

## TROUBLESHOOTING LIQUID & POWDER

### PROBLEM: CRACKING

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
<p><b>MIX RATIO</b> Incorrect Mix Ratio - Too Wet/Dry</p> <p>Alters product chemistry that negatively affects enhancement properties</p>	<p>Avoid using product too wet:</p> <ul style="list-style-type: none"> <li>• Shrinkage causes internal stress and weakness</li> <li>• Weakens by disrupting the balance between strength and flexibility</li> </ul> <p>Avoid using product too dry:</p> <ul style="list-style-type: none"> <li>• Creates a lack of cohesion (internal adhesion) and lowers strength</li> <li>• Enhancement contains too little monomer to properly hold the structure together</li> <li>• Disrupts balance between strength and flexibility</li> </ul>
<p><b>APPLICATION</b> Over-Filing the Natural Nail Plate</p> <p>Can't build a strong house on a weak foundation</p>	<p>Avoid over-filing and thinning the natural nail:</p> <ul style="list-style-type: none"> <li>• Heavy-handed filing, coarse abrasives and electric files</li> </ul>
<p><b>APPLICATION &amp; MIX RATIO</b> Brush Too Large</p> <p>Overly large brushes hold too much liquid and can throw off mix ratio</p>	<p>Use Sculptor™ or Ultra Sculptor™.</p> <p>Use correct mix ratio, 1.5 to 1 with both brushes.</p>
<p><b>APPLICATION</b> Product Contamination</p> <p>Alters product chemistry and affects product performance</p>	<p>Use dedicated brush and store properly. Clean brush in monomer only and don't condition. Clean Dappen Dish between each client. Remove gum from new brushes.</p>
<p><b>MIX RATIO</b> Mix Ratio - Wet or Dry</p> <p>Bubbles can form and create internal weakness</p>	<p>Use correct mix ratio:</p> <ul style="list-style-type: none"> <li>• Too dry, air holds onto powder and makes product bubble</li> <li>• Too wet, excessive product shrinkage enlarges bubbles that may otherwise have gone unnoticed; press and smooth to prevent and remove bubbles</li> </ul>
<p><b>APPLICATION &amp; MIX RATIO</b> Breaking the System</p> <p>Alters the chemical balance and negatively affects product chemistry</p>	<p>Only use CND sculpting powders with CND sculpting liquids.</p>

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
<p>APPLICATION &amp; SALON ENVIRONMENT</p> <p>Seasonal Changes</p> <p>Changes in temperature and humidity affect mix ratio and product performance</p>	<p>Recalibrate mix ratio for each season.</p> <p>Use SolarOil® year round to plasticize the enhancement.</p> <p>Avoid temperature extremes or sudden changes.</p>
<p>PREPARATION</p> <p>Nipping/Electric Filing - Heavy Abrasives</p> <p>Using these tools may cause future cracking problems</p>	<p>Never use a nipper or too coarse abrasives.</p> <p>Trauma to the enhancement leads to cracking.</p> <p>Use of electric files can create excessive force, which may cause cracking.</p>

### PROBLEM: GREEN BACTERIAL INFECTIONS

ALMOST ALWAYS ON THE SURFACE OF THE NAIL PLATE. EXTREMELY COMMON ON FINGERNAILS, EXTREMELY RARE ON TOENAILS.

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
<p>PREPARATION</p> <p>Improper Preparation</p> <p>Bacterial contamination of nail plate and/or tools each season.</p>	<p>Prevent bacterial contamination of plate before application:</p> <ul style="list-style-type: none"> <li>• Properly cleanse nail plate before application</li> <li>• Remove oils (food) and moisture, both essential to bacterial growth</li> </ul> <p>Prevent nail plate recontamination after cleansing:</p> <ul style="list-style-type: none"> <li>• Fixing hair in the bathroom after cleansing nails</li> <li>• Touching face, clothing, etc. at the table</li> <li>• Too much time between cleansing and application</li> </ul> <p>Reapply ScrubFresh® if nails are recontaminated.</p> <p>Practice proper steps of PREP:</p> <ul style="list-style-type: none"> <li>• Never wait more than 30 minutes between PREP and application</li> </ul> <p>Prevent contamination of plate before application.</p> <p>Properly disinfect all tools/ implements.</p>

