

"Leave the past behind... Be in a league of your own"



Troubleshooting Guide



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INTRODUCTION

Welcome to en Vogue Sculptured Nail Systems and congratulations on your choice of product for artificial nails. At en Vogue we are committed to providing extensive education for nail technicians to help them reach their full potential. It is our goal to see you succeed in applying our product smoothly and efficiently. For you, the technician, this expands your clientele and allows greater opportunity for increasing revenues and profits. Your success is our success. We know you will leave the past behind and be in a league of your own.

This manual is for experienced nail technicians and is designed to cover step-by-step application procedures of our products. Included is a troubleshooting guide for your convenient reference. en Vogue nails require a different type of application process for successful adherence and durability. It is recommended that all instructions are read thoroughly and all procedures followed accurately. This manual is useful as a training guide in conjunction with the en Vogue video, the hands-on four hour training session and as reference material.

TROUBLESHOOTING GUIDE

You will be pleased with the strength, flexibility, and natural appearance of a new set of en Vogue nails. After 2 or 3 fills you will have a balance between length, thickness, and client lifestyle. Therefore, it is important for a client to make regular appointments for fills. Make recommendations to your client in regards to proper maintenance, i.e. nails are not tools, keep nails clean, and choose the appropriate length. en Vogue Nail Systems products can be customized to the client for optimum strength and elegance.

AIR BUBBLES

Cause:

- Stirring around in product
- Jar upside down
- Patting” or “swirling” product during application

Correction/Prevention:

- Take product carefully (onto the gel brush) from jar
- When applying product poke into air bubbles and pull out with light strokes
- Pull & drag product when applying

BROKEN NATURAL NAIL, CRACKED PRODUCT ACROSS THE STRESS AREA

Cause:

- Arch too flat
- Wrong tip
- Nails filed too narrow
- Client hit nail very hard
- Too long between fill (arch has grown out to create stress)

Correction/Prevention:

- Ensure thicker arch when applying en Vogue product
- Shorten nails - free edge should never be longer than nail bed (recommended length: 1/3 2/3 of nail bed)
- Match tip shape to natural nail form - for flat nails use a flat tip, for arched nail use an arched tip
- File nails straight along nail groove, do not taper too narrow at free edge
- Suggest shorter nails to accommodate client lifestyle
- Follow Application for Repair (fibreglass)

BUMPS ON NAILS/WAVES IN FINISHED PRODUCT

Cause:

- Filed nail unevenly
- Sealer applied too thick, causing it to pool
- Dust particles left on nails
- Not feeling the nail after buffing
- Not looking from all angles

Correction/Prevention:

- Always check nails while filing & dust well
- Look and feel from all angles
- Check C-curve and arch
- Check the Sealer did not run BEFORE putting hands in the light
- File away bumps, dust well, wipe with Prep & Clean - reapply Sealer and cure in light

CLOUDY NAILS

Cause:

- Product is lifting
- Base of tip not blended in properly
- Product did not cure completely
- Not cleaning brush after French Fill Application

Correction/Prevention:

- Clean your brush after you apply French Modeling or Ultra White Fill
- Use your dust brush often when filing down base of tip, blend in well for natural appearance
- When fills are done, make sure any lifting or loose product is filed away
- Ensure client places entire hand in light for full 2 minutes.
- Wipe nail with Prep & Clean after filing, make sure nail is completely dry before applying product

CRACKS IN PRODUCT AT SIDE CORNERS (Stress Cracks)

Cause:

- Applied product too thin at sides
- Overfiling sides, making them too thin
- Client waited too long for fill, therefore, the arch has grown out causing great stress on sides
- Nail Biters

Correction/Prevention:

- Develop a proper c-curve, making sure not to file into sides
- Educate client on importance of regular maintenance
- File crack down to natural nail, remove shine, wipe with Prep & Clean, follow Application for Repair using fibreglass only if extra strength is required

DAMAGED NATURAL NAIL/PINKISH-RED PATCHES ON NAIL PLATE (Hot Spots)

Cause:

- Filing on natural nail with too coarse of a file (i.e. 80 or 100 grit)
- Filing too long on one spot of natural nail or on an angle
- Client picking off artificial nail
- Client hitting nail extremely hard, tip breaks off, removing layer of natural nail

Correction/Prevention:

- Remove natural oils with a 180 grit file or higher to remove all shine
- Always rotate over natural nail when filing - never file too long on one spot
- Explain to client that picking nails will weaken them. If needed, they can buff away lifted area
- Keep nails at a workable length for very active clients
- Follow "Repair" Application to reinforce weakened nail and protect weak spots on nails. Pink discoloration (thin nail plate) will grow out. If sidewalls are filed thin, integrate fibreglass gauze for extra support.

