

- 1. Can I mix and match Glass Glaze and Extreme Powder Glaze products?** Yes. All Backscratchers products in the two lines are chemically compatible.
- 2. Can I fill a Glass Glaze Fiberglass Wrap with Extreme?** Yes you can.
- 3. Can I fill another acrylic system with Extreme?** Results may vary when used with other manufacturers' liquid and powder or other dipping systems. We do not recommend mixing and matching. Use Backscratchers' complete systems for best results.
- 4. Can something be used in place of Glaze Dryer?** Yes, Kikr (activator).
- 5. What is the difference between Stikr, and Base and Finish Glaze?** Base Glaze and Finish Glaze are considered purer resins than Stikr. Base Glaze and Finish Glaze do not have UV protectant in them; Stikr does. Finish Glaze is closer in viscosity to Stikr.
- 6. What is the difference between Base Glaze and Finish Glaze?** Base and Finish Glaze are the same chemical compound. Base Glaze has a thicker viscosity than Finish Glaze. Only one coat of Base Glaze is needed to base the natural nail. When Finish Glaze is applied before and after the Powder Glaze, the nail stays very thin in appearance.
- 7. I've run out of Base Glaze, can I use Finish Glaze instead?** Yes, but Finish Glaze has a thinner viscosity than Base Glaze. Use two coats of Finish Glaze, spraying with Glaze Dryer in between coats to base the natural nail.
- 8. I've run out of Finish Glaze, can I use Base Glaze instead?** Yes, but Base Glaze has a thicker viscosity than Finish Glaze. Use it in thinner coats before and after the powder application. Using Base Glaze with Powder Glaze could make the nail thick. Base Glaze may also cause a cloudy nail and/or bubbles because saturation is not as good as with the Finish Glaze.
- 9. Can Extreme be applied over the natural nail without a tip?** Yes. Prepare nails per instructions. Use Base Glaze on the natural nail, spray with Glaze Dryer. Then apply Finish Glaze, dip into Powder Glaze, apply another coat of Finish Glaze and spray with Glaze Dryer. Buff and apply Glaze Sealer.
- 10. How many nails will Glaze Dryer do?** The 6 oz. size will do hundreds of nails, and the 1.2 oz. will do 40-60 nails.
- 11. How many sets of nails will the Deluxe Kit and the Intro Kit do?** The Deluxe Kit will do approximately 15 to 20 sets, or more. The Intro Kit will do approximately 4-6 sets.
- 12. How does Extreme Powder Glaze compare in strength to Glass Glaze Fiberglass?** It is as strong, however, fiberglass is more flexible.
- 13. My brushes are becoming gummy and hard. Am I doing something wrong?** After spraying with Glaze Dryer, even though the nails may be completely dry, there can still be a chemical vapor flashing off the nail. That chemical flash may make your brush hard. If this happens, DO NOT put your brush back into the bottle. It will contaminate the contents of the bottle. To prevent this from happening, try not to over spray onto other nails. Or, in the case of working on one nail at a time, wipe the nail with a Nail Neat or Neat & Tidy. This way you will not only make sure it is dry, but if there is still chemical flashing off the nail, you will wipe it off the nail. Make sure when you spray Glaze Dryer, that it does not over spray on to any other bottles. Set bottles away when spraying.

Another factor is dust. Anytime you bring up dust on the nail, wipe the nail with something that is lint free (Nail Neats and Neat & Tidy pads work great!). Also, after applying Finish Glaze over the powder, wipe the brush back and forth a few times on something that is lint free (We recommend Salon Placemats with poly-backing for leak proof protection). Don't wipe the brush off on anything that may give off lint, i.e. paper towels, cloth towels, etc. Also, make sure that where you are wiping your brush, there is no filing dust in this area.

Always disassemble your caddy at the end of the day. The product will last longer, won't thicken, and caps won't stick.
- 14. Is there any way to clean the brushes?** We suggest that you replace the brushes.
- 15. The cap is stuck on the bottle. How can I prevent this?** When wiping off excess resin from the brush DO NOT wipe it over the top of the bottle neck (as you might with nail polish). Wipe any excess off on the inside funnel (or neck) of the bottle. Before tightening the cap for storage, wipe off the outside threads of the funnel with a lint free Nail Neat or Neat & Tidy polish remover pad. Also check the inside of bottle cap for excess resin. Always tighten the cap. If it is loose and the bottle tips, there is a gap in the top of the cap where resin can run into it.

