

Customer Response Guidance

Created by:

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Reviewed by:

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Distribution to:

Global and Regional Complaint Handling, Regional sales and marketing, Global Customer Care, Digital

Frequently Asked Questions Easy Pour Breast Milk Storage Bags

These FAQs are intended to be visible on the website for a quick help & information for customers.

There is an internal version with more details to support the customer service team, these questions are added to the end of the document. They are not displayed on the website, but should give more details for internal teams. They can as well be shared outside, if needed.

Please share if you have get additional questions not answered below.

Questions on website:

What is meant by effect of UV & O2 on breast milk?

Breast milk is sensitive and needs protection from light and oxygen^{1,2,3}. We have developed bags with an improved oxygen barrier and thick material. To best protect the vital nutrients when storing your breast milk we recommend removing excess air after filling and before sealing the bag tightly. Then store it immediately in the fridge or freezer. Do not store in the fridge door to reduce exposure to natural light when opening the fridge.

For more details you can review following:

¹Thomas EL, Burton H, Ford JE, Perkin AG. The effect of oxygen content on flavour and chemical changes during aseptic storage of whole milk after ultra-high-temperature processing. Journal of Dairy Research. 1975;42(2):285-295. doi:10.1017/S0022029900015326

²A. D. Karaman, B. Özer, M. A. Pascall & V. Alvarez (2015) Recent Advances in Dairy Packaging, Food Reviews International, 31:4, 295-318, DOI:10.1080/87559129.2015.1015138

³Robertson, Gordon L.. Food Packaging : Principles and Practice, Third Edition, Taylor & Francis Group, 2012.

What are the key features and benefits of the Easy Pour Breast Milk Storage Bags?

Easy Pour Breast Milk Storage Bags are disposable, recyclable bags that can be used to store your freshly pumped breast milk in the fridge or freezer. Easy Pour Breast Milk Storage Bags have two openings. Tab #1 for pouring in and tab #2 for pouring out the breast milk with one hand. They protect breast milk more than 10 times better versus market leader due to a better oxygen barrier. They have a capacity of 210ml/ 7oz, a double zipper for added leak protection, they freeze flat and thaw quickly, and are self-standing for convenient filling and handling. In addition the scale is accurate and there is an intuitive writing area to mark the amount and date. You can mark the moon or sun on the bag to identify the time of day the milk was pumped.

How does the unique spout work?

The bags feature a dedicated area for pouring in the milk. This is a very wide opening at the top, making it easy to pour breast milk from any pump or collection bottle. Then, after removing excess air, you securely close the bag to store it in the fridge or freezer. The dedicated labelling area is at the top edge as well. Once you are ready to use the milk from the bags, pull tab #2, open the spout, and safely pour out all of the milk without spilling it. The secondary pour-out spout on the side helps prevent cross-contamination and allows for one-handed pouring.

Watch the video for more ([link video](#)).

Are the storage bags leakproof?

Our Easy Pour Breast Milk Storage Bags are leakproof. They are made of strong, double layer material with sealed sides. Make sure to remove excess air from the bag and close the bag securely with the zipper at the top.

Can the storage bags be frozen flat?

The Easy Pour Breast Milk Storage Bags allow for flat freezing. By removing as much air as possible before closing the bag, you can effectively store your pumped breast milk.

Is the scale correct on the bags?

Yes, the scale is correct. The scale of our Easy Pour Breast Milk Storage Bags is more or less accurate given the flexibility of the bag. Be sure that the bag is open and the bottom is completely flat to ensure measurement accuracy before storing.

How should the storage bags be organized and labelled?

Our Easy Pour Breast Milk Storage Bags can stand upright in the fridge or lay flat in the freezer. There is a dedicated labelling area on the bag for easy labeling, even when the bag is full. You should label the date and amount. The moon and the sun on the bag can help you identify the time of day the milk was pumped.

What sizes do the Breast Milk Storage bags come in?

Our Easy Pour Breast Milk Storage Bags can store up to 210ml/ 7oz of pumped breast milk.

What materials are the bags made from?

Our Easy Pour Breast Milk Storage Bags are made from LDPE, which is a fully recyclable material.

Are the storage bags safe for my baby?

Yes. All Medela personal-use breastfeeding products, such as the Easy Pour Breast Milk Storage Bags, are manufactured from food grade materials without BPA, BPS, PVC or phthalates.

Do the storage bags contain BPA?

No, the material is made without BPA and phthalates.

Are the bags recyclable?

Yes, our Easy Pour Breast Milk Storage Bags are fully recyclable. They are made from mono material that can be placed in your regular household recycling bin.