FIBRE GEL PEELING

Cause:

- Too thin of an application
- Needs extra adhesion

Correction/Prevention:

File down all lifting product.

Apply Super Bond or Connector for adhesion

Apply a semi-thick coat of Fibre Gel.

FILL LINES/"RINGS OF FIRE"

Cause:

- Too much file pressure when blending in product creates "Hot Spots" in new growth
- Filing into natural nail when blending in product
- Lifted area not properly removed before fill
- Improper use of electric files

Correction/Prevention:

- Ensure a thin application of product around cuticle area
- Blend artificial nail into natural nail with 180 grit files. Making sure not to file on an angle
- Do not apply heavy pressure as this will bend the natural nail and cause the product to lift more
- Push back cuticle and buff natural nail gently, file all lifting off the natural nail before applying product
- Use electric files carefully after professional instruction

FLAT ARCH

Cause:

- Not enough product
- Over filing
- Arch built in wrong area; should be built along stress area
- Flat tip chosen vs. curved tip

Correction/Prevention:

- Buff shine and use a thicker product application or more coats
- File product thinner at cuticle and free edge, creating proper arch
- Turn finger and look at from all profiles when applying and filing product

GLITCHES AT SIDE OF FREE EDGE

Cause:

- Filing on an angle and cutting into product at the sides
- Forms were not applied flush with the nail plate, sidewall to sidewall
- Too small of tip used

Correction/Prevention:

- Re-apply form and add more product to fill in any glitches
- May be corrected by just simply adding product to area
- Ensure proper fit of forms and double check proper product application before removing form
- Make sure tips fit sidewall to sidewall

HEAT SENSATION WHILE CURING IN LAMP

Cause:

- Product applied too thick
- Client hypersensitive
- Nail plate very thin or damaged (see "rings of fire")
- Certain medications increase susceptibility

- (i.e. oral contraceptive, antibiotics, anti-inflammatory)
Hormonal changes

Correction/Prevention:

- Do not apply product too thick¹
- Apply thinner coats of product - possibly 3 thin coats. Client should remove hand from light for 5 to 10 seconds, allowing nail to cool, return hand to light and continue curing
- If removal is required more than 2 or 3 times cure twice to ensure complete curing

IRIDESCENT BASE OF TIP

Cause:

- Too much glue
- Not enough drying time
- Air pocket

Correction/Prevention:

- Do not overuse glue at base of tip; it could erode when blending in
- Let air-dry for 1 or 2 minutes, finish with high grit file
- Make sure to rock, stop and hold assuring there are no air pockets.

LIFTING AT CUTICLE AREA

Cause:

- Product cured over cuticle
- Oils left on nail; improper nail preparation
- Product too thick around cuticle
- Too much Connector
- Nails still moist from Prep & Clean

¹ Product cures from bottom to top; heat sensation may occur within first 30 seconds

Correction/Prevention:

- Always check nails before curing in light; keep product from direct cuticle contact
- Ensure removal of all dry cuticle and oil on natural nail
- Don't push large amounts of product to cuticle area
- Keep cuticle area as thin as possible
- Carefully buff away lifted product
- Allow Prep & Clean to completely dry before applying product.
- Make sure sculpting brush is completely dry
- Make sure Connector is not shiny

LIFTING BETWEEN TIP & OUTGROWING NATURAL NAIL

Cause:

- Air bubble when gluing tips
- Extremely porous natural nails
- Client has hands in water frequently
- High moisture content in nails
- Too little glue used

Correction/Prevention:

- Ensure proper fit of tip i.e. flat nail, flat tip - arched nail, arched tip
- Press firmly when gluing, apply even pressure
- Base of tip never more than 1/2 never less than 1/3 of natural nail plate
- If client has hands in water frequently, use French Modeling Resin with forms, rather than tips.
- Remove tip but keep existing free edge of natural nail, file down product to natural nail - follow Application with Forms

LIFTING AT FREE EDGE BETWEEN PRODUCT & NATURAL NAIL

Cause:

- Nails were not sealed at free edge
- Client shortened nails in-between fills using an improper file angle
- Product too thin at free edge

Correction/Prevention:

- Always wrap product around free edge
- Product should be about 3 times the thickness of natural nail at the free edge
- Advise client to seal free edge with clear polish
- Buff away any loose product, wipe with Prep & Clean, use nail form, apply product, extend slightly over free edge
- When shaping free edge, file on an angle to keep the length of product longer than the natural nail.

