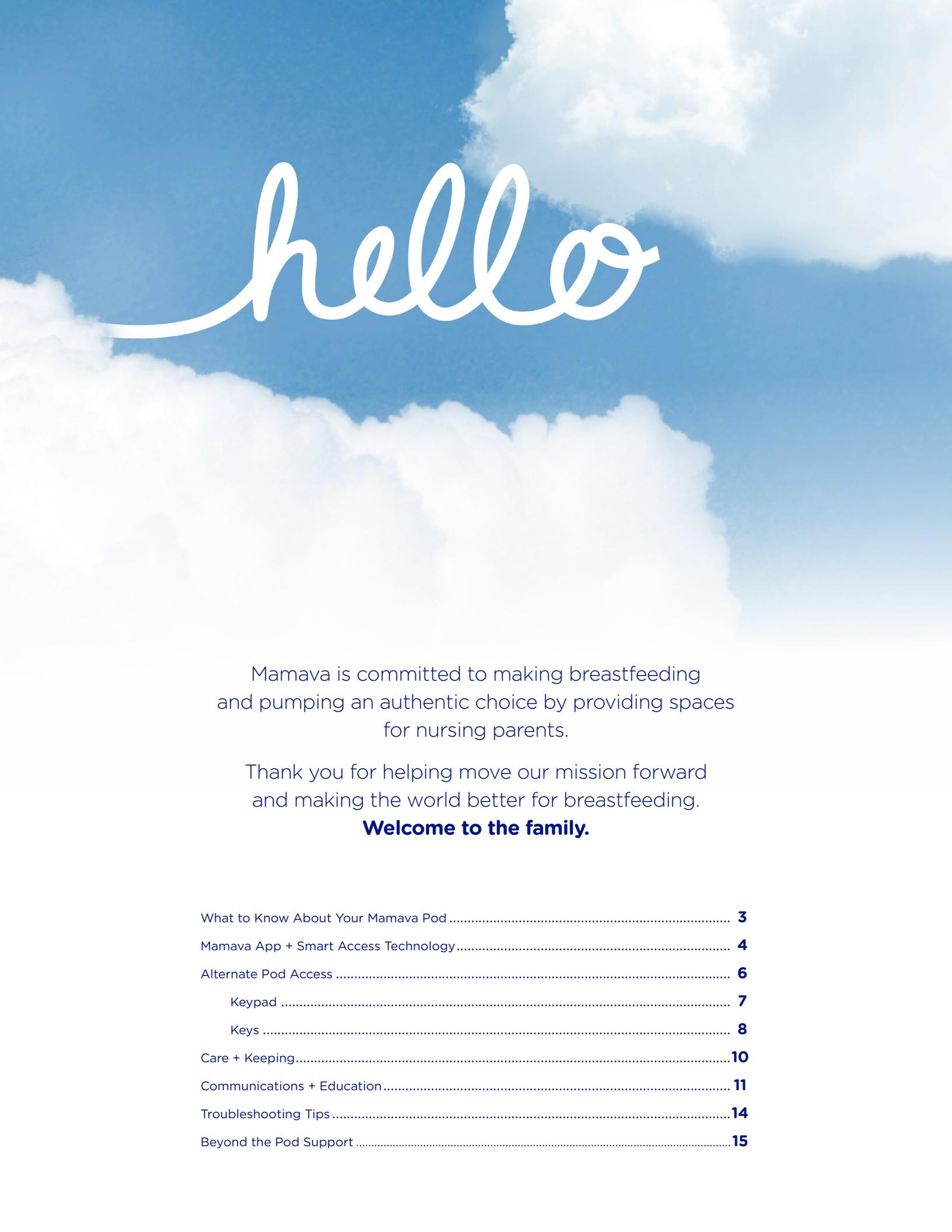


# mamava Owner's Manual

[www.mamava.com](http://www.mamava.com)

(802) 324-2111





# hello

Mamava is committed to making breastfeeding and pumping an authentic choice by providing spaces for nursing parents.

Thank you for helping move our mission forward and making the world better for breastfeeding.