Can these bags be used with any breast pump?

Our Breast Milk Storage Bags do not attach to breast pumps. You can pour your breast milk directly from any hands-free collection cup or collection bottle directly into the bag for storage. The convenient wide opening and self-standing feature make it easy to fill.

Can you use an adaptor with these bags and pump directly into them?

These bags are for pouring the milk from the hands-free collection cup or milk collection bottle directly into the bag for storage. These bags cannot be converted to fit the breast pump for direct pumping.

Is sterilization required for Easy Pour Breast Milk Storage Bags before use?

No, sterilization is not required, the bags are ready to use. They are treated with "e-beam" and come in a sealed transport pouch. You can use them directly out of the pouch to fill with your freshly pumped breast milk. Reseal the transport pouch again to keep the unused ones safe and clean for the next pumping session.

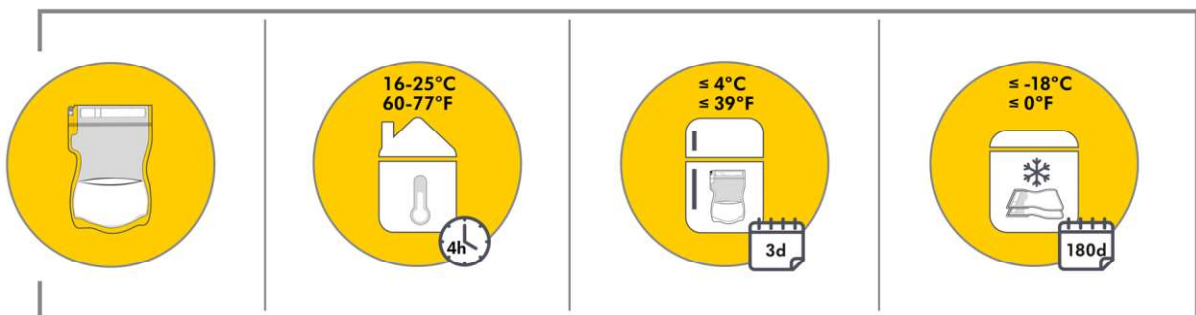
How is the transport pouch used?

The transport pouch is designed to keep the unused bags clean and ready for use. This can be at home or on the go. Simply reseal the pouch once you have taken the bag you need.

Are the storage bags sanitized or sterile?

The bags are ready to use. Our breast milk bags are treated with "e-beam" after the bags are manufactured and just before they are placed into the packaging, which classifies as sanitized. This process ensures that the bags are hygienic and safe for immediate use.

Storing, Freezing, Thawing:



Can breast milk storage bags be reused?

Our Easy Pour Breast Milk Storage Bags are designed for single use only, and should be disposed of after use. We do not recommend washing and reusing them.

How long can breast milk be stored in these bags?

As per recommended guidelines, breast milk can be stored in the freezer for up to 180 days (6 months) at -18° C/ 0° F or in the fridge for up to 3 days at 4°C/ 39°F . If you keep breast milk outside the fridge, do not store it for more than 4 hours.

Is it safe to store more than 7oz/210ml per bag? I have been filling them up to the rim (10 oz).

We do not recommend filling the bag with more than 210ml/ 7oz. It may cause the bag to burst when frozen, as liquid expands naturally upon freezing.

Do breast milk storage bags expire?

The Medela Easy Pour Breast Milk Storage Bags are ready to use. They do not have an expiration date.

What is the recommended method for thawing frozen breast milk?

You can place the bag in the fridge for about 12h to thaw gently, or place the bag with frozen milk in a bowl of warm (37°C/ 99°F) water and warm until it reaches body temperature.

Can breast milk be warmed up in storage bags?

You can warm the breast milk in the breast milk storage bags. We recommend placing the sealed bag in a bowl of warm water until it reaches body temperature (37°C/ 99°F). You can use this method to gently thaw and warm the frozen breast milk or to warm breast milk from the fridge. Make sure you swirl the bag and do not shake it to help preserve the vital nutrients in the breast milk.

Can breast milk storage bags be warmed in a bottle warmer?

Our recommended warming method is a gentle warming in a bowl or similar with warm water (37°C/ 99°F) while swirling the bag. We do not recommend using a bottle warmer as it may overheat the breast milk and damage vital nutrients.

Can I use the Easy Pour Breast Milk Storage Bags for storing purées too? I have too many leftover bags now that my baby doesn't breastfeed anymore

Our Easy Pour Breast Milk Storage Bags are designed for storing pumped breast milk. Even though our Easy Pour Breast Milk Storage Bags are made of food grade material, the bags have only been tested and validated for storing breast milk. We cannot recommend or validate its use for any other purpose.

