



BACKSCRATCHERS®
SALON SYSTEMS, INC.

Glass Glaze®
FIBERGLASS & SILK WRAP SYSTEM

PRODUCT ASSISTANCE

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The Glass Glaze Nail Care System has been carefully designed and formulated to provide you and your clients with the best looking nails money can buy. Here are a few suggestions that may help you understand the system.

PROBLEM	POTENTIAL CAUSE	SOLUTION
Chipping at Free Edge	Seal between product & tip has been broken at free edge due to at home filing or everyday wear. Nails become dehydrated and natural nail pulls away from product. Stikr applied too thick. Fiberglass applied too close to free edge.	Reseal free edge with small amount of Stikr and Kikr. Use Nail Radiance daily underneath nails and around cuticles. Apply Stikr in thin coats. Use Backscratchers complete filing system; file gently. Keep fiberglass 1/16" away from free edge.
Product Cracking	Too much Stikr applied too thick. Nail Radiance not used on a daily basis. Not using Hygienic Elegance before applying nails. Pressure filing or pressure buffing. Blending well area of tip too much. Using another manufacturer's tip. Using harsh polish remover (acetone base). Not using fiberglass or silk.	Apply Stikr in thin coats. Use Nail Radiance on a daily basis underneath nails and around cuticles. Use Hygienic Elegance to prepare the nail plate. Gently file using Backscratchers complete filing system. Blend well area with 100 grit and then 240 grit file. Use Nouveau or Feathertips only as your choice of tip. Use Stripr and Nail Neat or Neat & Tidy pad to remove polish. Use Glass Glaze Fiberglass or Shee'er Magic Silk with application.
Product Popping Off	Not using Hygienic Elegance before applying nails. Oily nail bed. Air pockets caused by improper Nouveau or Feathertip application. Well area not reduced on Feathertip. See notes on Product Rejection.	Use Hygienic Elegance to prepare the nail plate. For oily nail bed, use Stripr and Nail Neat or Neat & Tidy pad to wipe off nail bed; then wash with Hygienic Elegance. Apply Nouveau or Feathertip with a steady motion. Reduce the well area on the Feathertip; you do not get the strength from the tip but you get strength from the product; tip has more flexibility when well area is reduced. See notes on Product Rejection.
Lifting	See notes on Product Rejection.	See notes on Product Rejection.
Separation	Glazed Glass Fiberglass/Shee'er Magic Silk Mesh applied too close to edges of nail and not sealed with Stikr and Kikr. Natural nail edge not cut and shaped properly prior to application of tip. Natural nail is dehydrated and curling away from product.	Trim natural nail to end of finger tip; shape to fit well area of tip. Keep mesh 1/16" away from edges; seal with Stikr, mist with Kikr. Use Nail Radiance on a daily basis underneath nails and around cuticles.
Visibility of Mesh	Mesh hasn't been saturated to transparency by Stikr. Mesh sprayed with Kikr prior to application. Filing too hard or using coarse files on the finished nail. Use of harsh polish removers.	Saturate mesh to transparency. If transparency of mesh is not achieved, apply another small amount of Stikr before misting with Kikr. Keep unused mesh away from Kikr when spraying. Use Backscratchers complete filing system; file with a gentle touch. Use Stripr non-acetone polish remover for best results.
White Spots	Dust between coats; filing between coats. Coats of Stikr are too thick or too much Kikr sprayed on the nails at one time.	Don't file between coats. Use thin coats of Stikr and mist once with Kikr in between coats.

PROBLEM	POTENTIAL CAUSE	SOLUTION
Heat Sensation	Stikr applied too thick. Too much Kikr sprayed. Mixing and matching products. Thin or damaged nails.	Apply Stikr one bead at a time. Mist once with Kikr 7-10" away. Use Backscratchers complete system. Silk base nails.
Molds/Bacteria	Not using Hygienic Elegance before applying nails. Not sealing product properly. Nail separation between natural nail and product may leave moisture locked between product and natural nail. Contaminated files. At home filing by client. Using another manufacturer's product with our system.	Use Hygienic Elegance to prepare the nail plate. Seal with Stikr around free edge. Use Nail Radiance daily underneath nails and around cuticles. Completely dry hands and nails before you start the service; make sure mesh is sealed with Stikr and that Stikr seals around cuticle and free edge. Use Septifiles. At home filing must be resealed with Emergency Stikr. Use only Backscratchers products.
Weak or Cracking Stress Areas	Improper balance of product on nail plate and/or free edge. Excessive filing; improper blending of tip; excessive pressure while filing or filing through product; stress strip not applied during initial set. High impact; improper balance. Improper sizing. Use of tip blender.	Apply Stikr to these areas and seal the free edge when re-glazing and re-glassing. Use Backscratchers complete file system. Use a gentle touch when filing. Blend tip with 100 and 240 grit files. Apply stress strip half on white area of new extension and half on pink area of natural nail. Make sure tip length is appropriate. Do not use tip blender.
Lifting in the Cuticle Area	Not using Hygienic Elegance before applying nails. Excessive filing around cuticle. Excess cuticle not removed. Stikr applied too thick or not properly blended in the cuticle area. Stikr in contact with cuticle. Nail Radiance not used on a daily basis. Other manufacturer's products used.	Use Hygienic Elegance to prepare the nail plate. Do not over file. Push back cuticles and remove excess cuticle. Apply Stikr in thin coats. Use 240 and 600 grit to blend product in the cuticle area. Keep Stikr 1/16" away from cuticle. Use Nail Radiance on a daily basis underneath nails and around cuticles. Do not mix with other manufacturer's products.
Cloudy, Chalky, or Soft Nails	Not using Hygienic Elegance before applying nails. Repeated changing of nail enamel with harsh polish removers. Spraying Kikr too close. Over filing nails.	Use Hygienic Elegance to prepare the nail plate. Use Strip polish remover with Nail Neat or Neat & Tidy pad; other removers containing acetone can be too harsh. Mist once with Kikr 7-10" away. Use Backscratchers files and file in one direction only.
Stikr Cap Stuck to Bottle	Bottle not completely dry and cleaned prior to cap replacement. Use of solvents or solutions on plastic tip area.	Wipe bottle clean with lint-free Nail Neat or Neat & Tidy pad. Tighten cap securely. Do not use any solvents or solutions to clean bottle as it may contaminate the Stikr.
Clogged Stikr/ Extender Tip; Removal of Extender Tip	Product not properly retracted from bottle and tip after each use. Kikr overspray. Extender Tip not removed correctly.	Retract product after use by gently squeezing under shoulders of bottle. Do not spray Kikr over Stikr bottle. Extender Tip should be removed by using a Nail Neat or Neat & Tidy to grasp it and gently twist it off. Do not rock Extender Tip back and forth as this will weaken the plastic tip that is welded into the bottle.