NATURAL FREE EDGE VISIBLE THRU FRENCH MODELING RESIN

Cause:

- Not enough French Modeling Resin applied
- Product moved / flowed before curing
- Client has a very white free edge or very yellow free edge
- Over filed, filing through whites
- Gap between free edge and form.

Correction/Prevention:

- Apply second coat of French Modeling Resin
- Ensure forms are fitted correctly and flush with the free edge
- Always double check your work before putting hand into the light
- Check nails before filing to see if product rolled under nail. That will alter your judgment of the thickness of the nail.

NATURAL NAIL LIFTING OFF NAIL BED (Onycholysis)

Cause:

- Too curved of a tip squeezes nail and lifts off of bed over time
- Bacteria underneath natural nail²
- Client hit nail very hard and lifted natural nail off nail bed by separating hyponychium
- Medications or an illness

Correction/Prevention:

- Keep nails very clean by using nail brush daily
- Apply anti-fungus treatment underneath nail twice daily until nail separation has grown out and is gone
- Make sure you fit tip correctly. Must fit sidewall to sidewall with no pressure.
- Refer to a Physician

PRODUCT RUNNING INTO CUTICLE

Cause:

- Careless application, product applied too thick near the cuticle
- Not leaving a 1mm perimeter
- Taking too long before curing product in the light
- Product may have become too warm and runny
- Not double checking work before curing

Correction/Prevention:

- Pull away from skin; try to file excess away. Place product closer to centre of the nail then guide towards cuticle. Leave 1mm perimeter when applying product.
- If you are slow at product application, apply product to 1 or 2 fingers at a time and cure, always double check before curing and wipe excess away with an orangewood stick
- Cool down product to increase viscosity

PRODUCT SHRINKING

Cause:

² Refer to physician

- Oils left on nail
- Product was applied too thick
- Product not wrapped around free edge
- Nail(s) still moist from Prep & Clean before application
- Dust brush contaminated or has oils on it

Correction/Prevention:

- Don't touch nails after wiping with Prep & Clean
- Don't apply product too thick. If necessary work in thinner - if necessary more - layers.
- Sealer & Colour Gel should be applied in a manner similar to polish
- Sculpting brush and nail must be completely dry before applying product.
- Replace dust brush. Do not dust nails after applying cuticle oil. Do not touch the bristles on the dust brush.

REMOVAL OF EN VOGUE PRODUCT

Cause:

- Client no longer wishes to wear artificial nails

Solution/Procedure:

- Shorten nails, then blend artificial nail into natural nail, apply hardener, let nails grow out
- File artificial nails off, shorten natural nails, use a nail regenerating product daily for conditioning
- If removal is due to an allergy, refer client to their physician

REMOVAL OF TIP ONLY

Cause:

- Not glued on straight
- Glued with air pockets
- Noticeable cracks in tips or visible "stress lines"

Correction/Prevention:

- Remove tip by soaking in acetone for 2 minutes and filing. Then buff off residue of tip and old glue, clean and apply a new tip

- Ensure proper tip choice. Natural nail should be as short as possible before applying tip

SCULPTING BRUSH HARDENING

Cause:

- Brush has not been wiped with Prep & Clean after use and exposed to daylight or other strong light source

Correction/Prevention:

- Wipe brush with Prep & Clean
- Do not expose to daylight
- Keep brush covered, away from all light and windows

SEALER - DULL

Cause:

- Sealer has been applied too thin
- Sealer is contaminated
- UV/LED light too weak / bulbs need to be replaced
- Dispersion film not completely removed
- Hand not in light for full 2 minutes
- Nail still moist with Prep & Clean

Correction/Prevention:

- Buff off Sealer, wipe nails with Prep & Clean, LET DRY. Re-apply a thicker layer of sealer
- Make sure sculpting brush is dry before dipping into sealer
- Ensure proper light source with fresh bulbs
- Make sure lid is placed on product at all times
- Cure for a full 2 minutes.

