

# Q&A

## SHELLAC™

	QUESTION	ANSWER
POSITIONING	1. What type of client is Shellac best for?	All types, but specifically geared toward the natural nail client.
	2. What is the “positioning” of Shellac?	Professional: <ul style="list-style-type: none"> <li>• ON LIKE POLISH</li> <li>• WEARS LIKE GEL</li> <li>• OFF IN MINUTES</li> </ul> Consumer: <ul style="list-style-type: none"> <li>• 14-DAY WEAR</li> <li>• RESILIENT MIRROR FINISH</li> <li>• NO DRY TIME</li> </ul>
	3. Is there anything else like Shellac in the marketplace? How does it compare to soakable gels?	Shellac is a “hybrid” of nail polish and gel. No other products in the market can stand up to the claim – on like polish, wears like gel, off in minutes.
	4. Is Shellac patented?	The formula is patent pending. Patents for the Remover wraps and Lamps are in process.
	5. When will there be more colors?	12 additional shades will be available November 2010.
PRICING	6. What is the Salon price for Shellac?	Base Coat = \$34.95 Color Coat = \$34.95 Top Coat = \$34.95 Lamp = \$349.95 Remover Wraps = \$3.95 (10-pk) \$34.95 (100-pk)
	7. What is the price per oz?	\$139.80 per oz (UV Base Coat/UV Color Coat/UV Top Coat)
	8. How many services per bottle?	Base Coat = 35 Color Coat = 20 <ul style="list-style-type: none"> <li>• French Pinks = 40</li> <li>• French White Tip = 50</li> </ul> Top Coat = 20
	9. What is the suggested service price for Shellac?	See the Shellac chapter in the Education Encyclopedia for detailed analysis of service pricing.
FORMULA	10. What does the word “hybrid” mean in the context of Shellac?	Contains positive attributes of both nail polish & gel including solvents, monomers and polymers.
	11. Is the Shellac formula “3-Free”?	Yes. Shellac does not include Formaldehyde, Toluene or DBP (Dibutyl Phthalate).
	12. Is Shellac hypo-allergenic?	Yes, a low level of photo-initiators are utilized in Shellac. Photo-initiators can lead to sensitivity with some clients.
	13. Does Shellac bond covalently?	No.
	14. Is there any odor to Shellac?	A slight odor may be noticeable upon application but not as strong as nail polish. After curing in the lamp, residual odor does not remain.
	15. Does Shellac feel like a nail polish or an enhancement?	The viscosity and fluid application are very similar to nail polish.
FEATURES & BENEFITS	16. Does Shellac removal damage the natural nail?	No. Shellac was developed and tested for years to perfect every aspect of the Shellac process, including removal. However, pre-existing nail conditions (ie. delamination) will remain and Shellac may not be suitable for every client.
	17. Will Shellac last longer than 14 days?	<ul style="list-style-type: none"> <li>• Yes. However it will show growth after 14 days</li> <li>• Removal can be a bit longer after 14 days, as adhesion will increase the longer Shellac is worn</li> </ul>
	18. Will soaps or other personal grooming products affect the wearability of Shellac?	No. Shellac was developed and tested to withstand the rigors of daily wear.
	19. Are there any negative side effects of the frequency of removal with Shellac?	No, not as long as the system is being used correctly.

