
TheMagicTouch® usa

div. of RGP Industries, Inc.

WoW 7.1 FAQ

Q. What do I need to successfully create a wow transfer?

A. You need the Wow 7.1 paper kit (iSheet, mSheet, release paper, Wow pad, temperature strips) some 28 lb high quality laser paper, a graphics editing program, a compatible laser printer and a high quality heat press.

Q. What material can I press the Wow transfer to?

A. There are a variety of substrates such as 100% cotton or polyester and blend t-shirts, nylon, leather, denim, etc. that the Wow can adhere to. Just make sure it can withstand a pressing temperature of 255 f for at least 10 seconds without any change in the composition of the material.

Q. Is it hard to create a wow transfer?

A. As long as you have a moderate understanding of how to use Adobe Photoshop 7.0/ Corel Draw 10 or above and are able to use a heat press efficiently, it is very easy to use Wow.

Q. How does the Wow transfer paper work?

A. Wow uses a patented process which adds a free-form white underlay to a full-color graphic without the need for setting up screens or cutting/weeding.

Q. The instructions mention creating a black and white mask. What is a “mask”?

A. A mask or negative is a type of graphic which uses black to denote the background areas of the transfer and white to denote where the image will be.

Q. OK, how do I make a mask?

A. Please refer to [this document](#) for using Corel or [this document](#) for using Photoshop to create a black and white mask. And remember, black and white ONLY, no grayscale!

Q. So I have my mask and my image printed, how do I actually make the transfer?

A. Check out [this](#) how-to guide to see how to create a successful transfer. Still need a hand? Watch [this video](#). Still not getting it? Call our technical support department at 888-349-2378 Option 2.

Q. Oh No! My transfer came out with a bunch of grayish white stuff around my image! What do I do?

A. You can clean that unwanted residue with regular office tape before setting the transfer in for the final press. But It sounds like your mask isn't completely weeding the mSheet. Make sure you separate the two sheets IMMEDIATELY after opening the heat press. Any hesitation will lead to unwanted residue. They should separate very easily.

Q I'm peeling quickly and steadily but I still get the residue, is it me?

A. You might not be using the correct laser paper. Hammermill makes a high quality 28lb 96 brightness laser paper. Use that or comparable paper made by HP, etc. The Hammermill paper can be purchased directly from us.

Q. When I remove the backing paper off of my t-shirt, I lose some of the lettering/graphic. What gives?

A. You might be pulling the backing paper off too soon. Wait for it to get cold before removing the iSheet backing.

Q. I'm getting little white dots on my full color image, what's that about?

A. It's possible your heat press is losing temperature. Increase temperature by 5-10 degrees for the entire process. This is especially prevalent in Hotronics and Hix Basix heat presses.

Q. I'm still having trouble doing this? Is there a special secret to making the wow work? If so, can you please tell me?

A. If you are having trouble after the second attempt at using wow, STOP using it and please call our support department. We have a team of support techs who will be able to help guide you to successfully creating a wow transfer provided you have the proper equipment. The support number is 888-349-2378 Option 2.