mamava Owner's Manual

www.avapods.com
(802) 324-2111



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Mamava, created to provide infrastructure and support for breastfeeding, is part of the Ava Pods family. Our mission is to make space for essential focus in a world in motion.

Thank you for helping move our mission forward.
Welcome to the family.

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What to Know About Your Lactation 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 us know where your pod lives and if you move it in the future: **fulfillment@avapods.com**.

Pods need care and maintenance.

For service support, contact **service@avapods.com**, submit a form on our website, or call (802) 347-2111.



IMPORTANT:

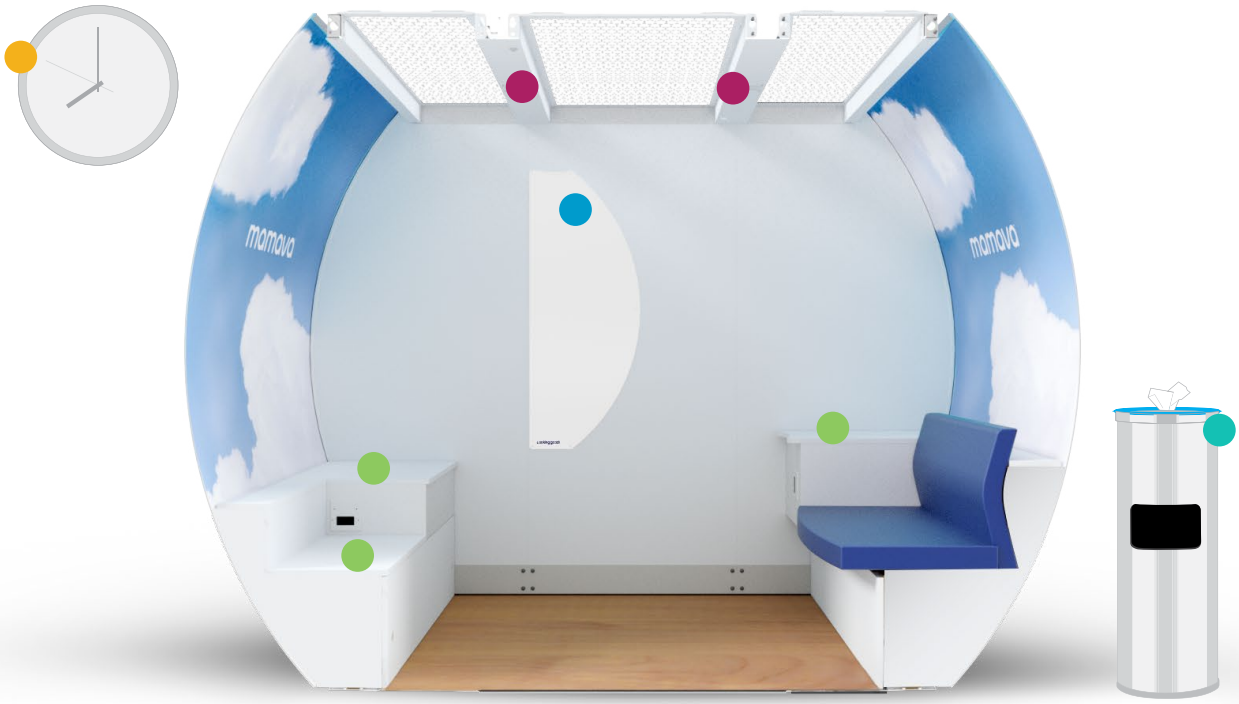
If you contact us about an issue with your pod, please have the serial number handy.



Find helpful pod information, resources, and assets: **help.avapods.com**.

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). A dirty fan can reduce the air exchange rate.

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.avapods.com**.

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

*Not available on tech-free models.



Benefits for Pod Users

Wayfinding
Find pods and thousands of other lactation spaces.

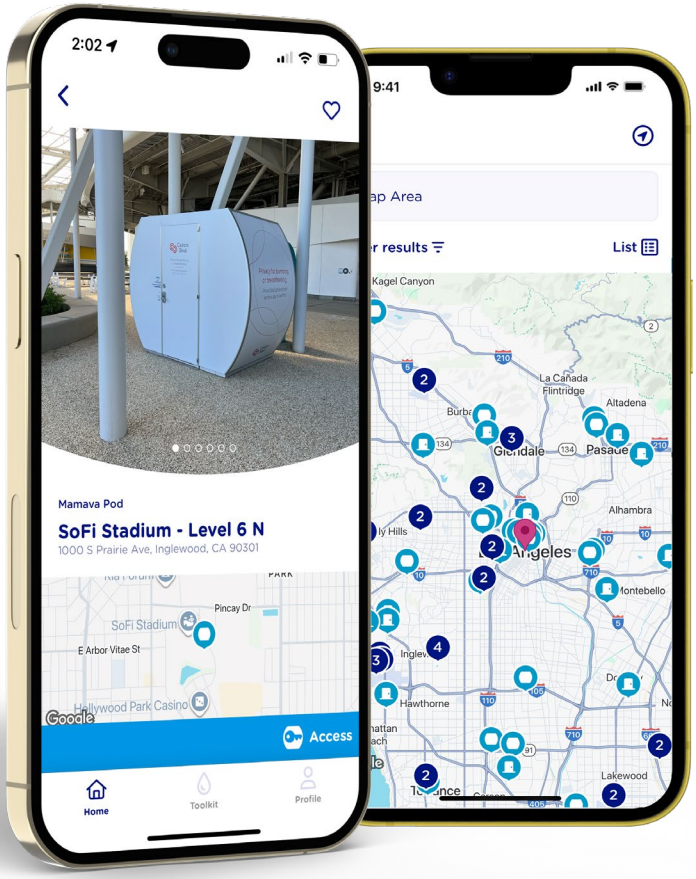
Access
Open Mamava pods with the touch of a button. Like magic.

