



LEADERS IN DIAMOND RECOVERY TECHNOLOGY

ESTABLISHED IN 1971

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UPDATED: 2012-04-12

## **The Saga about FLOW SORT X-ray diamond recovery machines not being able to recover “TYPE II” diamonds continues!**

And a “SAGA” it is and it will always remain as it is far from the truth!

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***In short: Biased reports and false information are being circulated claiming that FLOW SORT X-RAY DIAMOND RECOVERY MACHINES cannot detect “low-luminescent” diamonds!***

***FLOW SORT has proved over and over again that such claims and accusations are nothing more than unethical sales propaganda.***

***Deliberate confusion is being created about the existence of “non-luminescent” diamonds. In reality virtually all diamonds emit sufficient light when exposed to X-rays which can be positively detected by FLOW SORT’S High Sensitivity Optic System.***

***If you wish to hear the other side of the story please read on:***

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One of the best examples is the fact that FLOW SORT machines have recovered numerous diamonds in Lesotho, which have been officially classified as “non-fluorescent “type 2” diamonds”. And here it is important to note that the relevant FLOW SORT machines operating in Lesotho are 2002 models, now 10 years old! If these sorters would be retrofitted with FLOW SORT’S high sensitivity optic system it would increase the sensitivity of these “old” sorters 10 fold!

The fact that these diamonds which have been classified as being “non-luminescent” were recovered by FLOW SORT X-ray based diamond recover machines proves beyond any doubt that these diamonds do indeed emit light when exposed to X-rays. Enough light that even an “old” generation FLOW SORT machine can positively detect!

### **So where do all these stories come from and how do they come about?**

1. From competitors that find it hard to compete with FLOW in an open and honest way, thus making all kinds of accusations and false claims aimed to discredit FLOW SORT machines performance.

2. From FLOW SORT operators who are not operating and /or maintaining their FLOW SORT machines to specifications leading to diamond losses in the final diamond recovery plant. Once this is found out it is a very welcome excuse to cover up for their own wrong doing by buttoning onto claims made by FLOW'S competitors that FLOW SORT machines have low diamond recovery efficiency. They will fully support the idea to replace FLOW SORT machines with the "so much better" alternative diamond sorter rather than making the effort to get their FLOW SORT machines back to peak performance !
  - a. The classic case of this are claims to have fed FLOW SORT tailings through one of FLOW'S competitor's sorters and then claiming that such sorter indeed recovered diamonds which allegedly were missed by the FLOW SORT machine!
  - b. What is interesting to note is, that in all cases where FLOW was given the opportunity to pass these "lost" diamonds through a properly set-up FLOW SORT machine these diamond were recovered without any problems!
3. Unfortunately we also came across cases where people had fallen for bribes and became quite willing to twist the truth a little in favour of their own pocket. In such cases test work is carried out in a very secretive obscure way, and test results then show that their "sponsor's" product is the best.
  - a. In such cases FLOW SORT is obviously kept in the dark as to what goes on and the only feedback we get is via "the grape vine".
  - b. Indicators of foul play often are a customer's blunt refusal to accept any help FLOW offers.
  - c. If a customer rejects FLOW's offer to assist in solving recovery problems even though FLOW offers such services free of charge!
  - d. FLOW not only offers over 40 years of expertise in diamond recovery but also has special tools such as a mobile Fluorescence Particle analyser (FPA) which can be taken to a mine to analyse / determine correct sorter model selection and optimal sorter set-up for specific applications.
  - e. FLOW offers such diamond analyses at no cost to its customers. Surely any responsible manager will take up this offer when there is the slightest doubt about a FLOW SORT'S diamond recovery efficiency.
  - f. Over the years FLOW has also developed many security and performance enhancing upgrades as well as making sorters operation totally "hands-off". All these advances in sorter technology are available as retrofits for sorter from s/n 001 to s/n 620.
  - g. For most of these retrofits FLOW offers to its customer free on-site evaluation.

