CROWNHAIR™

POST-PURCHASE MANUAL

PRACTICAL MANUAL

INSTALLATION / CARE / MAINTENANCE

Guides and QR codes to keep.

CRWHAIR.COM

WELCOME TO CROWNHAIR

YOUR POST-PURCHASE GUIDE.

A guide to installation, care and maintenance. Adapt your routine to your scalp, base and adhesive. Always follow the product instructions.

1 **FOLLOW THE STEPS**

Read the instructions in order.

2 **SCAN THE QR CODES**

Access guides and regularly updated content.

3 **KEEP THIS MANUAL**

Record your maintenance and use it again.

ONLINE PRACTICAL GUIDE

Scan the QR code to get started.

BEFORE YOU START

THREE IMPORTANT CHECKS.

Before washing, cutting or applying adhesives, check your order, the measurements and the Hair System specifications.

1 CHECK YOUR ORDER

Check the model, size and specifications received.

2 TRY IT ON DRY

Position it without Adhesive or Tape: check coverage and orientation.

3 DO NOT ALTER IT

Do not cut, wash, colour or apply adhesives until you are sure.

SOMETHING DOES NOT MATCH?

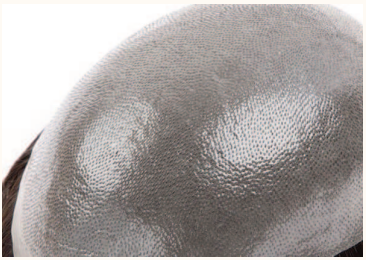
Stop and contact support.

HOW TO IDENTIFY THE FRONT

CHECK SEVERAL FEATURES.

The hair whorl, label and Base shape are clues: orientation may vary by model. If in doubt, ask before cutting.





1 REAR HAIR WHORL

The hair whorl is often at the back, but it is not enough on its own to identify the orientation.

2 EXCESS EDGE

The edge to trim may be at the Front or around the perimeter.

3 REAR LABEL

It may show size and colour. Check the orientation in the model guide.

4 FRONT CARE

Hold the Base, do not pull the hair. Do not cut if you are unsure.

STILL UNSURE?

Do not cut: consult the guide.

YOUR FIRST INSTALLATION

SIX STEPS. ONE METHOD.

Always try the Hair System on dry. With clips, keep the natural hair needed to secure them.

1 PREPARE YOUR SCALP

For adhesives: clean, dry skin with no irritation.

2 MARK THE HAIRLINE

Mark the Front with the Hair System in position, without stretching it.

3 TRY IT ON DRY

Check position, orientation and coverage without adhesives.

4 APPLY THE ATTACHMENT

Tape on the Base, Adhesive on the scalp, or open the clips.

5 POSITION IT

Align the Front and guide the Base towards the back.

6 SECURE AND CHECK

Press the adhesives or close the clips without pulling the hair.

INSTALLATION GUIDE

Follow the waiting time before getting wet or sweating: usually 24 hours.

ADHESIVES AND ATTACHMENT

EACH PRODUCT HAS A PURPOSE.

Before using a new adhesive, carry out the skin test specified by the manufacturer. Do not apply to irritated skin.

1 TAPE

Use Tape compatible with the Base. Do not overlap the strips.

2 WATER-BASED ADHESIVE

Apply thin layers to the scalp. Wait for them to become transparent.

3 ACRYLIC ADHESIVE

Layers and timing vary: follow the label, without overapplying.

4 REMOVER

Apply to the adhesive, wait and lift slowly. Never pull off dry.

COMBINED METHOD

Tape on the sides and back, Adhesive at the Front. On lace: apply Adhesive to the scalp, not to the mesh.

WHICH METHOD IS RIGHT?

Follow the quantities and timing for your chosen product.

WASHING AND CONDITIONING

THE FIRST WASH COMES BEFORE INSTALLATION.

Wash the Hair System after the initial checks, once you have decided to keep it.

1 WHEN IT ARRIVES

After checking it, wash it for the first time if you are keeping it.

2 FIRST WASH

Lukewarm water and a little shampoo. Follow the hair direction: do not rub or wring.

3 LATER WASHES

Wash when needed; generally 2-3 times a week. Avoid unnecessary washing.

4 CONDITION AND DRY

Conditioner and leave-in on the lengths. Pat dry; dry the Base thoroughly.

AFTER ATTACHMENT

With adhesives, follow the waiting time on the label: usually at least 24 hours.

MAINTENANCE GUIDE

See the complete routine.

DAILY CARE

TREAT IT WELL. EVERY DAY.

Small habits reduce tangles, stress and Base wear.

1 COMB

Start at the ends and work upwards. Always support the Base.

2 SPRAY AND STYLING

Use moisturising sprays on the lengths. Avoid build-up on the Base.

3 HAIRDRYER AND STRAIGHTENERS

Limit heat. Use heat protection and follow the instructions.

4 PROTECT THE BASE

Do not scratch with nails, combs or other tools.

5 BEFORE BED

Detangle and dry the hair. Do not sleep with wet hair.

6 SEA AND POOL

Rinse immediately with fresh water. Then condition the lengths.

COMPLETE CARE AND STYLING

Explore the daily routine.

REMOVAL AND MAINTENANCE

NEVER PULL OFF DRY.

Let the Remover dissolve the adhesive before removal.

