

FREQUENTLY ASKED QUESTIONS

How do I use the Soft Wave Plus, compared to my curling iron?

A. The technique is similar in that you curl your hair around a heated barrel, but that's where the comparisons end! The rotating barrel does most of the work for you, allowing you to quickly and easily work angles that might be difficult if you were turning a standard curling iron by hand. Plus, the Soft Wave Plus acts as a flat iron, too! Once you get used to your Soft Wave Plus, you'll find that it's much easier and you can do much, much more with it than you could ever do with a standard curling iron.

Does the Soft Wave Plus work on natural African-American hair?

A. Absolutely! The Soft Wave Plus is a great appliance for African-American hair and the temperature can be regulated to meet the needs of every thickness and texture. The Soft Wave Plus is safe for all types of hair when used properly. You will get best results if your hair is dry, combed and detangled.

Can I use styling products before or after I use my Soft Wave Plus?

A. You can use any salon-quality product with your Soft Wave Plus, although we don't recommend any oil-based products on the hair beforehand. A professional thermal protectant spray can be applied to the hair before you style. Professional quality firm-up and styling sprays will help hold your style.

The Soft Wave Plus doesn't seem to be working on my ends. Am I doing something wrong?

A. If you're having trouble styling the ends with the Soft Wave Plus, make sure you're styling hair with the ends out, making sure not to rotate over them. The ends of the hair are normally the driest part of the hair, and can be a bit more difficult to set. It helps to use a good conditioner, especially on the ends, to help infuse moisture into the hair shaft. Also, if you have split ends, the hair may come out looking frizzy.

Can I use my Soft Wave Plus with real human hair extensions?

A. Yes. Make sure you start working with the Soft Wave Plus below where the extension is attached. Do not let the Soft Wave pull the hair tightly or with pressure, as you may inadvertently pull out the extension. **NEVER** use your Soft Wave Plus with synthetic hair.

PRODUCT AND TROUBLESHOOTING QUESTIONS

What is the Soft Wave Plus?

A. The Soft Wave Plus is an advanced hair styling tool that rotates in multiple directions, and can also be used as a flat iron for straightening. The result is easy, effortless style without heavy styling products or damage to the hair.

How is the Soft Wave Plus different from my curling iron?

A. Simple: The Soft Wave Plus efficiently rotates hair around the specially-designed split-barrel. The unit's rapid heat-up and precise rotation allows you to achieve salon-style curls faster and with longer hold than with a standard curling iron. The motorized rotation feature produces curls at angles you might find awkward or uncomfortable to achieve if rotating by hand, and the mechanized motion produces an even, symmetrical curl without crimping – in either direction! Additionally, the Soft Wave Plus also acts as a flat iron. So whether you want abundant, glamorous curls or a smooth, sophisticated straight style, you can get the look you want from just one device!

Can I use the Soft Wave Plus to straighten my hair?

A. Absolutely! Simply glide the heated plates in the center of the barrel over sectioned hair while stabilizing the barrel by pressing fingers into the finger grip on the end of the barrel. This added tension on the hair will give you for the same smooth, shiny style you would achieve with a standard flat iron.

What is the diameter of the heated barrel?

A. Your Soft Wave Plus's barrel diameter is 1".

What is the power of the Soft Wave Split-Barreler Plus?

A. The Soft Wave Plus powers to 100V and 60Hz.

How do I turn the Soft Wave Plus on?

A. Check to make sure your device is plugged in, then press the Power button. The digital display will show the temperature. Once the LED lights become steady, the Soft Wave Plus is ready to go!

Which clamp should I use to curl my hair?

A. Use the small clip for tighter, more spiraled curls and flip styles. Use the center barrel divide/clamp for soft, beachy waves.

How do I get my Soft Wave Plus to rotate?

A. Just by pressing the "R" or "L" buttons, the barrel will rotate until you release the button.

What if my Soft Wave Plus does not heat?

A. Check to make sure your Soft Wave Plus is plugged in and press the Power button. The LED bars should light and begin flashing. Once the LED lights remain lit, the Soft Wave Plus will be at the set temperature and ready to use.

When I use my Soft Wave Plus, why does the LED start to flash?

A. It is normal for the heat to fluctuate during use. As long as the Soft Wave Plus has been allowed to reach full heat (steady LED) after powering on, you can continue to use your appliance while the LED is flashing.

How do I clean my Soft Wave Plus?

A. When cleaning your Soft Wave Plus, disconnect it from the power source and make sure it has completely cooled. Wipe the outside surface only with a soft, damp cloth; be sure to wring out excess water before applying it to the unit. Clean more severe dirt by using a soft, damp cloth with a mild soap. The barrel can be wiped down with a soft, damp cloth. Use a mild soap if necessary. Make sure the Soft Wave Plus is completely dry before plugging it into a power source.