

# Liquid & Powder Enhancement Troubleshooting

CRACKING	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
<p><b>Incorrect Mix Ratio</b> Too Wet:</p> <ul style="list-style-type: none"> <li>Creates excessive shrinkage and causes internal stress and weakness</li> <li>Weakens by disrupting the balance between strength and flexibility</li> </ul> <p>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>Use a 1.5 to 1 liquid to powder mix ratio for optimum performance</b> <b>Seasonal changes can also affect mix ratio</b></p> <ul style="list-style-type: none"> <li>Recalibrate mix ratio for each season to combat humidity and temperature changes</li> <li>Use SolarOil™ year round to plasticize enhancements</li> </ul>
<p><b>Over-Filing the Enhancement</b> Trauma to the molecular structure of enhancement leads to service breakdown</p>	<ul style="list-style-type: none"> <li>Avoid coarse abrasive files and heavy-handed filing</li> <li>Use of electric files can create excessive force which may cause cracking</li> </ul>
<p><b>Breaking the System</b> This alters the chemical balance and negatively affects product chemistry</p>	<ul style="list-style-type: none"> <li>Only use CND sculpting powders with CND sculpting liquids</li> </ul>
BUBBLES	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
<p><b>Incorrect Mix Ratio</b> Too Wet:</p> <ul style="list-style-type: none"> <li>Creates excessive shrinkage causing bubbles to form</li> <li>Makes tiny, invisible bubbles that will grow in size over time</li> </ul> <p>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>Use a 1.5 to 1 liquid to powder mix ratio for optimum performance</b></p>
<p><b>Wet Primer</b> Solvents in primer become trapped in the enhancement and may vaporize, causing bubbles</p>	<ul style="list-style-type: none"> <li>Never apply product on wet primer</li> </ul>
<p><b>Incorrect Application Technique</b> Brushes can whip and/or transfer air bubbles into the product</p>	<ul style="list-style-type: none"> <li>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</li> <li>Press and smooth product to remove trapped air bubbles</li> </ul>
<p><b>Excessive Shrinkage from Heat</b></p>	<ul style="list-style-type: none"> <li>Use low-wattage table lamps</li> <li>Keep room temperature at an even gauge (approximately 75° F)</li> </ul>

LIFTING	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
<p><b>Product Contamination</b> Contamination alters product chemistry and affects product performance</p>	<ul style="list-style-type: none"> <li>Use dedicated sculpting brush and store properly</li> <li>Clean sculpting brush in monomer only</li> <li>Do not condition hairs of sculpting brush with oil</li> <li>Clean dappen dish between each service</li> <li>Remove packing gum from sculpting brush hairs when new</li> <li>Use systems to prevent altering the chemical balance between Liquid &amp; Powder</li> </ul>
<p><b>Damaged Natural Nail Plate</b> A damaged nail plate cannot properly bond with the enhancement coating</p>	<ul style="list-style-type: none"> <li>Avoid heavy-handed filing, coarse abrasive files and electric files that can damage the natural nail plate</li> <li>Do not "nip" loose product away during rebalance prep. Doing so can damage the natural nail plate</li> </ul>
<p><b>Breaking the System</b> This alters the chemical balance and negatively affects product chemistry</p>	<ul style="list-style-type: none"> <li>Only use CND sculpting powders with CND sculpting liquids</li> </ul>
<p><b>Improper P.R.E.P.</b></p>	<p><b>Precisely follow the CND steps of P.R.E.P. to ensure the natural nail is properly prepared for enhancement application</b></p> <ul style="list-style-type: none"> <li>Thoroughly cleanse oil from the nail plate to remove any barriers to adhesion</li> <li>Gently remove the shine from the natural nail in the direction of natural nail growth to ensure there is no damage on the surface of the nail plate</li> <li>Apply fresh product to properly prepared nails within 30 minutes to ensure the body has not re-hydrated the natural nail with body oils</li> <li>Do not touch or blow on a properly prepared natural nail before enhancement application</li> <li>Advise clients not to touch their hair or face after P.R.E.P. and before product application to avoid potential contamination of the nail plate surface</li> <li>Sculpting on wet primer can leave solvents between the natural nail and enhancement coating preventing proper adhesion</li> </ul>