Question for internal teams – not visible on the website. **They are giving a bit more or different information and can be shared outside as well.**

Please note these questions are transferred from the old BMSB FAQs. They should help to answer very specific questions from mums with a bigger concern. If you get questions where you do not know what to answer please reach out to marketing and we will be able to support and will add them to the document for future references.

Are the Easy Pour Breast Milk Storage Bags made of material which supposedly provides protection from oxygen?

Our Easy Pour Breast Milk Storage Bags are made from LDPE (Polyethylene). The material is free of BPA, DEHP (Phthalate) These bags are 18% thicker than the leading competitor, providing enhanced protection for stored breast milk..

They feature an oxygen barrier that is over 10 times more effective than the market leader

It is crucial to provide protection for breast milk against the effects of oxygen which may be detrimental to the precious nutrients it contains.

Are the Easy Pour Breast Milk Storage Bags made from recycled material?

Our Easy Pour Breast Milk Storage Bags are made from virgin LDPE (Polyethylene), but not from recycled material. However, they can be recycled in your normal household recycling bin as they are made from just one material.

Can the Easy Pour Breast Milk Storage Bags be used in a hospital setting?

If mums want to bring their own bags into hospital they should follow the recommendations of the specific organisation, especially if the baby is in the NICU. However, the bags are designed with features that comply with hospital requirements, such as secure closing, reduced spilling risk, easy labelling, etc.

Recommendation for breast milk storage bags according to HMBANA, 2024:

- Bags need to be clean (not sterile) and ease of use should be considered. They should stack easily for storage.
 - The bags come hygienically packed in a transport pouch with multiple bags, sanitized and ready to use. Each bag is sealed individually. The bags are treated with "e-beam" prior to packing, which classifies as sanitized. This process ensures that the bags are hygienic and safe for immediate use. The bags are self standing to avoid accidental spillage.
 - Our bags are considered easy to use by 82% of mums (Stellar research conducted July 2024/ USA)
- An ideal container for storing expressed human milk will preserve nutritional composition of milk and prevent contamination
 - We use a material that is thick and sturdy. It is made from one material only that is not just 18% thicker than market leader but provides an oxygen barrier that is more than 10x better. It is crucial to support the protection of the breast milk against oxygen exposure to protect the precious nutrients contained in breast milk. Components such as Vitamin A , C and B6 are sensitive to light and oxygen.
 - Our bags are designed with two openings. One for filling with the milk and one for easy pouring out. These different openings help to avoid cross-contamination.
- Recommendations for labelling of human milk include; volume, date, time
 - Our Easy Pour Breast Milk Storage Bags have a dedicated labelling area. Volume, date and time can be marked. We even make it easy to mark the time of day the breastmilk was pumped with a moon / sun icon.
- Containers should be easy to seal and seal well to preserve the qualities of the breastmilk.
 - Our bags come with a double sealing closure system, ensuring the bags close easily and securely.
- In a hospital setting bags can be hard to handle, may spill and be difficult to seal which risks contamination of the contents, therefore bags should minimize these issue
 - We have designed our bags in a thick material which provides a more than 10x better oxygen barrier than biggest competition. They are self-standing to avoid spilling and can be closed securely. Individual organizations will have local policies and procedures for breast milk storage requirements and these should be followed when under their care.

Reference:

Human Milk Banking Association of North America. 2024 Best practice for expressing, storing and handling human milk in hospitals, homes and childcare settings. 5th ed.: Human Milk Banking Association of North America; 2024

Where are the bags produced?

The Easy Pour Breast Milk Storage Bags are produced in China.

Are these compatible with Medela Pump In Style or any other Medela pump?

Our Easy Pour Breast Milk Storage Bags are only for storage, there is no adapter to connect to the pump. Please contact us (provide your local contact details ie. phone/chat/email) if you have any additional questions.

Can the bags be put in the dishwasher?

We don't recommend putting the bags in the dishwasher. The bags come ready to use. Please contact us (provide your local contact details ie. phone/chat/email) if you have any additional questions.

Can I use Medela Easy Pour Breast Milk Storage Bags in Medela Waterless Milk Warmer™? (Hospital)

No. The Waterless Milk Warmer is designed to work with Medela's plastic bottles and syringes only. The shape of breast milk storage bags can change depending on the amount of milk inside, which may affect how evenly/effectively the milk warms up.

Can I use a microwave to defrost the milk which is stored in my Medela Easy Pour Breast Milk Storage Bag?

