



# FULL COLOR TRANSFERS & CUSTOMS FREQUENTLY ASKED QUESTIONS

- What is the time and temp?
  - For regular heat presses, it is 338F for 15 seconds with no Teflon/heat resistant sheet. Allow the transfer and shirt to cool completely and then press with a Teflon/heat resistant sheet for 10 more seconds.
- Can I use an EasyPress?
  - Yes! You'll want to bump your temperature up to 350F and then follow the steps for the regular heat press. Make sure you're putting your body weight into the press.
- Can I use an Iron?
  - We don't recommend it, but you can definitely do it if your iron goes up to a higher heat setting. Then you'll want to follow along with the EasyPress settings.
- Why is there a slight slimy feel to the back?
  - It's a reaction from the curing process. It will press just fine whether or not it's got that feel to it.
- Does it have to be a certain type of shirt?
  - Nope! You can put it on any shirt or garment as well as bags, hats, wood, etc.
- How long does it last on a shirt?
  - Usually about 50 washes if laundered properly
- How should I launder the garment?
  - We recommend that you do not dry clean, but that you turn garment inside out and machine wash cold with mild detergent. Dry on a low setting or hang garment to dry. Do not use chlorine bleach.

- How long do these take to print?
  - Our FCT and custom FCT take up to 7 business days to process. That means that within 7 business days of placing the order, it will ship. Usually less time!
- For regular FCT that you sell on the website, how many do I have to order?
  - You can order as many or as little as you'd like! No minimum, no maximum
- For customs, how many do I have to order at one time?
  - You can order as many or as little as you'd like! No minimum, no maximum
- Why is it saying my image width failed? Will this mess up my print?
  - No, as long as your image is 300dpi your image will be fine. We will contact you if there are any issues.
- If my image is cut off, will it print that way?
  - Yes – whatever is shown in the preview is how that will print.
- What if my image looks blurry in the preview?
  - What you see shown is how it will be printed. We typically reach out to you if we see poor quality and low resolution before printing.
- Can I resubmit a design if I messed up?
  - Yes – you'll need to email it ASAP to [customs@mycraftsource.com](mailto:customs@mycraftsource.com) with your order number. Or call us immediately at 501-232-2288.
- Should I upload my logo as a single image or should I set up the file beforehand?
  - We would recommend uploading a file with as many items that you need on that one file. So if you're wanting your logo done as a gang sheet, upload an image of it set up to the size that you want. It makes the process easier.
- What type of file do I need?
  - You'll need a PNG with transparent background that is at least 300 dpi.
- How do I upload my file?
  - We have the steps to order on our customs listing, but you'll want to be logged in to the website, click on the customizer and then upload your image via the layers panel to the left. You'll adjust the size you want to the right of the screen.

- Can I start on one computer and finish on another?
  - Yes! If you save the project before closing the uploader you can access it on another device to complete the order from "my projects".
  
- Can I bring my file and install on your local lobby computer to do my customs?
  - No, we don't allow files to be installed on our local computers. You are welcome to place the order on your phone in the lobby, but our prints do take up to 7 business days to be printed.
  
- Can you press the FCT to a shirt for me if I order both?
  - No sorry, we don't make or press t-shirts for customers. We supply the materials needed, but you make the shirt yourself.
  
- Is there a way to edit the file once I save it in the customizer?
  - Yes! You can access your projects in your account at any time to easily edit, clone or reorder files.

# DTF/FULL COLOR TRANSFER

## INSTRUCTIONS

HEAT PRESS TEMPERATURE: **338°F**

PRESSURE: **MEDIUM-FIRM**

PRESSING TIME: **15 SECONDS PLUS ADDITIONAL 10 SEC.**

- PRE PRESS GARMENT
- ALIGN TRANSFER ONTO GARMENT, PRESS FOR 15 SECONDS WITHOUT ANY COVERING/TEFLON OR HEAT RESISTANT SHEET.
- **PEEL CARRIER COLD!**
- PRESS FOR AN ADDITIONAL 10 SECONDS USING A TEFLON OR HEAT RESISTANT SHEET.

\*WASHING AND CARE RECOMMENDATIONS CAN BE FOUND ON THE PRODUCT DESCRIPTIONS.

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