



## **PennTrans™ Heat Transfers Frequently Asked Questions**

### **Are there different PennTrans™ effects available?**

Silver reflective, color reflective, stitching and embroidery effects are available.

### **Can I request a PennTrans™ sample?**

Yes. You can order up to 8 pieces.

### **Is there a charge for a PennTrans™ sample?**

There is no charge for the sample, there is a charge for the freight.

### **What is the time frame for receiving a PennTrans™ e-sample or physical sample?**

E-Sample or Physical Sample, 3-5 business days. If vector artwork is provided, 2-4 business days.

### **What are acceptable artwork formats?**

Adobe Illustrator vector artwork is preferred. If not available, our Team of Penn Emblem artists will work with your designers to create artwork.

### **What are the maximum and minimum sizes for PennTrans™ artwork?**

Maximum size is 26" x 19". Minimum size is 0.79" x 0.79".

### **What color palette is available for PennTrans™?**

PMS colors are preferred. No limitation on amount of colors used.

### **How do I place a PennTrans™ order?**

- > Emailing your Penn Emblem Account Manager is preferable for new orders with artwork attached.
- > Repeat orders can be placed through Photocard or EDI.

### **What is the minimum order size?**

25 pieces.



**What information is needed to place a sample or regular order for PennTrans™?**

- > Order Details (e.g. quantities, colors, date needed to receive, Bill/Ship to, etc.).
- > Artwork (vector artwork is preferred).
- > How is garment being laundered (either Home or Industrial).
- > Garment type that the transfer is to be applied. Fabric information (1) color; (2) content - eg. cotton, poly, etc; (3) fabric weight.

**What is the delivery time on PennTrans™ orders?**

New and repeat orders-7-14 business days. Dependent on quantities.

**Is there a shelf life to PennTrans™?**

Store PennTrans™ in a cool, dry place out of direct sunlight and exposure to humidity. Preferably in air conditioned environment.

Boxes of PennTrans™ should not be stacked.

Shelf life up to 2 years if the above mentioned conditions are correctly followed.

**Is PennTrans™ removable?**

Not recommended since it could damage the garment and/or leave a nonremovable residue.

**Can PennTrans™ be applied onto an existing transfer?**

Yes with a chemical rub over existing transfer.

Apply rubbing alcohol. Using a clean lint free cloth – apply the rubbing alcohol to the cloth and give the surface of the existing transfer a good wipe down. When dry you can over apply a new transfer that is slightly larger than the original. The new transfer should totally cover the existing one and have at least 1-2mm of bleed with direct contact to the fabric. Be extra careful when removing the carrier (especially if hot peel) and repress for a few seconds after. Wash testing is highly recommended.

**How to apply PennTrans™ onto garments?**

Please visit the Penn Emblem Website for application specifications or call your Penn Emblem Account Manager.

**Can PennTrans™ to be laundered?**

Yes, home laundry only.

NOTE: An applied transfer must set and cure for 36 hours prior to washing.



**Has there been any testing done for PennTrans™?**

Yes. Penn Emblem has done application & wash testing on primary garment types used in the home laundry markets.

**Can any heat press machine be used?**

Most heat press machines can be used. Automatic presses are perfected to ensure correct pressure. All presses should be calibrated every week to ensure setting accuracy.

For home laundering, what temperature settings (cold, warm or hot) do you use? Can the garments be dried in a clothes dryer?

Turn garment inside out before washing. Cold or Warm Water. No bleach. Tumble Dry Low or Flat. Do not iron directly on transfer.

**How do I know I applied PennTrans™ correctly to the garment?**

Follow application and care instructions for PennTrans™ on the Penn Emblem website.

Check for any lifting of transfer on the edges after PennTrans™ has been applied.

After applying transfer, let cool for 10-12 seconds.

NOTE: An outline may appear when applied. The outline will disappear after 1st wash.

**What kind of items can PennTrans™ be applied to?**

Transfers are to be applied to smooth & flat fabric based surfaces.

Will not work on leathers due to the oils.

Not recommended for non-porous surfaces. Does not work on Teflon coating.

**Is PennTrans™ Flame Resistant?**

Yes, PennTrans™ is flame resistant.

**Is PennTrans™ environmentally friendly?**

Yes, only water based technology is used. PennTrans™ conforms to tough OEKO-TEX 100 environmental requirements.



## PENNTRANS™ HEAT TRANSFERS-FEATURES AND BENEFITS

<i>Features</i>	<i>Benefits</i>
Order quantity minimum of 25	Cost efficient, low minimum
No limitation on amount of colors used	Complex designs are easy to recreate
Fast turn time: 3-5 business days for samples and 7-14 business days for orders	Get your orders faster
High-definition, photo-quality images, clear reproduction of fine details	Any customer's design can be reproduced with clarity
Suitable for home laundry	Will not fade, peel or crack
Clear carrier paper for accurate placement	More precise application
One-process application-hot release	Easier application process, reduces cost and labor hours
Flexible heat transfers with great image quality and clarity	Wont weigh down garments, perfect for performance apparel, soft to the touch
Environmentally friendly, water based not plastisol	Conforms to tough OEKO-TEX 100 environmental requirements
Satin Stitch and Embroidery effects available	Mimic embroidery and stitching texture for a unique look
Flame Resistant and Reflective options available	Meet safety regulations, keeping the wearer safe and secure