

Troubleshooting

Problem	Reason	Solution
Tan is coming off in patches.	This is likely to be down to lack of preparation.	Exfoliate.
	It could also be because too high a percentage solution has been used or that too much solution has been applied.	Use a sensible percentage and do not apply too much solution at once.
Solution is dripping.	Oil on skin.	Wipe the client down with prep wipes.
	Gun too close.	Keep the gun a good distance away from the body.
	Action too slow.	Move more quickly across the body.
	Fluid adjustment screw too loose.	Tighten the density dial.
Tan is incomplete.	Cup has run out.	Make sure there is always enough tan in the cup.
	Tube which uptakes the tan has fallen out.	Reattach the tube.
	Cup has been tilted.	Keep the cup perpendicular to the body but always in the upright position.
	The therapist has not been accurate with coverage.	Develop a routine and stick with it.
	Clogged nozzle.	Clean the gun according to manufacturer's instructions.
	Density dial is too tight.	Loosen the dial to allow the trigger freedom of movement.
	Air hose has been compromised.	Move whatever is resting on or blocking the air hose.
Tan is bubbling in the cup.	Compressor is not working.	Check it is plugged in and switched on. If this does not work, check the fuse.
	The airbrush is blocked.	Unblock the airbrush by cleaning it.
	Seal is incorrectly fitted.	Correctly fit the seal.
	Fluid adjustment needs tightening.	Tighten the fluid adjusting nut.
Tan has gone green.	Cup not correctly screwed onto gun.	Ensure that the cup has been correctly screwed onto the gun.
	The guide colour in the tan may go green when it comes into contact with certain chemicals, particularly deodorant.	Wipe the client down with prep wipes or make sure that the client has showered and exfoliated a few hours before applying the solution.
Nails have gone orange.	False nails and very porous natural nails may absorb the guide colour pigments.	Have the client apply barrier cream or base coat to finger nails and toe nails before starting or wipe over with a tan remover wipe on completion.
Cuticles have gone orange.	Some cuticles are very dry and may react strongly to the tan.	Spray these areas lightly and apply barrier cream to cuticles where necessary.
Some parts have not taken the tan well.	Typically, perfume has been sprayed before the treatment or other products applied which prevent the product from adhering.	Advise the client to avoid all products containing oil prior to the tan. Even some shower gels can block tan.
	Some depilation treatments strip the skin of amino acids, which are essential for the chemical reaction with dha. Legs are particularly affected.	Apply the tan with a horizontal action ensures plenty of tan is applied to these hard to tan areas.
	Contra indications.	A thorough consultation can avoid this.
Brown spotting.	Guide colour has collected in the hair follicle.	Avoid waxing or shaving for 48 hours before a treatment.

Tan is streaking.	This is usually the result of the tan dripping on the client.	Avoid streaks by starting and stopping the spray session away from the body and by holding the mist applicator in a level position. Using the air from the HVLP gun or fan or hairdryer will speed up the drying process which limits the probability of drips developing. Even running a tanning mitt over the problem areas will help.
	Contraindications, for example pregnancy, dermatitis, etc can cause a streaky result.	A thorough consultation can avoid this.
Brows are discoloured	Some clients, particularly fair-haired ones, may find that the tan collects in the brow.	Carefully apply barrier cream with a cotton bud before spraying or else wipe over the brow with a tissue afterwards.
Stained hands	The therapist has sprayed tan onto their hands.	When spraying the forearms, use a gloved hand to shield the palm and at the end of the treatment ask the client to inspect his or her hands.
	The client has touched their newly tanned skin.	Ensure they are aware that touching or patting the skin before they have showered will result in palms becoming stained.
Tan has come off onto palms or sheets overnight.	The client has gone to bed without showering.	Advise the client to shower before bed. If this is not possible, use a tanning bag to protect the sheets and wrap the hands in cling film.
Tan has run into body creases.	The tan has run into, and built up in the body creases such as the neck and the elbows.	Using the air from the HVLP gun, fan or hairdryer will speed up the drying process. Running a tanning mitt over the problem areas will also help. Also, try closing up the density dial a little or spray from further away.
Some areas of the body appear darker than others.	Dry skin absorbs tan much more readily than normal skin so naturally dry areas of the body will often appear darker.	Identify these problem areas during consultation, exfoliate them thoroughly and massage well with barrier cream before commencing. Spray more lightly over these areas.
Rash occurs after treatment.	The client may have an allergy to one of the ingredients in the tan.	Get the client to thoroughly and immediately wash off the tan and apply antihistamine cream. If the rash persists, medical help must be sought. Avoid this by offering a patch test prior to treatment.
Tan appears speckled.	Dirty needle.	Clean the gun according to the manufacturer's instructions.
	The therapist may be positioned too far away.	Reduce the density dial and stand closer.
The compressor rattles if shaken and is not working properly.	It is probable that the compressor has fallen off a trolley or table and sustained irreparable damage.	It is imperative to always check equipment immediately on delivery to ensure everything is working correctly. This is usually included in the terms and conditions of the supplier and any delay in reporting damage may adversely affect your claim. After delivery, keep the compressor on a low surface to minimise the risk as this type of damage will not be covered by the manufacturer's warranty and will require a claim on the salon's insurance policy. Avoid pulling at the compressor when apply a tan.
Tan appears to be emanating from the compressor.	The compressor has been situated too close to the tanning area and has sucked in tan from the atmosphere.	Move the compressor further away from the tanning area.

