



TROUBLE SHOOTING

On the following pages you will find some helpful answers and solutions to questions or problems you may be having with product application. Read through the list of problems and use this section as a resource. Most problems can be easily worked out with the proper information and proper application techniques. When you do not find the specific problem you may be having listed here, feel free to call your Sponsor or the Company to discuss your problem with a qualified person.

At Quintessence we strive to make your experience with our products a success. We want you to be able to enjoy having longer, healthier, more beautiful nails without a lot of effort.

| TROUBLE SHOOTING PROBLEMS & SOLUTIONS | |
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| PROBLEM | SOLUTION |
| Lifting at the cuticle or sidewall area. | <p>1. Was the product touching the skin? Oil from the cuticle can get up under the product, which will cause lifting. SOLUTION: Keep the product off the skin. If it gets on the skin use a wooden manicure stick to remove it prior to curing. If you have already cured the product, file it off the skin.</p> <p>2. Was the Hyper-Fuse applied properly and in an adequate amount? SOLUTION: Use a well saturated cotton tip applicator swab to rub the Hyper-Fuse into the nail plate – make sure the entire nail Plate and free edge are coated with Hyper-Fuse. <u>Do Not Apply With A Brush.</u></p> |
| Lifting at the free edge. | <p>1. Did you apply Hyper-Fuse over the free edge? SOLUTION: Always rub the free edge with Hyper-Fuse to insure a good bond. Also wrap the free edge with the Hyper-Base to seal it.</p> |
| Brushes keep getting hard. | <p>1. Are you placing the brush with product on it near the UV light? SOLUTION: Keep brushes away from UV light such as: bonding lamp, sun light, to avoid this problem. Even prolonged exposure to indirect UV light can cause the product to start to cure.</p> |
| Peeling of the layers of product. | <p>1. Did you put Hyper-Fuse over the product instead of just on the natural nail? SOLUTION: Never put Hyper-Fuse between the layers of the product, it will actually impede the interlayer bonding of the product. Hyper-Fuse is formulated to bond to the natural nail only.</p> |

| | <p>2. Did you buff the surface of the existing product to remove the shine before applying the next coat of product? SOLUTION: Always buff the shine off product before applying the next coat. A slick surface will not adhere to another slick surface. <u>It is important that you buff well.</u></p> |
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| Peeling at the tips. | <p>1. Did you use ABS plastic tips or a substitute? SOLUTION: Use only ABS plastic tips with QNET GLOBAL Nail Care Products. We have found that our products have the best results, when used in conjunction with the ABS plastic tips.</p> |
| PROBLEM | SOLUTION |
| Quintessence-French (white) is not white enough. | <p>1. Did you open the bottle and stir the contents of the bottle: SOLUTION: If not the pigments have separated in the bottle. Remove the cap on the bottle, use the wooden end of an applicator swab to stir the product thoroughly prior to use. The pigments are heavier than the product and have a tendency to sink to the bottom of the bottle. <u>All QNET GLOBAL Color should be mixed well prior to use.</u> DO NOT expose color to any light.</p> |
| Cracking at the stress point. | <p>1. Did you apply enough product too the surface of the Nails? Was the arch in the correct place? SOLUTION: Do not put on to thin a layer of product. The strength is in the product. Do not be skimpy. The arch is the thickest part of an overlay. The stress point is the weakest part of the nail. Place your arch over the stress point to add strength to the area.</p> |
| Burning under the UV light. | <p>1. Are you going directly under the UV light? SOLUTION: Always wait 15 seconds outside the light, with hand 4-5 inches away from the light. Then slowly move the hand under the light. If you still feel heat, pull back from the light and wait a few seconds longer. This will help avoid the heat spike. The heat spike is the photo initiator doing its job. It is the element that starts the hardening process. The heat spike always starts at the 3 second mark, and it lasts for 3 seconds.</p> <p>2. Have you applied the product too thick? SOLUTION: Two thin coats are better than one thick coat. A thick coat will throw off more heat than a thin coat. i.e. More product = more photo initiator.</p> |
| Product not curing fully. | <p>1. Have you applied the product too thick? SOLUTION: 2 thin coats are better than 1 thick coat.</p> <p>2. Is it taking longer than the recommended time for the product to cure? SOLUTION: Check your light. You may only need to a new UV light Bulb. We suggest that you replace your bulb ever 3-6 months depending on how often you use your lamp.</p> |

