

TROUBLESHOOTING UV GEL

PROBLEM: UNDERCURING

GEL ENHANCEMENTS FEEL STICKY AFTER CURING AND WIPING

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
Improper hand placement	Client's hand and nails should be properly placed far enough under UV lamp bulbs
Gel may have been applied too thickly	Cure each layer separately and cure for the full 2 minutes
* Important Note: Undercurling will increase the risk of service breakdown and may increase the risk of an allergy to any gel product	

PROBLEM: SURFACE PITTING

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
Gel or UV Finishing Gloss was applied too thinly	Reduce the surface with a 180-grit file and apply an additional layer of gel
Too many filings or debris left on nail surface before gel application	Thoroughly clean and remove dust particles from natural nail or enhancement surface before gel application
Improper hand placement	Client's hand and nails should be properly placed far enough under UV lamp bulbs
Undercuring can cause the surface of gel enhancement to be soft	All UV gels require curing for a full 2 minutes
Gel or UV Finishing Gloss applied too thickly	Cure each layer separately and cure for the full 2 minutes
Did not cure Sculpting Gel or UV Finishing Gloss for the required two minutes	
Dirty or old UV lamp bulbs	Wipe bulbs with a soft, clean cloth while lamp is turned off and bulbs have cooled. Replace bulbs regularly every three to four months, depending on use
* Important Note: Bubbles sometimes rise to the surface during curing process	

**PROBLEM: UV GEL ENHANCEMENTS
LOOK CLOUDY, NOT SHINY**

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
Sculpting Gel or UV Finishing Gloss did not completely cure	Implement full systemization between product and UV lamp choice
Improper hand placement	Cure each layer separately and cure for the full 2 minutes
Sculpting Gel or UV Finishing Gloss may have been applied too thickly	Client's hand and nails should be properly placed far enough under UV lamp bulbs

**PROBLEM: NAIL PLATE HEATS UP
WHILE GEL IS CURING**

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
Sculpting Gel or UV Finishing Gloss can heat up excessively when cured too quickly	Have client slowly insert hand in UV lamp. If heat builds up again, have them remove their hand for a few seconds
Excessive heat usually occurs when curing the first layer of Sculpting Gel	Apply the Sculpting Gel or UV Finishing Gloss in thinner layers
Client may have a very thin, natural nail plate	Do not use lower than a 240-grit file on natural nail. Only file in the direction of natural nail growth during PREP when removing shine
Client has a damaged or thin nail plate caused by removal of enhancements or friction burn from overly aggressive filing	Try a CND® Liquid & Powder system as an alternative to the gel system
Sculpting Gel or UV Finishing Gloss may have been applied too thickly	Apply the Sculpting Gel or UV Finishing Gloss in thinner layers

PROBLEM: BUBBLES APPEAR TRAPPED IN THE ENHANCEMENT

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
UV gel product may be overworked	Do not pat or overwork product when shaping and applying

PROBLEM: WHITE SCULPTING GEL IS NOT CURING

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
Gel may have been applied too thickly	Apply two thin layers and cure between each layer. Use Creative Nail Design Clear Tips or Clear Performance Forms® for a full cure
All white UV gels are more dense in color than clear or lightly tinted gels. The extra pigment (in white gel) blocks and reflects some UV light, causing cure to be slower and less thorough	May be time to replace or clean UV lamp bulbs
Brisa® UV Lamp has reflective sides and bottom to cure from all angles. If sculpting on white or natural tips, or Performance Forms, the solid color can inhibit a complete cure	As a last resort, a Flip Cure Method can be implemented with a full two minute cure on the top and bottom of the nail to ensure a complete cure. Clear Performance Forms, and/or clear tips should always be used in a UV gel enhancement service

PROBLEM: POOLING GEL ENHANCEMENTS FEEL STICKY AFTER CURING AND WIPING

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
May be the result of applying too much Sculpting Gel or UV Finishing Gloss	Apply in multiple layers and cure each layer for required 2 minutes
Applying gel to too many nails without using locking method	Lock gel for 10 seconds, then cure for 2 minutes
If gel or UV Finishing Gloss is applied too thickly before it can cure, the excess will flow away from apex of nail and pool at outer edges (leaving a bumpy, uneven surface)	File surface of gel enhancement to refine and perfect before applying UV Finishing Gloss
If gel is allowed to get too warm its consistency will thin causing it to “flow”, or settle at a faster rate	Avoid using gel that is warm; also avoid using a high-wattage table lamp that produces excess heat. UV gels work at optimum performance between 65°F and 80°F (72°F is ideal) If gel gets too warm, allow it to slowly “cool” to room temperature

