

# FAQ's for Fired-On Images

- 1. *Image has disappeared completely after firing:*** Make sure that you are using **An \*HP or Canon BLACK-ONLY Laser Printers or Multifunction Printer /Copiers or Fax machines** to make your image. Only use authentic **HP or Canon toners**, no substitutes. **Use only "Fired-On Images™" Brand of Transfer Paper.** \*As of **2019** a few NEW HP models do not contain iron oxide. Before buying a new HP printer, Check HP's MSDS site linked here <http://fired-on.com/faqs/> to check if your cartridge number contains iron oxide / ferrite. **All Canon Black-only** laser printers/copiers still work! **No** inkjet printers or color printers will work for this process.
- 2. *What temp do I fire my images to?:*** There is a chart in the instruction sheets that comes with each pack of Fired-On Images Decal paper. The decal firing temp is dependent on what the original glaze firing temp.
- 3. *Black Toner smudged when you remove water from the unfired transfer paper: If toner smudges on the decal paper before you've touched it... change paper preference in printer menu to "Heavy Paper"***
- 4. *Image wipes off after firing:*** Transfer firing too low, try again at a higher temperature. Porcelain Painters check the tutorial on [www.fired-on.com](http://www.fired-on.com) for cone 018 temp firing info
- 5. *Image has faded after firing:*** Transfer firing temperature is too hot...use a lower temp.
- 6. *PYOPs : If you exclusively fire to cone 06 and so must fire the decal to cone 06 then use 2-3 coats of Spectrum 799 Majolica White*** as either a base coat and paint your colors on top OR paint 799 white glaze where you will be putting images and paint bisque as usual then use a wax resist over the white glaze areas before dipping in clear. **TEST KILN TEMPERATURE** with witness cones!! If your kiln fires any hotter than a true cone 06, images may fade.
- 7. *Image has cracks in it:*** Small microscopic crackling is normal but if you see large cracks or holes after firing, be sure to handle the film as little as possible by lifting the backing paper out of water bath with film still attached then slide film onto surface gently. Use a rubber roller "brayer" over a paper towel laid on top of the image then remove water and bubbles. Do not stretch the film when applying.
- 8. *Ware has cracked after firing:***  
Stoneware requires a slow fire for both heating up and cooling down.  
Porcelain and stoneware must be dry footed...placed directly on kiln shelf
- 9. *Glazed Surface has bubbled or roughed up during image firing:***  
The Glaze you used is not suitable for additional high temperature firings. Best results with a non-moving glaze. Test first! For best with factory glazed tableware be sure that it has a permanent label stating "microwave safe" fired onto bottom.