# Q&A

## SHELLAC™ CONTINUED

### QUESTION

### ANSWER

20. Is it important to “Prep” before Shellac application? Do you need to file the shine from the natural nail surface prior to application?
21. If I file the surface of the natural nail before application, will Shellac stay on longer or better?
22. Can nail polish thinner be used? If not, what can be used to thin Shellac?
23. What happens if you use Shellac with a regular nail polish base coat or top coat?
24. How thick should each coat of Shellac be applied?
25. What if I experience “wrinkling” during curing?
26. Can Shellac be used and cured with another brand’s lamp?
27. How is the sticky inhibition layer (after curing the Top Coat) removed?
28. What is the cause if there is cloudiness or lack of shine after UV Top Coat is applied?
29. How is the orangewood stick used during removal?
30. Can Remove (product remover) be used instead of acetone for removal?
31. Can cotton & foil be used for Shellac removal?
32. Is the removal time truly 10 minutes?
33. Is the application and removal process different for toes?
34. What are the home care guidelines for Shellac?
35. Can Shellac be used with enhancements (Liquid & Powder and Gel)?
36. How do I apply and remove Shellac with enhancements (Liquid & Powder and Gel)?
37. Can I sculpt with Shellac?
38. Can nail polish be used over Shellac?
39. Can Shellac shades be mixed?
40. How will environmental temperature affect Shellac?
- It is very important to practice proper “P.E.P.” to ensure long lasting 14-day results. (P - Perform a manicure. E - Eliminate surface contaminants. P - Purify nail plate layers.)
- You do not need to remove the shine from the natural nail surface using a file or buffer. Shellac was formulated for 14-day wear and easy removal. Roughing the nail surface is not necessary for longevity and may impact the removal time.
- No. Filing or buffing is not recommended or necessary.
- No. Thinning the product is not recommended & thinner cannot be used without affecting the efficacy of the product. If product becomes too thick to use, discard and replace with fresh product.
- The product will not cure or work properly. Shellac is designed to work as a system. If all elements of the system are not used together, the product efficacy will be compromised.
- For best results, each layer of Shellac should be applied very thinly – as thin as nail polish.
- The application was too thick or the Lamp bulbs may need to be replaced. In some cases, the appearance of wrinkling can be corrected with the Top Coat application. In most cases, applying the Top Coat layer will cover the wrinkle for a smooth, even surface.
- No. Shellac was developed and designed to work with the UV output found only with the new CND UV Lamp (or the Brisa™ Lamp). There is no guarantee that Shellac will cure properly or wear well with any other brand of lamp.
- A plastic-backed, lint-free pad soaked with 99% IPA (Isopropyl Alcohol).
- Confirm you are using 99% IPA (Isopropyl Alcohol) to remove the inhibition layer.
  - Check the bulbs & the bulb indicator on the CND UV Lamp to confirm that they are curing at 100%.
- To lightly flake away any remaining residual material off the nail plate.
- Not recommended, as it will take much longer for removal. Remove was designed to be used with L&P Enhancements which require longer soaking time.
- Shellac Remover Wraps were developed & designed specifically for the Shellac removal process in an effort to minimize acetone exposure to the skin surrounding the nail. In addition, they are aesthetically pleasing, while providing a great, easy, sanitary option. If you run out of Remover Wraps, cotton and foil can be used as a temporary solution.
- Yes, if 99% acetone is used. Really!
- Very similar. See Step-by-Steps for specific directions.
- Shellac is a professional only product, to be applied and removed at a salon by a trained Nail Professional. It is, however, recommended that clients apply SolarOil™ daily.
- Yes. See Step-by-Steps for specific directions.
- See Step-by-Steps for specific directions.
- No. It is not formulated to change the shape or length of the nail. Enhancements are required for sculpting.
- Yes. However it is not recommended if you want to experience one of the key benefits of Shellac: for 14-day wear. Why? Nail polish will begin chipping and wearing before 14 days.
- No. Each shade is specifically formulated as a standalone color. Mixing of colors will compromise the ratios of reactant ingredients.
- Storing at room temperature is recommended as elevated temperatures will cause the product to thicken at a faster rate.  
**NOTE:** Avoid opening the bottle if product gets significantly hot (above 90° F), until bottle has a chance to cool off.

