



## Entity One Color Couture Gel Enamel Troubleshooting Guide

**Problem: Gel Enamel is uneven and appears to have wrinkles or inconsistencies in the surface.**

Causes or Indications	Explanations and Solutions
<p>1) The layers of Entity One Color Couture Soak Off Base Coat, Entity One Color Couture Soak Off Gel Enamel or Entity One Color Couture Soak Off Top Coat were applied too thick.</p>	<p>- Thick layers of color will not cure properly in the lamp and will cause the surface to appear wrinkled or uneven. If wrinkling is very minimal the application of Entity One Color Couture Soak Off Top Coat may even out the surface. With severe wrinkling, you will need to remove the product and reapply.</p> <p>- Apply each layer thinly (like enamel). Do not try to achieve full color coverage with one layer. Cure between each layer as recommended.</p>

**Problem: Peeling or free edge chipping.**

Causes or Indications	Explanations and Solutions
<p>1) Improper prep.</p> <p>2) Finished nails were not sealed along the free edge.</p> <p>3) Entity One Color Couture Soak Off Gel Enamel or Entity One Color Couture Soak Off Top Coat was applied directly to the natural nail without first applying a layer of Entity One Color Couture Soak Off Base Coat.</p> <p>4) Client may have filed nails after service, breaking the seal along the free edge.</p>	<p>- Review steps of proper prep.</p> <p>- When applying each layer of product, be sure to encase the free edge.</p> <p>- Do not apply Entity One Color Couture Soak Off Gel Enamel or Entity One Color Couture Soak Off Top Coat directly to the natural nail – it will not adhere. The Entity One Color Couture Soak Off Base Coat is designed specifically to anchor Entity One Color Couture Soak Off Gel Enamel to the natural nail.</p> <p>- Advise clients not to file nails between services. Filing the free edge may break the seal.</p> <p>*Also see under cured.</p> <p>*With proper application, Entity One Color Couture Gel Enamel lasts 21 days.</p>



## Entity One Color Couture Gel Enamel Troubleshooting Guide

**Problem: Under cured. Finished nails feel rubbery and appear dull (not shiny).**

Causes or Indications	Explanations and Solutions
1) Not using the correct lamp to cure the Entity One Color Couture products.	- Use a 36-watt UV tunnel lamp with a minimum of (4) 9-watt bulbs or a 30-watt LED light with a minimum of (6) 5-watt lights.
2) UV Lamp bulbs may be old.	- Replace UV bulbs every 3-4 months, depending on usage. Old bulbs will continue to glow blue, but will not produce enough UV light to cure completely.
3) Not curing for the proper time.	- Cure each layer for the proper time, as recommended. Cure for an additional one minute using the 36-watt tunnel lamp or 10 second increments with a LED light until proper cure is achieved. Dark/opaque shades require additional cure time.
4) Layers may have been applied too thick.	- Apply thin, even layers of product. Apply thin layers of Entity One Color Couture Soak Off Gel Enamel until desired color is achieved. Do not try to achieve full color coverage with one layer.

**Problem: The brush hardened.**

Causes or Indications	Explanations and Solutions
1) The brush was exposed to UV or LED light. Product has cured in the brush hairs causing brush to become hard and stiff.	- Do not overexpose brush to UV or LED light. Make sure your UV lamp or LED light is aimed away from your products during application.  - Keep caps on containers closed when curing or near any UV or LED light source.

**Problem: The Base Coat, Gel Enamel or Top Coat is overly thick.**

Causes or Indications	Explanations and Solutions
1) The product was exposed to UV or LED light or was stored in excessive heat.	- Keep caps on containers closed when curing or when near any UV or LED light source.  - Do not store product in excessive heat, or near any UV or LED light source. UV or LED light exposure and/or excessive heat will cause the product to cure and thicken.



## Entity One Color Couture Gel Enamel Troubleshooting Guide

**Problem: Acrylic or UV gel nail enhancements are breaking down when soaking off the gel enamel.**

Causes or Indications	Explanations and Solutions
1) The acrylic or gel enhancement seems to be softening after soaking off the Entity One Color Couture Gel Enamel with Nail Product Remover.	- Do not use the soak off method. The Entity One Color Couture Gel Enamel should be lightly filed off acrylic or gel enhancements to prevent service breakdown.

**Problem: The Gel Enamel and Top Coat shrink and pull away from sidewalls and free edge.**

Causes or Indications	Explanations and Solutions
1) The Entity One Color Couture Soak Off Top Coat was applied too thin over free edge or along sidewalls.	- Apply one even coat of Entity One Color Couture Soak Off Top Coat, as recommended.
2) The Entity One Color Couture Soak Off Top Coat was not pulled over the free edge before curing.	- Encase the free edge of the nail with Entity One Color Couture Soak Off Top Coat. Cure as recommended.
3) Oil residue from the surrounding skin is causing The Entity Color Couture Soak Off Gel Enamel to shrink or move towards the center of the nail leaving a larger margin free of color than desired.	- Be sure to remove any natural oils or oils applied during a manicure service from the natural nail plate and surrounding skin with Natural Nail Prep and a Brush Wipe.

**Problem: Overexposure: skin allergies, redness or irritation.**

Causes or Indications	Explanations and Solutions
1) Uncured product has come in contact with skin, cuticle area, side walls or surrounding soft tissue.	- Avoid all skin contact with uncured Entity One Color Couture Soak Off Base Coat, Entity One Color Couture Soak Off Gel Enamel or Entity One Color Couture Soak Off Top Coat.
2) Sticky residue left on the surface of a cured nail (inhibition layer) comes in contact with skin.	- Use Natural Nail Prep applied to a clean Brush Wipe. Apply pressure and wipe toward the free edge of the finished nail to remove uncured sticky layer. Use a clean area of the Brush Wipe each time you wipe to avoid touching the skin with any uncured product.



## Entity One Color Couture Gel Enamel Troubleshooting Guide

**Problem: The Top Coat brush picked up color transfer after applying over the final layer of Gel Enamel.**

Causes or Indications	Explanations and Solutions
1) Heavily pigmented colors of Entity One Color Couture Gel Enamel may have residual pigments that are picked up by the Entity One Color Couture Soak Off Top Coat brush.	- Some color transfer is normal. Remove any picked up color on to a clean Brush Wipe prior to putting the brush back in the bottle of Entity One Color Couture Soak Off Top Coat.

**Problem: The Base Coat, Gel Enamel or Top Coat is running into the sidewalls and cuticle area.**

Causes or Indications	Explanations and Solutions
1) Too much product has been applied.	- Apply each layer thinly (like enamel). Do not try to achieve full color coverage with one layer. Cure between each layer as recommended.

