

# HALO<sup>®</sup> PRO

*extensions*



## Frequently Asked Questions

### How long will the Extensions last?

The Extensions will need to be moved up every 6-8 weeks depending on your client's hair growth. The hair can be re-applied up to 3 times.

### Are the Extensions human hair?

Yes, the Extensions are 100% Remy Human Hair, meaning all the cuticles are aligned and facing downward in the same direction as the natural hair. This prevents the hair from matting and tangling.

### Can I color the Extensions?

Yes, since the Extensions are 100% Remy Human Hair you can safely deposit color. However, we do not recommend lightening the Extensions. When coloring new Extensions, always shampoo first to allow the color to fully deposit, and perform a test strand to ensure best results. Do not color on top of the Band. Altering the Extensions in any way is done at your own risk.

### Can I use heat tools on the Extensions?

Yes, HALO PRO<sup>®</sup> Extensions are made with 100% Remy Human Hair. It's safe to use a curling iron, flat iron, or any heat tool just as you would on your natural hair. We recommend staying below 360°F.

### Can I use styling products on the Extensions?

We recommend using HALO PRO<sup>®</sup> styling products as they are formulated to work directly with our Extensions. The Flexible Hairspray's lightweight formula will not build up or dry out your Extensions. The Silk Spritz is a heat protectant that will help de-tangle and hydrate your Extensions. Other products may be used, however we cannot guarantee results.

### Does HALO PRO<sup>®</sup> offer different hair textures?

All of our hair is 100% Remy Human Hair which has a slight body wave. The hair can be styled with heat tools to achieve various textures.

### Can I color my client's hair with the Extensions in?

Yes, however do not apply color onto the Bands. Try to schedule your client's color service and re-application in the same appointment. This will allow you to remove your client's Extensions, perform their color service, and re-apply without coloring the Extensions.

# Challenges & Solutions

## My client's Extensions are slipping out?

**Source:** When the Extensions were applied, the client's hair may not have been clarified thoroughly or too much hair was placed between each sandwich. Another cause may be the client is using oil or alcohol based products or applying conditioner to the root of the hair which can cause slippage.

**Solution:** Remove client's Extensions and re-apply, ensuring you are following all of the instructions from the Application Guide on how to prepare Extensions, clarify, re-tab, and re-apply for your client. Educate your client on how to properly wash and care for their Extensions.

## My client's scalp is becoming irritated?

**Source:** Mild itching and soreness is normal within the first few days after application. However, the Extensions may have been placed too close to the scalp or against the direction of the natural hair growth.

**Solution:** If the Extensions were placed too close to the scalp or the hair was over directed onto the Tab, remove the client's Extensions in the area of discomfort. Clarify, re-tab, and re-apply further away from the scalp.

## My client's Extensions are matted and tangled?

**Source:** Your client is not brushing out their Extensions properly or frequently enough. They may also be going to bed with wet Extensions or without pulling hair into a braid or ponytail. Your client may not be using quality products on their Extensions.

**Solution:** Gently brush out your client's Extensions, taking small sections starting from the nape. Follow with a deep conditioning treatment. Educate your client on how to properly care for their Extensions at home. Recommend a detangler.

## My client's Extensions are feeling dry and damaged?

**Source:** Your client may be using excess heat on their Extensions. They also may not be using salon quality products to wash and maintain their Extensions.

**Solution:** Offer your client a deep conditioning treatment and style their hair with products that will keep their Extensions hydrated and soft. Recommend these products for the clients to use at home as well.

## My client has residue in their hair after removal?

**Source:** The adhesive has begun to breakdown in the hair.

**Solution:** Use the HALO PRO® Remover and a fine tooth comb to remove an excess residue. Wash with a clarifying shampoo. Be sure to schedule your client's re-application appointments no more than 8 weeks out to avoid this issue.

## During removal, my client's hair is coming out.

**Source:** Since your client's Extensions have been attached for multiple weeks, their natural hair shed has been caught in the Tabs. Upon removal, this hair will be removed with the Extension, this is completely normal.

**Solution:** Inform your client that their hair is not being pulled out. Gently comb out each section to remove all shedding and follow with a clarifying shampoo and conditioning treatment.

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