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
<p>PREPARATION</p> <p>Contaminated Files/Tools</p> <p>Inadequate disinfecting techniques each season.</p>	<p>Properly disinfect implements - every time!</p> <p>Scrub with soap and warm water.</p> <p>Ten-minute full immersion/no alcohol swiping or spray.</p> <p>EPA-registered disinfectant.</p> <p>Disinfectant should be bactericidal, fungicidal and virucidal.</p>
<p>PREPARATION, APPLICATION &amp; MIX RATIO</p> <p>Lifting</p> <p>Allows bacteria under the enhancement</p>	<p>Prevent even tiny lifted areas, especially near cuticle or free edge.</p> <p>Educate clients about facts and myths. Never allow or encourage clients to make repairs.</p> <p>Use correct mix ratio and proper application to prevent lifting.</p>
<p>PREPARATION</p> <p>Nipping</p> <p>Nippers can cause lifting and allow infections to occur areas, especially near cuticle or free edge.</p>	<p>Never use a nipper.</p> <p>Learn proper rebalancing techniques.</p>
<p>PREPARATION, APPLICATION &amp; MIX RATIO</p> <p>Free Edge Separation</p> <p>Lifting can be caused by improper application and client maintenance</p>	<p>Proper and regular rebalances.</p> <p>Use correct mix ratio and recalibrate ratio each season. Use SolarOil® to keep enhancement plasticized.</p> <p>Avoid nippers and heavy abrasives that can harm enhancements.</p> <p>Only use CND sculpting powders with CND sculpting liquids.</p>
<p>SALON ENVIRONMENT</p> <p>Contaminated Salon</p> <p>Universal cleaning is not being practiced</p>	<p>Disinfect entire salon, not just tools/implements. Keep salon clean and disinfected.</p>
<p>PREPARATION, APPLICATION &amp; MIX RATIO</p> <p>Use Of OTC Remedies (Placebos)</p> <p>Topical treatments are ineffective against nail infections</p>	<p>Usually clear up on their own after 6-8 weeks:</p> <ul style="list-style-type: none"> <li>• Refer client to a dermatologist if not healing</li> </ul>

## PROBLEM: BURNING, ITCHING, THROBBING, REDNESS OR IRRITATION

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
<p><b>MIX RATIO</b> Incorrect Mix Ratio - Too Wet/Dry Tissue has been irritated or sensitized</p>	<p>Use correct mix ratio 1.5 to 1, liquid to powder:</p> <ul style="list-style-type: none"> <li>• Over-filing nail plate increases risks</li> </ul> <p>Avoid excessive use or highly concentrated primer.</p> <p>Never swab or touch soft tissue with monomer. Never use monomer without polymer. Never touch the face with hands that are contaminated with monomer or filings.</p> <p>Avoid using allergic sensitizing ingredient "formaldehyde":</p> <ul style="list-style-type: none"> <li>• Also may cause the hyponychium to remain firmly attached to the underside of the free edge forming a painful pterigium</li> </ul>
<p><b>APPLICATION</b> Physical Abuse to Nail Beds Nerve endings in nail bed are traumatized</p>	<p>Avoid over-filing.</p> <p>Remove only oils that cause shine, not layers of the natural nail plate during PREP.</p> <p>Do not use heavy-handed filing or buffing. Use 180 grit abrasives or higher. Never use an electric file on the natural nail plate.</p> <p>Avoid excessive use or overly concentrated primer.</p> <p>Sculpt with the brush, not the file. No nipping. Use great caution while removing enhancements.</p>
<p><b>APPLICATION</b> Chemical Abuse to Nail Beds Excessive primer use</p>	<p>Avoid excessive use or highly concentrated primer.</p> <p>Over-filing nail plate increase risks.</p>
<p><b>MIX RATIO &amp; APPLICATION</b> Excessive Shrinkage Caused by Too Wet a Mix Ratio Too much shrinkage places excessive pressure on the nail bed</p>	<p>Use product at correct mix ratio:</p> <ul style="list-style-type: none"> <li>• 1.5 to 1, liquid to powder</li> <li>• Recalibrate mix ratio daily</li> </ul> <p>Use of incorrect powder. Use CND sculpting powders only.</p>
<p><b>APPLICATION</b> Improper Tip Sizing Tip size is too "small"</p>	<p>Use correct sizes.</p>

