

## **Frequently asked Questions**

### **Hair Growth**

There are about 100,000 hair follicles on the human scalp. On average hair grows at a rate of 1-2cm per month for up to eight years (anagen phase). After this period growth is halted and the hair follicles enter into a short transitional phase for up to two weeks (catagen phase), before entering into a dormant period for one to for months (telogen phase). Thereafter the above cycle starts over again with new hair growth.

Every hair follicle on the scalp goes through this cycle independently and at any given time about 85% of all hair follicles are usually in the anagen phase.

It is normal for humans to loose 50-100 hairs per day. The exact rate is highly individual. Only if more hair is lost than replaced , visible hair loss can be observed.

**(1)** How early should N'Alocare Caffeine Products be used?

If there is a genetic predisposition, usage should begin as early as possible, i.e. after puberty. From this time onwards DHT (Dihydrotestosterone) will negatively influence healthy hair growth by attacking the hair roots and shorten the growth cycles of the hair until premature loss occurs. (DHT is formed when testosterone is broken down by the enzyme 5 $\alpha$ -reductase)

**(2)** Are there any side effects when using N'Alocare Caffeine Shampoo and tonic?

N'Alocare products have been carefully developed to abide by the strict regulations of the European Cosmetics Directive. This directive demands that cosmetic products must not have any side effects.

**(3)** After using N'Alocare Tonic for three weeks there has still not been any noticeable improvement of hair loss.

In most cases a significant amount of time is needed to stimulate the hair roots. Normally, increased hair loss should distinctly decline after about three to four months.

**(4)** After using N'Alocare Caffeine products increased hair loss can be noticed.

Stronger hair loss can be observed for a short period of time in rare cases. This is referred to as "shedding." Because of the daily thorough scalp massage, hairs that are not growing anymore because the follicles are in their dormant phase might be forced out of their position at an increased rate. They would fall out in any case, latest once a new growth cycle had started.

**(5)** Does N'Alocare have the same effects for all users?

Even under equal regular usage conditions the efficacy of N'Alocare might vary widely. Important factors are the constitution of the scalp, physical overexertion, bad nutrition, vitamin deficiencies, stress, environmental toxins, psychosomatic factors, regular wearing of helmets, to name just a few.

**(6)** Despite the long-term application of N'Alocare, I still lose a lot of hair? Are there some cases in which the product doesn't work?

The effectiveness of all products depends on the metabolism of the individual. Even the effectiveness of pharmaceuticals is not guaranteed, because each individual reacts differently. Some effects are also not perceived immediately, e.g. severe hair loss may be reduced but is still slightly higher than normal.

**(7)** After using N'Alocare for more than a year no hair has grown back?

Is it ineffective? The effect of N'Alocare is targeted at viable hair follicles. The caffeine complex strengthens existing but weakened hair roots. It is not a hair growth product.

**(8)** Is it necessary to use N'Alocare Caffeine Shampoo and Tonic long term?

Yes. All benefits of the products will only last as long as they are used on a regular basis. If usage is interrupted or stopped, the positive effects on the hair follicles will gradually subside.

**(9)** What happens if I interrupt the caffeine treatment? Will I lose more hair? How long do I need to continue the treatment?

The regular energy supply based on the caffeine complex extends the growth phases of the individual hairs, thereby facilitating hair growth well into old age. If the treatment is interrupted, these hair growth phases will shorten and the hair will fall out prematurely. As a result, successful prevention of hereditary hair loss must be conducted early, regularly and permanently.

**(10)** Is there a danger of overdosing during a single day based on multiple applications of N'Alocare?

The amount of caffeine that is absorbed into the scalp corresponds to less than a cup of coffee. This is totally safe even for people with sensitivities towards caffeine. The active ingredients are applied directly to the scalp; the quantities that spread throughout the organism from there are insignificant.

**(11)** Would drinking coffee help in reducing hair loss?

Dietary coffee passes through the digestive organs and will be absorbed by the human body subsequently. Once it is distributed throughout the whole system only a very small amount will eventually reach the scalp and the hair roots. This small quantity is insufficient to achieve any effect with regard to protecting and strengthening the hair follicles. Even 50 cups of coffee a day would not supply enough caffeine to the hair roots to achieve measurable protection against DHT.

**(12)** Could a scalp massage with coffee be used alternatively?

Caffeine from ground coffee cannot penetrate the scalp or hair follicles. Special galenics that transports the caffeine complex into the hair follicles are needed.

**(13)** Can N'Alocare Caffeine products be used by women?

Yes absolutely! The formula and its benefits are for both genders.

**(14)** Should N'Alocare Caffeine Shampoo and Tonic be used together?

For stronger protection against hair loss, it makes sense to use both products. For people who do not wash their hair on a daily basis, the use of N'Alocare Tonic is absolutely advisable.

**(15)** What are the ingredients of the caffeine complex?

The caffeine complex is a combination of active materials with caffeine, niacinamide, zinc pca and biotin. This complex with its main ingredient, caffeine, helps in the regeneration of cells, especially for hair roots, makes them stronger and gives the hair a healthier look.

**(16)** In case of sensitive skin, how long could N'Alocare Caffeine Shampoo be left on the scalp?

As a rule, the longer N'Alocare Caffeine Shampoo is left on the scalp, the more pronounced the effect of the caffeine would be. On the other hand this could increase the risk of scalp irritation especially for sensitive scalps. We advise that close attention should be paid to how your scalp behaves, if the product is left on longer. Usually, 2 to 5 minutes should be sufficient to stimulate the hair follicles.

**(17)** Is it really necessary to wash the hair with N'Alocare Caffeine Shampoo daily?

Caffeine from washing the hair with N'Alocare Caffeine Shampoo remains traceable for up to 24 hours. Therefore daily application of caffeine shampoo is suggested. Alternatively, N'Alocare Tonic should be massaged into the scalp on the days where the hair is not washed to provide the hair roots with sufficient growth energy.

**(18)** How much caffeine is absorbed during one hair wash with N'Alocare Caffeine Shampoo?

The quantity of caffeine absorbed by the body correlates to less than half of a cup of coffee or half a glass of a Cola beverage. Those amounts are totally safe, even for people rather sensitive to caffeine.

**(19)** Is it necessary to use N'Alocare Caffeine Tonic on a daily basis?

Traces of the caffeine complex that entered the hair follicles can be detected up to 24 hours. To maintain protection against the negative impacts of DHT, daily application is a must.

**(20)** Can other hair cosmetic products like hair spray or gel be used after the application of N'Alocare Caffeine Tonic?

After the application of N'Alocare Caffeine Tonic, about 3 minutes should be allowed for the total absorption of the active ingredients. After this styling products can be used.

**(21)** N'Alocare Tonic contains alcohol. Isn't that harmful?

Alcohol is not unhealthy and has no negative effect on hair. Alcohol supports the fast absorption of N'Alocare Tonic and the delivery of the active ingredients even through oily skin layers. This is particularly important if N'Alocare Tonic is used without washing the hair every day as well.