pump is intended for use in the electromagnetic environment specified below.  
The customer or user of the Breast Pump should assure that it is used in such an environment.

Immunity Test	IEC 60601 Test Level	Compliance Level	Electromagnetic Environment – Guidance
Electrostatic discharge (ESD) IEC 61000-4-2 Normal operation while on battery power.	±8 kV contact ±15 kV air	±8 kV contact ±15 kV air	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%.
Electrostatic discharge (ESD) IEC 61000-4-2 Battery Charge Mode	±8 kV contact ± 2 kV ± 4 kV ± 8 kV ± 15 kV air	±8 kV contact ± 2 kV ± 4 kV ± 8 kV ± 15 kV air*	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30 %. *NOTICE: If the Willow Go™ Breast Pump is exposed to ESD air discharges at levels between 8kV and 15 kV when in Battery Charge mode or Device Firmware Update (DFU) Mode, it may become non-operational.
Electrical fast transient/burst IEC 61000-4-4	±2 kV for power supply lines	±2 kV for power supply lines	The Willow Go™ Breast Pump is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
Surge IEC 61000-4-5	± 0,5 kV ± 1 kV line to line	± 0,5 kV ± 1 kV line to line	The Willow Go™ Breast Pump is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.

## GUIDANCE AND MANUFACTURER'S DECLARATION – ELECTROMAGNETIC IMMUNITY


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Immunity Test	IEC 60601 Test Level	Compliance Level	Electromagnetic Environment –Guidance
Voltage dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11	<p>0% of <math>U_N</math> 0.5 cycle At 0°, 45°, 90°, 135°, 180°, 225°, 270° and 315°</p> <p>0% of <math>U_N</math> 1 cycle At 0°</p> <p>70% of <math>U_N</math> 25 / 30 cycles At 0°</p> <p>Voltage Interruptions 0% of <math>U_N</math> 250/300 periods</p>	<p>0% of <math>U_N</math> 0.5 cycle At 0°, 45°, 90°, 135°, 180°, 225°, 270° and 315°</p> <p>0% of <math>U_N</math> 1 cycle At 0°</p> <p>70% of <math>U_N</math> 25 / 30 cycles At 0°</p> <p>Voltage Interruptions 0% of <math>U_N</math> 250/300 periods</p>	The Willow Go™ Breast Pump is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
Power frequency (50/60 Hz) magnetic field IEC 61000-4-8	30 A/m	30 A/m	The Willow Go™ Breast Pump is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
NOTE $U_N$ is the tested voltage at 120Vac 60Hz and 240Vac 50Hz			



## GUIDANCE AND MANUFACTURER'S DECLARATION – ELECTROMAGNETIC IMMUNITY













The Willow Go™ Breast Pump is intended for use in the electromagnetic environment specified below.  
The customer or user of the Breast Pump should assure that it is used in such an environment.

Immunity Test	IEC 60601 Test Level	Compliance Level	Electromagnetic Environment –Guidance
Conducted RF IEC 61000-4-6	3 V; 150 kHz to 80 MHz  6 V; ISM and amateur radio bands between 0.15 MHz and 80 MHz	3 V; 150 kHz to 80 MHz  6 V; ISM and amateur radio bands between 0.15 MHz and 80 MHz	Portable and mobile RF Communications equipment should be used no closer to any part of the Willow Breast Pump, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter.  Recommended separation distance $d = 1.2\sqrt{P}$ $d = 1.2\sqrt{P}$ 80 MHz to 800 MHz $d = 2.3\sqrt{P}$ 800 MHz to 2.5 GHz
Radiated RF IEC 61000-4-3	10V/m 80 MHz to 2.7 GHz	10V/m 80 MHz to 2.7 GHz	Where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and d is the recommended separation distance in meters (m).  Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey, a. should be less than the compliance level in each frequency range. b. Interference may occur in the vicinity of equipment marked with the following symbol: 








NOTE 1: At 80MHz and 800MHz, the higher frequency range applies.

NOTE 2: These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

## SYMBOLS

SYMBOL	DEFINITION	SYMBOL	DEFINITION
	Manufacturer		Keep away from heat
	Date of Manufacture		Temperature Limit
	Lot Number		Humidity Limitation
	Catalog Number		Atmospheric Limitation
	Serial Number		Consult Instructions For Use
	Do not use if package is damaged		Direct Current

## SYMBOLS

SYMBOL	DEFINITION	SYMBOL	DEFINITION
	Keep dry		Compliance with international requirements for protection from electric shock. (Type BF applied parts).
	Class II Equipment – Device does not rely on earth plug or power cord.	<b>IP22</b>	Ingress Protection against entrance of foreign objects and against harmful effects due to the entrance of water.
	Indoor use only		Do not throw in trash. Send to a recycling center.
	Recycling		Non-ionizing electromagnetic radiation present due to a RF transmitter.

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## FCC COMPLIANCE STATEMENT

CAUTION: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

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.

## ISED STATEMENT

This device complies with Industry Canada licence exempt RSS standard(s).

Operation is subject to the following two conditions:

(1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.





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Save instructions and sales receipt for future reference.



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