

# Treatments General FAQs



## Why was formaldehyde removed from the treatment's formulas?

OPI treatments were reformulated to remove formaldehyde and several other ingredients, creating more globally compliant products that meet the 9-free benchmark.

## Do the new formulas perform as well as the older versions that contained formaldehyde?

The new formulas provide maximum strength when used as directed with 95% stronger nails in 1 week. It also avoids a common drawback with formaldehyde based coatings, in that they can make nails brittle if overused.

## What does 9-Free mean?

9-Free means the formula does not contain formaldehyde, formaldehyde resin, toluene, xylene, dibutyl phthalate (DBP), camphor, parabens, ethyl tosylamide, or triphenyl phosphate.

## What is the difference between Nail Envy® Strengthener and Natural Nail Strengthener?

Nail Envy® Strengthener is powered by our advanced Tri-Flex Technology™ that creates a liquid shield and makes nails 95% stronger in 1 week\*. Natural Nail Strengthener is a clear, multi-purpose strengthener that can be used alone to strengthen nails when 1 coat is applied daily, or as a base coat under lacquers to prevent discoloration of the nails.

## How do I prep my nails for a nail strengthener application?

It's always best to start with clean, bare nails before you apply any product. Check

out our DIY tutorial: Power Pair Mani featuring Nail Envy® with Repair Mode™ and follow the steps to get the best results.

## What is a prep booster?

A prep booster is a product or step added during the nail prep process that adds an additional benefit to the nail or the service process.

## My nails are dry and/or prone to staining when I wear color. What can I do to protect them from staining?

Use 1 coat of Nail Envy® Strengthener as a base coat to create a barrier to staining that can occur with darker colors.

## What does FSC certified on the package mean?

FSC stands for Forest Stewardship Council. OPI worked with the FSC to ensure our treatments packaging meets the FSC green guidelines.

## Are OPI Treatments Vegan?

OPI Repair Mode™, Nail Envy® Strengthener, Nail Envy® Color, Start to Finish® and Natural Nail Strengthener are Vegan Formulas, i.e. they do not contain any animal-derived ingredients or by-products.

## The label says the cap is made with PCR, what does that mean?

The cap on the Repair Mode™ bottle is made with PCR which stands for post-consumer recycled content. PCR packaging uses things the world recycles daily, and using these materials is a more environmentally-friendly option.



# O·P·I

\*When used as directed

# Repair Mode™ FAQs



## What is Repair Mode™?

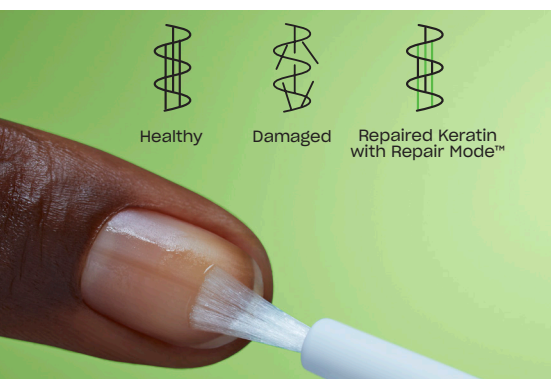
Repair Mode™ is the first bond building nail serum with Patented Ulti-Plex Technology™ that provides 99% nail keratin repair, 94% protection of keratin protein from damage, and 4x stronger nails when used as directed.

## What is Ulti-Plex Technology™?

Ulti-Plex Technology™ is Patented, breakthrough technology that allows Repair Mode™ serum to penetrate the nails, interact with nail keratin, and create new bonds.

## How do I use Repair Mode™?

Repair Mode™ is designed to be used on bare nails or to be applied as a prep booster prior to a nail service. For full benefits and bond restoration apply 2x a day for 6 days.



## How does Repair Mode™ repair broken keratin bonds?

Repair Mode™ repairs from inside via biomimicry of nail's natural keratin. This serum contains Patented Ulti-Plex Technology™ that penetrates from within the nail recreating protein bonds in the nail.

## How should I use Repair Mode™ to get the full benefits of the product?

To see the full benefits of Repair Mode™ 99% nail keratin repair, 94% protection of keratin protein from damage, and 4X stronger nails you should apply 1 coat, 2x a day for 6 days.

## Is Repair Mode™ designed for long-term use?

Repair Mode™ provides maximum efficacy when used 2x a day for 6 days (total of 12 applications). Consumers can use the product 2x a day for 6 days for repair. After that, consumer can use the product once daily for daily protection/maintenance as needed. Excessive use of the product is not needed.

## If I stop using Repair Mode™ after the 6-day regimen what will happen to my nails?

Using Repair Mode™ actually penetrates and repairs your nails from within. Daily activities like washing your hands, etc, can cause damage, using Repair Mode™ as a daily treatment can protect your nails from everyday wear and tear.

## Will my nails revert to their previous condition if I stop using Repair Mode™?

Using Repair Mode™ actually penetrates and repairs your nails from within. Daily activities like washing your hands, etc, can cause damage, using Repair Mode™ as a daily treatment can protect your nails from everyday wear and tear.

The benefits provided by Repair Mode™ include 99% nail keratin repair\*, 94% protection of keratin protein from damage\*, and 4X stronger nails\*. Is this VS my own nail condition or competitive products?

Repair Mode™ is breakthrough technology that has been tested to show repair, protection, and strength vs. a natural/untreated nail.

