

 AVEDA EDUCATION

# Hair & Scalp Check Tests and Observations

reference guide



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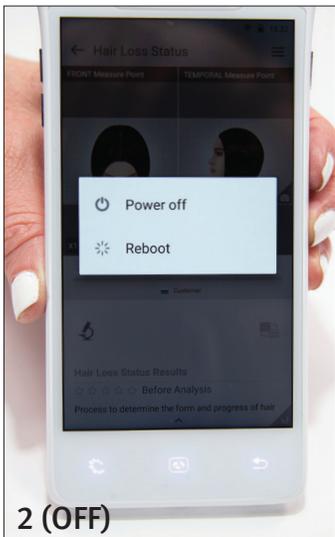
# SECTION 1: OBSERVATIONS



2 (ON)

## TURNING THE CAMERA ON

1. Press and **hold** the silver button on right side of camera until the Aram Huvis screen appears.
2. Wait for the Hair Analysis System screen to appear **(2)**.
3. Tap the “Analysis” button on the screen. The Volume screen will appear.



2 (OFF)

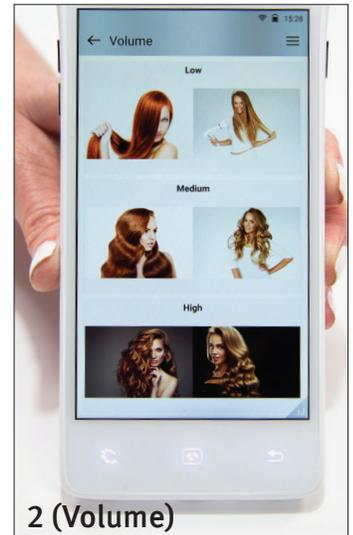
## TURNING THE CAMERA OFF

1. Press and **hold** the silver button on the right side of the camera.
2. Tap “**Power off**” **(2)**.

**Note: The following observations can be performed with or without the hair and scalp camera. If the camera is unavailable, perform the observation, and mark the appropriate selection for the observation on the Hair & Scalp Check Consultation Tool.**

## VOLUME

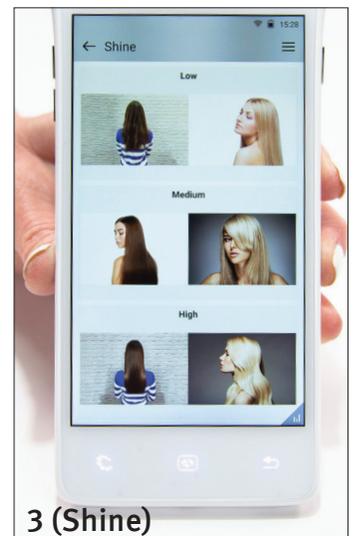
1. Observe the guest's level of volume (i.e., lift off the scalp).
2. Tap the set of images on the screen that correspond to the observed level of volume **(2)**:
  - **Low:** Flat
  - **Medium:** Neither flat nor voluminous
  - **High:** Full body
3. Swipe left on the screen to proceed to the next observation: shine.



2 (Volume)

## SHINE

1. Situate the guest under a light source.
2. Place one hand on either side of the head, and gently push the hair upward to observe the level of shine (i.e., reflection of light) on the hair.
3. Tap the set of images on the screen that correspond to the observed level of shine **(3)**:
  - **Low:** There is no reflection; hair absorbs light
  - **Medium:** There is some reflection; hair absorbs some light
  - **High:** There is a lot of reflection; hair does not absorb much light
4. Swipe left on the screen to proceed to the next observation: strength.



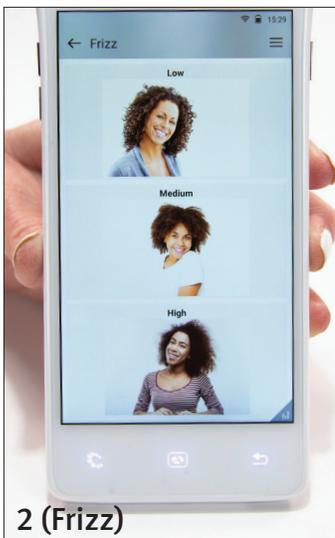
3 (Shine)



3 (Strength)

