

### **how does the warmer work?**

The yoomi bottle contains a unique warmer that is activated by pressing the orange button. This triggers the internal solution to warm the unit in just 60 seconds.

The cold feed is gently warmed as it flows through the specially designed channels on the outside of the warmer. By the time the feed reaches the teat, it is at natural breast milk temperature (32-34 deg C). The warmer has been carefully designed to stay warm for up to one hour.

### **are the contents of the warmer safe?**

Yes, the contents of the warmer are safe. The warmer contains the same gel as used in commonly available hand warmer packs. The gel is a non-toxic, concentrated salt solution (It is used as an additive in ice cream). Just to be extra safe, we have added a food grade colourant so that any leaks are visible, and Bitrex®, a safe but bitter substance that will ensure that even if there is a leak, baby will not swallow any of the solution.

### **can yoomi overheat my baby's feed?**

No, it cannot. Our engineers have designed the yoomi system so that it is impossible for baby's feed to be warmed above a safe, maximum temperature (when used as instructed). This means that there is no possibility of baby being exposed to unsafe temperatures from either the bottle or the warmer.

### **how does yoomi help prevent colic?**

The teat design features built-in anti-colic vents which ensure that air does not bubble through the teat and into the feed when baby drinks. Make sure that you do not overtighten the collar to ensure that the anti-colic vents work properly.

### **do yoomi products contain BPA (Bisphenol-A)?**

All of our products are 100% BPA free.

### **what is Bitrex®?**

Bitrex® is the brand name of a safe but bitter substance that has been added to the warmer to ensure that baby will not swallow any of the solution in the warmer. To learn more about Bitrex®, please visit [www.bitrex.com](http://www.bitrex.com)

### **does the warmer adversely affect the nutrients of my baby's feed?**

No, it does not. The yoomi warmer has been specially designed to gently warm baby's feed to breast milk temperature. This gentle process ensures that baby receives the maximum nutrition from the feed unlike with other heating methods such as a microwave which can damage nutrients.

### **what are the benefits of using yoomi vs. using a conventional bottle?**

Whether you choose to bottle feed your baby or combine breast and bottle feeding, your yoomi has been carefully designed to create a more natural bottle feeding experience that's comforting for baby and convenient for you. A yoomi bottle can be used on its own or with a yoomi warmer. Combined with a warmer, it is able to warm feed to the natural temperature of breast milk in 60 seconds. yoomi bottles, teats & warmers are interchangeable across the range and easy to assemble and use. All of our products are BPA free and feature a naturally shaped anti-colic teat.

### **how does yoomi make combination breast and bottle feeding easier?**

yoomi's soft, silicone teat has been carefully designed to more closely resemble the contours of a mum's breast and the built-in anti-colic vents help prevent your baby from experiencing colic. Baby will be comforted by the ability to latch on easily, making it simpler to combine breast and bottle feeding.

yoomi also facilitates combination feeding by gently warming baby's feed to breast milk temperature (32 to 34°C), which is a few degrees cooler than body temperature. Feed heated using other methods, such as hot water, tends to be over-heated (typically 40°C) and can lead to baby preferring the hotter bottle feed to the cooler breast milk.

### **I keep pressing the orange button but it does not turn blue. What does this mean?**

Make sure that you have correctly recharged the warmer (please see FAQ below). If the warmer button still does not turn blue then it is time to replace your warmer as it can no longer be activated.

### **how do I know when my warmer is ready to use (fully recharged)?**

Your warmer is ready to use when: 1) it rattles when you shake it and 2) has been allowed to cool for 75 minutes.

### **how do I know that the warmer has begun to warm up after I have pressed the orange button?**

After pressing the orange button firmly, please WAIT 30 seconds for the button to turn blue. A blue button indicates that the warmer is warming up. Also after 5-10 seconds the warmer will no longer rattle when shaken.

### **the base of my warmer looks dented. Is this normal?**

When you first take your warmer out of its packaging, it needs to be charged before you can use it for the first time. The base of the warmer will look 'dented' or 'sucked in'. This is normal. When the warmer is ready to use, it will rattle when shaken. Please refer to the downloadable instructions booklet in the 'how to use' section of the website in order to see images of the warmer in its different states.

### **how do I know when I need to recharge the warmer?**

Your warmer needs to be recharged when it does not rattle when you shake it.

### **when should I replace my warmer?**

- Immediately discard and replace warmer at the first sign of damage or if blue dye is visible
- Replace the warmer 3 months after first use or 100 feeds
- Replace warmer if the button no longer turns orange at all after being cooled to room temperature
- Replace warmer if the base of the warmer is permanently bulging out

### **how do I know I have used the warmer 100 times?**

Our engineers are working on a way for you to tell when you have used your warmer 100 times, Until then, please refer to the yoomi quick tips leaflet found in the packaging. If you would like to keep track of the number of times you have used your warmer, please use the tick-box table every time you use your warmer.

### **can I use the yoomi bottle without the warmer?**

Yes, the yoomi bottle can be used without the warmer.

### **how can I sterilise and recharge the yoomi warmer?**

The warmer should be sterilised and recharged before first use and after each use. The best way to sterilise and recharge the warmer is to place in a pan of continuously boiling water for 25 minutes. Alternatively the warmer can be sterilised and recharged for 25 minutes in most electronic steam sterilisers, to do this add four times as much water as you would for a normal sterilisation cycle. In other words if your standard cycle uses 40ml, use 160ml instead.