## I do my nails at home and like to keep my nails coated. Can I use Repair Mode™ under my OPI Lacquer shades or treatments?

Yes, you can use Repair Mode™ as a Prep Booster with your OPI Lacquer shades or Nail Envy®. Apply 2 coats of Repair Mode™ to clean, bare nails, and prep those nails prior to lacquer application. For step-by-step instructions, visit [opi.com](http://opi.com) and follow the prep steps in our DIY tutorial: Power Pair Mani featuring Nail Envy® with Repair Mode® for best results when using Repair Mode® with any lacquer system.

## I like to go to the salon and have my nails done, can my nail pro use Repair Mode™ under my OPI salon services?

Yes, your nail pro can use Repair Mode™ as a Prep Booster under your OPI salon services.

## I'm a nail pro. Can I use Repair Mode™ under my OPI salon services?

You can absolutely use Repair Mode™ under all of your salon services! In fact, OPI experts strongly advise it. For step-by-step instructions, visit [opi.com](http://opi.com) and check out video tutorials for Repair Mode™ as a prep booster to any service.

## What OPI pro products are compatible with Repair Mode™?

You can absolutely use Repair Mode™ under all of your salon services! In fact, OPI experts strongly advise it. For step-by-step instructions, visit [opi.com](http://opi.com) and check out video tutorials for Repair Mode™ as a prep booster to any service.

# O·P·I

\*When used as directed



# Repair Mode™ FAQs Continued...



**If I use Repair Mode™ under my OPI service what are the benefits?**

Repair Mode™, when used as a prep booster, gives you stronger nails you can feel even after 2 coats, and your nails look improved after the first application.

**Can I use Repair Mode™ while I have an OPI product on?**

Repair Mode™ can be used on visible new nail growth while you are wearing your favorite OPI products.

**I used Repair Mode™ on my new nail growth while wearing OPI products, why is it dull?**

Repair Mode™ can leave a slightly cloudy finish if it touches the surface of your OPI products. Use a dry nail wipe to wipe away excess residue and bring back the shine.

**If my clients' nails are not smooth will Repair Mode™ change the appearance of their finished GelColor manicure??**

Using Repair Mode™ will provide stronger nails you can feel even after 2 coats, and natural nails look improved even after the first application. This does not change the finish on a GelColor manicure, and if there is severe nail damage, it will need to grow out completely to create a smooth finish.

**I'm a nail pro- how much should I charge to add in Repair Mode™ as a prep booster?**

We recommend a 10-15% price increase when offering Repair Mode™ Prep Booster service.

**Is it safe to use the same Repair Mode™ brush on more than one client when using as a Prep Booster in the salon?**

Yes, like lacquers and GelColors the solvents in Repair Mode™ make it safe to use on more than one client in the salon.

**Can I apply Repair Mode™ more often than 2x a day?**

Repair Mode™ provides maximum efficacy when used 2x a day for 6 days (total of 12 applications). Consumers can use the product 2x a day for 6 days for repair. After that, consumer can use the product once daily for daily protection and maintenance as needed. Excessive use of the product is not needed.

**How long does it take Repair Mode™ to penetrate?**

Repair Mode™ penetrates the nails immediately. Nails feel stronger after just two coats, and natural nails look improved after the first application. For maximum efficacy, apply Repair Mode™ 2x a day for 6 days.

**How long do I need to wait after applying Repair Mode™ before I can apply an OPI service?**

After applying Repair Mode™, its important to wait 10 minutes prior to applying any products that create a coating on the nails. Perform a prep manicure AFTER you apply Repair Mode™, then cleanse the nails. Voila! You are ready to apply your favorite OPI product.

**What is the Dream Rou-team?**

The Dream Rou-team is a Power Pair treatment featuring Repair Mode™ and Nail Envy® used together to repair and strengthen your nails. Follow an at-home regimen based on the condition of your nails. For nails that need extreme repair, use Repair Mode™ alone for one week to get the best repair results. After that, use Repair Mode™ as a prep booster followed by an application of your favorite Nail

Envy® Strengthener, with 2 coats followed by 1 coat a day application for 6 days. On day 7, remove and start over as needed.

**Can I use Repair Mode™ or the Dream Rou-team on toes?**

Yes! Toenails are made of keratin too! If they need repair, follow the same steps on feet as you would on hands. If toenails need repair and strength opt for the Dream Rou-team and follow the same regimen on your feet.

**As a consumer where can I purchase Repair Mode™?**

Anywhere OPI retail products are sold. Visit [OPI.com](http://OPI.com) to find a store near you..

**As a nail pro where can I purchase Repair Mode™?**

Any professional salon distributor selling OPI products. Visit [OPI.com](http://OPI.com) to find a store near you.

**Does OPI offer any salon support tools that will help me add treatments services to my menu?**

Yes, OPI offers an OPI Treatment Services Class introducing the best treatments use in the salon, with recommendations on how to price these services and add them to your service menu. OPI also offers salon merchandising tools like posters and service menu templates.

**How to prevent the product from drying out in the bottle?**

Repair Mode™ is an alcohol-based product and thus evaporates quickly. Always tighten the cap when you're not using the product. Store the product away from the sun and heat. The dried particle can affect a seal and let air in. Clean/remove the dried up particle on the cap and bottle if occur.

# O·P·I