



## Frequently asked questions

### Making the artwork

#### Can I use any ink jet printer?

Nearly all ink jet printers will give you artwork that is black enough to stop light getting through. All modern ones will definitely print with a high enough resolution to work. Just follow the instructions in 'Creating Artwork'.

#### Why does my photocopier or laser printer print the black areas of the artwork with white specs in them, and is this a problem?

All photocopiers and most old laser printers are only capable of printing up to 600x600 dpi resolution. At this resolution there will be flecks of white in the black. This will allow light to get through the artwork and will not give you a deep enough relief. Recently, high definition laser printers have been able to print the black areas dark enough. If you are using an old or low resolution laser printer or a photocopier then rub the coated side of the artwork with a cloth soaked in white spirit and heat it off with a hot air gun, this will make the black areas dark enough.

#### Can I use refilled ink cartridges?

Possibly, but the quality may not be as good as the manufacturer's brand. Check the quality of the own brand first and then see if you get the same quality with refilled ones.

#### Can I make a plate from a photograph?

Yes, but you need to treat the artwork in a special manner, this is the hardest image of all to make a stamp out of. Consult the section on the website 'Creating Artwork' for detailed instructions. Expect to have to make adjustments to perfect the image you require.

#### Do I have to use a printer to make my artwork?

No, you can photocopy objects to make your artwork or you can draw them with permanent ink pen onto imageblack vellum or ink jet film, just draw black on the areas where you want your stamp not to ink up.

## Exposing the stamp

### Why is my stamp solid?

First test whether you are using the kit the correct way by using the artwork supplied in the exposure unit. If this works fine then your artwork is at fault, if it doesn't work then the way you are making the stamps is at fault. If the artwork is faulty it is letting through too much light, this is either because your artwork has not been made correctly or because your printer is not set up correctly. Check the section on the website 'Creating Artwork' for detailed instructions or the troubleshooting guide.

### Why is my stamp liquid?

You will not have followed the stamp manufacturing instructions step by step. Check that the sachets or the glass are not cold and check that the controller was not too near the plate.

### Can I use just part of my sachet and keep the rest?

No, it is not really practical to shield part of the sachet to keep it liquid. You should use a sachet of the correct size. We will introduce the A8 sachet to the range.

### Can I make a plate with more or less relief?

Yes, just position the controller further away from the glass to get a shallower relief and a higher floor and position it nearer the light to get a deeper relief and a lower floor.

### Can I make the back of my plate less sticky?

Yes, post expose as normal on the front and remove the back plastic and turn it around so that the floor of the plate is on top and shine the light at it for a further 10 minutes.

### Can I use sunlight as to harden my sachets?

No, not for hardening your sachet on the red or green cycle, however, you can harden the stamp under water in sunlight, which is much faster than inside under a table light.

### Can I use a daylight bulb instead of a normal bulb?

Yes.

## **Cutting the sachet**

### **Can I use scissors?**

Yes, but we recommend using a scalpel because it keeps the stamp supported by the plastic sides of the sachet during the washing process. This makes it less likely that you will damage or rip the stamp when washing it out. If the edges have been cut off then water can get round the back of the stamp which will swell it. The stamp will swell after a long immersion in water, but when completely dry (maybe a few hours) it should return to its original shape. If water does get the back of the stamp it is advised to completely remove the rear plastic as the stamp may swell and permanently distort if only a small part of the stamp is left in contact with the water. Stamps can be stretched and it will return to their original position. Remember that your stamp will not gain full strength until after you've hardened it finally under water under the lights.

## **Washing out the sachet**

### **Can I use soap instead of detergent?**

Yes, we recommend washing up liquid as it is quicker.

### **Can I use cold water?**

Yes, but it will wash out faster in hot water.

### **What happens if leave the plate in the water too long?**

The plate will turn white and will swell up, this may permanently deform the plate.

## **Hardening the stamp under water**

### **Can I make my stamp less tacky?**

Yes, add a teaspoon of the de-tack salt and lower the light until it is just over the surface of the water. Alternatively place the tray on a window ledge under sunlight.

### **Can I make my stamp less yellow?**

Yes, just shine the light at the stamp for longer, it will turn from bright yellow to a very pale yellow.

## The Controller

### What does the single and a double beep signify?

The single beep signifies that the controller is starting to count the required amount of light. A double beep is the error sound and means that the controller is not counting. The error sound is caused by a button being accidentally pressed again before the controller has completed its cycle or because the sensor cannot detect an adequate amount of light. Always have the light and the clamp in position before pressing either red or green buttons.

### Can I replace the battery?

Yes, just unscrew one of the ends remove the battery and replace it with a new one, they are obtainable from most battery resellers. These batteries are very powerful and will last for about 3 years normal life.

### What if I forget to cancel the signal?

The controller will stop beeping automatically after 5 minutes and your plate will have hardened completely!

## Stamping up

### Can I use solvent or oil based inks?

imagepac daylight like all polymer will swell if left in contact with solvent or oil based inks. If you use it and wash it off afterwards you will find it will have little effect, but we do not recommend it.