

# Troubleshooting Guidelines

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<i>Improper cleansing, priming, application of the lower eyelash covering, application of eyelash extensions, and/or aftercare, as well as the client being sensitive or allergic to certain ingredients in products, are the most common causes of eye irritation. The following sections provide some things to look out for in each of these areas before, during, and after the application.</i>	
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*Using an adhesive tray that has been poorly maintained or has been overused and needs to be disposed of will impact the adhesive bond, and therefore may cause premature eyelash extension loss.*

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# I. Fixing Common Application Problems

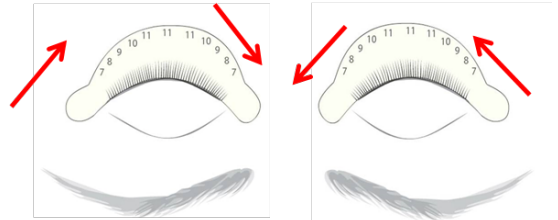
## A. Reduce Sticking

### Common causes of sticking include:

- Incomplete isolation.
- Using too much adhesive.
- Not holding isolation long enough after attachment.
- Applying lashes too close together too quickly.
- Excessive brushing throughout the application.
- Using eyelash extensions that are too thick and heavy for the natural eyelashes.

### How to resolve sticking issues:

- Always make sure to have the natural eyelash isolated prior to coating the eyelash extension.
- The correct amount of adhesive is 2-3 small beads with the largest of the beads at the base of the eyelash extension.
- After attaching the extension, hold the isolation for 2-3 seconds before releasing the isolation.
- Follow a consistent frame for the eyelash extension application, applying the eyelash extensions at equal intervals across the frame, working from the outside corner of the eye inward.



- Check for sticking throughout the application process and un-stick eyelash extensions as needed.
- Use the Lint-Free Applicators to groom the tips of the eyelash extensions throughout the application while avoiding the base of the eyelash extensions where the adhesive is located.
- Select eyelash extensions that match the diameter of the natural eyelashes. If the eyelash extensions are too wide, the adhesive will not attach seamlessly since excess beads of adhesive will remain on the attached eyelash extension.

## B. Eliminate the Purple or White Haze

### Main cause of purple haze:

- Using too much adhesive.
- Over-shimmying and/or breaking contact with the natural eyelash before placing and releasing during attachment.

### Main cause of white haze on eyelash extensions:

- Adhesive came into contact with moisture.
- Adhesive came into contact with a residue left on the surface of the natural eyelash. Residual natural oils and makeup can prevent the adhesive from bonding correctly to the natural eyelashes and cause the adhesive to dry rough making the color of the adhesive visible.

### How to eliminate the purple haze:

- Use the correct amount of adhesive, which is 2-3 small beads with the largest of the beads at the base of the eyelash extension.
- Use the place and release technique for eyelash extensions attachment.

### How to eliminate the white haze:

- Be sure that natural eyelashes are completely dry after cleansing and priming before attaching eyelash extensions.
- Check the placement of the under eye gel patch or for other common causes of [eye irritation](#) that may cause eye watering and eliminate them.
- Be sure the natural eyelashes and eye area are completely dry before continuing with the application process after removing irritants.
- Be sure to cleanse the natural eyelashes thoroughly before every application.

C. Reduce Premature Eyelash Extension Loss: Eliminate the causes identified below  
1. Choosing the wrong eyelash extensions for the client

**Using inappropriate eyelash extensions is evidenced through:**

- The eyelash extension leaning to the side upon release.
- The client notices that their eyelash extensions get tangled often and have to be groomed throughout the day.
- The eyelash extensions hang in front of the client's eyes.
- Clients have increasingly fewer natural eyelashes to apply to.