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
<p>APPLICATION &amp; MIX RATIO</p> <p>Breaking the System</p> <p>Not using products within one system</p>	<p>Only use CND sculpting powders with CND sculpting liquids.</p>
<p>MIXED RATIO &amp; SALON ENVIRONMENT</p> <p>Seasonal Changes</p> <p>Changes in temperature and humidity affect evaporation rates</p>	<p>Recalibrate mix ratio for each season.</p>
PROBLEM: FUNGAL INFECTIONS	
POTENTIAL CAUSES	POSSIBLE SOLUTIONS
<p>APPLICATION</p> <p>Trauma/Onycholysis</p> <p>Broken tissue invites pathogens to invade</p>	<p>Determine proper nail length. Shorten and pamper onycholytic nail:</p> <ul style="list-style-type: none"> <li>• Keep onycholytic nails clean and dry</li> <li>• Stay out of soil, gardens and avoid housework without gloves</li> </ul> <p>Avoid use of formaldehyde-containing nail hardeners:</p> <ul style="list-style-type: none"> <li>• Formaldehyde can cause onycholysis</li> </ul> <p>Prevent abrasive burns:</p> <ul style="list-style-type: none"> <li>• Caused by over-buffing, heavy abrasives or electric files</li> </ul> <p>Do not use too small of a tip.</p>
<p>PREPARATION</p> <p>Improper Manicure</p> <p>Damage to nails' "gaskets"</p>	<p>Cuticle and hyponychium have been damaged.</p> <p>Never use electric files, heavy abrasives or overly aggressive buffing on the nail plate.</p>
<p>PREPARATION</p> <p>Contaminated Tools</p> <p>Inadequate disinfecting techniques</p>	<p>Properly disinfect implements - every time!</p> <p>Scrub with soap and warm water. Ten-minute full immersion, no alcohol swiping/spray.</p> <p>EPA-registered disinfectant. Disinfectant should be bactericidal, fungicidal and virucidal.</p>
<p>SALON ENVIRONMENT</p> <p>Contaminated Salon</p> <p>Universal cleaning is not being practiced</p>	<p>Sanitize/disinfect entire salon, not just tools/implements. Keep salon clean, sanitary, disinfected.</p>

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
<p>APPLICATION &amp; MIX RATIO</p> <p>Breaking the System</p> <p>Not using products within one system</p>	<p>Only use CND sculpting powders with CND sculpting liquids.</p>
<p>MIXED RATIO &amp; SALON ENVIRONMENT</p> <p>Seasonal Changes</p> <p>Changes in temperature and humidity affect evaporation rates</p>	<p>Recalibrate mix ratio for each season.</p>
PROBLEM: FUNGAL INFECTIONS	
POTENTIAL CAUSES	POSSIBLE SOLUTIONS
<p>APPLICATION</p> <p>Trauma/Onycholysis</p> <p>Broken tissue invites pathogens to invade</p>	<p>Determine proper nail length. Shorten and pamper onycholytic nail:</p> <ul style="list-style-type: none"> <li>• Keep onycholytic nails clean and dry</li> <li>• Stay out of soil, gardens and avoid housework without gloves</li> </ul> <p>Avoid use of formaldehyde-containing nail hardeners:</p> <ul style="list-style-type: none"> <li>• Formaldehyde can cause onycholysis</li> </ul> <p>Prevent abrasive burns:</p> <ul style="list-style-type: none"> <li>• Caused by over-buffing, heavy abrasives or electric files</li> </ul> <p>Do not use too small of a tip.</p>
<p>PREPARATION</p> <p>Improper Manicure</p> <p>Damage to nails' "gaskets"</p>	<p>Cuticle and hyponychium have been damaged.</p> <p>Never use electric files, heavy abrasives or overly aggressive buffing on the nail plate.</p>
<p>PREPARATION</p> <p>Contaminated Tools</p> <p>Inadequate disinfecting techniques</p>	<p>Properly disinfect implements - every time!</p> <p>Scrub with soap and warm water.</p> <p>Ten-minute full immersion, no alcohol swiping/spray.</p> <p>EPA-registered disinfectant.</p> <p>Disinfectant should be bactericidal, fungicidal and virucidal.</p>
<p>SALON ENVIRONMENT</p> <p>Contaminated Salon</p> <p>Universal cleaning is not being practiced</p>	<p>Sanitize/disinfect entire salon, not just tools/implements. Keep salon clean, sanitary, disinfected.</p>