## **So what is FLOW SORT saying? Can FLOW substantiate its claims?**

4. If FLOW SORT machines are properly operated and a customer (any customer) encounters a problem with their FLOW product, such customer, by any logic, will contact FLOW SORT, inform them of such problems and request / demand FLOW to fix the problem!
  - a. If this "logical" route is followed it leaves an easily traceable paper trail.

- b. If such paper trail is missing there is a problem. Not with the FLOW SORT equipment but rather with a situation as set out in Para's 1, 2 and/or 3 as listed above. This calls for a serious investigation!
5. FLOW SORT regularly invites customers to test and evaluate FLOW'S latest sorter security and / or performance upgrades.
- a. If a customer shows no interest in such offers it means one of two things:
    - i. The customer is entirely satisfied with the performance of his FLOW SORT equipment and sees absolutely no need to improve his FLOW SORT machines in any way.
    - ii. The customer has its own agenda and improving the performance of his sorters in any way is not part of this agenda!

## **So what can be done to rectify a situation where a customer does not get the best deal out of his FLOW SORT machines?**

6. Claims of a FLOW SORT is losing diamonds are generally based on; Diamonds have been found, by whatever means, in the tailings of a FLOW SORT.
7. If this is the case it is most important that these "lost" diamonds MUST be set aside to allow for further test work. Once these diamonds have "vanished" such claims cannot be substantiated and there is usually an ulterior motive behind such claims that cannot be "technically" solved.
- a. These "lost" diamonds must be passed through a FLOW SORT machine which:
    - i. Is 100% correctly set-up
    - ii. Has been properly serviced and maintained
    - iii. Is operated within its operating parameters
  - b. Under such conditions these diamonds WILL be recovered by a FLOW SORT machine! This then generally indicates that the FLOW SORT machine(s) concerned were not properly set-up, not properly maintained, not properly operated, or in some cases, have not being upgraded to the required / recommended FLOW SORT technology standard.
    - i. If in any doubt PLEASE call FLOW SORT for assistance!
  - c. In the most unlikely case that, following step "7.a", a diamond reports, during this test, to the FLOW SORT tailings it is ESSENTIAL to contact FLOW for assistance.
    - i. FLOW SORT has an array of upgrades and performance improving retrofits available for older sorter models as well as special diamond luminescence analyses tools, especially when it comes to improving the recovery of low luminescent diamonds.

8. Establish a high-level contact with FLOW and ensure that FLOW gets put into any diamond recovery problem related loop! WE ARE HERE TO HELP ALL OUR CUSTOMERS!
9. Call on FLOW to assist in the investigation and solving of X-ray diamond recovery problems. With over 40 years' experience in this field and with the support of our associated company CONSULMET, jointly trading as METflow (Pty) Ltd. we are in a position to solve any of your diamond recovery problems!
10. Visit FLOW'S web site ( [www.flow.co.za](http://www.flow.co.za) ) to be kept up-to date with the latest available upgrades and respond / attend to FLOW'S new product launches.
11. Keep FLOW SORT machine operators / service personnel up to date with the latest sorter technology by sending them to FLOW for training.
12. Keep management personnel up to date with the latest X-ray diamond recovery technology by attending FLOW management workshops (some say the best of these sessions is the lunch).
13. Sign up to a FLOW SORT inspection service. Not only does it ensure that your sorters are running at peak performance but it also ensures that you regularly get an your own, from your sorter operating personnel INDEPENDENT, report as to the state of your X-ray recovery plant!

### **And finally note that:**

There are many cases on record where FLOW SORT machines were used to treat tailings, from its competitors diamond recovery machines, recovering diamonds in such tailings proving the opposite to what competitors claim!

**FLOW will better diamond recovery efficiency that any of our competitors are prepared to guarantee. Guarantee, not just claim!**

Whenever FLOW was called upon to prove marketing propaganda from its competitors wrong, FLOW has done so with ease.

**FLOW will beat any product in an open and fair comparison contest!**

Peter Wolf