# Q&A

## SHELLAC™ CONTINUED

### QUESTION

### ANSWER

41. Will service break-down occur with Shellac when you remove and reapply immediately?
- No, there are no problems associated with immediate application after removal.
42. Can you fill/rebalance Shellac instead of removing & reapplying?
- No, Shellac is designed to be fully removed & reapplied each service, as opposed to filling or rebalancing.
43. Why do you need to use Acetone rather than Remove (product remover) for removal of Shellac?
- Since Remove (product remover) contains 92% acetone, it will remove Shellac, however not as quickly as pure acetone. For best results, use 99% pure acetone.
44. What is the benefit of using IPA (Isopropyl Alcohol) rather than ScrubFresh™ or CoolBlue™ to remove the tacky Top Coat inhibition layer of Shellac?
- Using IPA will remove the tacky inhibition layer with ease, providing a high-gloss shine. The gel consistency of CoolBlue makes the process more difficult. ScrubFresh can dull the shine and cause the Top Coat to appear cloudy.
45. Where can you find 99% IPA and Acetone?
- IPA (Isopropyl Alcohol) can be found in hardware stores (i.e. Ace Hardware), medical suppliers (MSCdirect.com) and local drugstores in the US/CAN. Check with your distributor outside of US/CAN.
  - Pure Acetone can be found at professional Beauty Suppliers in the US/CAN. Check with your distributor outside of US/CAN.
46. Can Shellac Wraps be used to remove L&P Enhancements?
- Yes, but keep in mind that you will probably need to add more solvent inside of the wrap (use a dropper) in order to have enough solvent to remove the enhancement.
47. What should I do if the UV Top Coat looks dull after I remove the tacky inhibition layer?
- Dullness can be a result of the following:
- Insufficient cure (using an old lamp or old bulbs that need to be replaced)
  - Removing the tacky layer using a solvent that is not 99% IPA (Isopropyl Alcohol)
- What you can do:
- Use the CND UV Lamp or Brisa™ Lamp
  - Replace old bulbs
  - Application of SolarOil™ can temporarily reduce the dull appearance
  - Remove Shellac and reapply
48. What happens if my customer peels off their Shellac?
- They will damage their natural nails.
49. How do you correct a smile line when using Shellac for a French manicure?
- Use the Brisa ProSeries Gel Brush dipped in 99% IPA to detail and correct the smile line. Applying the white tip on top Shellac Pink Color Coat will assure that the detailing brush doesn't remove the Base Coat during this process.
50. Can you "lock" Shellac White Color Coat during a French manicure like you can with Brisa White Paint?
- No. Every layer of Shellac Color Coat must be cured for 2 minutes to ensure best performance.
51. Will Shellac UV Top Coat fill in the gap/dip at the smile line of a French manicure?
- You shouldn't see a gap at the smile line with a Shellac French manicure as application is just like nail polish.
52. At what point in a SpaManicure™ service would you apply Shellac?
- Before soaking and using heavy creams and exfoliants, prep the nails & cuticles and then apply Shellac. Follow with soaking an application of exfoliant, massage, etc.
53. If a nail gets smudges before curing, how can I fix it?
- You can brush on additional color coat or top coat to smooth out and cure. If that doesn't fix the smudge, remove the Shellac and reapply.
54. Can Shellac be used for nail art?
- Yes! Follow these recommendations when creating nail art designs:
- Always apply 1 coat of UV Base Coat and cure for 10 seconds
  - You can use detailing or striping brushes or marbling tools to create designs
  - Be sure to use very light, thin strokes with each step of the design
  - Apply each layer of design on all 5 nails, then cure before moving to a new layer of the design
  - Cure each layer for 2 full minutes
  - Apply one coat of UV Top Coat to protect the design
55. If a client wants to grow out their enhancements, (instead of removing them) can you file down the enhancement and apply Shellac while transitioning?
- Yes. Shellac will adhere to the remaining enhancement product as well as the natural nail.  
**NOTE:** Keep in mind the remaining enhancement product will soften when Shellac is removed.
56. Do you recommend letting your client remove their own Shellac?
- No. To ensure the health of the natural nail, Shellac is a professional only service and only trained Nail Professionals should apply & remove Shellac.