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| | Also humid climates may require an additional 30 seconds for a hard cure. |
| White fungus | <ol style="list-style-type: none"> 1. Do you see white or yellowish color on the nail plate? (This type of fungus is generally a secondary fungus). 2. Do you have problems with Athletes Foot, Candida, Yeast Infection, or Toe Fungus? (Generally people with these problems are more likely to have finger nail fungus as well). <p>SOLUTION: Remove the product. See your health care provider. There are medications available to help this problem.</p> |

| PROBLEM | SOLUTION |
|---------------------------|--|
| Green fungus (water mold) | <ol style="list-style-type: none"> 1. Is there a green spot under the product? SOLUTION: This is a water fungus. Some how moisture has gotten under the product. Check for small cracks or lift spots. Repair early, don't delay repairs. Water will get under any loose product. If left long enough, a water fungus will start. 2. Do you live in a humid climate? SOLUTION: If you do, make sure to wait 30 seconds for Hyper-Cleanse to dry. Also circular buffing prior to applying product. Remove product from affected nail. Soak in acetone for 10 minutes. This should kill a water fungus. Buff nail plate to remove green color. If any green color is left, it will grow off as the nail grows out. Reapply product properly. |

NAIL DISORDERS

The most common cause of nail disorders is trauma to the nail, the nail matrix, or the nail bed. Striking the nail against a hard surface may cause white or discolored spots as the nail grows out, several months after the trauma. However genetic defects nutritional deficiencies, lack of moisture in the cuticle, and disease, and some medications may also cause nail disorders.

You should never treat nails that show signs of nail disease or onychosis. Refer your clients to consult their health care provider, for a medical examination to determine the appropriate treatment.

Fungus: Fungus is a general term for a vegetable parasite. Fungus encompasses all the Tinea and mold referred to in manicuring. Fungus can cause lifting, which is a

loosening of the nail plate from the nail bed without shedding. The common causes are tremendous stress being applied to the natural nail, sharp or pointed instruments puncturing the hyponychium, wearing artificial nails that are too long and chemical reactions from primers, detergents or internal medicines. This can also be caused by cross contamination from one client to another, because of improper sterilization of implements, or re-use of implements. This can be highly contagious.

Fungus usually appears as a yellow or white discoloration of the free edge. As it grows, the free edge appears to move towards the cuticle and gets darker in color. When fungus is recognized, you should remove all products from the nail and seek advice from your health care provider.

Mold: This mold is a type of water or moisture mold infection caused by an artificial nail lifting from the nail bed and allowing moisture to be trapped in a pocket. Also moisture may seep in between the artificial nail where it joins the free edge of the nail. Mold appears when moisture, air and heat combine, causing a perfect breeding ground for germs. Trapping moisture from washing hands, doing dishes, showering and water activities can cause mold to form. This is why your nails should be maintained properly, especially when exposed to excessive moisture.

Mold is green or dark yellow in color, usually under the product and on top of the nail plate. Mold is progressing to an advanced stage, when it is more of a green/turquoise color; the advanced stage is black.

To kill mold; Remove the product and soak in a disinfectant such as Hyper-Cleanse or acetone for 10 minutes, and let dry. Gently buff the natural nail with a fine file or buffer to remove as much discoloration as possible without damaging the natural nail. Exposure to dry air is usually enough to kill the infection. The discoloration is a stain and will have to grow off. Hyper-Cleanse the nail again before applying product. Soaking the nail in bleach is not recommended and can be harmful to the skin. Iodine or over the counter fungus products and hydrogen peroxide are not necessary and will serve only to help keep the nail clean. **Avoid cross contamination.** **Always disinfect any metal tools after working on mold, and discard files, wooden pusher etc. If you cannot disinfect a tool, throw it away.**

The most common nail disorders seen are furrows and corrugations. These are ridges on the nail plate, running lengthwise or crosswise. These cannot be filed down or smoothed out, however, Quintessence Nail Care Products are self-leveling and with proper application, will not leave air pockets that give way to moisture and bacteria. After 2 or 3 coats of the product the ridges virtually disappear. A nail disorder commonly found in men is called onychorrhexes. It is a splitting of the nail starting at the free edge and may in time move up to the cuticle. It can be very painful and extremely hard to correct. However, a thin layer or two of Hyper-Base Coat will protect the nail from catching on hair and clothing, and allow the split to grow out. This disorder will also appear in women, most commonly from aggressive filing and improper removal of nail products.