

TECHNICAL HOTLINE
0845 034 0885

For more independent advice
we recommend you refer to:

www.colourwell-colourwise.eu

www.thefactsabout.co.uk

Q&A

Q. Why should I perform the allergy alert test (AAT) on my regular guests even when they have a regular colour appointment?

A. Allergies may develop over time so performing an AAT at least once a year and keeping an up to date record of previous colour applications will help to identify if your guest is developing an allergy.

Q. My guest receives a lightening service, do I need to perform an AAT?

A. No, an AAT is not required for pre-lighteners/bleaches. However, should you wish to use a toner or apply another hair colourant after lightening the hair an AAT must be performed.

Q. Why do I have to perform the AAT 48 hours prior to my guest's appointment?

A. A reaction can take up to 48 hours to develop, therefore performing the test 48 hours prior to the colour appointment should allow sufficient time for any reaction to be identified.

Q. Do I need to cleanse the area of skin with surgical spirit or an equivalent cleanser before performing the test?

A. No, lukewarm water will be sufficient.

Q. Do I need to cover the test area with a plaster?

A. No, we do not recommend this. The area should be left uncovered and allowed to dry.

Q. Why is it important to ask if my guest has had a temporary tattoo in the past?

A. If your guest has suffered a reaction to a temporary 'black henna' tattoo in the past you should not colour their hair. If your guest has had a temporary tattoo in the past and did not experience a reaction at the time, they may have been sensitized by the ingredients used. In this instance always perform an allergy alert test.

Q. What should I do if my guest has reacted previously to an allergy alert test?

A. DO NOT APPLY ANY COLOUR, even if the allergy alert test was performed with another manufacturers brand of colourant. Refer the guest to their GP.

Q. What should I do if my guest reacts soon after the application of the AAT or within the 48 hours after the test was performed?

A. Remove the test from the skin immediately and advise the guest seeks medical advice. If the reaction occurs during the 48 hours after the test do not colour the hair and advise they seek medical advice.

Q. What should I do if I am unsure of the result after performing the AAT?

A. If you are in any doubt whatsoever, do not proceed with the colour service and contact our Technical Helpline (0845 034 0885) for further advice.



PAUL MITCHELL
pop XG
VIBRANT SEMI-PERMANENT CREAM COLOR

PAUL MITCHELL
CREMA XG
Demi-permanent cream hair color

the demi
Demi-permanent
hair color
PAUL MITCHELL

PAUL MITCHELL **the color**
XG
Permanent Cream Hair Color

'total care for your guests'

COLOUR CONSULTATION GUIDELINES

PAUL MITCHELL.
PROFESSIONAL HAIR COLOR

Although ingredient safety is at the heart of any Paul Mitchell® product, just like certain food & materials, allergic reactions to hair colourants can happen. Your professional approach to colour services is as important as your colour creation. Protect yourself and your guests by following these Colour Consultation Guidelines for allergy alert testing.

STEP ONE: PROFESSIONAL COLOUR CONSULTATION

The colour consultation is your opportunity to demonstrate your professional expertise, introduce your guests to the various colour products available and to also explain the relevant safety aspects of using these products.

As part of your professional colour consultation with your guest, follow the Professional Consultation Guidelines to help you decide whether:

- You can proceed with the colour service on your guest

OR

- You need to carry out an allergy alert test

Although allergic reactions are extremely rare, it is important to carry out an allergy alert test to identify those people that have been sensitised because the

next reaction could be severe. Remember that once a person has been sensitised they have been for life. We recommend you keep a Guest Record Card for each colour guest in your salon for future reference and to show your duty of care.

PROFESSIONAL CONSULTATION GUIDELINES

Every colour guest should receive an initial allergy alert test prior to receiving their first colour service in your salon.

To decide if any further allergy alert tests are required prior to future colour services in your salon you must ask the questions that appear in the Professional Safety Questionnaire and record the results.

Following the answers provided, it may be necessary for you to perform an allergy alert test. The guidelines on how to perform an allergy alert test are available in this booklet and in the instructions for use printed on the inside of the box of colourant.

PROFESSIONAL SAFETY QUESTIONNAIRE

Has your salon guest ever had any allergic reactions to hair colouring products?	NO	YES	STOP Explain to your salon guest that you cannot colour their hair
Does your salon guest have a sensitive, itchy or damaged scalp?	NO	YES	
Is this a new colour guest for your salon?	NO	YES	WARNING Carry out an allergy alert test (see step two)
Has it been more than six months since your salon guest last had a colour service in your salon?	NO	YES	
Is it more than 12 months since your salon guest last had a skin allergy test?	NO	YES	
Has your salon guest had any type of skin tattoo including henna or permanent make-up since their last colour service?	NO	YES	
Has your salon guest had an allergic reaction since their last colour service?	NO	YES	
YOU CAN COLOUR YOUR GUESTS HAIR			

STEP TWO: HOW TO PERFORM AN ALLERGY ALERT TEST

If as a result of step one you need to carry out an allergy alert test this should be performed 48 hours before the colour service. This test represents an important precaution. If any reaction occurs during the processing time or during the 48 hours rinse immediately and do not use the product.

ALLERGY ALERT TEST:

Conduct the following test 48 hours before application.

1. Cleanse an area the size of a five pence piece (1cm²) in the elbow bend or behind either ear, touching the hairline. Pat dry.
2. Using the intended formula, apply mixture to the test area
3. Let the test spot dry. Do not wash, cover or disturb.
4. Leave on for 48 hours. If no reaction has occurred, proceed with process. **DO NOT USE** hair colour if the guest has experienced any signs of irritation.

Should your regular guest wish to alter or change to another shade or another Paul Mitchell® colourant brand you must perform an allergy alert test.

Paul Mitchell® does not recommend that any oxidative hair colourants are used on guests under 16 years of age, and these are clearly labelled 'Hair colourants are not intended for use on guests under the age of 16'. Most direct dyes, such as INKWORKS® and Forever Blonde®, may be used on guests under 16 years of age – please check the label before use.

STEP THREE: COMMENCE WITH COLOUR SERVICE

Before commencing with any colour service please ensure you have read the instructions for use inside the box or on the label of the Paul Mitchell® Professional Hair Color product.

Always ensure that your guests' clothes are protected and ask your guest to remove any jewellery and/or their glasses that may interfere with the colour service.

Always ensure that you are wearing any necessary personal protective equipment such as an apron and gloves. **If during the colour service your guest experiences:**

- Any stinging or burning and/or rash, **rinse immediately and discontinue use. DO NOT colour their hair again and advise the guest consult a doctor and seek medical advice**
- Rapidly spreading skin rash, dizziness or faintness, shortness of breath and/or swelling of eyes/face, **rinse immediately and have the guest seek immediate medical attention and contact the Technical Hotline**
- If after colouring or on the days afterwards your guest experiences problems such as skin or scalp itching, skin or scalp rash, swelling of eyes/face, blistering and/or skin or scalp weeping have the guest **seek immediate medical attention and contact our Technical Hotline.**