

# JoBaz Hair Colour Remover

## Professional FAQs

### **Q) What are the benefits of using JoBaz Hair Colour Remover compared to our normal process?**

A) There are various salon products available that strip, lighten or remove synthetic pigments. The benefit of using JoBaz HCR is that as a non-ammonia, non-bleaching treatment it shrinks the synthetic pigments without affecting the hairs natural pigments. Some products, bleach for example, break down both the natural and synthetic pigments which can leave the hair dry, porous and brittle.

### **Q) What situations would I use Hair Colour Remover rather than traditional stripping?**

A) All oxidative synthetic dye molecule situations, when just the artificial pigment needs to be rinsed away without affecting the hairs natural pigments. Why ever harsh strip again?!

### **Q) What Dyes are best to use after using the HCR**

A) HCR allows you the freedom to use semi, demi, quasi and permanent tint after use. Leaving you the professional the freedom to evaluate the client's needs before treatment and advise him/her the best colour action to take.

### **Q) What results should I expect?**

A) The result depends on the previous tints or bleach application that the hair has received in the past. For example, if the previous tint lightened the hairs natural pigment before infusing the synthetic pigment, then as the molecules are rinsed away the hair will go back to its natural pigment but in its lightened state.

### **Q) Can I recolour immediately after using HCR?**

A) Yes, Immediately. Ensure the hair is well rinsed.

### **Q) How many HCR applications can I use in one session?**

A) Whilst one application is usually sufficient it is possible to use HCR up to three times in circumstances where there is a build-up of synthetic pigments due to tint on top of tint.

### **Q) Will it remove Bright Colours like Pink and Blue? If not what is the answer?**

A) As long as they are oxidative synthetic pigments HCR will remove pink and blue, it may be necessary to apply a second or third application. HCR is not advised for non-oxidative pigments, however some non-oxidative semi pigments may lift, altering the shade but as a professional you may not be able to control the result. Strand testing would be advised as possibly traditional methods may be more suitable in this situation.

### **Q) Does it work on ethnic hair?**

A) Yes it will remove synthetic pigments from ethnic hair, however if the hair has been lightened it will take the hair colour back to the lightened natural pigment.

### **Q) Do I need to carry out a skin test beforehand?**

A) Yes, we always recommend skin testing

### **Q) Should I carry out a strand test before using?**

A) Strand testing will determine the result expected, allowing professional consultation evaluation.

### **Q) How soon can I re-colour my client's hair after using Hair Colour Remover?**

A) Immediately, due to the Buffer step (Part C) the hair is left at a suitable pH level for safe re-colouring. There are several factors however which come into play that can dictate how well the next colour application develops. If the previous hair colour application (or applications) have made the hair porous, this will become evident after using Hair Colour Remover. If you wish to apply a new colour application to porous hair, always select a semi-permanent product and apply to wet hair, checking the colour's development every few minutes. Porous hair will grab colour faster. To achieve the best results after using Hair Colour Remover, re-colour with a Level 1 temporary hair colour in the desired shade, and rest the hair for several weeks before applying the permanent alternative/variant. This allows the porosity in the hair to normalise and take permanent colour evenly.

### **Q) My client wants me to correct and recolour their hair. Can I use Hair Colour Remover to rid this unwanted dark colour and then re-do their usual highlights immediately afterwards?**

A) Absolutely. Once you have removed their unwanted dark colour you can immediately re-highlight their hair as you would normally.

### **Q) The ends of the hair have now gone very blonde – has Hair Colour Remover bleached the hair? My client has not had highlights for over a year**

A) Hair Colour Remover hasn't bleached the hair, even though your client hasn't had highlights in over a year, the evidence of them is still present. Hair Colour Remover has simply revealed this old hair. If you want to tone down the blonde ends, apply a semi-permanent hair colour 2 shades lighter than the natural (or re-growth) colour and apply to the blonde areas only. The result will be a soft version of their natural colour.

### **Q) My Client doesn't mind their blonde colour, but they don't like the tone. Can I use JoBaz hair colour remover?**

A) Try a tonal cleansing with Hair Colour Remover. With this method, you mix the product but only apply 1/3 of an application to damp hair. Comb the product through and develop for 10 minutes and rinse and buffer the hair just as instructed (for regular colour removal). This method of Hair Colour Remover removal is very weak but ideal for removing unwanted tone in blonde hair.

### **Q) My Client's hair is very dry. Will using Hair Colour Remover make it worse and can I re-colour their hair immediately afterwards?**

A) Hair Colour Remover won't make the hair condition (necessarily) any worse, but it won't make it any better either. You can use Hair Colour Remover but do not apply a permanent colour immediately afterwards. You need to rest the hair. Instead opt for a level 1 temporary 6 wash colourant (which contains no peroxide or ammonia) and use this in your client's hair for 4 weeks. Have them give the hair frequent conditioning treatments too. If after 4 weeks the hair feels in better condition you can upgrade the level 1 temporary colour to a level 2 or 3 permanent or semi-permanent colour. If you do apply a permanent hair colour to dry, porous hair the result may well be darker and more intense than desired and it could require another colour removal application, so always rest the hair and get that condition back.