**How to reduce premature eyelash extension loss:**

- Evaluate the client's natural eyelashes and select eyelash extensions that match them best.
  - If the eyelash extensions used are too long, heavy, thick or of the wrong curvature, they will not maintain a strong bond to the natural eyelashes and will shed prematurely.
  - Replicate the variance in natural length thickness by incorporating a mixture of Thick (0.15) and Thin (0.10) eyelash extensions within the lash line.
  - Super Thick eyelash extensions (0.20) are rarely used exclusively in an application, and should only be incorporated when the natural lashes are thick, strong and healthy.

2. Using too little adhesive

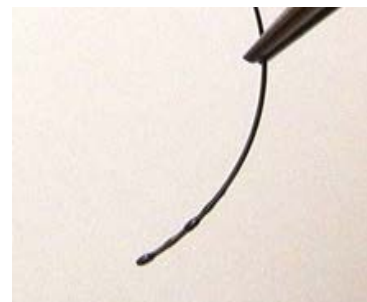
**Using too little adhesive may look like the picture below and is evidenced through:**

- Only using one small bead (or two very tiny beads) of adhesive.
- Insecure attachment when released on natural eyelash.



**How to reduce premature eyelash extension loss:**

- The correct amount of adhesive is two to three small beads with the largest of the beads at the base of the eyelash extension.
- When using FlexFusion with Rapid Cure Technology, do not use the shimmy or use the slide and lock technique when attaching. The adhesive is designed to attach securely with the place-and-release technique.
- When using HP-A or HP-Ultra adhesives, use the slide and lock technique.



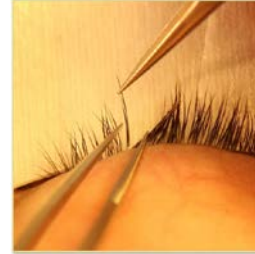
### 3. Using the incorrect placement when attaching the eyelash extension

#### **Incorrect placement of the eyelash extension is evidenced through:**

- Attachment of the eyelash extension underneath the natural lash.
- Attachment of the eyelash extension on top of the natural lash.
- The base of the eyelash extension detached from the base of the natural eyelash.
- Gaps between the natural eyelash and eyelash extension.

#### **How to reduce loss:**

- Align the eyelash extension parallel to the natural eyelash 1mm from the base of the natural eyelash **BEFORE** making contact with natural eyelash. Make initial contact between the extension and the natural eyelash at the 1mm mark after aligning.



- The Wrapping Technique is the best technique to use with stronger curvatures to maximize longevity. Although side placement gives a seamless attachment, it will not provide the eyelash extension with enough surface area to secure a long lasting bond.

#### 4. Improper technique when attaching the eyelash extension

##### **Improper technique used to attach eyelash extensions is evidenced through:**

- Coating of the eyelash extension before isolating the natural eyelash has occurred and/or holding the adhesive-coated eyelash extension for too long before attaching.
- “Double-coating” the natural eyelash, which means trying to attach an eyelash extension to a natural eyelash that already has adhesive on it.
- Shimmying or breaking contact during attachment.

##### **How to reduce premature eyelash extension loss:**

- Always isolate the natural eyelash first and then coat the eyelash extension. If the eyelash extension is being held more than 8 seconds before attachment to the natural eyelash, the outer surface has already begun to cure providing a weak and fragile bond.
- If you pick up too little adhesive on the eyelash extension, you may dip it back into the adhesive immediately to pick up more; however, if more than 2 seconds have passed, it is best to discard the eyelash extension and use a new one.
- If an eyelash extension has been applied incorrectly, it is best to remove it immediately and move onto a new natural eyelash rather than trying to apply another eyelash extension to the same natural eyelash.
  - Tip: If you need to re-apply an eyelash extension to a natural eyelash that has residual adhesive on it, peel the residual adhesive from the natural eyelash after the adhesive has had time to dry.
- Minimize the movement of the eyelash extension on the surface of the natural eyelash by using the “place and release” method of attachment, especially when [using the FlexFusion with Rapid Cure Technology](#). This will create a stronger bond between the eyelash extension and the natural eyelash.

