Moresoo

Troubleshooting & Care Guide

Product Name: Human Hair Extensions
Brand: Moresoo
This guide addresses common concerns and provides practical solutions to help maintain comfort, appearance, and product longevity.

1. Fit & Wear Concerns

Issue: Extensions Slip or Do Not Feel Secure

Possible Reasons:
- Natural hair was not flattened or sectioned properly before application
- Clips were not fully snapped closed
- Placement is too close to the hairline

Issue: Clips Feel Loose or Pop Open

Possible Reasons:
- Hair section is too thin to support the clip
- Clip not fully locked
- Natural hair is very silky or freshly conditioned

Recommended Solutions:
- Use slightly thicker hair sections when clipping
- Lightly tease the roots before attaching
- Avoid applying heavy conditioner at the root area before installation
- Replace damaged clips if necessary

Issue: Tightness or Scalp Discomfort

Recommended Solutions:
- Remove extensions immediately
- Reapply with less tension
- For first-time users, begin with shorter wear periods and gradually increase
- Confirm correct placement using tutorial guidance

If discomfort continues, discontinue use.

2. Appearance & Styling Concerns

Issue: Tangling or Frizz

Possible Reasons:
- Brushing from roots downward
- Insufficient moisture care
- Brushing while soaking wet
- Friction from clothing or movement

Recommended Solutions:
- Always detangle from ends upward using a wide-tooth comb
- Brush gently before and after each wear
- Apply lightweight extension conditioner 1–2 times per week
- Avoid combing while fully wet
- Minimize friction against rough fabrics

Issue: Hair Appears Dry After Styling or Washing

Care Tips:
- Use sulfate-free or extension-safe shampoo
- Do not rub, twist, or wring
- Air dry naturally on a stand
- Apply conditioner and leave for 2–3 minutes before rinsing
- Wash with lukewarm water (below 30°C / 86°F)
- Gently press water out with a towel
- Style only after completely dry

Excessive heat may reduce softness and shine. Always use heat protectant and keep tools under 180°C / 355°F.

Issue: Color Does Not Match Expectations

Suggested Steps:
- Review product photos under different lighting before purchase
- Upon arrival, check color in natural daylight
- Keep in mind that screen brightness and lighting conditions may slightly affect perceived tone

3. Washing & Maintenance Concerns

(1) Proper Washing Process
(2) Fully detangle before washing
(3) Submerge in lukewarm water
(4) Clean gently using extension-safe shampoo
(5) Avoid twisting or scrubbing

4. Skin Sensitivity & Allergic Reactions

Issue: Scalp Irritation or Allergic Reaction

Immediate Action:
- Remove extensions right away
- Allow scalp to rest for at least 24 hours
- Clean scalp using mild shampoo

If using adhesive products, always perform a patch test before full use.

Prevention Tips:
- Apply only to clean scalp and dry hair
- Limit daily wear to 8–10 hours
- Avoid excessive tension during installation

If symptoms persist, discontinue use and consult a healthcare professional.

5. Long-Term Care & Storage

- Daily Care Recommendations
- Keep in a cool, dry place
- Store extensions on a stand or in protective packaging after each use
- Avoid direct sunlight and high humidity
- Detangle before storing

Professional maintenance or deep conditioning is recommended every 15–20 wears.

6. Seasonal Care Tips:

Summer
- Wash more frequently due to sweat and humidity
- Ensure complete drying before storage

Winter
- Use anti-static spray to reduce flyaways
- Maintain moisture balance
- Rainy or Humid Seasons:
- Dry thoroughly before storing
- Avoid sealed storage if hair is damp

7. Important Notice

Moresoo hair extensions are designed for temporary cosmetic wear.
Proper application, removal, and care are essential to maintain product performance and protect natural hair.