16. **Do I need to use a primer of any kind with Extreme Powder Glaze System?** No, we recommend you use Hygienic Elegance to prepare the nail surface before application. Do not use primers or dehydrators of any kind.
17. **How can I prevent lifting with Extreme Powder Glaze?** Always prep nails by washing with Hygienic Elegance. Don't touch the cuticle with resin brush. Keep the product thin around cuticle. Before buffing, take a 240 then a 600 grit file to smooth and blend well around cuticle and nail groove areas. Retail a bottle of Nail Radiance Cuticle Treatment to your client for use every day, underneath nails and around cuticles. Use Stripr Polish Remover to remove nail enamel. Harsh removers will break down product. See notes on Product Rejection.
18. **What do I do if there is lifting around the cuticle?** Don't nip it off. Use a 240 grit file to remove anything that may be lifting. If a fine line appears, use a 600 grit to remove it. Pull 240 grit and 600 grit files in *one* direction. Wash with Hygienic Elegance and dry well to remove excess dust. Continue with re-glaze or re-powder procedure. Use Hygienic Elegance prior to applying the system and Stripr to remove polish. Encourage use of Nail Radiance daily.
19. **What causes the finished nail to look cloudy?** Apply Finish Glaze immediately after dipping into Powder Glaze to prevent cloudiness. If nail doesn't become clear, apply a second coat of Finish Glaze, before spraying with Glaze Dryer. Check to make sure you have clear powder, not white powder.
20. **My powder clumps up on the nail after dipping. What am I doing wrong?** Fluff powder before application. When dipping, bend at first knuckle and *gently* place finger in and out of powder. Too much pressure may cause the Powder Glaze to clump. Too much Finish Glaze on nail may cause powder to clump. After applying a full set of nails, close cover and turn cylinder over to fluff the powder. Try optional Powder Dropper or Nail Dipper.
21. **It looks like there are tiny bubbles under the surface of the product. What do I do?** After you apply Powder Glaze and Finish Glaze, brush on another coat of Finish Glaze over the nail before spraying Glaze Dryer. This brings the bubbles to the surface and they disappear. Bubbles may be caused by shaking resin bottle before application. Do not shake bottle. If too much resin is applied during tip application, and seeps out of the seams, bubbles may occur. Make sure product is dry before filing.
22. **I have a bubble on the end of my nail. Did I do something wrong?** You have applied too much resin to the nail. It is creating a bubble. Before activating, gently touch the end of the nail on our placemat, to pull excess resin off. Then activate with Glaze Dryer.
23. **What is the purpose of putting Base Glaze on the natural nail before applying a tip?** Base Glaze protects the natural nail by creating a non-porous surface over it. If there are any imperfections to the natural nail, any dips or waves, the Base Glaze is a self-leveling resin and will fill in those areas, giving you a smooth surface to work with. In blending a natural colored tip, you will be blending down into product, not into the natural nail. This will protect the natural nail.
24. **Is it okay to double dip in Powder Glaze for extra strength?** Yes, it's fine to double dip, but you will have a thicker nail. You can also reinforce the nail with Glass Glaze Fiberglass Mesh or Shee'er Magic Silk. After you apply Base Glaze (and optional tip) and activate with Glaze Dryer, apply one full strip of fiberglass or silk to the whole nail, trim 1/16" from the cuticle and free edge. Apply Finish Glaze, dip into Powder Glaze, then apply last coat of Finish Glaze and spray with Glaze Dryer.
25. **How do I apply silk or fiberglass to reinforce a natural nail without a tip?** After preparing the natural nail and applying one coat of Base Glaze and spraying with Glaze Dryer, apply one full strip of Glass Glaze Fiberglass Mesh or Shee'er Magic Silk. Trim 1/16" from cuticles and free edge. Apply one coat of Finish Glaze, dip in Powder Glaze, apply a second coat of Finish Glaze and activate with Glaze Dryer. If the nail is not smooth you may need to add another coat of Finish Glaze and then activate. Repeat if necessary. Continue with Step #16 on application instructions.
26. **I am getting stress cracks in the nail. Am I doing something wrong?** Not necessarily. Stress cracks are an indication that the client may need some extra strength and reinforcement. You can achieve this two ways: You can double dip the nail, but you will have a thicker nail if you do this; or you can add a full strip of Glass Glaze Fiberglass Mesh or Shee'er Magic Silk. After applying tip, trim, shape and remove dust. Apply mesh (fiberglass or silk), coat with Finish Glaze, dip in Powder Glaze, apply a second coat of Finish Glaze, and spray with Glaze Dryer. If the nail is not smooth, you may need to add another coat of Finish Glaze and then activate.
27. **After I apply the tip, do I have to buff it or remove the shine from the tip?** No, it's not necessary.
28. **The tip won't stick. What am I doing wrong?** You may have too much resin on the nail. The thicker the resin is applied, the longer it will take to set up. If you have trouble controlling the amount of Base Glaze you are putting on the nail, try Finish Glaze. It is thinner than the Base Glaze and will set up faster.
29. **Is it necessary to blend the tip?** You do not need to blend the Nouveau French White or French Pearl tips. Add more Base Glaze in seam area and spray with Glaze Dryer. This will make the surface even between tip and natural nail. When using Nouveau Natural or Feathertips, some blending is required.