SEALER - PATCHY

Cause:

- Sealer was applied on oily base
- Prep & Clean not completely dry before application
- Not an even application
- Lint free wipe was used previously containing dispersion film to prep buffed nail

Correction/Prevention:

- Wipe nails with Prep & Clean, using a clean lint free wipe, don't touch after wiping
- Make sure sculpting brush is dry before dipping into sealer
- Make sure nails are dry of Prep & Clean before applying sealer
- Buff nails with block buffer, dust, wipe with Prep & Clean, LET DRY. Reapply Sealer
- Before curing make sure you have even coverage with no lint, or any brush strokes visible

TIP AIR BUBBLES

Cause:

- Chose wrong tip
- Did not prepare tip properly
- Uneven pressure when applying
- Glued tip on at wrong angle
- Free edge of natural nail too long
- Not enough glue

Correction/Prevention:

- Ensure proper tip choice (i.e. flat nail, flat tip; arched nail - arched tip)
- Trim base of tip according to shape of nail. Base of tip should not be more than 1/2, not less than 1/3 of natural nail plate
- Keep an eye on free edge area of nail through tip, if air bubbles appear due to uneven pressure, quickly re-adjust
- Keep natural nail as short as possible before applying tip

- If air bubble is severe - remove tip and choose better fitting tip and reapply

TIP SPLITTING VERTICAL/STRESS LINES ON TIP

Cause:

- Chose wrong tip
- Shortened tip at wrong angle or with dull blade
- Filed free edge too thin
- Old tips
- Too much pressure while customizing or while applying

Correction/Prevention:

- Choose appropriate tip - flat nail - flat tip; arched nail - arched tip
- Use tip cutter: or clip tip from sides with two cuts to prevent stress points on tip
- Use less pressure when filing free edge (**only remove shine**)
- If cracks are severe, file down tip and rebuild with a form

LAC IT! TROUBLESHOOTING

PRODUCT NOT ADHERING OR PEELING FROM THE NAIL

Cause:

- Natural nail not prepped correctly
- Base coat has been applied too thick
- Lac It! Nail prep has not dried before applying base coat
- Free edge not capped

Correction/ Prevention:

- Double check the oils have properly removed from natural nail.
- Make sure Lac It! Nail Prep is completely dry before applying base coat
- Apply the base coat very thin
- Make sure to smooth out nail by brushing straight down from cuticle to free edge. Remove any excess polish before curing.

LAC IT! LIFTING AT THE CUTICLE AREA OF NAILS

Cause:

- Natural nail not prepped correctly
- Product cured on cuticle
- Applied colour too thick; pooled at the cuticle

Correction Prevention:

- Make sure to completely remove oils and cuticle on the nail plate
- Wipe any excess with an orangewood stick around cuticle area.
- Do not apply too thick; work in thinner coats.

PRODUCT SHRINKING

Cause:

- Oils left on nails
- Product was applied too thick at free edge
- Product not wrapped around free edge
- Nails still moist from Lac It! Nail Prep

Correction/ Prevention:

- After buffing nails wipe with Lac It! Nail Prep and make sure it dries completely.
- Wrap product around free edge.
- Apply thinner coats of Lac It!

PRODUCT NOT FULLY CURING

Cause:

- Product applied too thick.
- UV/LED light too weak/Bulbs need to be replaced.
- Not cured for the full time client removed hand or did not place it far enough in the UV/LED light.

Correction Prevention:

- Make sure to apply product in thinner coats
- Make sure client's hand is in the UV/LED light for correct amount of time.
- If client has removed hand, cure again.
- Ensure proper light source with fresh bulbs.

PRODUCT NOT SHINY WHEN COMPLETE

Cause:

- Did not use finishing wipe to wipe off dispersion film.
- Did not wipe with nail prep before applying top gloss.
- Did not apply a thick enough coat of top gloss.
- Hand was not in the light for enough time.
- Nail prep was still wet when top gloss was applied.
- Do not apply too much pressure when applying product.

Correction Prevention:

- Make sure to only use finishing wipe on a clean lint free pad at the end of service.
- Make sure to wipe and fully let the nail prep dry before applying Top Gloss.
- Make sure to cure Top Gloss for 2minutes.
- Gel polish colour was not completely cured.
- Clean the nail with finishing wipe and reapply a second coat of Top Gloss.

PRODUCT RIPPLING...

Cause:

- Applied product too thick
- Wiped before product was fully cured

Correction/ Prevention:

- Buff off. Wipe with Lac It! Nail Prep and re-apply in two thin layers.
- Make sure product is cured a full two minutes before wiping dispersion

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