**which sterilisers do you recommend using with yoomi products?** Our engineers are developing a yoomi steriliser. In the meantime, the following electronic sterilisers are compatible with yoomi products: Avent electronic steam steriliser (use 160 ml of water), Boots electronic steam steriliser (use 320ml of water), Mothercare electronic steam steriliser (use 280 ml of water)

### **how long do I have to wait after I have recharged my warmer in order to use it again?**

After recharging and sterilising your warmer by placing in a pan of continuously boiling water for 25 minutes or by placing in an electronic steam steriliser for 25 minutes, please let the warmer cool (at room temperature) for 75 minutes. Please be careful when handling the warmer as it will be very hot immediately after the completion of the sterilisation cycle or after having been in a pan of boiling water.

### **how long should the warmer be cooled after recharging?**

The warmer must be cooled for 75 minutes after recharging. If you are not sure how long the warmer has been cooled for, wait until the button becomes orange again.

### **can I cool the warmer by placing it in a bowl of cold water?**

You can cool the warmer by placing it in a bowl of cold water, however the warmer will **NO LONGER BE STERILE**.

### **how long can I leave the warmer in its recharged state?**

In general, the warmer will remain recharged almost indefinitely and will be ready for use when you press the orange button - it is up to you how often you would like to use your warmer. Please keep in mind though that the warmer should be replaced 3 months after first use. Please see the 'when should I replace my warmer' question above for details. Very occasionally, it is possible that the warmer can be inadvertently activated if it is bumped hard. Please handle the warmer with care.

### **my warmer has activated on its own, why has this happened?**

It may not have been charged for a sufficient period of time, try recharging it for 30 minutes to be sure. Very occasionally, it is possible that the warmer can be inadvertently activated if it is bumped hard. Please handle the warmer with care.

### **my warmer does not recharge or will not stay recharged**

You may not be recharging the warmer for a sufficient length of time. Try recharging in a pan of continuously boiling water for at least 30 minutes. Also make sure that you give the warmer at least 75 minutes to cool down after recharging (to be sure, wait until the button turns orange).

### **the teat appears to collapse completely when my baby drinks from the bottle, is this normal?**

No, this is not normal. The collar has been overtightened preventing the anti-colic vents from working. Unscrew the collar by a quarter turn to ensure the vents are working.

**I have pressed the button when the warmer was hot, is this a problem?**

Yes, pressing the button when the warmer is hot deactivates the warmer and prevents the warmer from working. Unfortunately the warmer will need to be replaced if this occurs.

**where can I find yoomi instructions?**

You can find our downloadable instructions booklets in the 'how to use' section of our website.

**can I microwave my yoomi bottles, teats and warmers?**

yoomi bottles and teats can be placed in the microwave. yoomi warmers CANNOT be placed in the microwave.

**why can I not place my warmer in the microwave?**

Our engineers are developing a microwave safe warmer. Please join the yoomi family to receive our newsletter with the latest developments.

**can I place my yoomi bottles, teats and warmers in the dishwasher?**

Yes, all yoomi parts can be placed in the dishwasher.

**can I place my yoomi bottles, teats and warmers in the fridge?**

Yes, all yoomi parts can be placed in the fridge.

**does yoomi fit in conventional sterilisers from other manufacturers?**

Yes, yoomi parts fit in conventional sterilisers from other manufacturers. It is best to sterilise the yoomi bottle separately from the yoomi warmer as the warmer requires additional time in the steriliser.

**where is yoomi made?**

yoomi is designed and assembled in London, England.

**what yoomi products are currently in your range?**

Our range currently includes:

- the 5oz bottle
- slow and medium flow teats
- the warmer

**when are you launching the 9oz bottle?**

We will be launching the 9oz bottle in early 2010. Please join the yoomi family to receive our newsletter with the latest news.

**can I use the same warmer in the 5oz and 9oz bottle?**

Yes, the warmer is interchangeable across the range

**where can I buy yoomi products?**

From November 25, 2009, yoomi will be available in a number of John Lewis stores across the UK. Please join the yoomi family to receive our newsletter with the latest news or email [hello@yoomi.com](mailto:hello@yoomi.com) for store details.

**are yoomi products sold in other countries besides the UK?**

yoomi is available overseas via the John Lewis Export Office. For a quick and easy service, email the John Lewis team with the product link from the John Lewis website - [www.johnlewis.com](http://www.johnlewis.com), the quantity you would like and your full delivery address. They will then send you an email reply informing you if the product is available, as well as the cost to ship it out to you. You can then let them know if you agree or not. If you would like them to ship the item(s), you can either email ([export\\_oxford\\_street@johnlewis.co.uk](mailto:export_oxford_street@johnlewis.co.uk)) or call them on +44-203-073-0624 with your credit card details.

**the base of my yoomi bottle has extended after steam sterilisation?**

We have carefully chosen the BPA-free polypropylene material that we use in the yoomi bottle to be as clear as possible. This means that the material is a little softer than other bottles and hence expands a little under steam sterilisation. The bottle remains safe. We have designed the yoomi overcap to be flat so that the bottle can be placed on the cap whilst feeding. This also ensures that the feed is always being warmed by the warmer.