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.



Mamava's app makes for easy access, but pods and rooms equipped with VaRoom® smart locks can also be opened with keypad codes* and keys.

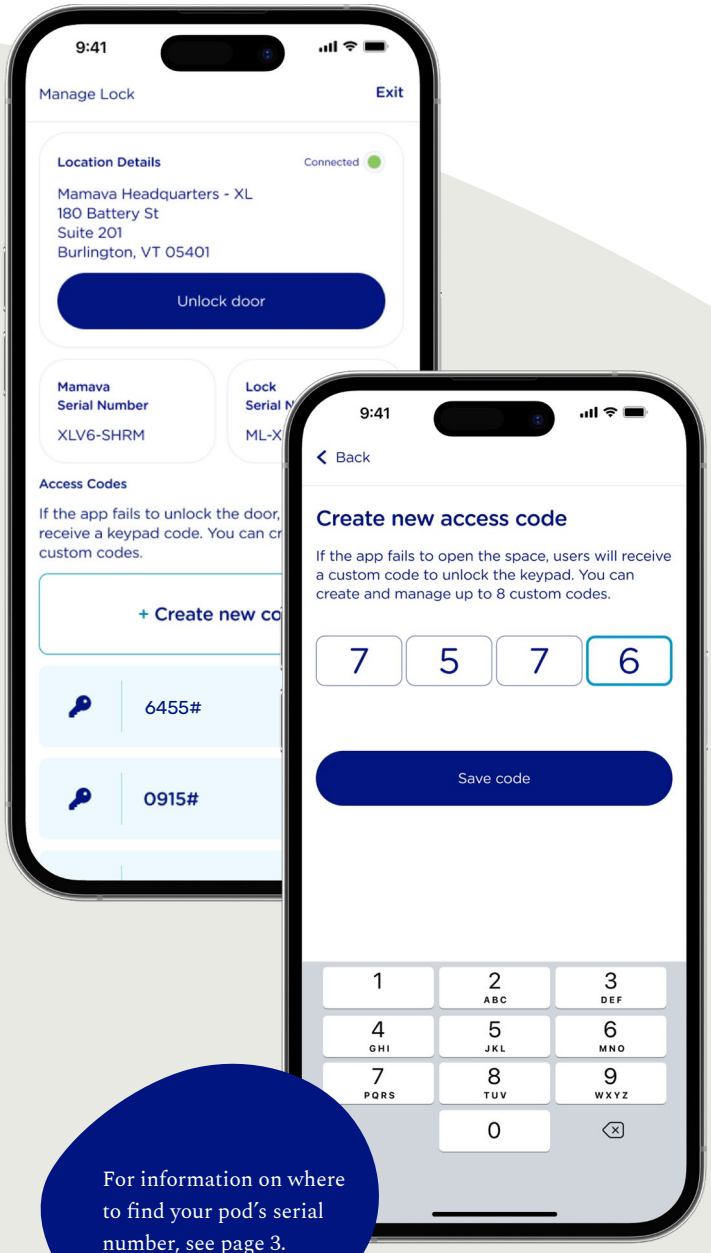
*Not available on tech-free models.

Keypad*

Pods and rooms equipped with VaRoom® smart locks can be unlocked using a four-digit keypad code. For pods, 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. VaRoom® smart locks come preprogrammed with one fixed access code (2014#) and one default maintenance code (1234#) which can be changed as needed. Up to eight slots remain to add custom access codes.

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/VaRoom® lactation room 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 provided key tag, or inside the lock plate (VaRoom®). Need help? Contact **service@avapods.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 "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.



For information on where to find your pod's serial number, see page 3.

*Not available on tech-free models.

Keys

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

Lock keys (2)

To access the keyhole on pods with Smart Access, or on Mamava VaRoom® smart locks, 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.



Cable (included)

External battery (not included)

Lost keys?