**Welcome to the family.**

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# What to Know About Your Mamava Pod

## Mamava pods are powered by one standard outlet.

The electrical cord extends a few feet from the unit. Route it to prevent cord damage and tripping. Inspect the cord regularly for signs of wear. If unplugged, the pod's lights, fan, and internal outlets won't work. Consider installing an outlet lock to prevent unauthorized people from unplugging the pod.

There are 3 ratings for the pods:

**Branch Circuit: 120vAC / 20A / 2400W**  
**Pod: 12vDC / 6.67A / 80W**  
**Outlet: 120vAC / 13.33A / 1600W**

## Pods are intended for indoor use only.

The fans help circulate air by pulling it in from outside the unit, so place your pod in spaces serviced by HVAC.

## Pods should be convenient for parents.

Place in an accessible spot—ideally near a restroom. Let Mamava know where your pod lives and if you move it in the future: [fulfillment@mamava.com](mailto:fulfillment@mamava.com).

## Pods need care and maintenance.

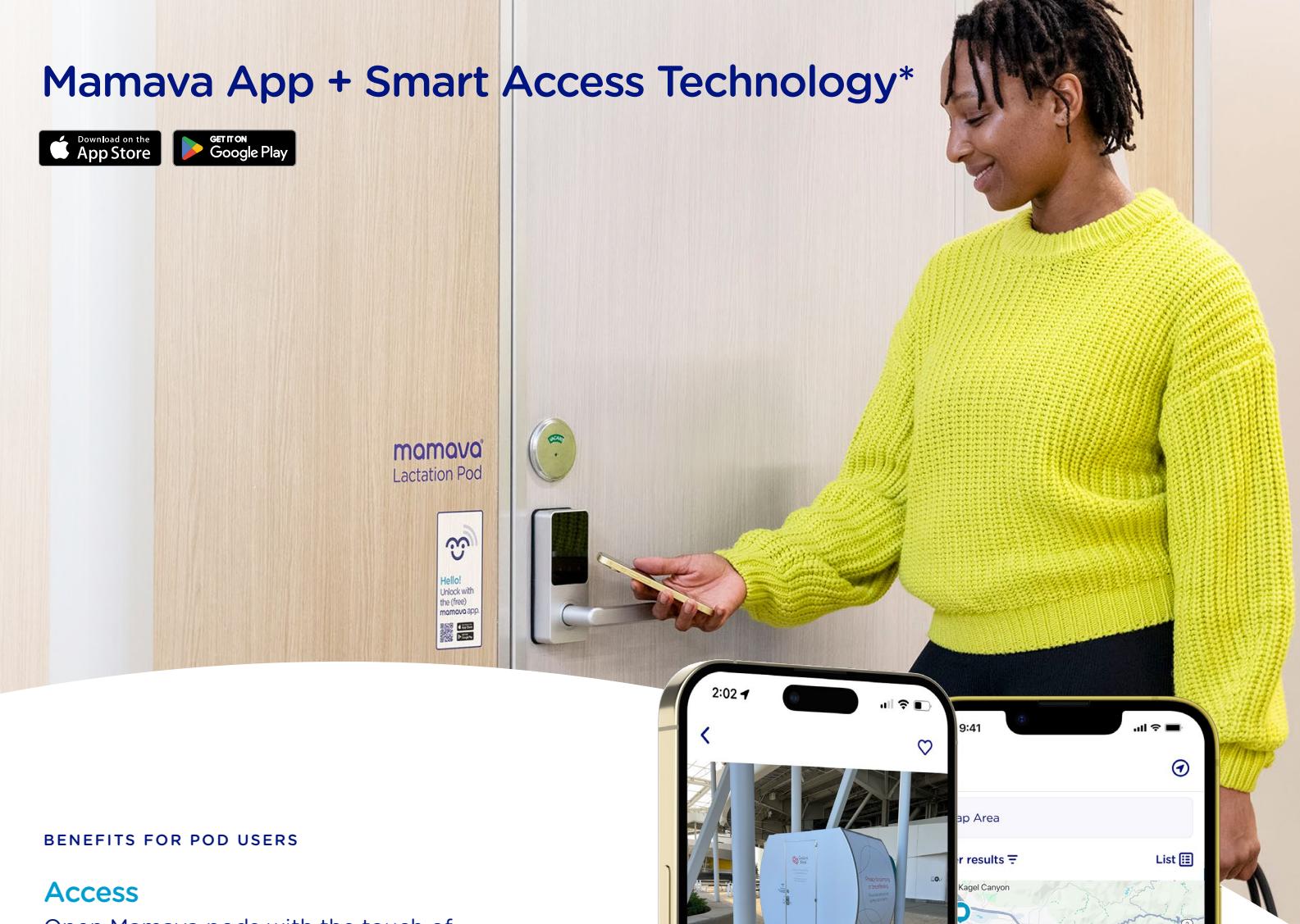
For service support, contact [service@mamava.com](mailto:service@mamava.com), submit a form on our website, or call (802) 347-2111.