## STRENGTH

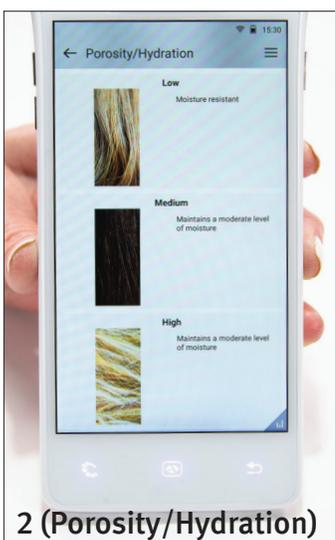
1. Gently remove a strand of the guest's hair, and wet it.
2. Hold the strand securely between two fingers, and gently stretch and release the hair.
3. Tap the image on the screen that corresponds to the observed level of strength **(3)**:
  - **Weak:** Hair breaks or remains stretched (poor elasticity)
  - **Medium:** Hair stretches and remains slightly stretched (medium elasticity)
  - **Strong:** Hair stretches and returns to its normal state (good elasticity)
4. Swipe left on the screen to proceed to the next observation: frizz.



2 (Frizz)

## FRIZZ

1. Observe the guest's level of frizz (i.e., lifted or degraded cuticles; bubbles or white spots on the hair).
2. Tap the image on the screen that corresponds to the observed level of frizz **(2)**:
  - **Low:** Little to no visible frizz
  - **Medium:** Halo of visible, loose hairs
  - **High:** Large halo of visible, loose hairs
3. Swipe left on the screen to proceed to the next observation: porosity/hydration.



2 (Porosity/Hydration)

## POROSITY/HYDRATION

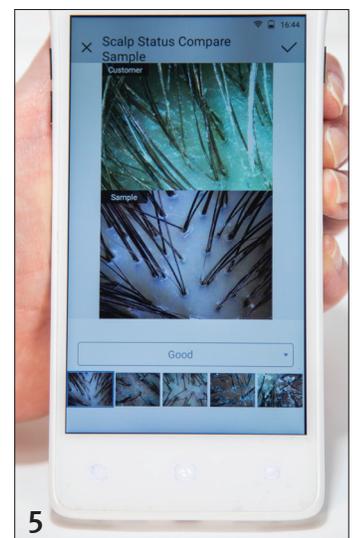
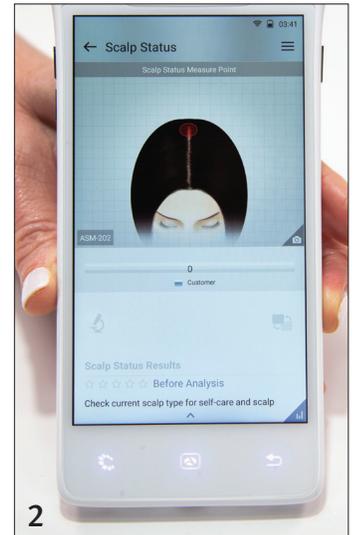
1. Ask the guest to respond **“yes,” “sometimes”** or **“no”** to the following questions:
  - Does your hair absorb moisture quickly?
  - Does your hair tangle easily?
  - Does high humidity ruin your hair style?
2. Based on the guests' responses, tap the image on the screen that corresponds to the level of porosity/hydration **(2)**:
  - **Mostly “no,” select Low:** Hair has low porosity; it does not absorb/retain moisture well
  - **Mostly “sometimes,” select Medium:** Hair has medium porosity; it absorbs/retains some moisture
  - **Mostly “yes,” select High:** Hair has high porosity; it absorbs/retains moisture
3. Swipe left on the screen to proceed to the first test: scalp status.

# SECTION 2: TESTS

## SCALP STATUS

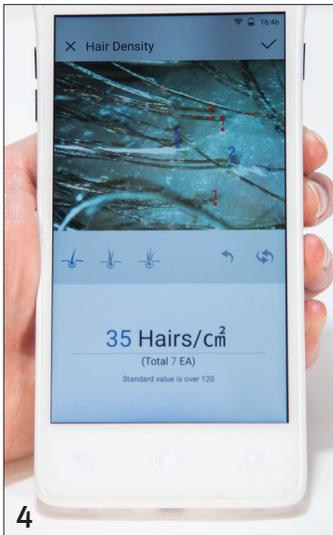
**Note:** This test requires the 202 lens.

