

Troubleshooting

CND™ Gel Polish Troubleshooting

TOP COAT DULL OR STICKY	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
Improper cure	<ul style="list-style-type: none"> Apply thin layers. Each layer must be applied thin to ensure proper cure. Seasonal changes can also affect cure. Combat humidity by vigorously shaking the bottle prior to use, and ensure proper hand placement in the CND™ LED lamp.
Using a non-CND™ lamp or mixing with competitive products	<ul style="list-style-type: none"> Use CND™ gel polish products and lamps as a system to ensure proper cure. Mixing other brands' products or lamps can result in improper cure which can lead to a dull or sticky surface after cure and wiping with 99% Isopropyl Alcohol.
Top film removal: Not using the proper percentage of Isopropyl Alcohol	<ul style="list-style-type: none"> Use 99% Isopropyl Alcohol to remove the top film to reveal high-gloss shine.
Under curing	<ul style="list-style-type: none"> Cure CND™ gel polish based on manufacturer's instructions. Implement full systemization by using the CND™ LED or CND™ UV Lamp. Properly position the hand in the CND™ LED or CND™ UV Lamp. Bulb Life <ul style="list-style-type: none"> - CND™ LED Lamp: 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. - CND™ UV Lamp: Bulb use is pre-calculated to count down the time left before bulbs should be replaced. CND™ UV Lamp bulbs will properly cure for 100 hours, approximately 6 months with active use. Press the Reset button at any time to display the number of bulb life hours remaining. The timer counts down from 100 to zero.

COLOR COAT PULLING FROM NATURAL NAIL FREE EDGE	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
Not shaking the color	<ul style="list-style-type: none"> Shake the color bottle vigorously to blend to ensure that all the solvents are blended prior to application.
Not fully sealing the natural nail free edge	<ul style="list-style-type: none"> Completely seal the natural nail free edge with each layer. With the flattened brush, draw a thin line of color or top coat along the free edge of the nail to seal and ensure complete coverage and proper cure.
CHIPPING AT FREE EDGE	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
Product applied too thick	<ul style="list-style-type: none"> Apply thin layers. Each layer must be applied thin to ensure proper cure.
Not fully sealing the natural nail free edge	<ul style="list-style-type: none"> Completely seal the natural nail free edge with each layer. With the flattened brush, draw a thin line of color or top coat along the free edge of the nail to seal and ensure complete coverage and proper cure.
Natural nail delamination (peeling from free edge)	<ul style="list-style-type: none"> Gently smooth any delamination with a 240 grit Koala Buffer™ prior to application.
Under curing or over curing	<ul style="list-style-type: none"> Cure CND™ gel polish based on manufacturer's instructions. Implement full systemization by using the CND™ LED or CND™ UV Lamp. Properly position the hand in the CND™ LED or CND™ UV Lamp. Bulb Life <ul style="list-style-type: none"> - CND™ LED Lamp: 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. - CND™ UV Lamp: Bulb use is pre-calculated to count down the time left before bulbs should be replaced. CND™ UV Lamp bulbs will properly cure for 100 hours, approximately 6 months with active use. Press the Reset button at any time to display the number of bulb life hours remaining. The timer counts down from 100 to zero.

STAINING ON NATURAL NAIL AFTER REMOVAL	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
When applying heavily pigmented colors to dry/brittle, peeling, or damaged natural nails, when Gel Polish Base Coat is not required	<ul style="list-style-type: none"> Apply a thin layer of a lightly pigmented CND™ SHELLAC™ Color Coat as the first layer and cure. Proceed with dark or heavily pigmented colors as per product usage recommendations.
Product not completely removed from the natural nail during the removal process	<ul style="list-style-type: none"> Remove one CND™ Foil Remover Wrap at a time and gently remove product from natural nail. If excess amount of product remains, reapply new CND™ Foil Remover Wrap saturated with CND™ OFFLY FAST™ Moisturizing Remover for additional time necessary to soften remaining product. Remove the wrap and gently remove remaining product with an orangewood stick. Remove any remaining residue with a plastic-backed pad saturated with CND™ OFFLY FAST™ Moisturizing Remover.
DISCOLORED FREE EDGE	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
Product applied too thick at free edge	<ul style="list-style-type: none"> Apply thin layers. Each layer must be applied thin to ensure proper cure. Avoid excess product at the free edge.
Under curing	<ul style="list-style-type: none"> Cure CND™ gel polish based on manufacturer's instructions. Implement full systemization by using the CND™ LED or CND™ UV Lamp. Properly position the hand in the CND™ LED or CND™ UV Lamp. Bulb Life <ul style="list-style-type: none"> CND™ LED Lamp: 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. CND™ UV Lamp: Bulb use is pre-calculated to count down the time left before bulbs should be replaced. CND™ UV Lamp bulbs will properly cure for 100 hours, approximately 6 months with active use. Press the Reset button at any time to display the number of bulb life hours remaining. The timer counts down from 100 to zero.