## 5. Client natural lash loss

**Some clients may have a fast natural eyelash shedding cycle. This can be determined by:**

- Having the client collect his/her fallen eyelash extensions throughout the weeks between relashes. When he/she returns to the appointment, check to see if the eyelash extensions that were collected are attached to a natural eyelash.



- If most eyelash extensions are attached, then the client's natural eyelash lifecycle may be faster than most.

**How to minimize premature eyelash extension loss and reduce appearance of gaps along lash line:**

- Remind client to follow the Aftercare Guide closely to reduce the amount of eyelash extension loss that may be within their control. (For example, rubbing the eyes frequently or picking/pulling at their eyelash extensions may increase natural eyelash loss.)
- Schedule relash appointments every 2 weeks rather than every 3 weeks.



## 6. Inadequate aftercare

### Using inappropriate products to care for eyelash extensions is evidenced through:

- Client not purchasing Aftercare Essentials products
  - If he/she isn't purchasing Xtreme Lashes products, created to be compatible with eyelash extensions, then he/she is likely using products from other companies that have ingredients that will affect the adhesive bond strength.

### How to reduce premature eyelash extension loss:

- Make sure you are talking to all of your clients about each of the Aftercare Essentials products and why it is important they use these products.



- Demonstrate how client should use the products and make sure your inventory has the products in stock to retail to the clients.
- If the clients purchase and use the Xtreme Lashes products and are still losing eyelash extensions:
  - Review how the client should be using the products at home to care for their eyelash extensions.
  - Ask the client if they have introduced any new products recently into their daily routine and address any potential issues these products may pose.
  - Keep in mind that some products that cause a significant amount of eyelash extension loss are seasonal. Spray sunscreens in the summer and heavier creams in the winter can all cause premature eyelash extension loss. Discuss alternatives or how to adjust application of products with the client.

## II. Eye Irritation

### A. Cleansing and Priming

#### Why irritation occurs:

- Liquid enters clients' eyes during cleansing and priming.
- Stylist is too rough cleansing, especially when trying to remove makeup buildup in between lashes.
- Dust, dirt, or debris is brought into contact with eye.

#### How to prevent irritation:

- Do not over-saturate cleansing applicators during the cleansing process; tap off excess liquid before using on client.
- Avoid irritating the fragile eye, eyelid and eyelashes by being too rough; instead, cleanse gently.
- Prevent cross-contamination.
  - Thoroughly clean and disinfect all tools prior to each eyelash extension application.
  - Sanitize hands before, throughout and after each eyelash extension application.
  - Do not re-use disposable products, such as under eye gel patches, sponges or applicators, on more than one client. Discard disposable products immediately after use.

### B. Lower Lash Covering

#### Why irritation occurs:

- The under eye gel patch is placed incorrectly and/or excess gel was not removed prior to placement.
- Moisture from the eye will cause exposed gel to swell and enter the eye during the application.
- Gel that comes in contact with the eye during the application will result in irritation and inflammation of the conjunctiva. The client may experience red or inflamed eyes, discomfort and/or swelling of the eyes/eyelids.



**Incorrect Gel Patch Placement**

#### How to prevent irritation:

- Pinch out excess gel before covering lower eyelashes.
- Ensure that the under eye gel patch does not touch the eye, eyelid margin and that it does not rest between the top and lower eyelid.
- Check the under eye gel patch throughout the application to ensure it has not shifted into the eye.
- If the client's eyes begin to water, immediately remove the under eye gel patch and dry the lashes.
- Ask the client periodically if he/she is experiencing any discomfort and correct the issue immediately.



**Correct Gel Patch Placement**

## C. Application

### Why irritation occurs:

- Inadequate ventilation.
- Incomplete or improperly attached eyelash extensions.
- Inappropriate type (length, curvature or thickness) of eyelash extensions used on the client.
- Client sensitivity to adhesive.

