



SALON XTENSIONS

CLIENT SUCCESS & RETENTION

PRO MANUAL



**CONSULTATION,
PREPARATION,
MAINTAINENCE &
REPAIR GUIDE**



UNDERSTANDING THE SALONX DIFFERENCE

Salon Xtensions stands apart by prioritizing the health of the donor, the hair extension, and the client. Our Luxe Organic and Elite Vegan Collections feature virgin, single-donor hair with full, healthy cuticles. While this premium hair requires different handling than other brands, the health benefits it provides are unparalleled.

By understanding these unique qualities, stylists can better care for the extensions and offer clients exceptional results. We encourage every stylist to read through this pro manual carefully, as it contains essential information on handling our hair. If you have any questions, please feel free to call us. Your clients will thank you!



HAIR ESSENTIALS

Hair care is a journey that begins well before your client enters the salon and continues long after they leave. As a professional stylist, your expertise plays a crucial role in establishing the foundation for your client's hair health and the longevity of their extensions. By utilizing the right blend of techniques, products, and pre-post care routines, you can protect the integrity of your client's natural hair while ensuring their extensions remain flawless over time.

This guide provides the essential steps for both stylists and clients to maintain natural hair and extensions, from the initial consultation to at-home care. It also includes troubleshooting references, common issues, and effective solutions. Use this professional manual as your go-to resource for expert guidance.



INITIAL CONSULTATION

Meeting Of The Minds

As a stylist, gathering health background information from clients is crucial for achieving the best hair extension results. Factors like allergies, scalp conditions, or hair sensitivities help determine the safest and most effective extension line and products.

A thorough consultation, considering details like these, not only ensures the healthiest, longest-lasting outcome but also builds client confidence in your expertise. This personalized approach shows your dedication to their hair's well-being, fostering trust and satisfaction.



NOW YOU'RE READY TO ORDER HAIR

After your comprehensive consultation, you've found the ideal color match and hair extension line—now it's time to order from Salon Xtensions! Log in to your pro account on our website. Always choose the closest shade to your client's natural color, avoiding the need to color, tone, or lift. Remember, the less processing done in the salon, the better for the hair's integrity. With over 75 shades between our two color rings, you'll find a near-perfect match without extra processing. We've expertly pre-colored the hair in a controlled environment, saving you both time and money.

For length, add an extra inch or two for blending and trimming. When scheduling the initial install, always book at least two weeks out to allow for your hair order to process and ship. This timeframe not only ensures smooth preparation but also demonstrates your professional, thoughtful approach, building trust with your clients. Tip: Don't forget to ask the client for a non-refundable deposit, typically equal to the cost of the hair, to secure the install appointment. This will greatly reduce no shows.



INSTALLATION DAY PREPARATION

For a seamless hair extension installation, stylists need the following essentials:

1. **Clean Work Area:** Ensure a sanitized space with organized tools.
2. **Consultation Notes:** Review client's hair type, goals, and health history.
3. **Extensions & Tools:** Have prepped hair extensions, color-matched and ready. Include clips, combs, brushes, Salon Xtensions Boar Bristle brush, sectioning tools, and protective mat.
4. **Installation Kit:** Include beads, thread, needles, pliers, adhesive, or tapes, as per method.
5. **Water Preparation:** Test the salon water's pH and confirm water filters are changed, providing pH-neutral output.
6. **Styling Tools:** Flat iron, curling wand, scissors, and thinning shears.
7. **Aftercare Products:** Have approved Salon Xtensions hair care products like K18, Amika, Malibu C, Brazilian Blowout, Iles Formula, or Bhave for post-installation guidance.

Ensure everything is within reach for a smooth installation.



HAIR EXTENSION PREP

PRE-WASH OR NOT

Pre-washing hair extensions before an installation appointment is highly recommended for the best results. This step removes any residue from manufacturing, shipping, or handling, ensuring the extensions are clean and ready for installation. Pre-washing with a clarifying shampoo and conditioner helps eliminate any oils, dirt, or product build-up, allowing for better adhesion and longevity of the bonds.

We also highly recommend that the client's hair be pre-washed with a detox shampoo to ensure optimal bonding and cleanliness. Using a clarifying shampoo ensures that both the extensions and natural hair are thoroughly cleansed, leaving no residue that could affect the installation process. Proper conditioning afterward keeps the extensions moisturized, preventing dryness or tangling. Make sure the hair extensions are fully dry, especially around the bonds, to avoid slippage or improper attachment during installation. Pre-washing not only enhances the extension's natural look and feel but also provides the client with a more seamless, longer-lasting experience.