# Q&A

## SHELLAC™ CONTINUED

PACKAGING

### QUESTION

### ANSWER

57. What size is the Shellac bottle? .25 fl oz (7.3 mL).
58. Why are the bottles coated? To provide UV protection to prevent the product from curing inside the bottle.
59. How do I know true color if the bottle is coated? The bottle coating is the EXACT match to the end-result color on the nail (including crème, shimmer, opalescent or frost effects).
60. What is special about the brush & cap?  
 Brush  
 • Rectangle, flat shaft provides easy application  
 • Triangle hairs provide even, smooth coverage  
 • Base Coat hairs are shorter to ensure thin application  
 Cap  
 • Soft-touch matte black cap provides comfort and application ease

LAMP

61. What are the KEY features of the new CND UV Lamp?  
 • New design provides convenience and saves time with five finger and five toe cure  
 • High level output:  
 • 4 high-efficiency 9-watt bulbs allow for the most effective cure.  
 • Inner mirror placement for optimum output  
 • Strategic bulb placement assures complete cure on thumbs, pinkies and smaller toes  
 • User-friendly conveniences  
 • Ergonomic design.  
 • Programmable LED controls.  
 • Bulb life count down  
 • Fan improves ventilation and decreases dry time of nail polish
62. Why does the new CND UV Lamp include 60 and 180 second pre-set timer cures? To offer flexibility for future innovation and new techniques (i.e. nail art and design).
63. How often should bulbs be replaced in the new CND UV Lamp?  
 • Every 100 hours or every 6 months for optimal curing  
 • The bulb replacement timer counts down from 100 hours  
 • All 4 bulbs should be replaced at the same time (replacement bulbs are sold as a 4-pack). If this is not done, the combined output will be below the minimum requirement for optimal curing
64. What if I already own the original Brisa™ Lamp? Can I use it for Shellac?  
 Yes.  
 • The Shellac UV Color Coat system was developed to utilize the same UV output as Brisa Gel, and can be used with the Brisa Lamp  
 Note:  
 • Bulbs are NOT interchangeable between Lamps – they have different fittings  
 • Brisa bulbs and liners will continue to be available for purchase
65. Can the new CND UV Lamp be used for Brisa Gel as well? Yes. The new CND UV Lamp was designed to work with Shellac AND Brisa Gel systems.
66. How many watts is the new CND UV Lamp? 36 total watts (4 bulbs x 9 watts/each).
67. How can the output with 4 bulbs (new CND UV Lamp) be the same as 3 bulbs (original Brisa Lamp)?  
 • Wattage = power. UV output = energy. Output is the combination of the number of bulbs, geometric placement of the bulbs & the mirrors inside the lamp. The design of the new Lamp yields the same output as the Brisa Lamp.  
 • The higher the output, the more effective the cure, which allows for lower levels of photo-initiators to help eliminate shrinking & burning.
68. How do you remove the top of the new CND UV Lamp to replace the bulbs? Place thumbs inside both sides of the lamp opening and push out. Lift the top up and out.
69. Can the new CND UV Lamp be used for pedicures? Yes. The removable tray inside the lamp easily lifts up and out to allow a comfortable fit for most feet.
70. Can the new CND UV Lamp be left plugged into the electrical outlet at all times without damage? Yes, however, operating instructions specifically recommend to unplug when not in use.
71. Is there a warranty for the new CND UV Lamp?  
 Yes. 1 year warranty.  
 • US & CAN - contact CND  
 • International - contact your local CND distributor
72. How do you recommend disinfecting the removable trays in the new CND UV Lamp? Use a very soft cloth to wipe the surfaces with a disinfectant. Avoid soaking the trays, as the adhesive may break down.
73. Are there replacement liners for the new CND UV Lamp? No. Liners are not necessary for the new UV Lamp. See answer above – the removable tray can be disinfected.
74. Can other UV Lamps be used with Shellac? No, the Brisa and CND UV Lamps are the only lamps with enough UV output to cure Shellac. Using other lamps will not guarantee the same results..