### How to prevent irritation:

- Provide adequate ventilation and use of the Air Purifier to minimize irritants in the air that can affect the eye area. Make sure to replace your air purifier filters monthly.
- Ensure client's eyes are completely closed during application.
- Attach eyelash extensions securely 1mm from the base of the natural eyelash.
- Select safe and appropriate eyelash extensions for your client based on natural eyelash length and thickness and eye shape.
- Conduct comprehensive client consultation prior to application to learn of any product allergies or sensitivities and use alternative products as necessary.
- Ask the client periodically if he/she is experiencing any discomfort and correct the issue immediately.
- Using FlexFusion with Rapid Cure Technology rather than HP-A and HP-Ultra will greatly reduce the possibility of eye irritation.

## D. Aftercare

### Why irritation occurs:

- Excessive exposure to friction.
- Excessive use of oil-based eye care products on or near eyelashes, such as eye creams, Vaseline® and cleansers.
- Use of waterproof cosmetic products on or near the lashes, including waterproof mascara and eyeliner.
- Excessive mascara application.
- Use of mechanical or heated curlers.
- Picking or pulling on natural eyelashes and/or eyelash extensions.
- Excessively rubbing eyes.
- Chemical treatments, such as eyelash tinting or perming.

### How to prevent irritation:

- Provide Aftercare Guide to all clients and review it with them before they leave.
- At every visit, educate clients on benefits of [Aftercare Essentials](#) products, demonstrate to them how to use the products, and retail products to them to care for their lashes appropriately.



**Retail Aftercare Essentials**

## E. Client Sensitivities/ Allergies

### Why irritation occurs:

- Client is allergic or sensitive to an ingredient or combination of ingredients used in cleansing, priming or application, or has heightened sensitivity to it/ them.

### How to prevent irritation:

- Conduct a thorough client consultation using the Client Profile System prior to applying eyelash extensions and ask follow-up questions on health conditions or allergies mentioned to properly assess the situation and determine whether client is a good candidate for eyelash extensions.



### Conduct Thorough Client Consultation

- First time clients that report a previous reaction from an eyelash extension application should:
  - Consider seeing a doctor for allergy testing.
  - Consider doing a test application by applying 5-10 eyelash extensions per eye and monitor over the next 12-48hrs to see if they have a similar reaction. If a reaction does appear, DO NOT proceed with the application.
- Use FlexFusion with Rapid Cure Technology since it is a medical grade, hypo-allergenic adhesive that minimizes the chance of client and/or stylist developing sensitivities.
- HP-Ultra &/or HP-A should not be applied to clients with known allergies or sensitivities. It is recommended that clients with sensitivities see their doctor before receiving eyelash extensions.

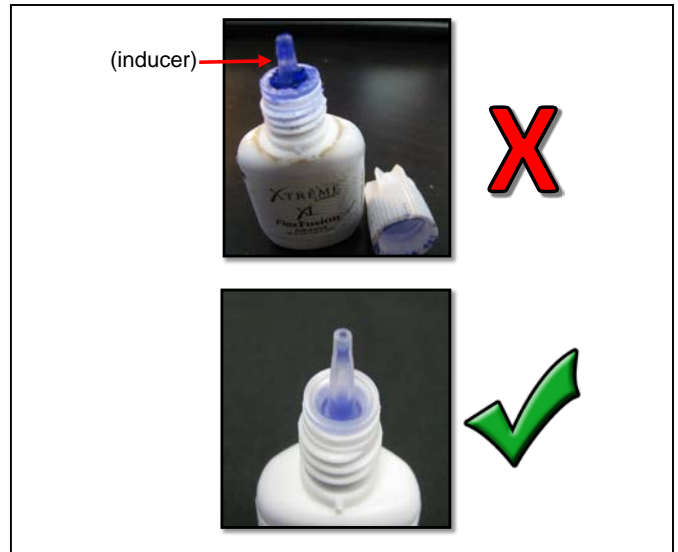
### III. Adhesive Bottle Handling, Maintenance & Storage

#### A. Why is properly caring for and cleaning the adhesive bottle important?

Improper maintenance of the adhesive bottle will affect the performance of the adhesive resulting in premature eyelash extension loss.