INSTALLATION PROCESS



PLACEMENTS

SHAPE OF THE HEAD

Proper hair extension placement is crucial for a natural look, comfort, and longevity. It ensures seamless blending with natural hair, prevents damage, and allows for versatile styling. Correct placement also maintains hair health, avoiding tension and breakage, resulting in a flawless, beautiful finish that compliments each client's unique hair pattern.



STITCHING

EVEN DOES IT

Even-uniform hair extension stitching ensures a smooth, natural look by maintaining consistent spacing throughout each row. This technique prevents gaps, reduces tension, and eliminates bulging at the ends, resulting in a seamless blend that lays flat against the scalp for maximum comfort and durability.



BLENDING

WHAT EXTENSIONS?

Proper blending ensures a seamless transition between the client's hair and extensions, making them undetectable. Face framing tailored to the client's unique shape enhances this natural look, creating a flawless, discrete appearance that blends effortlessly for the most realistic results.

POST CARE OVERVIEW



For a consistent and effective home care routine, start by installing your Jolie showerhead water filter. This crucial step ensures that hard water contaminants, which can damage both your natural hair and extensions, are filtered out. You should shampoo and condition your hair and extensions no more than 2-3 times per week, depending on your activity level. Use warm water for shampooing and always rinse your conditioner with cool or cold water to help close and smooth the cuticles. If you're active, especially if you go to the gym or swim, shampooing twice before conditioning is essential to thoroughly cleanse your hair.

Incorporating a detox or chelating treatment into your weekly regimen is highly recommended. K18 or Malibu C detox shampoos are excellent for removing environmental pollutants and product buildup from both your natural hair and extensions. **DO NOT MIX BRANDS OF DETOX SHAMPOOS.** Use one of the brand options above and stick with that brand all the way through the process. These detox treatments should be used **at least once per week** to keep the hair shafts and cuticles clean and free from impurities. After detox, always condition and apply a mask. Always apply a heat protectant like Wow before blow-drying or using any hot tools to style your hair, as it helps prevent heat damage and keeps your hair looking healthy and smooth.

When brushing your hair extensions, be mindful to start from the ends and work your way up to the roots, holding onto the bonds with your other hand to avoid loosening or damaging them. Always use the matching shampoo and conditioner for your products, as mixing brands can lead to chemical reactions that counteract the benefits of each product. Consistency in your care routine, combined with the right tools and treatments, will help maintain the longevity and quality of your hair extensions.

RECOMMENDED MAINTENANCE SHAMPOOS

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RECOMMENDED MAINTENANCE CONDITIONERS

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RECOMMENDED MAINTENANCE MASKS

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RECOMMENDED OILS

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RECOMMENDED HEAT PROTECTANTS

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POST CARE



WATER FILTER

Using a showerhead water filter, like the Jolie showerhead, removes hard minerals that cause dryness and buildup on hair extensions. This helps maintain softness, manageability, and longevity, ensuring extensions stay healthy and vibrant. SalonX recommends it for optimal hair care.



SHAMPOO

Using the right shampoo is crucial for hair extensions' health. Wash only 2-3 times per week to prevent dryness. SalonX recommends pro brands like K18, Amika Normcore, Malibu C, BHave, and Iles Formula for nourishing care and maintaining your extensions' softness, shine, and longevity.



CONDITIONER

Using the right conditioner with matching shampoo ensures balanced care for hair extensions. Avoid mixing brands, as different formulas may counteract. Always condition after shampooing. SalonX recommends K18, Amika Normcore, Malibu C, BHave, and Iles Formula for optimal extension health and shine.



MASK

Using the right hair mask weekly is essential for nourishing and maintaining hair extensions' strength and softness. It helps restore moisture and repair damage. SalonX recommends pro brands like K18, Amika Normcore, Malibu C, BHave, and Iles Formula for deep conditioning and ensuring your extensions stay healthy and vibrant.



POST CARE



HEAT PROTECTANT

Using a heat protectant is crucial to shield hair from damage caused by hot tools. It minimizes breakage, split ends, and dryness. Always keep heat below 375°F to maintain hair health. SalonX recommends the WOW brand for optimal protection, ensuring your hair stays strong and vibrant.