PROBLEM: CURED GEL ENHANCEMENT HAS UNEVEN SURFACE OR LOOKS WAVY

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
A heavy hand during application may cause an uneven surface and result in a dip in the middle of Zone 2	Gels require a light brush touch during application. Sculpting brush should “float” lightly over the gel, allowing it to self-level. The key is to allow letting the product to self-level. Liquid & Powder requires a “pressing and guiding” technique, UV Gel requires a “floating” technique
Did not view each gel enhancement from the side before curing to be sure there were no waves of uneven surfaces	Product will self level. If there is a low spot, carefully place a small line of gel over low spot and cure for required 2-minute minimum

PROBLEM: GEL OR UV FINISHING GLOSS IS TOO RUNNY, FLATTENING IMMEDIATELY

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
Storage environment for the gel is too warm	Allow product to stand and cool to room temperature, between 65°F and 80°F (72°F is ideal)

PROBLEM: GEL OR UV FINISHING GLOSS IS TOO THICK AND NOT LEVELING OUT

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
Product may have thickened in container due to exposure to UV light, UV lamp, true color light, or sunlight	Using a clean implement, remove any hardened lumps of gel from the UV gel container
Storage environment for gel is too cold	Allow gel to stand at room temperate, between 65°F and 80°F (72°F is ideal)

PROBLEM: FREE EDGE SEPARATION - LIFTING BETWEEN GEL AND NATURAL NAIL

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
Improper PREP	Review steps of proper PREP
Nails were not sealed at free edge	Encase free edge of natural nail with gel
Gel may have been applied too thinly at free edge	Expose fresh keratin around edges of nail and replace gel on the enhancement free edge (making sure to seal all edges of natural nail)
Client may have shortened nails between rebalance, breaking the seal at enhancement free edge	Encase free edge of natural nail with gel
Natural nail has become dry and brittle	Advise client to apply SolarOil® to underside of gel enhancement to natural nail, keeping it conditioned and flexible

PROBLEM: UV FINISHING GLOSS PULLS AWAY FROM SIDEWALLS AND FREE EDGE

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
UV Finishing Gloss was applied too thinly over free edge or sidewalls	Apply an even coat of product, as recommended
Finishing Gloss was not pulled over the free-edge before curing	Encase free edge of enhancement and natural nail with Finishing Gloss
Surface of gel enhancement is smooth	Apply Finishing Gloss to sticky inhibition layer left from the gel, too or over the gel enhancement that has been finished with no higher than a 180-grit file

PROBLEM: GEL HAS DISCOLORATION

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
Prolonged exposure to high heat	Do not store UV gels near any heat source (i.e., in the trunk of car, or near heater)

PROBLEM: BALDING

Gel fails to cover and resists adhesion to nail or pre-existing enhancement as it cures, creating bald spots on finished gel enhancement. Balding may happen with Sculpting Gels and UV Finishing Gloss

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
Improper PREP	Review steps of proper PREP
Oil from wiping the gel with fingers, or dust left on the nail before gel or Finishing Gloss application	Do not touch gel with fingers. Remove dust filings thoroughly.
Buffers or files might have oil on them, or may be stored in an area where they pick up dust and debris	Be sure all files are free of oil and dust. Use a file or buffer that allows you to get into nail groves without touching the skin and picking up oil
Insufficient coverage of product during application can cause gel to shrink away slightly as it cures, leaving bald areas	Reapply a thin but thorough layer of Sculpting Gel or UV Finishing Gloss before curing under the UV lamp
Gel enhancements are buffed too smooth before applying final coat of gel or Finishing Gloss, preventing proper adhesion between gel layers	Don't buff and smooth the gel enhancement before applying the final coat of Sculpting Gel or UV Finishing Gloss with anything higher than a 180 grit file
PROBLEM: POPPING OFF	
Sudden loss of adhesion; entire gel enhancement actually "pops off" from natural nail	
POTENTIAL CAUSES	POSSIBLE SOLUTIONS
Improper PREP	Review steps of proper PREP and gel application
Forgot to apply ScrubFresh® and Liquid Bond before Gel application	Review steps of proper PREP and gel application
Oil contaminants may still be on nails, if you touch the gel enhancement with your fingers, or client touches her skin or hair after P.R.E.P.	Reapply ScrubFresh if nail plate is contaminated

PROBLEM: PEELING

Gel enhancement peels off nail in one layer or sheet

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
Maximum UV bulb hours have been used and lamp is not providing enough UV output, or bulbs are dirty	Change bulbs regularly, about every three to four months, depending on use. Clean cooled bulbs regularly with a soft cloth.
Gel may not be thoroughly cured	Cure gel for required time of 2 full minutes
Too much Liquid Bond was applied	Review and perform the steps of proper PREP and use Liquid Bond as directed
Applied uneven coat of Liquid Bond to the plate	Review and perform steps of proper PREP and use Liquid Bond as directed
Gel was applied too thickly	Apply gel in two layers. Using less gel, apply a thin layer; cure and apply another thin layer and cure again (both times with the required 2-minute full cure).

