



## Sublimation Troubleshooting

### **MATES Troubleshooting**

**Note:** MATES products have an extremely durable surface, which is highly resistant to heat, solvents and abrasion. All finishes are dishwasher safe (with the exception of Prism). Crystal and White MATES are both microwave and dishwasher safe.

**Poor Color Saturation / Blacks Print Gray / Colors Have “Pastel” Appearance (Throughout Job)** - If using PowerDriver software, set Vector Color Management to “None.” May also indicate insufficient pressure, time or temperature. Try increasing in that order.

**Poor Color Saturation / Blacks Print Gray / Colors Have “Pastel” Appearance (Some Areas Only)** - Indicates insufficient pressure and poor contact between transfer and MATES in those areas. Increase pressure.

**Note:** Some presses are intentionally designed with a slight depression in the center of the heated platen. If increasing pressure does not eliminate the problem, it may be necessary to avoid that spot on your press.

**“Dye Drift”** – Dyes drifting beyond the intended print area/image generally indicate that the transfer was not fully dry before printing. Dry transfer by laying on the bed of your press while open. It may also be helpful to increase pressure.

**Double Image** – A double image indicates that the transfer is moving after the press has been opened, before the dyes have cooled to the point where they will no longer transfer. Ensure that transfer is properly adhered to MATES and that you open the press slowly and smoothly.

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**“Bubbling” Appearance in White / Metallics Don’t Stay Smooth or Have White Edge** – These indicate excessive time, temperature and/or pressure. Reduce time, temperature and/or pressure.

**Excessive Shrinkage** – MATES are designed to shrink slightly when printed (approximately 0.3%, or 1/32” on an 8.5” x 11” Sheet). Shrinkage greater than this indicates excessive time, temperature and/or pressure. Reduce time and/or pressure. If this does not correct the problem, check that the temperature of your press is 400F/204C.

**MATES Lifting from Adhesive Liner** - Excessive shrinkage (see Excessive Shrinkage above) may cause the MATES material to lift from the adhesive liner in spots, particularly in larger jobs. This does not affect adhesive performance, and can be corrected by reducing your time or pressure slightly. Once the parts are printed, if you lift the affected portion of the material from the liner and lay it down again, it will stay flat.

**Adhesive Liner (Backing) Sticking to Press** – MATES’ adhesive liner becomes tacky when heated, and will adhere to anything but a Teflon sheet. Ensure that you have a Teflon sheet under MATES when printing.

**Residue Left On Job** - Sublimation laser toners and hybrids use plastic or wax as a medium to carry the sublimation dyes. This material may be left behind on the surface of the MATES during the transfer process, and in some cases may even cause a portion of the transfer paper to adhere. This can be easily removed with alcohol or another mild solvent or cleaning solution.