1. Attach the 202 lens to the back of the camera. With the white lens cap closed, fit the lens into the grooves on the back of the camera, and twist clockwise until it clicks. Open the white lens cover.
2. Make note of the red area on the illustration on the screen (2), which instructs you where to place the camera lens. Tap the **illustration on the screen** to engage the camera.
3. Place the lens on the guest's scalp, and tap the **camera icon** on the screen to take a picture. If your picture isn't satisfactory, tap the picture to engage the camera again, and tap the **camera icon** to take a new picture.  
**NOTE:** To ensure you take the most accurate picture possible, refer to the do's and don'ts in the Q&A section of this guide.
4. Tap the **microscope icon** on the screen.
5. The guest's image will appear at the top of the screen with a comparison image of what a "**good**" scalp status looks like below it (5).
6. Tap the bar to select a scalp condition (**good, oily, sensitivity, dry, dandruff**). Each option includes five images at the bottom of the screen to compare with the guest's photo. Tap through the comparison images for each scalp condition until you find the image that most closely matches the guest's photo.
7. Once you determine whether the guest's scalp status is good, oily, sensitivity, dry or dandruff, tap the **checkmark icon** at the top right side of the screen to complete the scalp status test.
8. To read the scalp status results, tap the caret symbol (^) at the bottom of the screen. To close the information, tap the inverted caret symbol.
9. Swipe left on the screen to proceed to the next test: hair density.



## HAIR DENSITY

**Note:** This test requires the 202 lens.

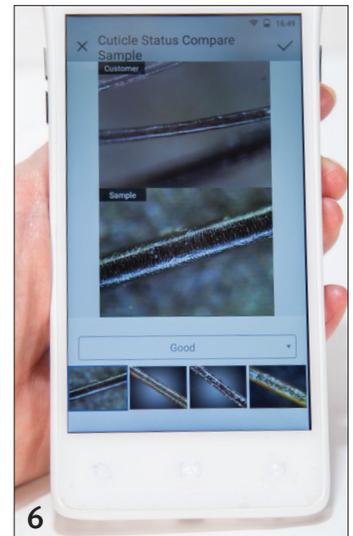


1. Make note of the red area on the illustration on the screen **(1)**, which instructs you where to place the camera lens. Tap the **illustration on the screen** to engage the camera.
2. Place the lens on the guest's scalp, and tap the **camera icon** on the screen to take a picture. If your picture isn't satisfactory, tap the picture to engage the camera again, and tap the **camera icon** to take a new picture.  
**NOTE:** To ensure you take the most accurate picture possible, refer to the do's and don'ts in the Q&A section of this guide.
3. Tap the **microscope icon** on the screen.
4. Refer to the guest's image, and label the number of hairs growing out of each follicle:
  - Tap the **first icon** on the screen that represents one hair growing out of one follicle. On the guest's image, tap wherever you see a single hair growing out of one follicle.
  - Tap the **second icon** on the screen that represents two hairs growing out of one follicle. On the guest's image, tap wherever you see two hairs growing out of one follicle.
  - Tap the **third icon** on the screen that represents three hairs growing out of one follicle. On the guest's image, tap wherever you see three hairs growing out of one follicle. The camera provides a measurement of the average number of hairs per square centimeter **(4)**.
5. Tap the **checkmark icon** at the top right side of the screen to complete the hair density test.
6. To read the hair density results, tap the caret symbol (**^**) at the bottom of the screen. To close the information, tap the inverted caret symbol.
7. Swipe left on the screen to proceed to the next test: cuticle status.

## CUTICLE STATUS

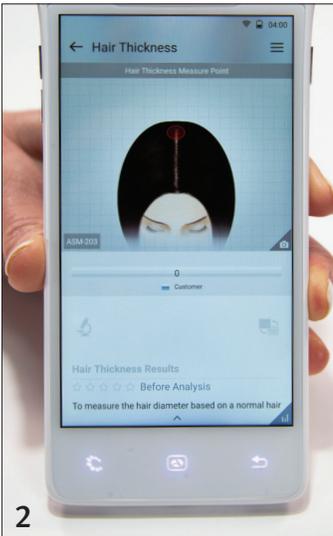
**Note:** This test requires the 204 lens.