OIL

Daily use of hair oil, like K18, is essential for hair extensions. It nourishes, prevents dryness, and reduces tangling, especially at the ends. Just 3-5 drops of this dry oil provide lasting moisture without weighing hair down, ensuring extensions stay smooth, healthy, and shiny.



BRUSH

Using a boar bristle brush designed for hair extensions, like SalonX's travel-size brush, is crucial for maintaining smooth, tangle-free hair. Brushing from bottom to top 3-4 times daily keeps extensions clean, distributes natural oils, and prevents matting, ensuring a polished, healthy look on the go.



SLEEPING-BEACH-POOL

Always put hair in a topknot when swimming, sleeping, or at the beach to prevent tangling and damage. Rinse off chlorine or salt immediately. Use a detox shampoo, conditioner, and deep mask afterward to restore pH and maintain hair health, ensuring long-lasting and beautiful hair extensions. Never sleep with wet hair.

POSTCARE MINDSET



Consistency

1

REGIMEN SCHEDULE

Consistency with your hair extension regimen reduces maintenance time, keeps extensions looking fresh, and prevents damage, ensuring longer-lasting, beautiful results with minimal effort.



Discipline

2

A DAILY ROUTINE

A daily hair extension routine forms a healthy habit, making care effortless and second nature, ensuring your extensions stay flawless and last longer.



Follow Ups

3

PRO ADJUSTMENTS

Timely maintenance appointments every 6-8 weeks are crucial for hair extension health. A trim of the bio hair and extensions may be necessary to retain a natural fall and flow.



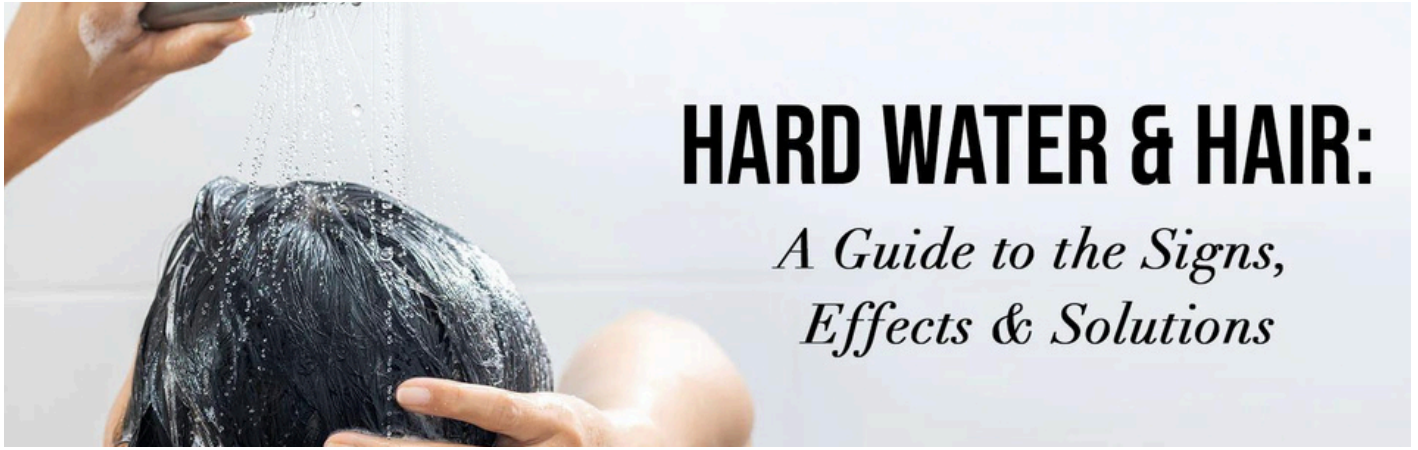


TROUBLE SHOOTING

At times, even with the highest quality human hair extensions, challenges can arise. While these occurrences are rare, it's important to acknowledge that no hair extension process is entirely without the potential for issues. By diligently following all the recommended care regimens, you can significantly reduce the likelihood of problems, but even then, challenges may still occasionally present themselves. When this happens, the most crucial thing is to maintain your composure and confidence.