Our Easy Pour Breast Milk Storage Bags are not microwave safe, and breast milk should **never** be microwaved, as this can cause hot spots in the milk which can be dangerous to baby. Microwaving can also destroy the vital nutrients that is present in the breast milk. We only recommend thawing the breast milk by placing our Easy Pour Breast Milk Storage Bags in the fridge or by placing it into a container with warm water and allowing it to sit until it thaws or reaches body temperature. Ensure that the warm water does not reach the top of the bag near the zipper. Please contact us (provide your local contact details ie. phone/chat/email) if you have any additional questions.

Are these okay to use in the deep freezer? My husband accidentally bought these and now there's crystals in my milk. 300+ Lansinoh bags and no crystals?

Yes, they can be used in the deep freezer. The ice crystals are formed when water molecules escape from the milk, but it is still safe to use this breast milk. Please contact us (provide your local contact details ie. phone/chat/email) if you have any additional questions.

Have the bags been tested down to a -29°C/ -20°F? If not what is the lowest temperature the bags have been tested to? If she freezes her milk at -29°C/ -20°F, what, if any are the concerns?

The material of the bag has been tested to -25°C or -13°F, with 210 ml water (closed, without air inside the bag) for at least 3 days. Afterwards, the bag was then inspected for any visible changes. The bag has been passed as safe for storage at temperatures as low as -25°C/ -13°F, as stated in the technical file. We cannot guarantee whether or not the bags will break at -29°C/ -20°F as this was not tested.

Additional information on storing:

- Medela guidelines recommend -18°C/ 0°F or colder [Storing and thawing breast milk \(medela.com\)](#)
- The CDC recommends -18°C/ 0°F or colder
- [Breast Milk Storage and Preparation | Breastfeeding | CDC](#)

Is it OK to add recently expressed milk to an Easy Pour Breast Milk Storage Bag that is frozen and partially full?

There are no specific studies that have tested this. We recommend not to add freshly expressed breast milk to previously frozen breast milk for a number of reasons: bacteria may contaminate the breast milk if mixed at different temperatures, the quality of the breast milk may be altered, and the protein in the fat can be reduced.

If you add freshly expressed breast milk to previously frozen breast milk, the temperature of the fresh breast milk will thaw the top of the frozen breast milk in the bag. This could increase the bacteria when you freeze the breast milk again. Breast milk should never be thawed and then frozen again.

If you want to mix the frozen breast milk with the freshly expressed breast milk and feed it to the baby, we recommend that you offer baby the freshly expressed breast milk (or to breastfeed directly), and then you can feed the baby again with the thawed milk from the Easy Pour Breast Milk Storage Bags .

How can I help prevent the Easy Pour Breast Milk Storage Bags from accidentally leaking?

Ensure the zipper on the Easy Pour Breast Milk Storage Bags are properly closed. If breast milk is trapped in the zipper, try to clean the milk out. Breast milk in the zipper may expand during freezing, causing a possible leak. Handle breast milk storage bags with care once frozen. Be careful not to drop bags or bang the bags together. You can store the breast milk storage bags either upright or flat to save space

Can the breast milk storage bag be used to pasteurize milk?

Our Easy Pour Breast Milk Storage Bags cannot be used for milk pasteurization, the materials would not withstand the temperatures during the processing.

What is “freezer burn” and how does it develop in breast milk? How can I detect freezer burn in breast milk? What happens to breast milk, e.g. does it become inedible (risks)?

Freezer burn effect is not possible with breast milk, as it will become liquid again when it defrosts, and any localized changes would mix completely again.

Ice crystals on the breast milk are not necessarily an indication of freezer burn; they can occur when the breast milk is still warm during freezing. In a nutshell: If the breast milk shows ice crystals, the problem will be solved during thawing. It is not dangerous, it may change the taste of your breast milk.

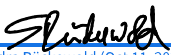
Can the Easy Pour Breast Milk Storage Bags be frozen using nitrogen? What are my options if I do not have a "normal" refrigerator/freezer?

We have never tested freezing with liquid nitrogen (-195 °C/ -319 °F) and therefore cannot say whether our bags can withstand it. In addition, we cannot say what effects this will have on breast milk. It is therefore not recommended. We know of no alternative to freezing without a freezer.

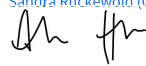
Where will moms be able to purchase the new Easy Pour Breast Milk Storage Bags?

The new Breast Milk Storage Bags will be available at medela.com, as well as through most existing distributors that sell the Breast Milk Storage Bags, including large retail chains, baby specialty accounts and online, as well as through hospital retail and managed market accounts.

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Sandra Rückewold (Oct 11, 2024 16:35 GMT+2)

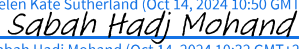
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