1. Remove the 202 lens. With the white lens cover closed, press and hold the white button on the back of the camera, and twist the lens counterclockwise to remove it. Place the 204 lens on the camera, and open the white lens cover.
2. Tap the **illustration on the screen** to engage the camera.
3. Make note of the area on the illustration on the screen, which instructs you where to place the camera lens. Tap the **illustration on the screen** to engage the camera.
4. Place the lens on the guest's hair, and tap the **camera icon** on the screen to take a picture. If your picture isn't satisfactory, tap the picture to engage the camera again, and tap the **camera icon** to take a new picture.  
**NOTE:** To ensure you take the most accurate picture possible, refer to the do's and don'ts in the Q&A section of this guide.
5. Tap the **microscope icon** on the screen.
6. The guest's image will appear at the top of the screen with a comparison image of what a **"good"** cuticle status looks like below it (6). Tap through the other cuticle status comparison images to compare the guest image to: **slightly damaged, damaged** or **extremely damaged**.
7. Once you determine whether the guest's cuticle status is good, slightly damaged, damaged or extremely damaged, tap the **checkmark icon** at the top right side of the screen to complete the cuticle status test.
8. To read the cuticle status results, tap the caret symbol (^) at the bottom of the screen. To close the information, tap the inverted caret symbol.
9. Swipe left on the screen to proceed to the next test: hair thickness.

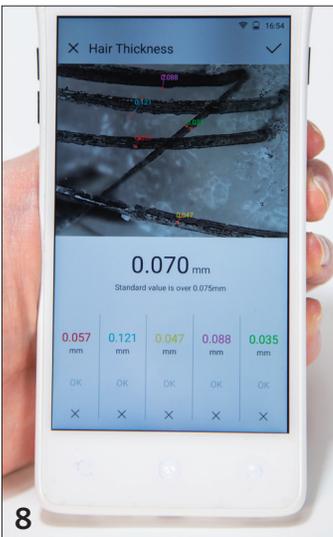


## HAIR THICKNESS

**Note:** This test requires the 203 lens.



1. Remove the 204 lens. With the white lens cover closed, press and hold the white button on the back of the camera, and twist the lens counterclockwise to remove it. Place the 203 lens on the camera, and open the white lens cover.
2. Make note of the red area on the illustration on the screen **(2)**, which instructs you where to place the camera lens. Tap the **illustration on the screen** to engage the camera.
3. Place the lens on the guest's scalp, and tap the **camera icon** on the screen to take a picture. If your picture isn't satisfactory, tap the picture to engage the camera again, and tap the **camera icon** to take a new picture.  
**NOTE:** To ensure you take the most accurate picture possible, refer to the do's and don'ts in the Q&A section of this guide.

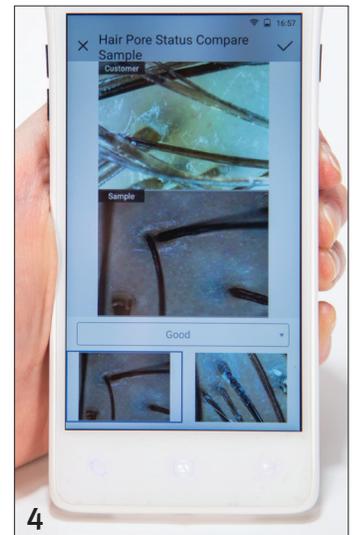
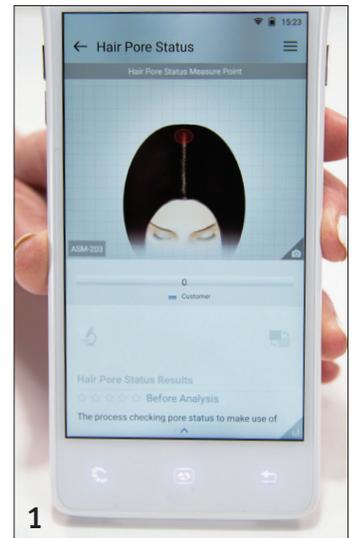


