Diamonds™ Gelling and Odor Control Sachets FAQs



Q. How is Diamonds™ supplied?
A. In a sealed, easy-to-open jar containing:
- 100 dissolvable sachets
- One convenient zip-lock 'day bag'
- Instructions For Use leaflet

Q. Is Diamonds™ patented?
A. Yes.

Q. How should I store Diamonds™?
A. Store in a cool, dry place. When travelling, store in the convenient zip-lock day pack. Please read Instructions For Use leaflet.

Q. What is the shelf-life of Diamonds™?
A. Four years from date of manufacture, if unopened.

Q. Is Diamonds™ CE marked?
A. Yes. Diamonds™ is CE marked in accordance with EU directive 93/42/EEC for medical devices.

Q. My output is darker than usual. Should I be concerned about this?
A. No. The darker colour and/or black flecks are harmless visible indications of the unique patented Active**One**™ Odour Control System.

Q. Sometimes I like to check my output colour for any changes. What should I do?
A. Temporarily discontinue use of Diamonds™ while you check your output colour, using a new/clean pouch. Resume use when you are satisfied with your output colour.

Q. How many Diamonds™ sachets should I use?
A. One sachet is usually adequate. Additional sachets can be used if required.

Q. Should I open the sachet?
A. No. Insert the whole unopened sachet. Each sachet is designed as a single treatment and should be inserted into your pouch through the drain outlet or wafer hole. The sachet paper is designed to dissolve inside your pouch.

Q. After use, can I flush my gelled output away as part of my usual routine?
A. Yes. Diamonds™ is designed for use as part of your usual pouch routine. The use of Diamonds™ increases control when draining.

Q. Can I use Diamonds™ at night?
A. Yes. The unique benefits of Diamonds™ are often ideal for night time use.

Q. I have a colostomy. Can I use Diamonds™?
A. Yes. If you are experiencing loose output.

Q. Why did Diamonds™ not gel the contents of my pouch?
A. Significant amounts of tartaric acid may prevent pouch gelling. Tartaric acid has this effect upon all ostomy gelling products. Foods that contain tartaric acid include wine and grapes.