

**Q: How should I store the unprinted Reveal-S™ film when it is not being used?**

A: The film should be stored in the original package when not in use.

**Q: What is the shelf life of the Reveal-S™ film?**

A: When stored properly, the Reveal-S™ film has a shelf life of one year.

**Q: Do I need to prepress my garment before using the Reveal-S™?**

A: If the Relative Humidity under 40%, it is safe to transfer the image without prepressing the garment. If the Relative Humidity is between 40% and 60%, prepress the garment for 3-5 seconds to remove the excess moisture. In a moist work environment with humidity levels exceeding 60%, a longer prepress may be necessary to remove the extra moisture.

**Q: Ink from the printed image is damp & smears onto the back of the next film in the printer tray. How can I stop the ink from smearing on the next sheet of Reveal?**

A: If the ink is damp, remove the printed film from the output tray after the image has been printed. Prevent multiple sheets from stacking in the output tray. If the ink on the film is extremely wet, adjust the artwork to avoid oversaturating the film.

**Q: I am seeing very faint ink dots that appear to be tracking down the image in very dense areas of ink. What is causing this issue?**

A: The "Pizza Wheel" effect is caused by excessive ink in the print (sometimes seen on the SG400). It may be necessary to reduce ink levels in the artwork to help minimize the effects of oversaturating the film.

**Q: The colors appear funny or different than the artwork displayed on the monitor. Did I change something by mistake?**

A: Ensure that the Reveal-S™ printer settings are set as the default settings. Printer settings for all supported machines can be found at [www.conde.com/reveal](http://www.conde.com/reveal).

**Q: What do I change if the image is not fully transferring to the garment?**

A: Raise the heat press temperature by 5° F, allowing the press to cycle before transferring another image.

**Q: I'm still having issues with the image fully transferring to the garment. What should I try next?**

A: a) Raise the heat press temperature by another 5° F, allowing the press to cycle before transferring another image. b) It may be necessary to raise the pressure ¼ of a turn.

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**Q: The film seems partially molten & sticks to the shirt. What's happening to the film?**

A: The heat press is significantly hotter than the standard set point. Lower the temperature by 10° F, and transfer another image. If the film still sticks to the garment, try lowering the temperature another 5-10° F.

**Q: What do I change if the unimaged areas of the film release too much emulsion?**

A: Lower the heat press temperature by 5° F, allowing the press to cycle before transferring another image.

**Q: What else do I change if the unimaged areas of the film continue to release too much to the garment?**

A: a) Lower the heat press temperature by another 5° F, allowing the press to cycle before pressing another image. b) It may be necessary to lower the pressure 1/2 of a turn from the original set point.

**Q: All of the heat press settings are correct, but I still have issues with light colors releasing from the film. I know these colors should work; I have used them in the past. What is causing this issue?**

A: Cotton fabric is sourced all over the world, and the can fluctuate from lot to lot. It is strongly recommended to test a shirt from a new batch before beginning mass production.

**Q: What is causing a dark square around the transferred image?**

A: Reveal-S™ is made for white and lightly colored shirts. Ensure you are using a shirt designed for this product. Recommended shirt colors can be found at [www.conde.com/reveal](http://www.conde.com/reveal).

**Q: What is the quickest and most effective way to select safe colors to use when creating artwork for cotton garments?**

A: It is highly recommended to create a complete color chart using Reveal-S™ film to provide a repeatable set of colors to use when creating graphics. You will find color charts for Reveal-S™ at [www.conde.com/reveal](http://www.conde.com/reveal).

**Q: What are the garment care instructions for Reveal-S™?**

A: Please refer to the wash instructions detailed at [www.conde.com/reveal](http://www.conde.com/reveal).