

Troubleshooting

Liquid & Powder Enhancement Troubleshooting

CRACKING	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
Incorrect Mix Ratio	<p>Use a 1.5 to 1 liquid to powder mix ratio for optimum performance</p> <ul style="list-style-type: none"> Seasonal changes can also affect mix ratio. Recalibrate mix ratio for each season to combat humidity and temperature changes Use SOLAROIL™ year round to plasticize enhancements
Over-filing the enhancement can cause trauma to the molecular structure leading to service breakdown	<ul style="list-style-type: none"> Avoid coarse abrasive files and heavy-handed filing Use of electric files on freshly applied product can create excessive force which may cause cracking
Breaking the System	<ul style="list-style-type: none"> Implement full systemization by using CND™ Sculpting Powders with CND™ Sculpting Liquids
BUBBLES	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
Incorrect Mix Ratio	<p>Use a 1.5 to 1 liquid to powder mix ratio for optimum performance</p> <ul style="list-style-type: none"> Seasonal changes can also affect mix ratio. Recalibrate mix ratio for each season to combat humidity and temperature changes
Wet NailPrime Solvents in NailPrime become trapped in the enhancement and may vaporize, causing bubbles	<ul style="list-style-type: none"> Never apply product on wet NailPrime
Incorrect Application Technique Brushes can whip and/or transfer air bubbles into the product	<ul style="list-style-type: none"> Ensure all brush hairs are saturated with monomer at the beginning of every service by pressing brush to bottom of dappen dish to flush out air Press and smooth product to remove trapped air bubbles
Excessive Shrinkage from Heat	<ul style="list-style-type: none"> Use low-wattage table lamps Keep room temperature at an even gauge (approximately 70-75° F)

LIFTING	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
Product Contamination	<ul style="list-style-type: none"> Use a dedicated sculpting brush for each monomer Use a properly stored, cleaned and maintained sculpting brush Clean sculpting brush in monomer only Do not condition hairs of sculpting brush with oil Use only enough monomer in dappen dish for each service; clean it out between uses with a clean plastic-backed disposable towel Remove packing starch from sculpting brush hairs when new Use complete systems to prevent product contamination Keep workstation clean and dust free to prevent product contamination
A damaged natural nail plate cannot properly bond with the enhancement coating	<ul style="list-style-type: none"> Avoid heavy-handed filing, coarse abrasive files and electric files that can damage the natural nail plate Do not “nip” loose product away during rebalance prep. Doing so can damage the natural nail plate
Breaking the System	<ul style="list-style-type: none"> Implement full systemization by using CND™ Sculpting Powders with CND™ Sculpting Liquids
Improper P.R.E.P.	Review and perform steps of proper P.R.E.P.
Improper Application	<p>Follow the CND step-by-step guide of application to ensure full contact to the natural nail and excellent adhesion of the enhancement product</p> <ul style="list-style-type: none"> Avoid soft tissue contact during application as this can pull natural body oil onto the surface of the nail plate and impede adhesion Leave a tiny free margin around the sidewall and cuticle areas to prevent soft tissue contact Press and smooth product to reduce bubbles, increase contact and improve adhesion

LIFTING (CONTINUED)	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
Improper Mix Ratio	<p>Maintain a 1.5 to 1 liquid to powder mix ratio for optimum performance</p> <ul style="list-style-type: none"> Seasonal changes can also affect mix ratio. Recalibrate mix ratio for each season to combat humidity and temperature changes
ENHANCEMENT YELLOWING	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
Wet Acid-based Primer	Implement full systemization by using CND™ NailPrime, when necessary
Product Contamination	<p>Avoid contaminating products to prevent yellowing</p> <ul style="list-style-type: none"> Use complete systems to prevent product contamination Use a properly stored, cleaned and maintained sculpting brush Use a dedicated sculpting brush for each monomer Keep workstation clean and dust free to prevent product contamination Use only enough monomer in dappen dish for each service; clean it out between uses with a clean plastic-backed disposable towel
SURFACE FROSTING	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
Rapid evaporation of sculpting monomer during application can cause a frosting effect on the nail	<ul style="list-style-type: none"> Avoid drafts and direct wind from air conditioning and heating ducts that can create rapid evaporation of sculpting monomer and frosting Avoid excessive heat from too strong a table lamp that can cause rapid evaporation. Use a 60-watt bulb or lower Improper mix ratio during excessive seasonal changes can cause rapid evaporation. Recalibrate mix ratio to ensure a medium-wet consistency

BURNING, ITCHING, THROBBING, REDNESS OR IRRITATION	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
Improper Application	<p>Prevent soft tissue contact of sculpting monomer during application</p> <ul style="list-style-type: none"> Use correct mix ratio to prevent monomer from flooding the sidewall and cuticle area during enhancement application Never use monomer without polymer Never touch the face with hands that are contaminated with monomer or dust from filing
Natural Nail Damage	<ul style="list-style-type: none"> Use a light hand when filing the natural nail and during enhancement finishing or rebalance prep to prevent friction burns Do not use nippers to remove loose product from the nail plate. This can pull at the natural nail and damage the nail plate Never use an electric file on the natural nail plate When performing a Sculpted Tip with an Overlay service, be sure the tip fits easily from sidewall to sidewall to prevent pulling at the natural nail
Chemical Damage	<p>Avoid all soft tissue contact with professional-use chemicals in the salon</p> <ul style="list-style-type: none"> Excessive use of Formaldehyde-containing products may cause the hyponychium to remain firmly attached to the underside of the extension edge forming a painful pterigium
Improper P.R.E.P.	Review and perform steps of proper P.R.E.P.
Preventing lifting between services will lessen the opportunity for bacteria to become trapped between the enhancement coating and natural nail	<ul style="list-style-type: none"> Systematically follow the CND steps of P.R.E.P. to ensure good adhesion Always use systems to ensure complete cure and optimum results Always use product with a medium-wet consistency (1.5 to 1 Liquid to Powder mix ratio) for optimum performance Protect the natural nail plate from damage for optimum adhesion Never “glue down” a lifted area of the enhancement coating. Doing so can trap opportunistic bacteria between the natural nail and enhancement coating