

Symphony PLUS Breast Pump Rental How-to-Guide

Beginning new Rental with Customer

1. Start new rental agreement in Rental Agreement Booklet:

- ✓ Include Store information (can be completed in advance)
- ✓ Ensure Customer info is complete and accurate
- ✓ Customer must initial "Terms of Agreement"
- ✓ Ensure the serial number of the pump being rented is included on the agreement form.

2. Open pump case to ensure yellow bottle stand is included and the strap is attached to carrying case.

3. Customers will purchase the double-pumping kit to use with their Symphony rental. The Symphony double-pumping kit includes samples of accessories for everything mom needs to begin pumping, storing, and feeding immediately!

- ✓ Additional accessories include:
 - Quick Clean Micro-Steam Bags, to sanitize breast pump kit parts
 - Breast milk storage bags, to safely store their expressed milk and save room in the freezer
 - Disposable Nursing Bra Pads, Tender Care Lanolin Cream, Educational Literature on Breastfeeding, and much more!

4. Process deposit (credit card, other payment options).

5. Medela recommends renting to customers with a valid credit card and to ensure the authorizing signature is signed to bill the credit card.

- ✓ Processing a deposit verifies the validity of the card
- ✓ Ensure expiry date on credit card will not overlap with rental time.



Upon Return of Rental

1. Ensure serial number on returned breast pump matches rental agreement records.

- ✓ Inspect for damage and turn on pump to ensure proper functioning

2. Ensure yellow bottle stand and strap on the carrying case are included.

3. Ensure customer has not left pumping kit components on the pump.

- (i.e. membrane and cap still attached to pump)

4. Give customer the Customer Copy of rental agreement.

5. Clean pump exterior with Cavicide (item# 3007009) Or CaviWipes (item# 11100)

- ✓ For full cleaning instructions, please refer to Symphony PLUS Breast Pump Cleaning Instructions

6. Pump is now ready for the next rental.

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Questions?

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