1 LACE OR PU?

Choose a Remover compatible with the Base, adhesive and use on the scalp.

2 APPLY THE REMOVER

Apply the Remover to the attachment points as directed on the label.

3 WAIT

Let the adhesive soften. If it resists, add more Remover.

4 LIFT SLOWLY

Start at a rear edge. Do not pull or tear.

5 CLEAN

Use suitable products, without scraping or using household solvents.

6 WASH AND DRY

Wash gently and dry the Base before reinstalling.

WHEN TO DO MAINTENANCE?

Plan your cleaning; do it sooner if your scalp or the hold requires it.

COLOUR AND SHEDDING

WHAT IS NORMAL OVER TIME.

Lightening and minor shedding can be normal.

1 LIGHTENING

Sun, washing, products and air oxidise the colour over time.

2 HOW TO REDUCE IT

Protect from the sun and rinse after the sea or pool.

3 COLOUR-DEPOSITING MASK

Refreshes the shade without lightening. Test on a strand first.

4 DYES

Avoid bleaching. Have permanent colouring done by a professional.

5 NORMAL SHEDDING

A few hairs during washing and combing are normal.

6 ABNORMAL SHEDDING

Clumps, bald areas or rapid thinning: contact support.

AFTER CUSTOMISATION

Cutting or trimming may leave cut hairs behind: remove them gently.

SELF-SERVICE RETURNS

DIRECTLY FROM THE WEBSITE.

You can use the online process, email or WhatsApp. Terms and conditions are stated on the website.

1 SIGN IN

Open the CrownHair website and select Sign in.

2 USE THE SAME EMAIL

Enter the email used to place the order.

3 OPEN YOUR ORDER

Go to the orders section and select the correct order.

4 REQUEST A RETURN

Tap Request return below the purchase summary.

5 SELECT AND SEND

Choose the items and reason, then confirm the request.

6 WAIT FOR THE EMAIL

Wait for instructions by email before shipping the product.

WITHDRAWAL AND WARRANTY

Withdrawal: 14 days, subject to exclusions. Customised items: see conditions. Rights relating to defects remain unaffected.

COMMON PROBLEMS

QUICK SOLUTIONS.

Identify the problem and always act gently.

1 LIFTING FRONT

Clean and dry the area. Make a small adhesive touch-up.

2 REDUCED HOLD

Clean and dry scalp. Consider a Scalp Protector or an antiperspirant.

3 ADHESIVE STILL WHITE

Water-based Adhesive must become transparent before attachment.

4 DRY HAIR

Use a moisturising spray or mask only on lengths and ends.

5 TANGLES AND FRIZZ

Detangle from the ends without pulling. Do not force wet hair.

6 ITCHING OR REDNESS

Remove and stop using the adhesive. Severe or persistent reactions? Consult a doctor.

GUIDE AND SUPPORT

Consult the guide or contact support.

QUICK REORDER

SCAN. CHOOSE. ORDER.

Each QR code opens the current section on the CrownHair website.

HAIR SYSTEMS

Men and women

TAPE

Adhesive tapes

WATER-BASED ADHESIVE

Water-based adhesives

ACRYLIC ADHESIVE

Strong hold

REMOVER

For removal

COMPLETE KIT

All in one

REORDER WITHOUT MISTAKES

Check the model, colour, density and measurements in your previous order. Use “BUY AGAIN” from your account, if available.

SERVICES AND BENEFITS

TRACK. CONTACT. SAVE.

Quick access to manage every stage after purchase.

TRACK YOUR SHIPMENT

Open tracking. Updates start with the courier's first scan.

SUPPORT

Orders and support

WHATSAPP

+39 320 293 7751

CONSULTATIONS

Choosing your Hair System

WHATSAPP

+39 320 160 8596

LOYALTY PROGRAMME

Your discount grows with each new Hair System.

1st Hair System	2nd Hair System	3rd Hair System	4th and onwards
5%	10%	15%	20%

Eligible products and conditions via the QR code.

MAINTENANCE LOG

GET TO KNOW YOUR ROUTINE.

Record your maintenance to understand which products and timings suit you best.

Type: full, Front or touch-up.
Attachment: Tape, Adhesive or clips.

DATE	TYPE / ATTACHMENT	HOLD	NOTES

MAINTENANCE GUIDE

Review removal, cleaning and care.

CROWNHAIR™

ABOUT CROWNHAIR

CrownHair is an Italian brand specialising in Hair Systems for men and women, professional products and support before and after purchase. Our aim is to make every experience simpler, more informed and more natural.

EVERY HAIR SYSTEM IS UNIQUE

Each Hair System is made mainly by hand. The Hair Attachment Method, density distribution and finishing may vary slightly. Two Hair Systems of the same model will therefore not be completely identical. These differences are natural and do not compromise quality or function. Warranties for any lack of conformity remain unaffected.

CROWNHAIR ONLINE

Guides, products and support.
info@crownhair.it
crwhair.com

COMPANY DETAILS

CRW GLOBAL DI CARMINE ESPOSITO & C. S.A.S.
Via Masi 129, 44124 San Bartolomeo in Bosco (FE), Italia
P. IVA IT02214570380 · C.F. 02214570380
Email info@crownhair.it
PEC crw.global@arubapec.it
Tel. +39 320 293 7751