

Q What is Keratin Complex Natural Keratin Smoothing Treatment?

A NKST is a professional keratin treatment that penetrates the cuticle to reduce frizz and curl. It repairs damage, making the hair smoother, more manageable and healthier-looking with each treatment, and blocks the effects of humidity to prevent frizz. It also cuts styling time and allows for easier blow-drying. Results last up to five months.

Q How much time should be allotted for each client?

A Appointment time should be determined on an individual basis. It is recommended that you consult with each client by asking about their hair length, type and texture prior to scheduling an appointment. As a general rule, please allow a two- to three-hour window.

Q What results can be expected after the treatment?

A The hair will be more manageable and styling time will be reduced. The hair will be noticeably softer, smoother and healthier-looking.

Q When is the best time for color services to be performed in conjunction with the treatment?

A A great time to have the treatment done is directly after a color service. The treatment will seal and extend the life of the color, making it appear more vibrant.

Q How should the treatment application be adjusted when applied to chemically treated, relaxed or straightened hair?

A We recommend waiting two weeks between any chemical services. Adjust iron temperature based on hair type as described in instructions and refer to page 10 for instructions on using Keratin Complex Smoothing Therapy treatments on highly processed or chemically damaged hair.

Q How many days after NKST application can hair get wet or be shampooed?

A The client must wait at least 72 hours before getting the hair wet or using traditional shampoo. During this 72-hour period, the client may use Keratin Complex Volumizing Dry Shampoo Lift Powder to absorb excess oil from the scalp and refresh the hair.

Q Can the hair be pulled back or clipped up during the 72-hour waiting period?

A No. Using hair bands or clips may leave lasting impressions on the hair.

Q What should be done if the hair gets wet during the 72-hour waiting period after NKST?

A The client should blow-dry and flat iron with low to medium heat as soon as possible.

Q What kind of shampoo and conditioner should be used on hair treated with NKST or NKST for Blonde Hair?

A Keratin Complex Keratin Care Shampoo and Conditioner (free of sodium chloride), Keratin Color Care Shampoo and Conditioner (free of sodium chloride and sulfates), Blondeshell Shampoo and Conditioner (free of sodium chloride, sulfates and parabens) or Timeless Color Shampoo and Conditioner (free of sodium chloride, sulfates and parabens.)

Q Do well water and/or water softeners affect the treatment?

A Yes. If either contains salt, they may have a minimal effect on the treatment. We recommend a filtration system that can be attached to the showerhead to eliminate salt at the source. Utilizing the appropriate aftercare products will help to protect and extend treatment results.

Q Is the treatment reapplication done on the entire head or just on the new growth?

A The reapplication should be done on the entire head.

Q How long will the results last?

A NKST and NKST for Blonde Hair results last up to five months. Treatment longevity is dependent on the client's lifestyle, maintenance and adherence to all aftercare instructions.

Q Should the hair be cut before or after the treatment?

A We recommend that hair be cut after the treatment, as it will have a smoother texture and may lie differently.

Q Can NKST be applied to hair that has been treated with henna or metallic dyes?

A It is not recommended that any Smoothing Therapy treatment be performed on hair that has been treated with henna or other metallic dyes, as they can create a coating that prevents the treatment from properly penetrating the hair shaft.

Q Can the treatment be done on pregnant or nursing women?

A As with any chemical service, pregnant or nursing women should seek the advice of their physician before use.