- 30. There is a ledge where my French White tip is on the nail. It caused a dip in the nail bed and I didn't notice it until I was all done. What did I do wrong?** After applying the tip, add a little more Base Glaze in the seam area where the tip is on the natural nail, then spray with Glaze Dryer. The Base Glaze is self leveling and will fill in the area.
- 31. Can Extreme Glaze Sealer be used over polish and how do we remove it?** Extreme Glaze Sealer can be applied once all the nails have been completed. Apply one coat, wait 60 to 90 seconds, then apply polish. Once polish is completely dry, apply another coat of Extreme Glaze Sealer (Extreme Glaze Sealer will not adhere to natural nails). When removing polish, gently buff off Glaze Sealer with a 600 grit file or white block buffer. Remove polish with Stripr Polish Remover and a Nail Neat or Neat & Tidy polish remover pad. Then buff off the first coat of Glaze Sealer.
- 32. I have trouble removing polish after I applied Glaze Sealer.** Glaze Sealer is permanent and cannot be removed with Stripr Polish Remover. Buff Glaze Sealer off gently with a 600 grit file or white block buffer. Remove polish with Stripr. If you put a coat of Glaze Sealer on top of the finished product (before polish), you will need to buff it off before any maintenance application.
- 33. Is there a chance that Glaze Sealer will become thick? If so, is there a thinner for it?** If Extreme Glaze Sealer is exposed to excessive heat over 70° for long periods of time or is exposed to Glaze Dryer, it may thicken. Store in a cool, dry, dark place. Do not leave on manicuring table. Thinners are not recommended. They can diminish the quality of the Glaze Sealer. Nail filings or dust from application may also thicken Glaze Sealer.
- 34. Do I have to use Glaze Sealer? Can I use polish and then use a different topcoat?** We suggest you still use Glaze Sealer on the finished product, then you can polish and use a different topcoat. Glaze Sealer can be used on any artificial nail product. Glaze Sealer does not adhere to wet polish, base or topcoats, or bare natural nails.
- 35. I'm using Glaze Sealer, and it's turning the nail purple. What's happening?** The Glaze Sealer has a UV protectant in it. It picks up the color of light around you; i.e., if you are under florescent lights, the nail may have a bluish/purplish hue to it.
- 36. Does Extreme contain MMA, toluene, formaldehyde or latex?** No, none of our products do.
- 37. Is there an alternative way to apply Powder Glaze to a client who has broken skin?** Yes, the Powder Dropper should be used. The dipping method is not suggested for use with broken skin.
- 38. Will I contaminate the Powder Glaze if I dip a client's finger (that has mold or fungus) into it?** Powder Glaze will not promote bacterial growth. However, do not apply artificial product to anyone who has mold or fungus. It must be treated and cleared up before application.

What will happen if:

I don't use Hygienic Elegance? You will most likely have lifting with the product. Hygienic Elegance is not only an anti-bacterial wash, but it is also our nail prep (or our primer). It pH balances the nails to 5.5 and prepares them to hold the product best. Do not use any primers with Backscratchers systems.

I don't use Nail Radiance Cuticle Treatment daily? You will most likely have lifting at the cuticle, or the natural nail could curl away from the product underneath. Always hydrate with Nail Radiance Cuticle Treatment underneath nails and around cuticles on a daily basis.