4. If the grey button directly below the image reads "Auto," tap it once to change it to read "Manual."
5. Tap the **microscope icon** on the screen.
6. Place your finger on one of the hairs in the image, and draw a line from one side of the hair to the other. While you draw the line, the camera will zoom in on the hair you are measuring. Tap "OK" for the first hair measurement.  
**Note:** You are measuring the thickness of the hair strand, not length. In some instances, the line you draw will be vertical; in others, it will be horizontal.
7. Place your finger on a different hair in the image, and draw a line from one side of the hair to the other. Tap "OK" for the second hair measurement.
8. Repeat this process for three other hairs. The camera provides a measurement of the average hair thickness **(8)**.
9. Tap the **checkmark icon** at the top right side of the screen to complete the hair thickness test.
10. To read the hair thickness results, tap the caret symbol (**^**) at the bottom of the screen. To close the information, tap the inverted caret symbol.
11. Swipe left on the screen to proceed to the next test: hair pore status.

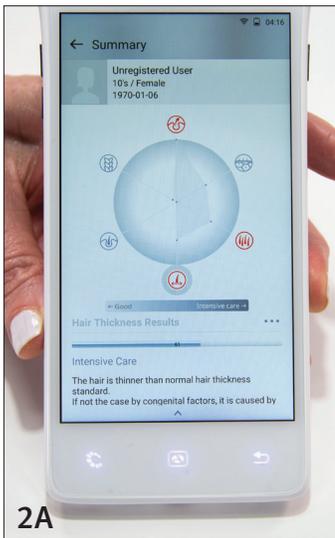
# HAIR PORE STATUS

**Note: This test requires the 203 lens.**

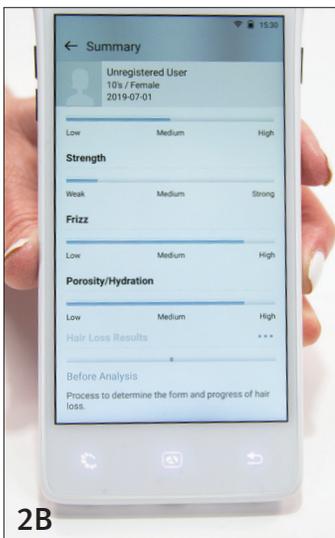
1. Make note of the red area on the illustration on the screen **(1)**, which instructs you where to place the camera lens. Tap the **illustration on the screen** to engage the camera.
2. Place the lens on the guest's scalp, and tap the **camera icon** on the screen to take a picture. If your picture isn't satisfactory, tap the picture to engage the camera again, and tap the **camera icon** to take a new picture.  
**NOTE:** To ensure you take the most accurate picture possible, refer to the do's and don'ts in the Q&A section of this guide.
3. Tap the **microscope icon** on the screen.
4. The guest's image will appear at the top of the screen with a comparison image of what a **"good"** hair pore status looks like below it **(4)**. Tap the other hair pore status comparison image to compare the guest image to the congested pore status image.
5. Once you determine whether the guest's hair pore status is good or congested, tap the **checkmark icon** at the top right side of the screen to complete the hair pore status test.
6. To read the hair pore status results, tap the caret symbol (**^**) at the bottom of the screen. To close the information, tap the inverted caret symbol.



# SECTION 3: READING CAMERA RESULTS



1. Tap the **hamburger menu icon** at the top right side of the screen.
2. Tap the **“Show All Results”** button on the screen. A graph that summarizes the results of each test will appear, along with icons that represent each test (2A). The observation results will appear below that (2B).
3. Read the graph results:
  - **White area:** indicates a good reading; no immediate care needed
  - **Light grey area:** Indicates care may be needed
  - **Dark grey area:** Indicates intensive care is needed
4. Read the icon results:
  - **Red icons** indicate areas in which care is needed. Tap each **red icon**, and make note of the analysis result at the bottom of the screen. To learn more about the analysis result, tap the caret symbol (^) at the bottom of the screen. To close the information, tap the inverted caret symbol.



## SECTION 4: Q & A

### **Q: Should I select the guest's age, gender and skin/type before taking camera photos?**

**A:** The camera gives you the ability to select gender and skin type. This does not affect the results at this time. If this feature is leveraged in the future, Aveda will provide additional education.

### **Q: How do I send camera results to a guest?**

**A:** At this time, results are not stored in the camera, nor can they be sent to guests. When you first turn on the camera, make sure to tap the “Analysis” button, which allows you to take images of the guest’s hair and scalp without registering the guest. The guest will be listed as an unregistered user.

