

Problems

If you have any questions concerning our products, or if any problems arise during use, please do not hesitate to contact us. We have found a quick call is often sufficient to solve many small problems and complaints. Our confidential Helpline is staffed by people who have personal experience of living with and managing continence problems.

Confidential Helpline: 0191 291 0166

Below and on the following pages we have listed the most common problems and our suggested solutions.

Urinary sheath doesn't adhere for 24 hours

Possible cause

Possible solution

<ul style="list-style-type: none">• Adhesive and/or urinary sheath do not meet individual needs	<ul style="list-style-type: none">- Change the adhesive type and/or urinary sheath- Ensure you have the correct size urinary sheath and check that penile retraction is not a problem. If the penis is retracting when the bladder is full or during voiding of the bladder, use the extra thin urinary sheaths (see pages 17, 24, 55)
<ul style="list-style-type: none">• Urinary sheath sticks in buffer zone	<ul style="list-style-type: none">- Check the pH of urine- Drink more water- Change urinary sheath type- Use less skin adhesive.- Move the adhesive further down the shaft of the penis
<ul style="list-style-type: none">• Slight skin secretion, extreme sweating e.g. caused by medication for urinary tract infection, spasms, or acidity, etc.	<ul style="list-style-type: none">- Ask your doctor for an alternative medication

Possible cause**Possible solution**

<ul style="list-style-type: none"> • Skin irritation caused by use of adhesive for several years 	<ul style="list-style-type: none"> - Change urinary sheath and/or adhesive type – always test a new product on a neutral area of skin such as the inside of your wrist to ensure no allergic reaction. - Try to go without a urinary sheath for a period of time
<ul style="list-style-type: none"> • Medications with large amount of vitamin E 	<ul style="list-style-type: none"> - Ask your doctor for an alternative medication
<ul style="list-style-type: none"> • Medications or cream containing cortisone 	<ul style="list-style-type: none"> - Ask your doctor for an alternative medication
<ul style="list-style-type: none"> • Perspiration in hot weather 	<ul style="list-style-type: none"> - Try to avoid extreme heat. Use a skin preparation fluid like Preventox to increase the adhesive bond
<ul style="list-style-type: none"> • Skin too damp because the sheath has been applied too soon after a bath or shower 	<ul style="list-style-type: none"> - Wait at least 15 minutes after a shower or bath before applying the sheath. Use a skin preparation fluid like Preventox
<ul style="list-style-type: none"> • Liquid soaps, foam baths, oil based products, talcum powder 	<ul style="list-style-type: none"> - Use unscented soap – do not use other toiletries on the skin
<ul style="list-style-type: none"> • Skin abrasions, fungal infection 	<ul style="list-style-type: none"> - Consult your specialist nurse or doctor – a hydrocolloid tape or dressing is best to protect broken skin under a urinary sheath and generally does not affect the adhesion of the sheath. Anti fungal creams & powders are available from your local pharmacy. However, if in doubt, always seek medical advice.
<ul style="list-style-type: none"> • Use of adhesive remover pads 	<ul style="list-style-type: none"> - Wash off any remover pad residue

Other factors that can affect urinary sheath adhesion include:

Diabetes: the characteristics of the urine caused by this condition can have a negative effect on the strength of the adhesion.

Spices, Food: we have noticed that the use of strong spices or certain food like curry, chilli, horseradish, garlic – and also beer yeast can reduce the strength of the adhesion, in some cases.

We have even heard that a change of diet from meat eater to non-meat eater can affect the strength of the adhesion for a while.

Skin redness

First of all, try to find out whether the reason for the redness comes from a urinary tract or fungal infection, soap, medication, or some other cause.