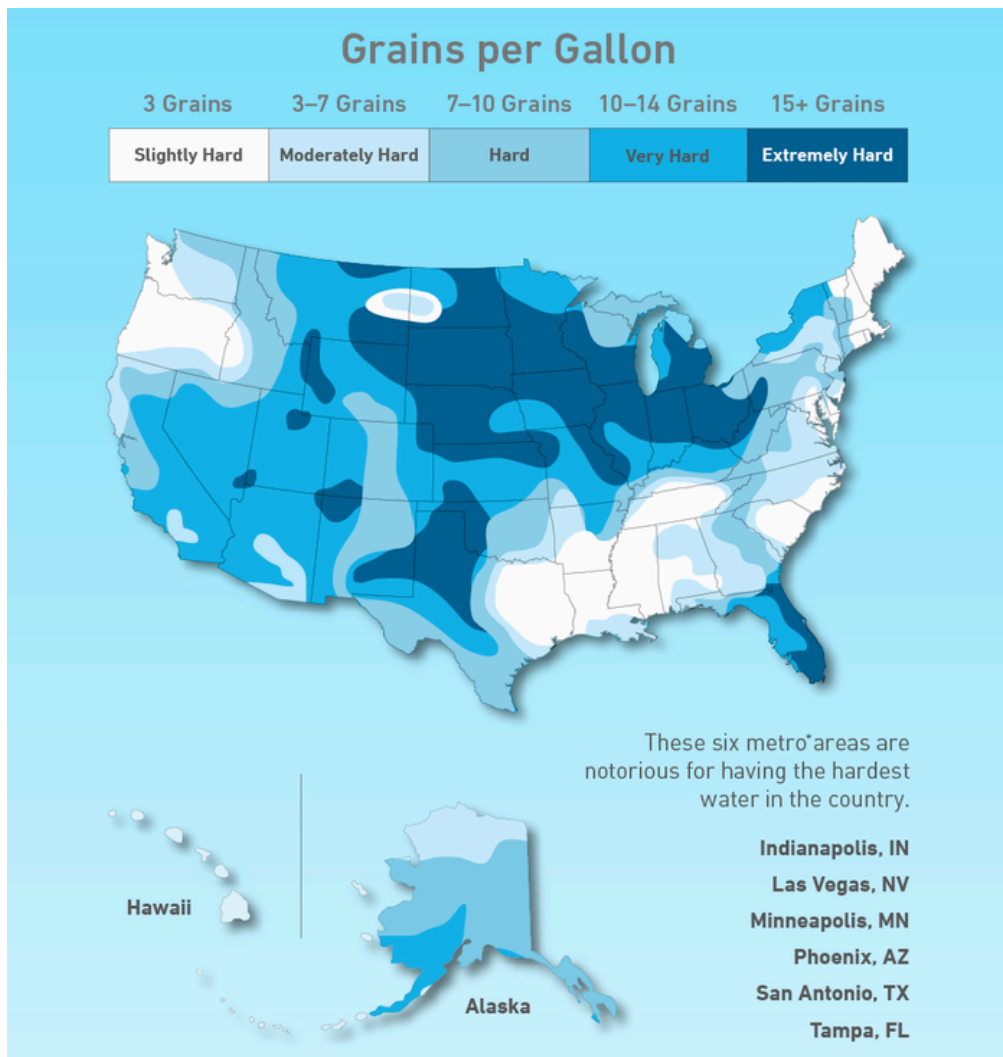
Firstly, do not panic. Remember that most hair extension concerns are 98% repairable, and maintaining a positive, calm, and professional demeanor is key to reassuring your client. Listen carefully to their concerns, as they may be feeling frustrated or upset, which is understandable given the significant investment they've made in their hair. Approach the situation with empathy, and let your client know that you are there to help find a solution.

Our team of experts is always available to support you in these situations. We pride ourselves on offering comprehensive assistance to ensure that any issues are promptly addressed and resolved. By maintaining clear communication, demonstrating your expertise, and providing timely solutions, you'll not only handle the problem effectively but also strengthen the client's trust in your professionalism and commitment to their satisfaction. Below you will find the most common issues and their respective solutions to help guide you through any challenges you may encounter.



HARD WATER & HAIR:

*A Guide to the Signs,
Effects & Solutions*



Did you know that the majority of U.S. households have hard water? As shown in the graphic image above, hard water is a widespread issue, affecting hair health in many homes. **It's the #1 culprit** behind color fades, tangling, and matting of both hair extensions and your natural hair, making it unmanageable. The minerals in hard water, such as calcium and magnesium, can build up on top of hair strands, leading to dryness, dullness, and difficulty in managing your hair. This buildup not only affects the longevity and vibrancy of your hair extensions but also impacts your own hair's overall health and appearance.

