

Q. What is the difference between hypertrophic scars and keloids?

A. Hypertrophic scars are thick, raised and discolored. Most common places where these scars can be found are chest, back, shoulders, earlobes, and lower face. Hypertrophic scars are usually confined to the site of incision or injury.

Keloids are noticeably thick, puckered, and, may be itchy. The scar typically grows beyond the site of incision or injury, and has the tendency to recur. Most common places where these scars can be found are breastbone, earlobes, and shoulders. These scars are more common in people with darker skin.

Q. How does Neosporin Scar Solution work?

A. Neosporin Scar Solution sheets use patented Silon®* technology, and are believed to mimic the natural barrier function of normal skin...improving the appearance of scars, both new and old.

Silicone sheets have been shown to improve the appearance of new scars and even old scars that are years old. Neosporin Scar Solution should be worn for the full 12 weeks.

Q. What types of scars does Neosporin Scar Solution work on?

A. Neosporin Scar Solution is effective on keloids and hypertrophic scars, which are distinguished by a raised and discolored appearance.

These scars may result from burns, surgical procedures, and minor skin injuries.

Q. Are Neosporin Scar Solution sheets effective on both existing and new scars?

A. Neosporin Scar Solution sheets are effective on existing scars and may help prevent the formation of scars on newly, closed, dry wounds.

Q. What will my scar look like after wearing the sheets?

A. Scars may appear flatter, smoother, and closer to the skin's natural color. The results may vary from person to person and scar to scar.

Q. How do I apply Neosporin Scar Solution?

- A. 1. Wash and dry existing scar or newly healed wound area. Do not use on open wounds or unhealed skin.
2. Tear open packet and peel off liner from adhesive side of sheet.
3. Apply sheet with adhesive side directly on scar. Sheet should cover beyond the scarred area on all sides.
4. Remove and wash sheet daily. Each sheet can be used for up to 4 days. After 3-4 days, discard old sheet in trash and replace with new one.

Q. What should I do if sheets do not adhere properly?

A. Ensure that the scar or affected area is clean and clear of any make-up, moisturizers, etc.

Washing sheet with mild soap and water and then letting dry will improve adhesion as dirt, lint from clothing and dead skin cells are removed from product.

In addition, for certain types of skin (such as: dry or oily), or for certain body parts (flexible joints), medical tape may be used to hold sheets in place.

Q. How often can I wash the sheet? How soon can I wear it again?

A. Wash sheet daily. If the sheet no longer sticks to skin after use, you can wash with mild soap and water and dry it. Mild dish, hand, body, or laundry detergents are fine as long as there are no moisturizers in the soap.

You can hand wash the sheet after each wearing without reducing efficacy.

Once the sheet is fully dry, you can wear it again. The adhesion will be restored.

Q. How do I dry the sheet?

A. After washing, lay the sheet flat with silicone side facing down. Make sure that sheet is on a surface such as glass which will not be damaged by the silicone (bathroom mirror works well) and then blot dry fabric side with a towel or a paper towel.

Sheet can also be air dried on a paper towel. Lay sheet with fabric side facing down. Water on silicone side of sheet will wick through the fabric. A blow dryer should not hurt the product, and air drying on a drying rack will also work.

Q. What if the sheet doesn't fit my scar?

A. The size of the sheet is 2.75"x1.5".

If the sheet is too big, cut the sheet to fit the scar. Trim the sheet prior to removing from liner. Ensure that the sheet extends completely around the scarred area.

If the sheet is too small, sheets can be applied side by side to fit the scar.

Q. Can I use this on any part of my body?

A. When used as directed, the silicone sheets can be used on any part of the body.

Q. How long should I wear each sheet?

A. The sheet should be worn a minimum of 12 hours a day.

Each sheet can be worn for 3-4 days.

Q. How long should I use this product?

A. One carton of Neosporin Scar Solution provides a full 12-week supply.

For best results, product should be used for at least 8 weeks.

Q. How do I store Neosporin Scar Solution sheets between wearings?

A. You may store Neosporin Scar Solution sheets by folding the scar sheet over the plastic liner.

Q. What ages can Neosporin Scar Solution be used on?

A. Neosporin Scar Solution can be used on adults and children 3 and older as sheets may present a choking hazard for children under 3.

Q. When can I expect to see results?

A. Improvement may be seen in as little as 4-8 weeks. Individual results may vary. For best results product should be used for at least 8 weeks.

Q. Can I wear Neosporin Scar Solution at the gym or in the shower?

A. Although Neosporin Scar Solution sheets may be worn while exercising and bathing, it is recommended the sheets be removed.

Q. Can Neosporin Scar Solution and Neosporin Ointment be used together?

A. Neosporin Scar Solution and Neosporin Ointment should not be used together as the indication and time of application for each product are different. Neosporin Ointment should be used immediately following a minor cut, scrape, or burn. Neosporin Scar Solution should be used on healed wounds or established scars and thus used at a later time than is appropriate for the use of the ointment.

Q. Is the liner recyclable?

A. No, the liner is not recyclable.

Q. Product doesn't adhere when I apply it after using my cream/lotion/makeup/sunscreen,

A. The instructions indicate that the scar area should be clean. The device will not adhere to skin where cream/lotion/makeup has been applied. Tip: Clean area; apply device; and then apply cream/lotion/makeup to surrounding skin area.

Q. Can I use the product on my pet?

A. No. Sheets may present a choking hazard to pets.

Q. What ingredient in Neosporin Scar Solution works to treat my scars?

A. Silicone sheeting technology is clinically proven and has been used for years by burn centers and plastic surgeons for the management of scars.

Neosporin Scar Solution utilizes this same technology to significantly improve the appearance of scars.

Silicone sheets are believed to work by creating an occlusive barrier that mimics the natural barrier function of the skin.

Q. Does this contain neomycin or other antibiotics?

A. Neosporin Scar Solution does not contain neomycin.

Neosporin Scar Solution does not contain antibiotics.

Neosporin Scar Solution should not be used on open wounds or unhealed skin.

Q. Is there latex in this product?

A. No, no part of the product or its packaging contains latex.

Q. Is there gluten in the scar sheet?

A. No, there is no gluten or any other protein in the scar sheets.

Q. Are there sulfas, paba, paraben, or fragrance in the sheets?

A. No, there are no sulfas, paba, paraben, or fragrance in the sheets.

Q. Are there any side effects associated with the use of Neosporin Scar Solution?

A. The potential side effect consists primarily of transient skin irritation.

Q. Are there any cautions associated with the product?

A. Product is not sterile and does not contain antibiotics.

Do not use on open wounds or unhealed skin.

Stop use and ask doctor if a rash persists or other allergic reaction develops.

Keep out of reach of children under age 3 and pets, as sheets may present a choking hazard.

Do not place adhesive side of sheet on fabrics or furniture.

Q. Has the product been tested on animals?

A. Yes, the product had been tested on animals.

Q. Is this product hypoallergenic?

A. This product has not been tested for hypoallergenic claim.

Q. Is this product safe to use on pregnant and nursing women.

A. As there is no active ingredient delivered through this device, this product should be safe for use by pregnant or nursing women. If there is concern, contact your doctor for further advice.

Q. How many sheets are in each box? Each wrapper?

A. Inside each protective wrapping, there is one silicone sheet. The entire box contains 28 silicone sheets, which represents a full 12-week supply.