

# Q&A

## CND™ LED Lamp

POSITIONING

### QUESTION

1. What are the benefits of the closed CND™ LED Lamp compared to the CND™ UV Lamp?

### ANSWER

- Faster service time for all CND™ light-cured products
- **3C TECHNOLOGY™** optimizes the curing process
- Lightweight, ergonomic design takes up less space
- Uses less energy
- No bulbs to change

2. What are the benefits of the closed CND™ LED Lamp compared to the open CND™ LED Lamp?

- Reflective mirror ensures full cure of nail edges
- Global power – one power supply, removable cord with interchangeable plug adapters
- Pedicure friendly – removable plate for pedicures
- Closed design to reduce glare and minimize accidental product curing

3. What is **3C TECHNOLOGY™** and how does it work?

**3C TECHNOLOGY™** refers to CND's patented curing technology that optimizes light, time and energy for maximum shine and lasting durability.

**3C TECHNOLOGY™** optimizes light, time and energy:

- Two light beams ensure complete cure
- Energy adjusts for each service step
- Time-controlled pulsing for a precision cure

4. Why should I use the CND™ LED Lamp?

The CND™ LED Lamp is calibrated to completely cure all CND™ light-curable products.

5. Will CND continue to produce the CND™ UV Lamp or the open CND™ LED Lamp?

CND distributors will continue to sell the CND™ UV and open CND™ LED Lamp until all the stock is depleted. CND will only manufacture the closed CND™ LED Lamp.

WARRANTY

6. How long will the LED units/lamp last?

The LED units in the lamp have a life expectancy of 10,000 hours. The amount of services per day will affect the number of years that the lamp/bulbs last.

7. How do I register my warranty for the CND™ LED Lamp?

Register lamp by visiting [CND.com/LEDLampWarranty](http://CND.com/LEDLampWarranty). Retain the dated purchase receipt.

8. Is there a warranty for the CND™ LED Lamp?

Yes, the CND™ LED Lamp has a 1 year warranty. For more information visit [CND.com/LEDLampWarranty](http://CND.com/LEDLampWarranty) or consult your CND™ LED Lamp Instruction Booklet.

9. What do I do if an LED unit stops working or breaks?

The LED units in the lamp are not replaceable. They have a life expectancy of 10,000 hours. The amount of services per day will affect the number of years that the lamp/LED units last. If an LED unit stops functioning it is covered under the lamp warranty. Please follow the service procedure below:

#### U.S. AND CANADA - SERVICE PROCEDURE

Contact CND Customer Service at 1.800.833.NAIL within thirty (30) days of the discovered defect.

#### OUTSIDE OF THE U.S. AND CANADA - SERVICE PROCEDURE

If you purchased your CND™ LED Lamp outside the U.S. or Canada, contact the seller for warranty service.

# Q&A

## CND™ LED Lamp

**QUESTION**

**ANSWER**

10. Does the **CND™** LED Lamp count down the time?  
 Yes, the **CND™** LED Lamp counts down the time for each service setting and will automatically shut off.
11. What is the wattage of the **CND™** LED Lamp?  
 The input power is 36 Watts (W).
12. Is the **CND™** LED Lamp acetone and alcohol resistant?  
 Yes, the **CND™** LED Lamp is acetone and alcohol resistant. Take care when cleaning to not touch the lens in the LED chamber.
13. Does the **CND™** LED Lamp have a fan?  
 The open **CND™** LED lamp has a fan that keeps the electronics from overheating. Due to the position of the electronics, the closed **CND™** LED Lamp does not need a fan to keep from overheating.
14. Can I still “lock” the product for 10 seconds in the **CND™** LED Lamp?  
 Yes, you can use the preset button 1 to “lock” the product; the pulsing setting will provide the appropriate level of energy to lock the product in place.
15. What kind of light do LED lamps emit?  
 LED lamps emit a combination of UV and visible light.
16. Is LED technology more energy efficient?  
 Yes, LED units are more energy efficient than the fluorescent bulbs found in traditional UV lamps. The shorter cure time also helps improve energy efficiency.

17. How do I know if my client’s hand is in the correct position for proper curing in the **CND™** LED Lamp?  
  - Open **CND™** LED Lamp: Ensure the client’s thumb and fingers are resting in the finger placement at the front of the lamp.
  - Closed **CND™** LED Lamp: Ensure the clients thumb is in the thumb slot and the remainder of the fingers are fully in the lamp.
18. How do I perform a **CND™ SHELLAC™** pedicure with the open **CND™** LED Lamp?  
 To properly cure toes in the open **CND™** LED Lamp, the foot needs to be correctly positioned; ensuring toes are placed directly in the alignment guides of the lamp. Place client’s foot into the center of the lamp between the outside alignment guidelines, as close to the reflective wall as possible but no more than 1/2 inch (1.27cm) away from the front reflective wall. Ensure lamp is cleaned in between each service.
19. How do I perform a **CND™ SHELLAC™** pedicure with the closed **CND™** LED Lamp?  
 To properly cure toes in the closed **CND™** LED Lamp, the foot needs to be correctly positioned. The closed **CND™** LED Lamp features a removable plate. The plate is held on by magnets and can easily be detached from the lamp by holding the lamp and pulling gently to separate them. Place lamp over the client’s foot, as close to the reflective wall as possible. Ensure lamp is cleaned in between each service.

# Q&A

## CND™ LED Lamp

### QUESTION

### ANSWER

20. Can I put products on my workstation near the CND™ LED Lamp?

CND recommends that you avoid placing products within a 2-inch radius surrounding the open areas of the lamp. When light-curable products are not in use, ensure they are properly closed to prevent curing.

21. What products can be used with the CND™ LED Lamp?

The CND™ LED Lamp is designed to completely cure all CND™ light-curable systems.

22. If I hit the incorrect preset button how do I switch settings?

Turn the lamp off and wait 3 seconds and then turn it back on and select the correct setting.

23. Do all preset buttons pulse?

The preset button 2S is the only setting that does not pulse.

24. Why does the closed CND™ LED lamp feel warmer during the curing process?

The closed CND™ LED Lamp was designed without a fan and this can contribute to a warmer internal lamp temperature. If heat becomes uncomfortable for the client, have them remove their hand from the lamp for a few seconds.

25. Why are my clients experiencing "heat spikes" while curing?

Clients with thin or weak nail plates can be more sensitive to heat sensations. If gel is applied too thickly client may experience heat sensations during curing. Have client remove their hand from the lamp for 3-5 seconds and then place hand back into the lamp to complete the cure.

26. How do I clean the CND™ Lamp(s)?

Keep lamp dust free by unplugging lamp and wiping daily with pre-moistened towel. See Operating Instructions for complete care and use.

27. How can I properly cure CND™ light-curable products in the CND™ LED Lamp?

The CND™ LED Lamp features 4 preset controls calibrated to perfectly cure CND™ light-curable systems. Visit [cnd.com](http://cnd.com) for complete Step-by-Step instructions on all CND™ light-curable products and systems.

28. How do I use the CND™ LED Lamp when sculpting on a form?

If you find your form fit requires additional lamp space in the CND™ LED Lamp cut off 2/3 of the bottom tabs prior to placing in the lamp.

29. Have CND™ Gel Polish and Gel products been reformulated to work with the CND™ LED Lamp?

CND™ LED Lamps are designed to optimize the performance of CND™ light-curable products.

30. Does the closed CND™ LED Lamp have the same preset button settings as the open CND™ LED Lamp?

Yes, you will continue to follow the same curing steps for all CND™ light-curable products.