PROBLEM	POTENTIAL CAUSE	SOLUTION
Fraying Fiber-glass/Silk	Use of improper cutting implement. Improper handling of fiber-glass/silk. Not removing fiberglass/silk from paper before cutting.	Use Stork Shears working with. Remove mesh from paper backing before cutting.
Dull Stork Shears	Cutting other than fiberglass/silk. Build up of adhesive on cutting edge. Sharpening of shears. Cleaned and disinfected with harsh chemicals.	Cut only fiberglass/silk. Make sure not to cut paper. Do not sharpen Stork Shears because of serrated edge. Should be cleaned with Stripr and Nail Neat or Neat & Tidy pad. Do not disinfect in a phenolic base disinfectant. We recommend Cavicide disinfectant. Shears do not have a life time warranty.
Discoloration of Salon Aseptic Tray	Harsh or abrasive chemicals used in tray.	Use non-toxic Cavicide disinfectant (Cavicide is EPA registered in all 50 states). DO NOT USE PHENOLIC BASE DISINFECTANT IN SOAKING TRAY. Always read and follow manufacturer's directions for use.

Product Rejection

Product rejection can happen for a number of reasons:

- Not washing with Hygienic Elegance prior to nail application
- Not using Nail Radiance Cuticle Treatment on a daily basis underneath nails and around cuticles
- Stikr resin touching the cuticle
- Mixing products or product contamination
- Not basing the nail with two coats of Stikr and Kikr
- Individual body chemistry may not be compatible to products
- Smoking
- Excessive emotional stress
- Some medications
- Hormone drugs
- Pregnancy
- Birth Control Pills
- Above normal doses of Vitamin B

Customer Care for Your Clients

To keep your clients' nails looking great in between services, here are a few simple steps your clients must follow. The products your clients will need are the Traveler kit (which contains Emergency Stikr Bullet Tube 2 g, Nail Radiance 1/4 oz., 3-Way Mini Buffer and an orangewood cuticle pusher, all in a convenient pouch), Stripr non-acetone polish remover, and Neat & Tidy polish remover pads, for total customer care.

- Apply Nail Radiance Cuticle Treatment around cuticles and underneath nails on a daily basis to keep cuticles supple and the natural nail hydrated. The use of Nail Radiance will prevent lifting and nail separation by keeping the natural nail from curling away from the product. It helps minimize hang nails. Nail Radiance contains apricot kernel oil and tea tree oil.
- Use 3-Way Natural Nail Buffer for at home filing. After filing, your client must reseal the free edge to prevent product separation. Reseal with Emergency Stikr. **Care of Emergency Stikr:** wipe off cap with Neat & Tidy after every use; tighten the cap down securely.
- If your client does an at home polish change, Stripr Polish Remover and Neat & Tidy polish remover pads must be used. Other polish removers will break down the product.

Other suggested retail products: Moisture Jubileeee - concentrated skin cream (great for cuticles), Polish Corrector Pen, and the Nail Enhancer - 4-way file and buffer block with Nail Radiance Cuticle Treatment.

Removal of Glass Glaze Nail Care System

- Apply Moisture Jubileeee or Nail Radiance Cuticle Treatment around cuticles and fingers.
- Soak in pure acetone (not polish remover) for 10 to 20 minutes.

Drying Time of Kikr

- If Kikr does not dry the product, spray a little closer. Spray one time so that mist covers the nail(s). Kikr may appear wet, but will dry to a high gloss shine. Hold client's hands level and steady while Stikr cures.

Stikr Brush On

For care of Stikr Brush On:

- Always remove dust from nail. Dust will cause brush to become clumpy.
- To remove excess Stikr from brush, swirl brush on the inside funnel of the bottle. Do not wipe brush over the top of the bottle.
- Allow coats of Stikr and Kikr to cure/dry completely before applying another coat of Stikr. If Kikr is wet, it will harden the brush.
- Brushes should not be cleaned. They should be replaced.

Shelf Life of Products

- The shelf life of most our products is one year or more when stored in a cool, dry, dark place.