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
<p>MIX RATIO</p> <p>Breaking the System</p> <p>Not using products within one system</p>	<p>Only use CND sculpting powders with CND sculpting liquids.</p>
<p>APPLICATION</p> <p>Improper Containers</p> <p>Possible contamination and unbalanced chemistry</p>	<p>Use Dappen Dish with cover:</p> <ul style="list-style-type: none"> <li>• Keeps dust and filings out of product</li> </ul> <p>Use fresh product (monomer) in the Dappen Dish.</p> <p>Always clean Dish between every client.</p>
PROBLEM: LIFTING	
POTENTIAL CAUSES	POSSIBLE SOLUTIONS
<p>APPLICATION</p> <p>Product Contamination</p> <p>Alters product chemistry and affects product performance</p>	<p>Use dedicated brush and store properly. Clean brush in monomer only and do not condition. Clean Dappen Dish between each client. Remove gum from new brushes.</p>
<p>APPLICATION</p> <p>Product Applied Too Thinly</p> <p>Too little product to create a strong structure</p>	<p>Apply more product near stress areas.</p> <p>Wrap product under edges to form a “clamp”.</p>
<p>APPLICATION</p> <p>Weak Supporting Structure</p> <p>Can't build a strong house on a weak foundation</p>	<p>Avoid over-filing and thinning the natural nail:</p> <ul style="list-style-type: none"> <li>• Heavy-handed filing, coarse abrasives and electric files</li> </ul>
<p>APPLICATION</p> <p>Nipping</p> <p>Nipping destroys the nail plate and can lead to onycholysis</p>	<p>Never nip.</p> <p>Thin enhancement in PREP for rebalance.</p>
<p>MIX RATIO</p> <p>Mix Ratio - Wet or Dry</p> <p>Alters the chemistry that negatively affects enhancement properties</p>	<p>Avoid using products too wet:</p> <ul style="list-style-type: none"> <li>• Shrinkage causes product to pull away from nail</li> <li>• Reduces toughness by disrupting the balance between strength and flexibility</li> </ul> <p>Avoid using products too dry:</p> <ul style="list-style-type: none"> <li>• Creates a lack of cohesion (internal adhesion)</li> <li>• Enhancement contains too little monomer to properly hold the structure together</li> </ul>

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
<p>PREPARATION</p> <p>Improper P.R.E.P.</p> <p>Contaminated nail plates block proper adhesion</p>	<p>Properly cleanse nail plate before application:</p> <ul style="list-style-type: none"> <li>• Remove adhesion-blocking oils and surface moisture</li> </ul> <p>Practice proper steps of P.R.E.P. Avoid using excess or concentrated primer that can cause brittleness and service breakdown.</p>
<p>APPLICATION</p> <p>Soft Tissue Contact</p> <p>Can contaminate brush and nail plate with adhesion-blocking oils</p>	<p>Never touch cuticle or other soft tissue:</p> <ul style="list-style-type: none"> <li>• Leave tiny free margin (1/16 inch)</li> </ul>
<p>APPLICATION</p> <p>Improper Product Contact</p> <p>Insufficient product contact with the surface of the nail plate and/or tip</p>	<p>Press and smooth to reduce bubbles, increase contact and improve adhesion.</p>
<p>APPLICATION &amp; MIX RATIO</p> <p>Breaking the System</p> <p>Alters the chemical balance and negatively affects product chemistry</p>	<p>Only use CND sculpting powders with CND sculpting liquids.</p>
<p>MIX RATIO &amp; SALON ENVIRONMENT</p> <p>Seasonal Changes</p> <p>Changes in temperatures and humidity affect mix ratio and product performance</p>	<p>Recalibrate mix ratio for each season.</p> <p>Use SolarOil® year round to plasticize all nail enhancements.</p> <p>Avoid temperature extremes or sudden changes.</p>

