

TROUBLESHOOTING

Gels seem to still be soft and tacky after finishing.

- Under-curing of gels can be the cause.
- It is better to “over-cure” than “under-cure” the gel.
- Be sure that your UV bulbs are clean and in top working performance.
- Completely remove final tacky layer with Finishing Wipe.

Client feels a heat sensation when her hand first goes into the UV lamp.

- The natural nail plate may be extremely thin.
- Before placing hand into the UV lamp, put the hand in front of the lamp, which will prepare the nails for the UV exposure.
- If the sensations continue, you may want to consider using an alternate Nouveau Nail enhancement system that does not require use of the UV lamp.

There are bubbles visible in the finished gel enhancement.

- Be sure not to “overwork” your product.
- Gels are different than traditional acrylic products and practice is needed.
- Do not brush your gels. Use your brush to move the gel by “skating” the surface, working towards each zone.

Customer comes back because individual layers of gel are lifting.

- Accidentally removing tacky residue **between** layers is most likely the cause.
- Be sure to only remove the **final** tacky layer of gel before finishing nails.
- Take a few extra seconds to exercise care in sealing the free edge of all ten nails.

Gels are cracking.

- Be sure that the thickness of the nail can withstand the client’s daily activities.
- The stress area in Zone 2 should be properly reinforced.

Gel is lifting or popping from the nail plate.

- Prep nails according to the **10-Step Quick Prep** (Page 5). Proper preparation will significantly reduce lifting.
- Take a few extra seconds to exercise care in sealing the free edge of all ten nails.
- Running gel in side walls and cuticle area may be the issue. Before curing each layer of gel, clean the margin around the side walls and cuticle area with a birchwood stick dipped in Finishing Wipe.