### **Q: How do I know which lens to use for each test?**

**A:** When using the camera, refer to the grey box in the bottom left corner of the illustration on the screen for each test. Inside the grey box is a code beginning with “ASM-” followed by a three-digit number. The three-digit number refers to the lens you need to perform that test.

### **Q: How do I clean camera lenses between guests?**

**A:** Clean camera lenses with the dry cloth included in the camera box. You may also clean them with an alcohol wipe or swab.

### **Q: How do I delete camera results to ensure guest privacy?**

**A:** Results are not stored in the camera.

### **Q: Whom should I contact should the camera need repairs?**

**A:** For technical challenges, send an email to [support@aramhuvus.com](mailto:support@aramhuvus.com).

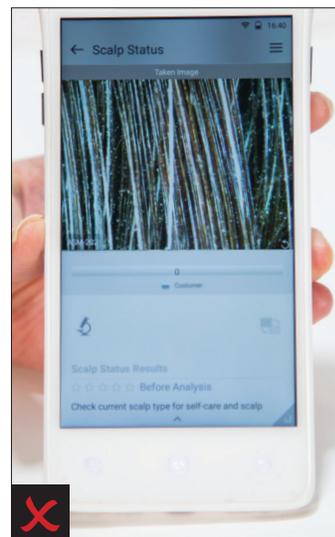
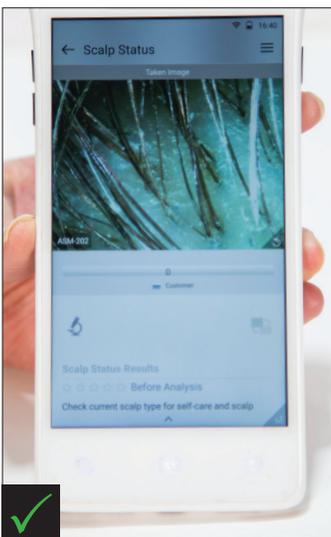
### **Q: How do I know what kind of photo to take for each test?**

**A:** The red area in the illustration for each test indicates where to place the camera lens. However, to make the most accurate evaluations possible, use the following do’s and don’ts—and your best judgment—when taking pictures.

#### **Scalp Status**

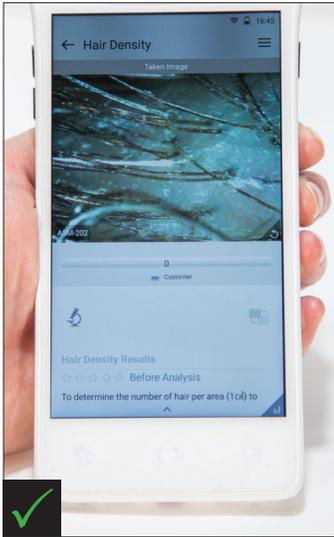
**Do:** Take a picture that clearly shows the scalp. Choose a spot on the head that is free from a lot of hair.

**Don't:** Take a picture that is comprised primarily of hair or one in which you can't see through the hair to the scalp.

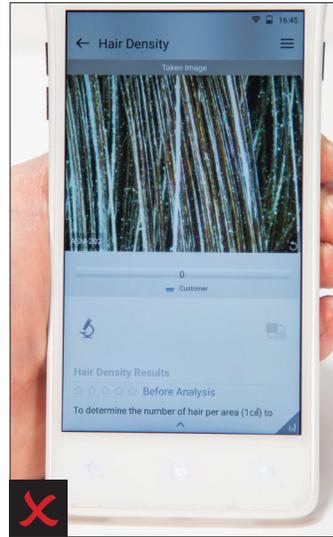


## Hair Density

**Do:** Take a picture that clearly shows several individual hairs and the corresponding follicles out of which they grow.

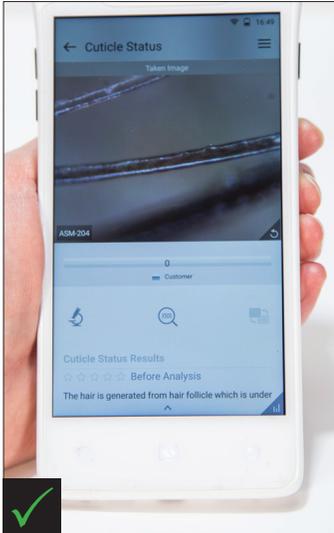


**Don't:** Take a picture that is comprised of individual hairs without their corresponding follicles. The picture must show both the hair and scalp.