FADING	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
Exposing the coated nails to solvent-based products	<ul style="list-style-type: none"> Minimize the time in water containing chlorine. Apply SOLAROIL™ Nail & Cuticle Care after exposure. Minimize exposure to nails when using products that contain solvent-based ingredients such as tanning lotions and skin-bleaching lotions, essential oils or insect repellents. Wash hands with soap and water after use. Apply SOLAROIL™ Nail & Cuticle Care after exposure.
Excess exposure to sunlight	<ul style="list-style-type: none"> Minimize sunlight exposure especially if nails have been exposed to solvent-based products (reference previous solution).
PRODUCT NOT REMOVING FROM NATURAL NAIL	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
Extended wear beyond 2-3 weeks: The longer the product remains on the nails, the longer it will take for the solvent to penetrate through the top coat and color coats to release from the natural nail	<ul style="list-style-type: none"> Increase frequency of appointments for faster removal time.
Removing all CND™ Foil Remover Wraps at same time and then removing product	<ul style="list-style-type: none"> Remove one CND™ Foil Remover Wrap at a time and gently remove product from natural nail. If excess amount of product remains, reapply new CND™ Foil Remover Wrap saturated with CND™ OFFLY FAST™ Moisturizing Remover for additional time necessary to soften remaining product. Remove the wrap and gently remove remaining product with an orangewood stick. Remove any remaining residue with a plastic-backed pad saturated with CND™ OFFLY FAST™ Moisturizing Remover.
WRINKLING	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
Product applied too thick causing improper cure	<ul style="list-style-type: none"> Apply thin layers. Each layer must be applied thin to ensure proper cure. The appearance of minimal wrinkling can sometimes be corrected with the Gel Polish Top Coat application.
Improper cure	<ul style="list-style-type: none"> Implement full systemization by using the CND™ LED or CND™ UV Lamp.
PEELING OR LIFTING	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
Product applied too thick	<ul style="list-style-type: none"> Apply thin layers. Each layer must be applied thin to ensure proper cure.
Not sealing the natural nail free edge	<ul style="list-style-type: none"> Seal the natural nail free edge with each layer. With the flattened brush, draw a thin line of color or top coat along the free edge of the nail to seal and ensure complete coverage and proper cure.

PEELING OR LIFTING (CONTINUED)	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
Cuticle treatment, hand sanitizer or soap residue left behind on nail plate	<ul style="list-style-type: none"> Clean the nails thoroughly with soap and water after use. Rinse all soap and cuticle treatments from the surface of the natural nail with water. Dry thoroughly.
Excess moisture absorbed into surface of nail plate	<ul style="list-style-type: none"> Avoid soaking natural nails in water for more than a few minutes. As an alternative have the client wash and rinse their hands thoroughly prior to the application process.
Product applied too thick causing improper cure	<ul style="list-style-type: none"> Apply thin layers. Each layer must be applied very thin to ensure proper cure.
Under curing	<ul style="list-style-type: none"> Cure CND™ gel polish based on manufacturer's instructions. Implement full systemization by using the CND™ LED or CND™ UV Lamp. Properly position the hand in the CND™ LED or CND™ UV Lamp. Bulb Life <ul style="list-style-type: none"> - CND™ LED Lamp: 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. - CND™ UV Lamp: Bulb use is pre-calculated to count down the time left before bulbs should be replaced. CND™ UV Lamp bulbs will properly cure for 100 hours, approximately 6 months with active use. Press the Reset button at any time to display the number of bulb life hours remaining. The timer counts down from 100 to zero.
Improper nail preparation: cuticle not removed from nail plate, natural nail oils or debris left on nail plate	<ol style="list-style-type: none"> Perform Manicure - remove all cuticle from the surface of the natural nail. Gently slide a cuticle pusher along the nail plate to lift cuticle. For clients with excessive cuticle build up, apply a small amount of CuticleAway™ Professional Cuticle Remover evenly around the cuticle of each nail before using the cuticle pusher. Clean nails with soap and water and rinse with free running water and a cuticle brush. Dry nails thoroughly with a terry towel. Clean the nails thoroughly with soap and water after use. Rinse all soap and optional cuticle treatments from the surface of the natural nail with water. Use a curette to remove cuticle from the nail plate. Remove surface contaminants and purify the nail plate with SCRUBFRESH™ Nail Surface Cleanser prior to product application.

STREAKING	
POTENTIAL CAUSES	POTENTIAL SOLUTIONS
Not shaking the color	<ul style="list-style-type: none"> Shake the color bottle vigorously to blend to ensure that all the solvents are blended prior to application.
Product applied to thick	<ul style="list-style-type: none"> Apply thin layers. Each layer must be applied thin to ensure even coverage and proper cure.
Improper brush angle	<ul style="list-style-type: none"> Hold the brush parallel with the nail plate so the bristles are flat to the nail surface vs. dragging polish with the tip of the brush and lighten the pressure during application.