JOLIE FILTER



Improves
skin & hair



Filters chlorine & other
contaminants

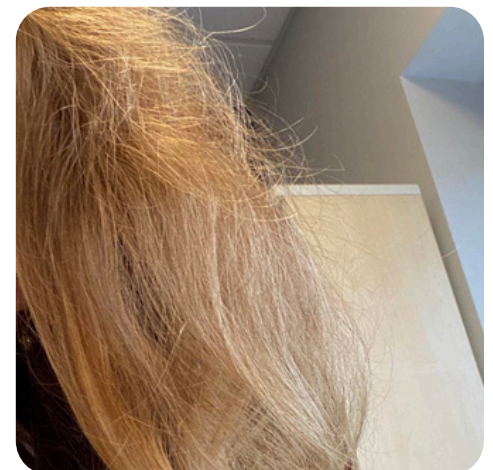
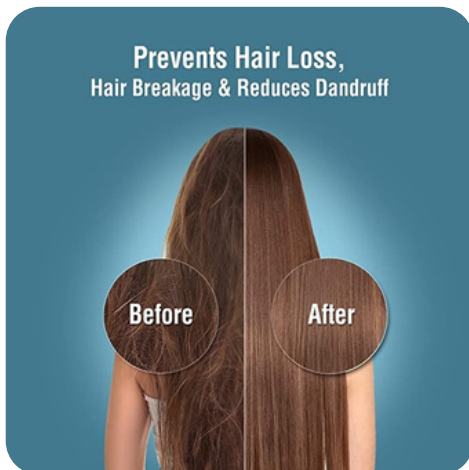
Salon Xtensions highly recommends the Jolie Showerhead Water Filter to protect your hair extensions. Scientifically proven to remove hard water contaminants, it ensures your extensions stay vibrant and healthy.

Key Contaminants Removed:

- Chlorine: Strips natural oils, causing dryness and dullness.
- Heavy Metals (Lead, Mercury, Copper): Leads to breakage and unwanted color changes, like brassiness.
- Calcium & Magnesium: Creates buildup, making hair stiff and tangled.
- Iron: Causes discoloration and dryness, especially on lighter extensions.
- Chloramine: Affects moisture, leading to brittleness.
- Sediment & Rust: Makes extensions rough and lifeless.
- Algae & Bacteria: Prevents scalp irritation and itching.

Using the Jolie filter helps maintain the softness, shine, and longevity of your Salon Xtensions, making it an essential tool for healthy, beautiful hair extensions. Salon Xtensions is not endorsed by any of the brands that are mentioned in this manual.

THE SIGNS



THIS DAMAGE BECOMES VISIBLE BETWEEN 4-8 WEEKS AFTER INSTALLATION

Hard water slowly coats hair with calcium, magnesium and other dissolved minerals, forming a barrier that blocks essential oils and nutrients. This buildup prevents hydration, leading to dryness, dullness, color fade, and brittleness despite regular shampooing and conditioning. Without a weekly detox process, these minerals remain, causing hair to become increasingly unmanageable and lifeless. Thankfully, with the right treatment, this damage is completely repairable, restoring hair's softness, shine, and manageability.

REPAIR GUIDE



Repairing Damaged Hair Extensions: Step-by-Step Guide

Hair extensions are a beautiful investment, and proper care is essential to maintaining their longevity. If you notice signs of damage—such as dryness, tangling, shedding, or loss of shine—it’s crucial to act immediately to prevent further wear and restore their health. Below is a step-by-step guide on how to repair your extensions, emphasizing the importance of sticking with the same brand and formulas throughout the process for consistent results. Once repaired, you can resume the standard maintenance regimen mentioned earlier to maintain long-term health.

Step 1: Assess the Damage

Begin by thoroughly examining your hair extensions. Look for visible signs of damage like split ends, dryness, loss of elasticity, or color fading. Identify which areas of the extensions are most affected—this will help focus your repair efforts.

Step 2: Clarify or Detox the Extensions

Start the repair process by washing your extensions with a clarifying or detox shampoo to remove product buildup, dirt, and contaminants that can weigh the hair down. Sometimes, you may need to repeat this step multiple times, especially if you see signs of discoloration or fading from the original color. If the color starts to return toward its original shade, that’s a good sign—this means the contaminants are sitting on top of the cuticle and haven’t penetrated into the cortex. This increases your chances of fully restoring the hair to its original health, just like when you received them from Salon Xtensions.