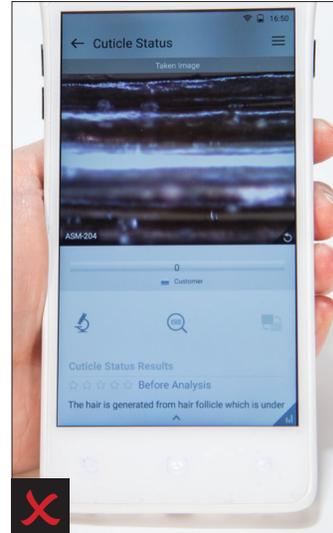


## Cuticle Status

**Do:** Take a picture that clearly shows one individual hair. The photo can include other hairs, but one of them must be clear and in focus.

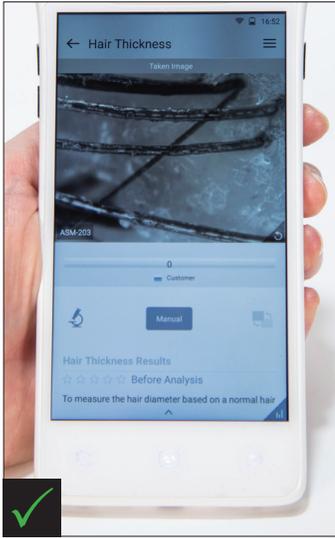


**Don't:** Take a picture that is comprised of multiple hairs that aren't clear or in focus.

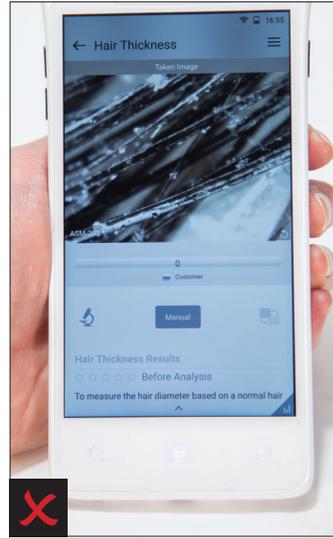


## Hair Thickness

**Do:** Take a picture that clearly shows five individual hairs. It does not need to show the follicles or the scalp.

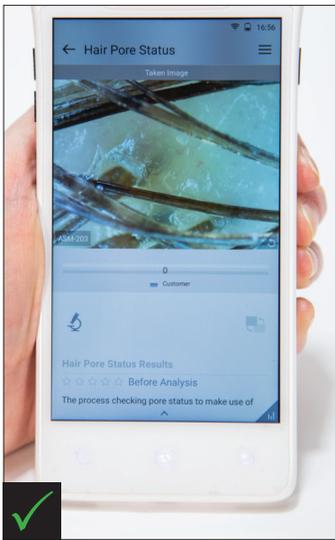


**Don't:** Take a picture that shows so many hairs that you can't tell where one begins and another one ends.

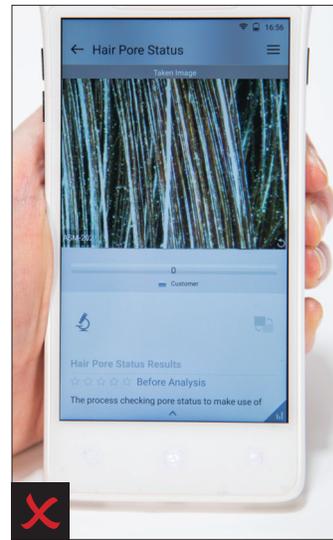


## Hair Pore Status

**Do:** Take a picture that clearly shows the scalp. Choose a spot on the head that is free from a lot of hair.



**Don't:** Take a picture that is comprised primarily of hair or one in which you can't see through the hair to the scalp.



Our mission at Aveda is to care for the world we live in, from the products we make to the ways in which we give back to society. At Aveda, we strive to set an example for environmental leadership and responsibility, not just in the world of beauty, but around the world.