**IMPORTANT: If you contact us about an issue with your pod, please have the serial number handy.** The pod serial number is inside the door frame—on the top of the door jamb.



Mamava's Smart Access technology enables pod access via our app.

# Mamava App + Smart Access Technology\*



## BENEFITS FOR POD USERS

### Access

Open Mamava pods with the touch of a button. Like magic.

### Wayfinding

Find pods and thousands of other lactation pods.

### Occupancy

Check occupancy status and duration.

### Vacancy alerts

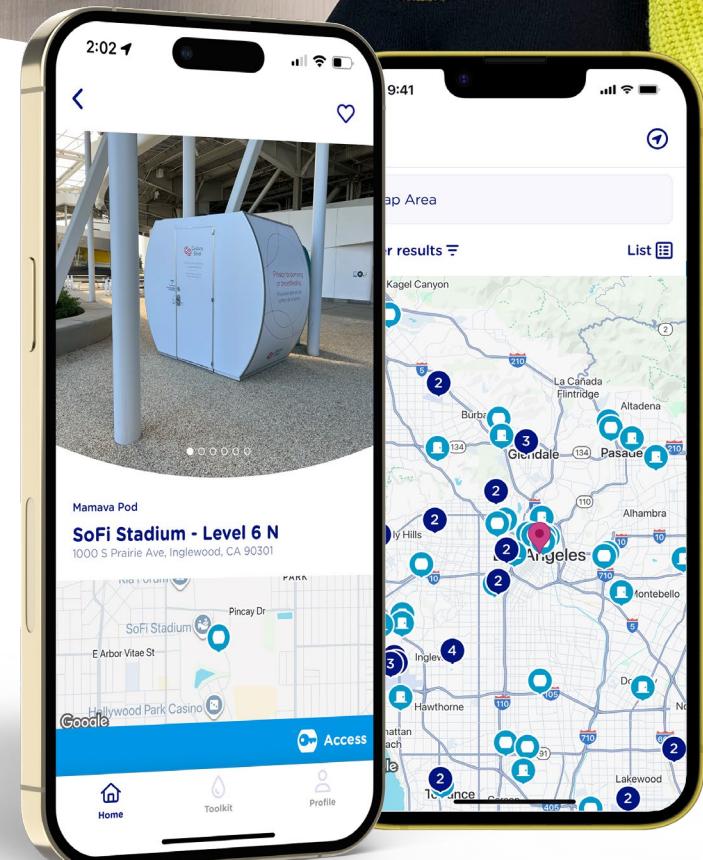
Receive alerts when pods are available.

### Words of support

Read encouraging notes from other breastfeeding parents.

### Resources

Access virtual lactation consulting and helpful breastfeeding info.



## BENEFITS FOR POD OWNERS

### Usage reports

Customers who upgrade to a Service Plan for their Smart Access Mamava lactation pods gain access to metrics that provide insights into pod usage patterns.