PROBLEM: CHIPPING AT THE GEL ENHANCEMENT EDGES

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
Tanning beds can cause gel enhancements to overcure due to the high UV energy output from the bulbs	Choose a CND enhancement system that best accommodates your client's lifestyle
Undercuring or overcuring gel	Cure gel product for the required time of 2 minutes. Replace UV lamp bulbs every three to four months, depending on usage.

PROBLEM: GEL ENHANCEMENT IS CRACKED AT STRESS POINT

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
Gel applied too thinly, sidewalls and/or stress point were not reinforced	File existing product down to natural nail and perform proper PREP, then apply gel over cracked area (reinforcing stress area at Zone 2)
Client waited too long for a rebalance. Stress point (apex) of gel enhancement has grown beyond its original	Reschedule clients regularly, about every two to three weeks for a rebalance to assess original design, and re-establish structural engineering of nail enhancement for beauty and wearability structural design

PROBLEM: GEL ENHANCEMENT EXTENSION IS WEAK AND TEARS

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
Natural nail is too short to sculpt with a Clear Performance Form®	Natural nail must be long enough so Form has room to securely fit underneath natural extension edge
No "C" curve was established	For flatter natural nails, select a CND clear tip to establish a "C" curve and have a canvas for building an even apex (establishing strength and beauty)
Product may be undercured	Be sure UV bulbs are clean and have been changed in a timely manner (every three or four months, depending on use)

PROBLEM: GEL LOOKS UNEVENLY COLORED IN CONTAINER

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
Gel has settled	Using a clean implement, gently mix gel Avoid stirring gel aggressively, this can produce bubbles

PROBLEM: LIFTING AROUND CUTICLE

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
Improper PREP	Review and perform steps of proper PREP
Gel applied over cuticle or on the skin	Maintain a tiny free margin around sidewalls and Zone 3 to prevent overexposure, and the potential for lifting
Product applied too thickly around cuticle area	Buff away any lifted gel and re-apply practicing the rules of good design, including tapering product to natural nail in Zone 3
Gel product did not cure completely	Cure gels for the required time of 2 full minutes

PROBLEM: BLURRED, UNEVEN SMILE LINES

POTENTIAL CAUSES	POSSIBLE SOLUTIONS
Applied White Sculpting Gel or White Gel Paint to too many nails at a time before using locking technique	Apply Sculpting Gel or Gel Paint to fewer nails (two to three at a time), then use locking technique
Pulled Pink Sculpting Gel over white smile line	Lightly feather the Pink Gel up to (and slightly over) smile line to prevent "shadowing" effect

PROBLEM: PAINT, GEL LOOKS STREAKY	
POTENTIAL CAUSES	POSSIBLE SOLUTIONS
White Gel Paint has settled and separated	Roll the White Gel Paint between palms to mix. After applying gel paint, let it settle for a few seconds. Brush marks or streaks will usually settle out.
Pink or White Sculpting Gel has settled and separated	May need to stir pigmented (pink or white) gel. Using a clean implement, mix carefully to avoid bubbles
PROBLEM: UV GEL PRODUCT IS RUNNING INTO SIDEWALLS AND CUTICLE AREA	
POTENTIAL CAUSES	POSSIBLE SOLUTIONS
Too much gel has been applied	It is better to build thinner layers of gel than to use too much during the first application. Apply in thinner coats, curing the required 2 minutes between layers
Applying gel to too many nails at one time, before curing	Use locking technique to hold gel in place until the full 2-minute cure between every two to three nails
If gel gets too warm, consistency gets thinner	Keep gel at room temperature (between 65°F and 80°F - 72°F is ideal)
PROBLEM: CENTER POCKET LIFTING	
POTENTIAL CAUSES	POSSIBLE SOLUTIONS
Improper PREP	Review and perform steps of proper PREP
Gel did not cure completely	All UV gels require curing for a full 2 minutes
Improper hand placement in the UV lamp	Client's hand and nails should be properly placed far enough under UV lamp bulbs
Sculpting gel or UV Finishing Gloss may have been applied too thickly	Cure each layer separately for a full 2 minutes
Dirty or old UV lamp bulbs not providing enough UV output	With lamp turned off and after bulbs have completely cooled, wipe bulbs with a soft cloth. Replace bulbs regularly; every three to 4 months, depending on use