**Q) Can my client have a perm or straightening on the same day I have used Hair Colour Remover on their hair?**

A) In theory they can (if you haven't re-coloured the hair afterwards). The After Treatment Buffer will leave the hair at a suitable pH to take a perm or straightening satisfactorily. However, both perms and straightening treatments are very stressful to the hair. It is advisable you wait at least two weeks before you undertake them after using Hair Colour Remover.

**Q) I used Hair Colour Remover to remove a black hair colourant and bring back the original blonde shade but although the hair is no longer black, it's still very dark. What can I do?**

A) Firstly, very dark colours may require more than one Hair Colour Remover application as there is a great deal of artificial pigment which needs to be removed. Secondly the cuticle of bleached blonde or porous hair can stain if a black colourant is laid onto it. In severe cases this staining can prove impossible to remove. Unfortunately, you can only judge how much staining has occurred and how much pigment can actually be removed by conducting a maximum of three Hair Colour Remover applications. After this, if dark staining is still present it may be necessary to grow the colour out or undergo a bleaching treatment.

**Q) I followed the instructions exactly, but the brown hair colour I was trying to remove is still on the ends of my client's hair.**

A) This sounds like colour build up. When a permanent hair colour has been overlaid on the hair with multiple applications it can take longer to remove. You may want to try Hair Colour Remover on the ends only (processing to the full 60 minutes). Alternatively, if the dark colour is only on the very ends (the last inch or so) it is far easier to not apply another Colour removal – but instead just cut the old colour out.

**Q) I have now used Hair Colour Remover twice on brown hair and the ginger tone is very evident. How can I remedy this?**

A). When brown hair is subjected to the peroxide in lightening colourants it too will lighten and reveal a great deal of warmth. Because the hair was lightened that warm colour you are seeing is actually the natural hair colour pigment. To remedy, you need to apply a hair colourant which is the same shade as the (original) natural colour. Because this will be darker (as the hair was previously lightened) it will cover the exposed warm pigment. Alternatively – try a semi-permanent shade the same depth as the exposed colour – but with ash tone. This may neutralise out the unwanted warmth you can currently see.

**Q) I have re-coloured the hair after using Hair Colour Remover and it has again gone to a really dark unwanted hair colour – why has this happened and can I correct it?**

A) The good news is you can use Hair Colour Remover again. Ensure you rinse for 20 minutes (rather than the suggested time) and DO NOT use a permanent hair colour to re-colour the hair after Hair Colour Remover. Opt for a level 1 six wash temporary colourant. You must rest the hair and you need to establish exactly what shade works for your client before committing to a permanent product. Firstly, did you rinse Hair Colour Remover from the hair (for the instructed time) and use the Buffer? If not, it's possible the original artificial colour molecules were left in the hair. Therefore, when you re-coloured the peroxide in the new application also re-oxidized (expanded) the old colour molecules – making the hair colour look darker than you desired. Secondly, another possibility is the hair is either porous (which causes the hair colour result to appear dark and flat) or you are selecting colours which are too dark for your client's preference.

**Q) Why have semi-permanent and temporary colours been suggested so much for re-colouring after using Hair Colour Remover?**

A) When changing a hair colour you need to be 100% certain your client is happy with the shade you have selected. Many permanent colours give hard, dramatic results – if your client is not happy with these results you will need to undertake a colour correction (using Hair Colour Remover) to rid them. Subsequently continually re-colouring the hair will weaken it and eventually cause damage. Semi-permanent colours give a reasonably long lasting result but contain less of the strong chemical found in their permanent counterparts. After a colour correction it's far better to use these types of colourants as you will obtain a good result which fades slowly over time. If your client likes the colour result they have obtained with a semi-permanent you can simply graduate them onto the brand's permanent (Level 3) version – to receive exactly the same results but 100% permanent, 6 wash temporary colours (known as 1 bottle/Level 1 colourants) should be used to give colour to hair that needs 'resting'. These 'wash in' colourants contain no harsh chemicals (so hair needs re-colouring every six washes). If the hair feels particularly dry after colour correcting, simply use a temporary colour until the condition has returned and re-colour using a semi-permanent (level 2) or permanent (level 3) product. Usually a month is a good time to rest hair.

**Q) I have applied Hair Colour Remover and it has made absolutely no difference to the coloured hair. There has just been some degree of removal at the roots.**

A) Although not exclusively the case, this can occur due to product build up on the cuticle or silicone damage from previous products and colourants. If the hair is coated in heavy conditioners, waxes, shampoo residues and styling aids Hair Colour Remover simply cannot penetrate the cuticle and get to the artificial colour molecules. This is why it's always advisable to have your client wash their hair several times with a build-up removing shampoo prior to you applying Hair Colour Remover to dry hair. The other reason lack of removal occurs is due to silicone damage. Although many hair products and colourants use silicones these are (in general) completely harmless to the hair. However, if the hair is regularly subjected to heated appliances such as tongs and irons over 230 degrees the silicone can reach boiling point and melt. The silicone then re-hardens and encases the hair in a plastic shell. Hair which has suffered silicone damage has a flat, synthetic shine appearance and commonly the ends will be fluffy or frizzy. Unfortunately there is nothing which can remove this silicone and the effected hair has to be grown out. To avoid this happening in the future, your client should not use high temperature heats on products which claim to be 'anti fade', 'fade resistant', 'water proof', 'shine enhanced' or 'colour locking'. All of these phrases pertain to use of silicone. In general they give great results but you must not use incredibly high heats on or above 230 degrees in conjunction with them.