##### Examples:

- Residual adhesive that is not removed from the inducer will begin to dry & build quickly. Build up will prevent proper cap closure, allowing air into the bottle and affecting the adhesive performance.
- Residual adhesive around the inducer will have a negative impact on the adhesive being dispensed.



#### B. How should I care for my adhesive bottle inducer?

##### **Proper Care of the Adhesive Bottle Inducer**

- The most effective and safe way to clean the inducer is by quickly and lightly blotting the top of the inducer tip, using a dry 1 x 1.5 cosmetic sponge after each drop is dispensed.
- The 1 x 1.5 cosmetic sponge is ideal for cleaning due to the material type and its ability to absorb quickly.
- Remove trapped air inside the inducer after dispensing. During dispensing of the adhesive, small amounts of air and moisture will enter the bottle and may result in trapped adhesive and air inside the inducer.

##### **What to Avoid & Why**

- Using other items to remove the adhesive will result in possible adherence of the cap to the inducer.
- Do not use alcohol, acetone or adhesive remover to clean the inducer. These products will break down and deteriorate the adhesive. Acetone will also begin to break down the inducer making the surface porous which will cause the adhesive to react with the surface. *(All liquids should be avoided around the adhesive inducer.)*
- Failure to clear the trapped air may result in adhesive leaking into the cap after closing.

### C. How should I care for my adhesive bottle cap?

#### Proper Care of the Adhesive Cap

- Removing excess adhesive inside the cap is necessary for maintaining effective adhesive performance.
- Use a Flex Tip Applicator or a Long Tipped Microfiber Brush to remove visible adhesive from the inside of the bottle cap before closing.



- Maintain a tight and secure cap closure. The cap is designed with a small plastic needle that fits inside the inducer preventing moisture and air from entering the bottle.

#### What to Avoid & Why

- Adhesive build up will prevent proper closure or may result in the cap sticking to the inducer, both of which will compromise the integrity of the adhesive.
- Failure to close the cap tightly will allow moisture and air into the bottle, compromising the integrity of the adhesive.

### D. What are signs of bottle mishandling?



#### Signs of bottle mishandling include:

- A white haze build up around the inducer and/or bottle.
- Crystals are visible around the inducer and inside the bottle cap. (Crystal color will vary based on the color of the adhesive type being used.)
- Visible adhesive on the outside of the bottle cap and/or outside of the bottle.
- Adhesive is thick and stringy when dispensed.
- The inducer is clogged.
- The cap becomes adhered to the bottle- resulting in a broken inducer.

E. How I can tell if my adhesive has been compromised?



**Signs of compromised adhesive:**

- Noticeable change in the adhesive viscosity- adhesive becomes thick and stringy.
- Eyelash extensions are not adhering seamlessly; attachment site is uneven, rough, and/or clumpy.
- Noticeable increase in odor of the adhesive when dispensed.
- A change in fixture time that is not related to temperature and humidity levels in the room.
- Adhesive has dried in the inducer tip and will no longer dispense.

F. What should I do if my adhesive has been compromised?



**If there is any indication that your adhesive has been compromised, you should replace the adhesive immediately.**

- As mentioned before, using the compromised adhesive will result in premature eyelash extension loss, sticking, or other problems with the eyelash extension retention or design.



## G. Why is it important to store and use the adhesive in the right conditions?

Adhesive that is properly stored, used and maintained will result in:

- Longer-lasting eyelash extensions
- Cleaner attachment and design
- Happier clients

Adhesive that has not been stored or is not used in the right conditions will not perform well and may result in:

- Higher rates of premature eyelash extension loss.
- Longer application times due to slower fixture times.
- Poor design and attachment due to slower fixture times.
- Lower client satisfaction rates and lower client retention.

## H. What are the best conditions in which to store and use the adhesive?

The following environmental factors will affect the integrity of the adhesive, leading to issues with usability and premature eyelash extension loss.