Possible cause

Possible solution

<ul style="list-style-type: none">• After using adhesive for the first time, because the skin is not accustomed to it	<ul style="list-style-type: none">- Occurs very rarely – goes away after a few days. Adhere further up the penis shaft- Vary the adhering zones – this is not possible with self-adhesive urinary sheaths
<ul style="list-style-type: none">• Urinary sheaths – due either to the talcum powder or to the material the urinary sheath is made from i.e. latex, synthetic polymer or silicone	<ul style="list-style-type: none">- Use a urinary sheath made from a different material. If you are not using a SAUER sheath, try our standard latex or extra thin latex sheaths. Alternatively try our synthetic sheaths. There are also silicone urinary sheaths available on the UK market – Call our helpline for free advice on: 0191 291 0166
<ul style="list-style-type: none">• Removing adhesive residue with solvents	<ul style="list-style-type: none">- Refrain from using solvents – there are adhesive remover pads available in the UK without any solvent base – Call our helpline for free advice on: 0191 291 0166
<ul style="list-style-type: none">• Allergy to lanolin in the skin adhesive	<ul style="list-style-type: none">- Use adhesive without lanolin content – Manfred Sauer has 8 different skin adhesives available on prescription in the UK so you can be sure to find a suitable adhesive for all types of skin

Possible cause**Possible solution**

• Skin irritations, abrasions, mycotic infections	- Always consult a specialist nurse or doctor to check there is no underlying problems
• Allergy to latex in the adhesive or in the urinary sheath	- A true latex allergy is quite rare. Usually it is the impurities in the latex or talcum powder used that cause people allergies. Manfred Sauer latex products are made of the highest quality medical grade latex. If the problem still persists, use a latex free adhesive and synthetic or silicone urinary sheath
• Some devices and pharmaceuticals used to treat erectile dysfunction can cause irritation to the skin e.g. vacuum pumps, penile injections, penile suppositories and viagra.	- Always consult a specialist nurse or doctor to check there is no underlying problems. Vacuum pumps if used responsibly may cause a little redness the first few times they are used. With any pharmaceutical drug an allergic reaction is always possible.

See “Skincare and protection”, page 51.

Penile retraction – the solution?

This is often a problem for elderly men and people with a strong detrusor-Sphincter-Dys-Synergy when the urine flows. It can be so extreme that there is no part of the penis visible to attach a sheath.

Depending on the severity of the phenomenon, you can take the following action:

- Empty the bladder as much as you can before putting on the urinary sheath (for example, through self catheterisation or expressing, tapping or triggering, see pages 58 & 59)
- Use the correct size urinary sheath (Manfred Sauer has 11 sizes to ensure a perfect fit)*. If the retraction is severe, use extra-thin latex urinary sheaths which are identified by the letter “D” at the end of the product code e.g. 53.26 D.*
- Use a SAUER Comfort self-adhesive sheath and remove the remaining ring once the sheath is properly fitted (see page 29)
- Intermittent Catheterisation and, if necessary, extra urinary sheath supply (see also the KIC System, page 32)

- Some clients tell us they exercise their penis regularly with a vacuum pump and, as a result, get a bigger adhesion area. A vacuum pump can also be used to stop the penis from retracting and generating an erection which is maintained by constriction rings at the base of the penis when the vacuum device is removed. Once the urinary sheath has been fitted* the constriction ring can then be removed.
- Implantation of a penis prothesis – this requires specialist surgery – discuss this procedure with your urology consultant.

* Once the urinary sheath is properly fixed, you must cut off the remaining rubber ring behind the adhering area and, using a skin adhesive, glue any remaining parts of the sheath to the skin (see page 23). The extra-thin urinary sheath fits like a second skin and retracts with the penis rather than being rolled off.

Alternatives

As a rule, “Original” latex urinary sheath and skin adhesive are sufficient to ensure reflux-free drainage. If individual circumstances lead to unsatisfactory results, consider the following alternatives:

- Preventox (skin protection) see page 51
- Other latex based urinary sheaths (extra-thin “D” type) see page 17
- Synthetic urinary sheaths see page 17
- Other latex-based adhesives see page 21
- Synthetic adhesive see page 22
- Double sided adhesive tapes see page 26
- SAUER Comfort self-adhesive sheath see page 27

Contact the Manfred Sauer Helpline for free advice on

Tel: 0191 291 0166

e-mail: helpline@manfredsauer.co.uk

If we do not have a solution to your problems,
we will make every possible effort to refer you to somebody who can.