## PROBLEM: BUBBLES

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
<p><b>MIX RATIO</b>                      Incorrect Mix Ratio-                      Too Wet/Dry</p> <p>Incorrect mix ratio can cause air or vapor to become trapped or make tiny bubbles become large and visiblenot condition.</p>	<p>Avoid using product too wet resulting in excessive shrinking:</p> <ul style="list-style-type: none"> <li>• Product shrinkage enlarges existing bubbles</li> <li>• Makes tiny, invisible bubbles grow in size</li> </ul> <p>Shrinkage may cause product to pull away from nail, especially the apex of the thumb:</p> <ul style="list-style-type: none"> <li>• Large lifted area in center of the plate</li> </ul> <p>Avoid using product too dry:</p> <ul style="list-style-type: none"> <li>• Powder holds air and entraps it</li> <li>• Initially product is much thicker and holds bubbles</li> </ul>
<p><b>APPLICATION</b>                      Wet Primer</p> <p>Solvents in primer become trapped in enhancement and may vaporize, causing bubbles</p>	<p>Never apply product on wet primer.</p>
<p><b>APPLICATION</b>                      Incorrect Brush Technique</p> <p>Brushes can whip and/or transfer air bubbles into the product</p>	<p>Press and smooth to remove trapped air bubbles.</p> <p>Press brushes to bottom of Dappen Dish to flush air from hairs.</p>
<p><b>APPLICATION &amp; SALON ENVIRONMENT</b>                      Excessive Heat</p> <p>During application heat can create evaporation</p>	<p>Avoid common causes of excessive heat:</p> <ul style="list-style-type: none"> <li>• Blow dryers</li> <li>• Salon too warm</li> <li>• High-wattage lamps and halogens</li> </ul> <p>Vapors can become trapped and form bubbles.</p>
<p><b>APPLICATION</b>                      Improper Product Contact</p> <p>Insufficient product contact with the surface of the nail plate and/or tip leads to adhesion loss</p>	<p>Press and smooth to reduce bubbles and increase contact.</p>
<p><b>MIXED RATION &amp; SALON ENVIRONMENT</b>                      Seasonal Changes</p> <p>Changes in temperature and humidity affect mix ratio and evaporation rates</p>	<p>Recalibrate mix ratio for each season.</p>

## PROBLEM: FROSTING

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
<p>SALON ENVIRONMENT</p> <p>Warm or Cold Drafts</p> <p>Rapid evaporation caused by drafts and excessive heat</p>	<p>Remove or block all sources of drafts:</p> <ul style="list-style-type: none"> <li>• Move away from open doors and windows</li> <li>• Hang false ceiling tile below vent</li> <li>• Eliminate fans and blowers</li> <li>• Use proper exhausts</li> </ul>
<p>SALON ENVIRONMENT</p> <p>Lighting</p> <p>Improper lighting may cause frosting</p>	<p>Use no higher than a 60-watt fluorescent tube, or true color.</p> <p>No halogen.</p>
<p>MIX RATIO</p> <p>Incorrect Mix Ratio</p> <p>Mix ratio is also important to avoid this condition</p>	<p>Use proper mix ratio:</p> <ul style="list-style-type: none"> <li>• Too dry = too much powder on the surface</li> <li>• Too wet = encourages rapid evaporation</li> <li>• Wrong brush may create wet mix ratio</li> </ul>
<p>PREPARATION</p> <p>Improper Containers</p> <p>“Old” monomer in open container</p>	<p>Use Dappen Dish and cover; fill with fresh monomer.</p>
<p>APPLICATION</p> <p>Product Applied Too Thinly</p> <p>Product applied thinly in combination with rapid evaporation creates frosting throughout the coating</p>	<p>Follow all recommendations to reduce frosting or go thicker near cuticle if environmental conditions can't be controlled.</p>
<p>SALON ENVIRONMENT</p> <p>Seasonal Changes</p> <p>Changes in temperature and humidity affect evaporation rates</p>	<p>Recalibrate mix ratio for each season.</p>
<p>APPLICATION</p> <p>Breaking the System</p> <p>Not using products within one system</p>	<p>Only use CND sculpting powders with CND sculpting liquids.</p>