- **Temperature**
- **Humidity**



### Temperature:

- Upon receipt of adhesive and before opening, allow it time to come to room temperature.
- Store and use adhesive in temperature-controlled environments between 68-77°F (20-25°) for optimal performance.
- If the ideal storage temperature cannot be maintained or high/low temperature conditions are unavoidable, adhesive should be stored in the refrigerator when not in use.
  - When storing in the refrigerator, bottle cap should be tightly secured and bottle should be placed upright in a sealed bag with desiccant pack to minimize air and moisture inside the refrigerator.
- Always allow bottle to return to room temperature before use and remove any condensation on the bottle by wiping with a dry cloth before opening.

### Humidity:

- Store and use adhesive at relative humidity levels between 45 - 60% for optimal performance.
- Adhesives require the presence of moisture in order to cure; however, exceeding 60% humidity will promote the curing process to happen on the eyelash extension prior to attaching to the natural eyelash.

## I. How long will my adhesive last if stored and maintained properly?

### Life expectancy:

- The shelf life of the adhesive unopened is 6 months from date of purchase.
- The shelf life of the adhesive after opening is 3 months.
- How long the adhesive will continue to perform optimally is affected by:
  - Storage & handling
  - Daily use
  - Environment
- An adhesive bottle will last approximately 100 applications. This number will vary based on handling and amount of adhesive used during each application.
- A full time lash stylist conducting 4-5 applications per day will purchase a fresh adhesive approximately once a month.
- Buy fresh use fresh! Do not overstock adhesives.

### Cautions:

- Using adhesive beyond the shelf life will result in premature eyelash extension loss.
- Failure to store and handle the adhesive properly will reduce the shelf life of the adhesive.

## IV. Adhesive Tray Maintenance & Storage

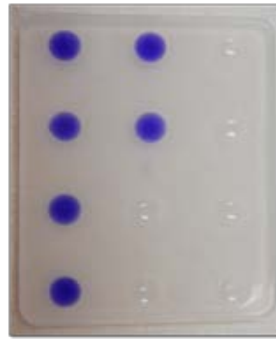
### A. Why do I need to use an adhesive tray?

- The adhesive tray was designed to work with all Xtreme Lashes® adhesives.
- The adhesive trays are made of an inert surface, meaning the adhesive will not react to or bond with the surface of the clean tray.
- Natural stones should not be used for adhesive since the surface is porous and will cause the adhesive to aggressively cure while in use.
- Only use approved adhesive holders by Xtreme Lashes® to protect adhesive performance during the application.



B. Why is properly caring for and cleaning the adhesive tray important?

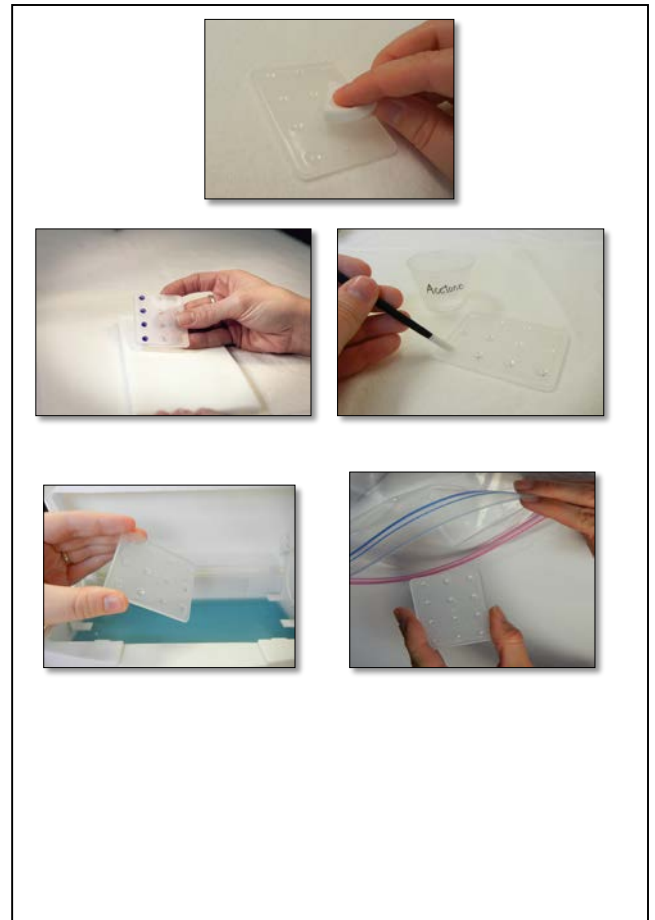
- The adhesive tray, like all materials used during an application, should be clean and sanitary to prevent any dirt, dust, or debris being transferred into the client's eyes during an application or interfering with the adhesive bond formed between the eyelash extension and the natural lash.
- The adhesive trays are made of an inert surface, meaning the adhesive will not react to or bond with the surface of the clean tray.
- Any dirt or residue left in the wells of the tray will interact with the adhesive drop and negatively affect the performance of the adhesive.
- The adhesive trays are designed to be disposable and intended for one-time use. If they are reused for a few applications, they must be properly cleaned in between each use.
- If the adhesive trays are not cleaned and stored correctly, the adhesive will not perform correctly and will result in premature eyelash extension loss.