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

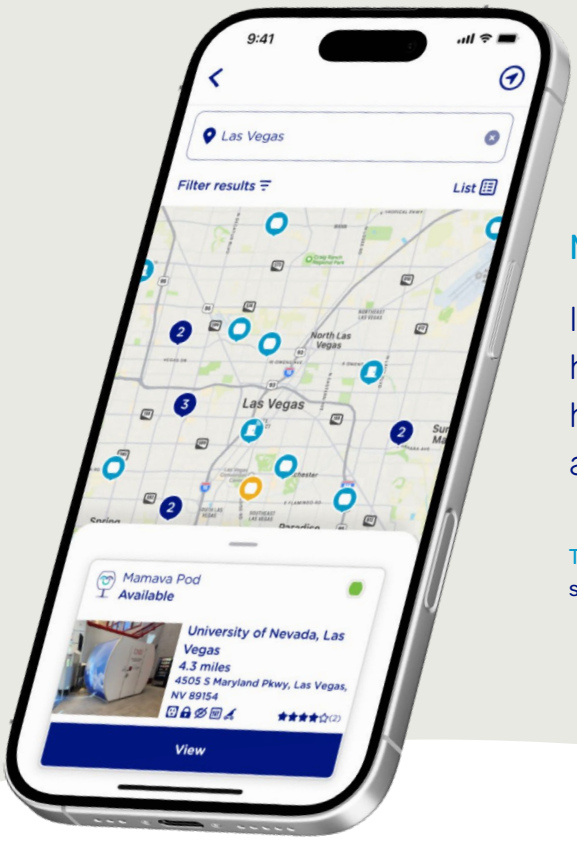
Use the micro-USB cable (a generic cable included with pod delivery or available in stores) to provide temporary power to open the lock.

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

*Not available on tech-free models.

Use our tips and tools to help parents find lactation pods or rooms, educate your organization, and celebrate breastfeeding support.

Help Parents Find Your Lactation Spaces



Moving your pod? Let us know!

Contact **fulfillment@avapods.com** and include photos of the pod in its new location so we can update the app.

Mamava App

Include your pod or lactation room 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.



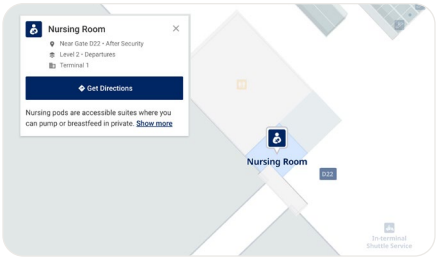
Restroom stickers

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



Directional signage

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



Communications + maps

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

Best Practices for Lactation Rooms

Providing a lactation room ensures that breastfeeding parents have a dedicated space to express milk. To create a functional, comfortable space that helps them feel supported, follow this checklist.

Necessary

- Ensure cleaning staff has access to the room (1234#), and that it's cleaned on a regular basis (like bathrooms) so the space feels relaxing. Disinfect door handles, seating, and all surfaces.
- Consider the furnishings—provide a comfortable place to sit (that supports the forward position conducive to pumping) and a table or surface near an outlet for a breast pump. Avoid fabric and other hard-to-clean surfaces. If the room is not intended for multi-user pumping sessions, a single place to sit can help discourage other uses of the room.
- For multi-user rooms, make sure that each individual area has everything a parent needs (e.g. chair, outlet, etc.) and there's a privacy screen or curtain between each set-up.
- Provide a clock, waste basket, and adjustable lighting.
- Post clear signage in your facility so breastfeeding parents can easily find lactation rooms. Find templates at **help.avapods.com**.
- Replace the VaRoom® lockset batteries once a year. The lock will alert you once the battery is low. To quickly power the lock, use the micro USB cable.





Nice to have

- Stock the room with helpful supplies like sanitizing wipes (for breast pump parts) and hand sanitizer.
- Hang a bulletin board or white board so parents can share encouraging notes or photos of their babies.
- Add a mirror so parents can check their clothes before they leave.



Employers can also provide:

- A multi-use hospital-grade pump so employees only need to bring their personal pump parts.
- Access to a refrigerator nearby (for storing breast milk) and a microwave (for sterilizing pump parts).
- Lockers for storage of pump parts and personal belongings.

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



Support and Service

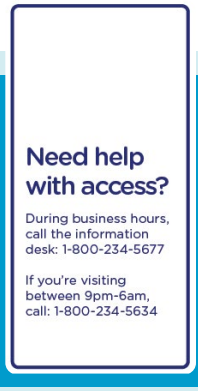
Self-serve support with our comprehensive Help Center at help.avapods.com.

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.



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

Make sure the pod's power cord is plugged in and the wall outlet is functioning properly. For technical assistance, contact **service@avapods.com**.

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

You need to relocate your pod.

Mamava pods can move short distances. For details about moving your pod, 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.avapods.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@avapods.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.

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.

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.avapods.com** for disassembly instructions.

*Not available on tech-free models.

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