



FAQ's:

How can I be sure this is the right diffuser system for me?

The combination of our extremely effective commercial grade diffusers with our designer inspired fragrance oils makes for a system that will astound you. Many, many of our clients tell us that the first thing their guests say on entering is 'What's that beautiful smell'? (See our testimonials).

But for your complete peace of mind, we offer a completely free, no-obligation trial so you can decide for yourself. We deliver, install and programme – leaving you with beautiful fragrance and no hassle.

I'm not sure which fragrance is best for my space. How do I choose?

Just contact us to arrange a 'scent experience'. We'll book a time to visit you, analyse your space type and size, demonstrate our diffuser system, and let you smell our range of incredible fragrance oils. We'll help you decide a suitable fragrance depending on your industry. Whether it's a lounge, spa, gym, restaurant or entrance area, rest assured we'll select the perfect scent for you.

I'd like beautiful fragrance at my party but don't want to have a diffuser all the time. Can you arrange this?

Absolutely. We offer our diffuser system for hire. Delivery/set-up/programming/collection – choose your fragrance then leave it to us. We cater for house parties, weddings, celebrity functions, business functions, house staging's and more. Please contact us to discuss your requirements.

I want my diffuser to match my décor. Can this be done?

Yes. We can supply your diffusers finished in almost any colour you wish. (Additional costs apply).

I have a holiday home in Europe. Can I have or take my diffuser there?

Yes of course. Our diffusers come with both a UK 3-pin plug and a European 2-pin plug so it's fully compatible. Simply follow the set-up instructions enclosed and your good to go.

(If transporting a diffuser, we recommended removing any remaining oil and keeping the diffuser upright, if possible, in a sealed bag. Oil should be transported in the labelled screw cap bottle provided).

Can I put other oils in my Nickel & Ross Diffuser?

No as it invalidates the warranty. Only our own Nickel & Ross fragrance oils have been tested and proved effective in our diffusers.

Can I just buy the Nickel & Ross oils and use them in my existing product?

Our fragrance oils have been tested and approved in our own diffusers. They aren't effective in other products such as battery-operated diffusers, plug-in diffusers, or reed diffusers. Our oils smell amazing but their ability to cover large areas and remain airborne for many hours is due to the power and design of our commercial grade Nickel & Ross diffusers.

Can I use the diffuser in the bathroom or toilets?

No as they are mains powered, plug-in diffusers. We use mains power as this provides consistent scent coverage as opposed to battery power which tends to weaken in strength and become unnoticeable. (We do however supply programmable air fragrance units for toilet areas and small spaces, still with designer fragrances. We also supply room atomiser sprays – great for the bathroom, bedroom, car or even the handbag).

Do I need to mix the oils if I want my scent to be more intense?

No – our oils have been pre-mixed and formulated to be used as a ready-to-use solution. If a stronger, or indeed weaker intensity of fragrance is required, the diffuser can be programmed to adjust this.

Does it matter if I unplug my diffuser?

If you need to reposition it, that's fine to unplug it briefly, but if your diffuser is unplugged for a long time, it will likely need reprogramming to your desired settings again.

What happens if my unit gets knocked and I spill oil everywhere?

Soak up any excess oil immediately and clean your diffuser and/or other affected surfaces with an alcohol-based surface wipe. (That's why we give out a free pack of 70% alcohol wipes with every diffuser).

I don't notice my fragrance anymore. Is my diffuser not working properly?

This is quite common and known as odour fatigue. As we become accustomed to a particular smell over time, it starts to become unnoticeable. We recommend changing your choice of fragrance every 4 – 6 weeks to help prevent this, especially if it's in your home. Of course, if you have the public / guests coming into your building this doesn't exactly apply as it's a new experience for them, so we'd recommend sticking with your chosen 'signature scent' that they will remember and talk about when they visit again.

I've a bad smell coming from somewhere. Why isn't my diffuser getting rid of it?

A common mistake is to get air fragrance mixed up with odour control. They are two completely different things.

If you have a bad odour, you need to get to the source and cause of this, not just the symptoms of it. If it's coming from the floor, the toilet, or a surface somewhere, it needs to be tackled with cleaning chemicals (we can help with this and have developed products specifically for this issue, such as P-SAN). Once you've eliminated the bad odour, you can turn to the diffuser system to create a beautiful fragrance without any other hindering or opposing smells. (That's why spraying a can of air freshener in the air because there's a bad odour is a complete waste of time).