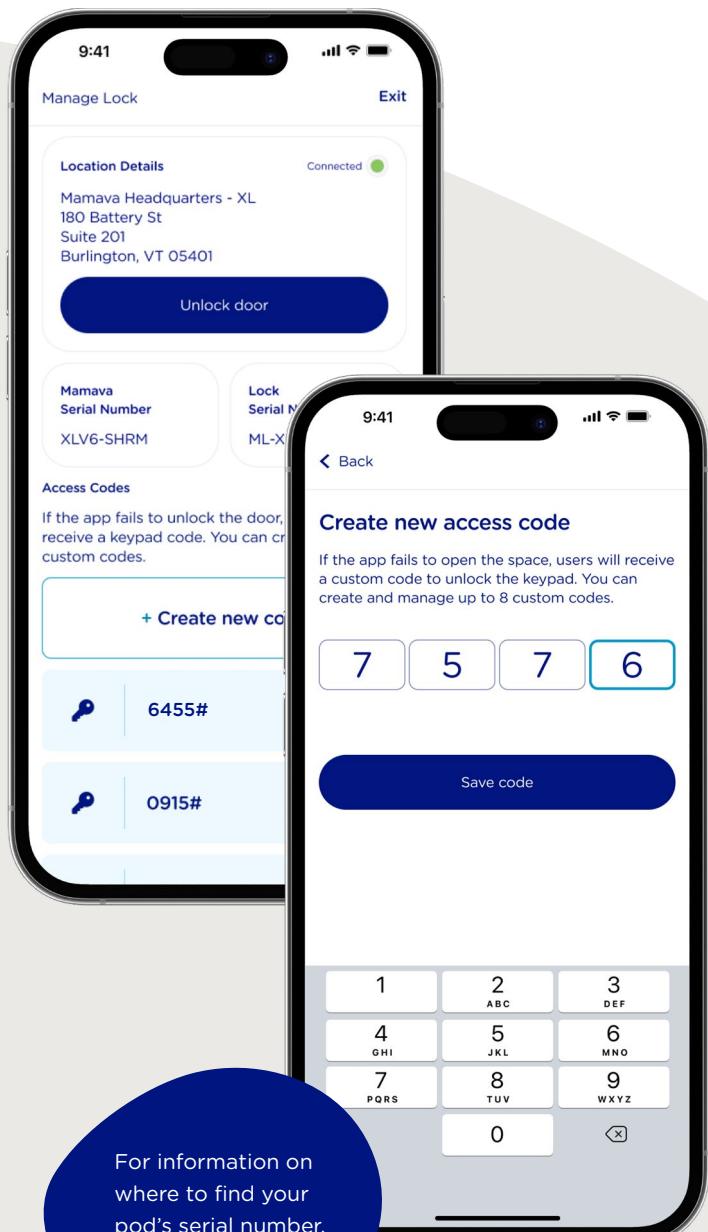
Mamava's app makes for easy access, but pods can also open with keypad codes and keys.

# Keypad

Pods can be unlocked using a four-digit keypad code. Locks come preprogrammed with five Mamava admin codes for app-enabled entry. (If the Bluetooth connection fails between the pod and a phone, an access code is served up to the user). Six slots remain for custom codes. Avoid adding more than six or that will override pre-programmed ones.

## How to add or edit access codes

- 1 Download the Mamava for Business app in the App Store or Google Play, then create an account, or sign in.
- 2 Enable Bluetooth for the app and ensure you're standing outside the Mamava pod, within Bluetooth range. (If not, you'll get an error message when adding custom codes.)
- 3 Locate your pod or lock serial number. The pod serial number is on the sticker inside the door frame. (Use 2014# to open the door.) The lock serial number is on the key tag provided by Mamava. Need help? Contact [service@mamava.com](mailto:service@mamava.com).
- 4 Input the serial number (pod or lock) in the "Enter Serial Number" field in the app.
- 5 To add a new access code, tap the "Create new code," enter a new four-digit numerical code, and then save.
- 6 To remove an access code, tap "Delete" next to the code you want to remove and confirm deletion when prompted.
- 7 To edit the maintenance code, tap "Manage," enter a new four-digit access code, and update.



\*Not applicable to tech-free Solo Base pods, which have a keyless door handle (with an interior deadbolt).

# Keys

Mamava pods also come with keys for alternate access or service visits. Store keys in a safe place.

## Lock keys (2)

To access the keyhole, press down on the right side of the oval cover plate with the word “Port” on the top of the lock and remove it.

## Emergency deadbolt key (1)

Insert the emergency deadbolt key into the center hole of the occupancy indicator dial and turn to “VACANT. Enter your code or “2014#” to open the door.