C. How should I properly clean and maintain my adhesive tray?

**Adhesive tray cleansing:**

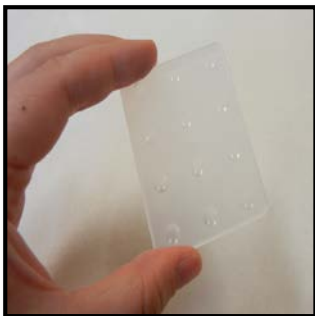
- Whether the tray is brand new or has been used previously, always wipe the tray with a 1" X 1.5" cosmetic sponge prior to use to remove any dust and debris.
- Following the application, flip the tray over on the Lash Palette to remove adhesive from the tray wells.
- Saturate a 1" X 1.5" cosmetic sponge with acetone and remove the adhesive residue from the tray. For thorough cleansing of each well saturate a Flex Tip Applicator and cleanse each tray well.
- Rinse the tray with water.
- Soak the tray in Barbicide or medical grade disinfectant following the manufacturer's guidelines.
- Rinse with water and dry thoroughly.
- Store in a clean, dry, closed container.
- Discard when tray becomes dull and loses surface shine.



D. What is the best way to handle and store my adhesive tray?

**Practice the following storage and handling procedures when using the adhesive tray:**

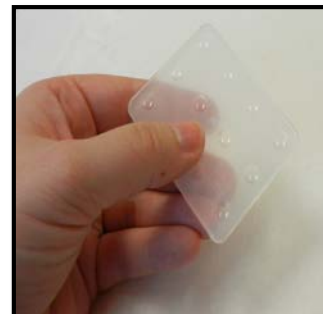
- Hold the tray by its sides to prevent the transfer of oils to the surface of the tray.



- Trays should be discarded once they lose their shine and become dull in appearance.
- Store trays in a clean, dry, sealed container or bag.

**What to Avoid & Why:**

- Avoid placing fingers on the surface of the tray.



- Products used to remove and sanitize the tray such as acetone and Barbicide will affect the tray's surface, making the tray unusable after a few cleansings.
- Failure to properly care for your adhesive tray will affect the performance of the adhesive and how well it bonds.

E. How will I know when it is time to replace my adhesive tray?

**For optimal adhesive performance:**

- Discard the adhesive tray after every application or as soon as it shows sign of overuse.
- Only use adhesive trays that have been properly cared for.
- Ensure there are no signs of residual adhesive, dirt or debris on your tray prior to use.

**It is time to replace your tray when:**

- The adhesive tray is dull and no longer has a clean shiny surface
- The adhesive tray has a white film developing over the surface, sometimes making fingerprints noticeable.
- Small crystals begin to form around the adhesive wells during the application.
- The adhesive becomes thick, stringy and unusable in less than 15 minutes.