LIFTING (CONTINUED)	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
<b>Improper Application</b>	<p><b>Follow the CND step-by-step guide of application to ensure full contact to the natural nail and excellent adhesion of the enhancement product</b></p> <ul style="list-style-type: none"> <li>• Avoid soft tissue contact during application as this can pull natural body oil onto the surface of the nail plate and impede adhesion</li> <li>• Leave a tiny free margin around the sidewall and cuticle areas to prevent soft tissue contact</li> <li>• Press and smooth product to reduce bubbles, increase contact and improve adhesion</li> </ul>
<b>Improper Mix Ratio</b> Too Wet: <ul style="list-style-type: none"> <li>• Excessive shrinkage causes product to pull away from the natural nail</li> <li>• Reduces toughness by disrupting the balance between strength and flexibility</li> </ul> Too Dry: <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>	<p><b>Maintain a 1.5 to 1 liquid to powder mix ratio to ensure product is working at its optimum potential</b></p> <ul style="list-style-type: none"> <li>• Recalibrate mix ratio seasonally to ensure a medium-wet mix</li> </ul>
ENHANCEMENT YELLOWING	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
<b>Wet Acid-based Primer</b>	<p><b>Allow acid-based primers to dry thoroughly before enhancement application</b></p> <ul style="list-style-type: none"> <li>• Wet acid-based primer can contaminate the Liquid &amp; Powder mix and cause yellowing</li> </ul>
<b>Product Contamination</b>	<p><b>Avoid contaminating products to prevent yellowing</b></p> <ul style="list-style-type: none"> <li>• Use complete systems to prevent product contamination</li> <li>• Use a properly stored, cleaned and maintained sculpting brush</li> <li>• Use a dedicated sculpting brush for each monomer</li> <li>• Keep workstation clean and dust free to prevent product contamination</li> <li>• Use only enough monomer in dappen dish for each service; clean it out between uses with a clean plastic-backed disposable towel</li> </ul>

SURFACE FROSTING	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
<b>Salon Environment</b> Rapid evaporation of sculpting monomer during application can cause a frosting effect on the nail	<ul style="list-style-type: none"> <li>• Avoid drafts and direct wind from air conditioning and heating ducts that can create rapid evaporation of sculpting monomer and frosting</li> <li>• Avoid excessive heat from too strong a table lamp that can cause rapid evaporation. Use a 60-watt bulb or lower</li> <li>• Improper mix ratio during excessive seasonal changes can cause rapid evaporation. Re-calibrate mix ratio to ensure a medium-wet consistency</li> </ul>
BURNING, ITCHING, THROBBING, REDNESS OR IRRITATION	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
<b>Improper Application</b>	<p><b>Prevent soft tissue contact of sculpting monomer during application</b></p> <ul style="list-style-type: none"> <li>• Never swab the nail and soft tissue with monomer</li> <li>• Use correct mix ratio to prevent monomer from flooding the sidewall and cuticle area during enhancement application</li> <li>• Never use monomer without polymer</li> <li>• Never touch the face with hands that are contaminated with monomer or dust from filing</li> </ul>
<b>Natural Nail Damage</b>	<p><b>Protect the integrity of the natural nail during salon services to prevent damage</b></p> <ul style="list-style-type: none"> <li>• Use a light hand when filing the natural nail and during enhancement finishing or rebalance prep to prevent friction burns</li> <li>• Do not use nippers to remove loose product from the nail plate. This can pull at the natural nail and damage the nail plate</li> <li>• Never use an electric file on the natural nail plate</li> <li>• 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</li> </ul>
<b>Chemical Damage</b>	<p><b>Avoid all soft tissue contact with professional-use chemicals in the salon</b></p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Flooding the sidewalls, cuticle area and underside of the nail with primer can cause a chemical burn</li> </ul>

**BURNING, ITCHING, THROBBING,  
REDNESS OR IRRITATION (CONTINUED)**

POTENTIAL CAUSES	POTENTIAL SOLUTIONS
<p><b>Improper P.R.E.P.</b></p>	<p><b>Systematically follow the CND steps of P.R.E.P. to ensure the surface of the natural nail is contaminant free prior to enhancement application</b></p> <ul style="list-style-type: none"> <li>• Properly cleanse the nail plate before application</li> <li>• Remove oils (food for bacteria) and moisture, both are essential to bacterial growth</li> <li>• Prevent nail plate recontamination after cleansing caused by touching hair, face or clothing before enhancement application</li> <li>• Apply the enhancement coating immediately after P.R.E.P. (within 30 minutes)</li> <li>• Re-apply ScrubFresh™ if in doubt</li> <li>• Use properly disinfected implements during P.R.E.P. to prevent spreading bacterial contamination</li> </ul>
<p><b>Poor adhesion and lifting between services</b></p>	<p><b>Preventing lifting between services will lessen the opportunity for bacteria to become trapped between the enhancement coating and natural nail</b></p> <ul style="list-style-type: none"> <li>• Systematically follow the CND steps of P.R.E.P. to ensure good adhesion</li> <li>• Always use systems to ensure complete cure and optimum results</li> <li>• Always use product with a medium-wet consistency (1.5 to 1 Liquid to Powder mix ratio) for optimum performance</li> <li>• Protect the natural nail plate from damage for optimum adhesion</li> <li>• Never “glue down” a lifted area of the enhancement coating. Doing so can trap opportunistic bacteria between the natural nail and enhancement coating</li> </ul>