I don't use Stripr Polish Remover to remove polish? Other polish removers can be too harsh and damage the system. If you see any chalkiness to the nail or if it gets gummy, this is an indication that the polish remover is damaging Extreme Powder Glaze. Stripr is a gentle polish remover. Use a Nail Neat or Neat & Tidy polish remover pad to remove polish. Saturate it and lay on nail for a few seconds, then rub. Don't use a cotton ball.

I don't use your tips? You may see cracking in the tip, a split down the center of the tip, or the tip could pop off. Use our Nouveau tips or Feather tips.

We recommend that all Backscratchers products are used with Backscratchers systems. All chemicals have been tested and are compatible. Other manufacturers' products could prevent the desired results.

Pink & White Powder Questions:

The white powder is streaking. What am I doing wrong?

- If your brush is not wet enough with resin, it can streak.
- Apply Finish Glaze slowly and lightly over the powder for better absorption. Use the brush with a tapping motion on top of the powder. Do not apply it as you would a polish.
- Application seems easier when the brush is more pliable. The brush may get stiff as a result of contamination (see #13) and as the level of the resin goes down. A stiff brush may cause the powder to streak.

I have tried dipping twice, but the nail is getting thick. Is there a way to prevent this? Apply very thin coats of Finish Glaze. Use Powder Dropper instead of dipping into powder.

There is a purple line left on the nail after I peel off the Fast Form. How can I prevent this from happening? Be sure to peel the Fast Form off before spraying with Glaze Dryer. If you spray with Glaze Dryer before peeling the Fast Form off, it will leave a purple hue.

Product Rejection

Product rejection can happen for a number of reasons:

- Not washing with Hygienic Elegance prior to nail application
- Not using Nail Radiance on a daily basis underneath nails and around cuticles
- Resin touching the cuticle
- Not basing the nail with one coat of Base Glaze and Glaze Dryer
- Body chemistry may not be compatible to products
- Smoking
- Excessive emotional stress
- Above normal doses of Vitamin B
- Some medications
- Hormone drugs
- Pregnancy
- Birth control pills

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 for total customer care are: The Traveler kit (which contains Emergency Stikr Bullet Tube 2 g, Nail Radiance 1/4 oz., 3-Way Mini File & Buffer and an orangewood cuticle pusher, all in a convenient pouch), Stripr Non-Acetone Polish Remover, and Neat & Tidy polish remover pads.

- 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 File & Buffer for at home filing.
- If your client does an at-home polish change, Stripr Polish Remover and Neat & Tidy polish remover pads must be used. Other polish removers may damage, chalk or soften 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 Extreme Powder Glaze System

- Apply Moisture Jubileeee or Nail Radiance Cuticle Treatment around cuticles and fingers, but not on the nails.
- Soak in pure acetone (not polish remover) for 10 to 15 minutes.
- Wipe nails with a Nail Neat soaked in acetone. Re-dip if necessary.

Dry Time for Base and Finish Glaze

- The thicker the resin is applied, the longer it will take to set up and dry. Apply in thin coats.
- Spray Glaze Dryer. Hold 4" to 5" away from nail to activate.

Care of Base and Finish Glaze

- Always remove dust from nail with a lint free Nail Neat or Neat & Tidy polish remover pad. Dust will cause brush to become clumpy.
- To remove excess Base or Finish Glaze from brush, swirl brush on the inside funnel or neck of the bottle. Do not wipe brush over the top of the bottle. Wipe the neck of the bottle with a lint free Nail Neat or Neat & Tidy polish remover pad after use.
- Allow coats of Base or Finish Glaze and Glaze Dryer to cure-dry completely before applying another coat of Base or Finish Glaze. Even though the nails may be completely dry, there can still be a chemical vapor flashing off of the nail. See #13.
- Brushes should not be cleaned; they should be replaced.

Shelf Life of Products

- For best results, use products within one year. Always store products in a cool, dry, dark place. Keep products away from heat, as heat will affect most products.
- Always disassemble your caddy at the end of the day. The product will last longer, it won't thicken, and caps won't stick.

Extra brushes are available in 3-count packages.

Extra Powder Droppers are available in 6-count packages.

Samples of the following products are available upon request:

Fast Forms, Salon Placemats, Neat & Tidy, Nail Radiance, FeatherTips and Nouveau Tips. (Sample products are subject to change without notice.)

For more information or technical assistance call
Backscratchers Salon Systems at 1-800-832-5577 (M-F 8:00 am to 5:00 pm PST)
www.backscratchers.com