

imagepac stampmaker

Troubleshooting Tips

Q: Why is my stamp, stencil or embossing template solid?

**A: 1) Your artwork is not black enough and is letting light through during the stamp making process or
2) Your artwork is smaller than the imagepac and light is getting around its edges and filling in your stamp, or
3) you positioned the artwork at the bottom of the clamp not the top.**

Make a stamp with one of the test negatives supplied to see how a stamp should look. These negatives are guaranteed to be black. For your own artwork, use the recommended HP D1660 or HP D1000 printers or change the settings on your ink jet printer. For your own ink jet printer, print in Normal or Draft, not Best. If available, increase ink volume, print Black Ink only & change paper setting to Photo Paper Matte, Vellum or Transparency.

Make sure your artwork has a wide black border, roughly ½ inch that fully surrounds the imagepac. Check you have assembled the clamp with the artwork on the top of the imagepac, ink side down, not underneath the imagepac (remember black stops light, clear lets it through to harden the gel). Check you didn't leave the imagepac in sunlight or in the Stampmaker longer than 3 mins. Wash out imagepac immediately after hardening.

If you still have a solid stamp, call Technical Support for advice on 1 800 210 9030 (option 4) and tell them your printer type.

Q: Why is my stamp mainly liquid and falls to pieces?

A: Too little light has reached the imagepac.

Did you warm up the bulbs for 1 minute before starting the 1st exposure?

Your artwork may not be letting light through if the lines are very fine, check by looking at it against a bright light. Your Stampmaker may not be working correctly, check all of the lights are working. Ensure you follow the correct timings, have you have left it under the lights for 3 minutes? If your imagepac is very cold add 1 minute to the time.

Q: Why is my text very fine and wobbly?

A: Your artwork needs a small floor to stick to.

Try flashing the other side to create a base for your fine lines to cling to: See **step 4** of your stamp making instructions

Q: Why is my text blurred or too wide?

**A: You have either 1) not washed all of the liquid polymer from your stamp.
2) your artwork printed out blurry, due to low resolution artwork
3) you may have left it in the Stampmaker for too long.**

Check that your stamp is washed out properly and that your artwork has clean lines on it when you look at it against the light. The slightest imperfection in your negative will impose itself upon your finished stamp. When washing the stamp make sure you clean in the areas of fine detail eg in letters 'a' or 'e'. Do not leave longer than 3 minutes under the light in the first exposure.

Q: Why is my stamp sticky?

A: You need to leave it under the lights submerged in just a little water for longer, place it back for another 2 minutes.

Problems with your Stampmaker

Q: My lights don't come on

A: Either power is not getting to the bulbs or they are broken.

Check that you have power to the Stampmaker. Check you have pushed the bulbs firmly home, they need a good push to be properly seated. There is a video demonstration on the website. If one bulb is broken or not seated properly then the pair of bulbs will be off. Check the fuse at the back is still working. If they still don't come on, contact Technical Support on 1 800 210 9030 (option 4).

Q: My clamp does not close properly.

A: Check that you are using the right gel pack for your application.

Stamp packs are thicker than embossing or stencil packs. The clamp will not close if you use a stamp pack when the embossing/stencil rubber spacer is in the clamp. Check all the magnets are seated flush. Check that there is no part of the negative or the imagepac that is sitting on the magnets. Check your imagepac does not have a crease in it. If it does you may be able to remove it by pulling gently along the seam either side of it.