## Lost keys?

If you lose your keys and **need to change the lock battery**:

Use the micro-USB cable (a generic cable included with pod delivery or available in stores) to provide temporary power to open the lock.

Note: This won't charge the lock as the provided batteries are not rechargeable.

Cable (supplied by Mamava)

External battery (supplied by pod owner)

Breastfeeding parents will appreciate this comfortable, private space for pumping and nursing. Especially if it's clean.

# Care + Keeping



## ● Schedule regular cleanings

Place your Mamava pod on the same cleaning schedule as your facility bathrooms.

## ● Disinfect surfaces

Disinfect door handles, shelves, and seats.

## ● Clean the mirror

Use mild soap, Windex, or Zep All Purpose Cleaner. Avoid alcohol-based cleaning agents.

## ● Encourage parents to clean up

Communicate the importance of sanitizing hands and cleaning up spills to pod users.

## ● Vacuum fans

Vacuum both sides of the fan(s). The fans are capable of at least 35 ACH (Air Changes per Hour), but a dirty fan can reduce this air exchange rate. (To clean, go inside the pod—you'll see the fans above the roof pan.)

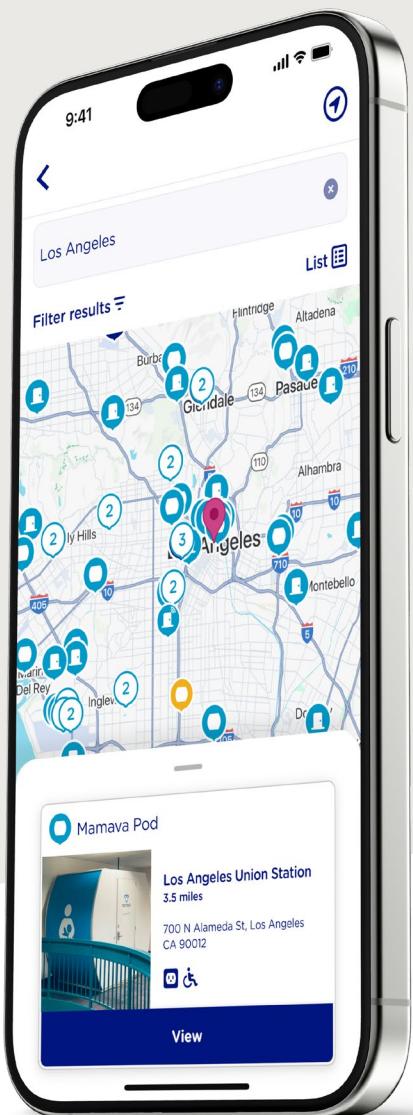
## ● Offer amenities

Place a trash can outside or near the unit—not inside. Consider supplying hand sanitizer and/or sanitizing wipes. Keep them stocked and refill as needed.

Find helpful pod information, resources, and assets:  
[help.mamava.com](http://help.mamava.com).

Mamava has tips and tools to help parents find pods, educate your organization, and celebrate breastfeeding support.

# Help Parents Find Your Pods



## Moving your pod? Let us know!

Contact [fulfillment@mamava.com](mailto:fulfillment@mamava.com) and include photos of the pod in its new location so we can update the app.

### Mamava app

Include your pod in our free app to highlight your support for breastfeeding parents and help ensure a more consistent experience for guests and/or employees.

**TIP:** If a parent doesn't see locations in the app, they may need to turn on location services in their phone's settings and/or turn off low power mode.



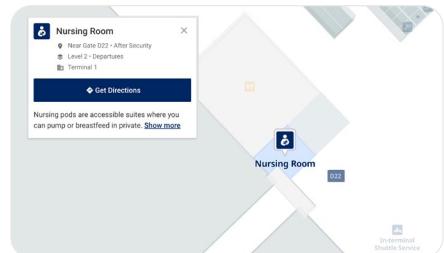
### Restroom stickers

Place a decal outside of each women's or gender-neutral restroom so that parents know there's a designated space to pump or nurse that's not a bathroom.



### Directional signage

Box signs, banners, and wall decals help breastfeeding parents find pods.