DO NOT MIX BRANDS OF DETOX SHAMPOOS. YOU COULD CREATE AN ADVERSE CHEMICAL REACTION THAT WILL SEVERELY DAMAGE THE HAIR.

REPAIR GUIDE



Step 3: Apply a Deep Conditioning Treatment

Once the extensions are fully cleansed, apply a deep conditioning treatment from the same product line as your extensions. Look for formulas specifically designed to repair and restore damaged hair, such as those rich in natural proteins, keratin, or amino acids. Coat the extensions generously, paying extra attention to the damaged areas.

Leave the treatment in for 10-20 minutes, following product instructions, to allow maximum absorption.

Step 4: Gently Detangle and Rinse

After the treatment has set, gently detangle the extensions using a wide-tooth comb or a brush designed for extensions, such as the Salon Xtensions Boar Bristle Brush. Rinse the extensions thoroughly with cool or lukewarm water to seal the cuticle and lock in moisture. Avoid hot water, as it can further dry out and weaken the extensions.

Step 5: Apply a Leave-In Treatment or Hair Oil

Once rinsed, towel-dry the extensions carefully and apply a leave-in treatment or hair oil from the same product line. Use nourishing products like argan oil or natural silicone-based treatments to provide extra moisture and protection. Focus on the ends and avoid using too much product, which can weigh the extensions down.

REPAIR GUIDE



Step 6: Heat Protection & Low-Heat Styling

If you use heat styling tools, always apply a heat protectant from the same product line while the hair is still damp. Set tools to the lowest heat setting possible to avoid further damage- not to exceed 375 degrees Fahrenheit.

Step 7: Trim the Ends

If there are split ends or extensive breakage, it may be necessary to trim the ends of your extensions. This will prevent the damage from spreading up the hair shaft. Consult your stylist for a professional trim if needed.

Step 8: Follow Up With Regular Maintenance

After the extensions are repaired, return to your regular maintenance regimen. This includes washing with gentle, sulfate-free shampoos, regular conditioning, and using proper tools and techniques for brushing and protecting the extensions. Stick with the same brand and formulas for consistent results, avoiding mixing different products that could cause further damage.

REPAIR GUIDE



Pro Tip: Scheduled Follow-Up

Continue to monitor your extensions' health, and schedule regular maintenance appointments every 6-7 weeks to catch any potential issues early and keep your extensions looking beautiful long-term. By following these repair steps, you'll restore your hair extensions' vitality and bring them back to the state they were in when you first received them from Salon Xtensions. Regularly assessing and addressing any issues early ensures that your extensions stay healthy, vibrant, and long-lasting.

RECOMMENDED CHELATING-DETOX PRODUCTS



All of the products recommended within this manual are intended to be used in conjunction within the same brand. These are options, not steps. Do not mix brands of detox shampoos, maintenance shampoos, conditioners or masks.

RECAP



- **Preventative Hair Care is Key:** A proactive hair care routine is essential for maintaining the health and longevity of your hair extensions and natural hair.
- **Protects Your Investment:** Proper care helps protect the investment you've made in high-quality extensions, ensuring they stay beautiful and damage-free for longer.
- **Strengthens Natural Hair:** Consistent care routines enhance the health of your natural hair, providing a stronger base for extensions and reducing the risk of damage or breakage.
- **Right Products, Right Results:** Using the right products is crucial. Hair care products specifically formulated for extensions help maintain the integrity of both your bio hair and the extensions themselves.
- **Proper Application Matters:** It's not just about the products you use but also how you use them. Following the correct application techniques ensures that your extensions stay in place and look their best.
- **Customized Care:** Tailoring your hair care routine to suit your specific extensions type and your natural hair needs will optimize the results and promote a healthier grow-out process.
- **Consistency is Key:** Regular maintenance and follow-up appointments every 6-7 weeks are essential for a successful extension journey, helping to prevent tangling, matting, and other common issues.
- **Water Quality:** Ensure that the water used for washing extensions is pH-neutral by using high-quality filters like the Jolie showerhead filter to protect against contaminants that can damage hair.
- **Approved Hair Care Products:** Stick to approved product lines like K18, Amika Normcore, Iles Formula, BHave, and Malibu C for best results, using matched shampoo and conditioner sets to maintain formula consistency.
- **Longevity and Shine:** Preventative hair care keeps extensions looking shiny, smooth, and natural, extending their lifespan and maximizing their appearance.



SALON XTENSIONS

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