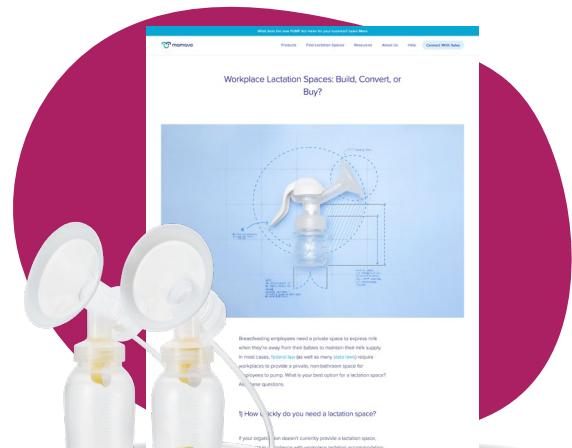
### Communications + maps

Add the location of your Mamava pod(s) to facility maps, directories, and relevant communications with guests and/or employees.

# Educate Internal Stakeholders

Mamava's **resource library** can help educate your organization about what breastfeeding parents need and provide **support and inspiration** for parents.

[View library](#)



# Broadcast Your Breastfeeding Support

Templates and tips for ribbon cuttings, press releases, and social posts to communicate and celebrate your lactation support. (Mamava Marketing can help amplify.)

[View promotion kit](#)



## Parents love to share on social media!

Clean and welcoming pods get lots of love. Dirty or out-of-order ones get frustrated call-outs. Be the hero breastfeeding parents need!

Use our at-a-glance guide for easy answers to FAQs. Find more information and helpful tips in Mamava's Help Center.

## Mamava Support and Service

Self-serve support with our comprehensive [Help Center](#). For info about preventative maintenance and service plans contact [sales@mamava.com](mailto:sales@mamava.com).



# Troubleshooting Tips

## Parents can't open the pod with the Mamava app.

Make sure the pod is located where there is a Wi-Fi connection and/or data service available. Ensure that users are within three feet of the pod, have Bluetooth and location services turned on, and low power mode off.

Give breastfeeding parents a number to call (or a service desk to visit) if they have trouble getting into the pod. Visit [help.mamava.com](http://help.mamava.com) or email [fulfillment@mamava.com](mailto:fulfillment@mamava.com) for a sticker template.

## Need help with access?

During business hours, call the information desk: 1-800-234-5677

If you're visiting between 9pm-6am, call: 1-800-234-5634

## The lights and fan(s) don't turn on.

Locking the deadbolt powers the pod, so make sure the deadbolt is fully in the locked position. Make sure the pod's power cord is plugged in and the wall outlet is functioning properly. For technical assistance, contact [service@mamava.com](mailto:service@mamava.com).

**IMPORTANT!** The 5A fuse that regulates the Pod Control Device needs to be replaced by a trained service professional, as designated by Mamava.

## You need to relocate your pod.

Mamava pods have built-in caster wheels to move them short distances. For details about deploying the casters, see Assembly Instructions. If you want to move your pod to another building, across uneven floor surfaces, or need to store it, you'll find instructions on how to disassemble your pod at [help.mamava.com](http://help.mamava.com).

**REMINDER:** If you want parents to find your pod with the Mamava app, send the new address, a short description, and photos of the pod in its new spot to [fulfillment@mamava.com](mailto:fulfillment@mamava.com).

## The interior outlet isn't working.

Make sure the green LED indicator on the outlet is on. If it's on, but there's no power—or it's off and the unit is plugged in—there may be an issue with the outlet or electrical connection.

## You need to get in when the deadbolt is locked.

### First try this:

Insert the emergency deadbolt key into the center hole of the occupancy indicator dial and turn to "VACANT." Then unlock the keypad with your code or the pre-programmed (2014#). If that doesn't work, use the keys that came with the lock.

### Then try this:

You can also access the pod by removing either the center perforated roof panel or, if your pod is an XL, one of the curved side panels. Refer to [help.mamava.com](http://help.mamava.com) for disassembly instructions.

## The pod is too hot. (Or too cold.)

The temperature of your pod will stay at the temperature of the air around it, give or take a few degrees. Be sure your pod is in a location that's adequately serviced by an HVAC system.

## The pod is being misused.

Educate employees and guests that Mamava pods are solely for breastfeeding and pumping.

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