

## FREQUENTLY ASKED QUESTIONS



Welcome to the FAQ page of Etac Europe. If you have questions, there is a good chance that the answer is in here. This is not a static list. Each time when we receive a relevant question that is not covered within the support pages, we will add it here. Thank you for checking this page first!

If you want to subscribe to an RSS feed or download the entire FAQ list as a pdf file, check the links below in the sidebar.

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### Shipping and handling questions:

### **How much do you charge for shipping paint?**

Because you are all such nice people, we're now shipping with a flat rate of € 10 to all countries in Europe and the UK, regardless the amount of paint. This applies only if you are a customer and not if you are a retailer. This is an action so it won't last forever...

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### **Help! I live in Scandinavia. Where do I order?**

We have several loyal customers from Scandinavia and they can order directly from us – customer service is guaranteed!

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### **I don't want to use Paypal. Can I still place an order?**

Yes of course. Paypal is very secure but if you don't want to order online, just send us an email with your order and we will take care of it.

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### **I don't like postal services. Can I pick up my order?**

No problem. If you drop us a note or give us a call, we can arrange a date and time for you to pick up your order. We have to know in advance, though.

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General questions:

### **What is Etac?**

Etac is a company in the USA that produces high quality (airbrush) paint. The owner, Bill Edwards, has decades of experience with pigments and paints: prior to founding Etac Color Concepts, he worked for various other companies as an advisor and/or paint chemist.

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### **I live in Europe or the UK. Can I order paint in the US?**

If you place an order in the USA and you live in Europe, Scandinavia or the UK, they will divert you to us or to one of our local dealers. We're not doing this to make your life difficult but to ensure a good distribution and customer service.

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### **I don't live in Europe, Scandinavia, the UK or the US. Where can I order Etac?**

As a general rule, Etac Color concepts in the USA takes care of all international orders outside of our jurisdiction. When in doubt, just contact us.

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### **I would like to become an Etac retailer. What do I need to do?**

Our primary aim is to make Etac available to end users and not to have it in every single shop. We have installed a few retailers throughout Europe, you can check them out [here](#). We are currently not looking for new retailers. However, this might change depending on where you are situated and above all, who you are. If you think it would be beneficial for artists in your area to become a dealer, please [contact us](#) and we will review your case.

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### **Can I submit my work for publication in your gallery?**

Yes you can, but we can not guarantee that it will be published. Please make sure that the quality of the actual photograph is good enough for publication. Contact us for more information with regards to size: It's always a good idea to send us a low resolution version of your work so we can review it.

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Technical questions:

### **Where can I find more information about Etac?**

We have several user manuals, color cards and other material for download in our support section. There is also a lot of information on this website. If you have read our manuals and you still have questions, feel free to [contact us](#) and we will help you out as best as we can.

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### **What is the difference between Private Stock and EFX?**

EFX colors contain the best pigments available in a high quality binder which is non toxic. This binder is re-wettable which means that water can still react with it after it is applied. It can also be erased, so it is ideal for illustration and fine art applications. You can use it as it is. There are also various additives to change the properties of this paint. For example, you can use Pol E'tac or H2 Uro to make EFX water resistant or more resilient.

Private Stock uses the same pigments as EFX 500. The main difference is that the binder already contains a special blend of acrylics designed for airbrush applications where thermal setting (textile) or solvent based clearing (custom painting) is used for permanence. Also here, you can use additives to alter the properties to your liking. People use both systems for a variety of applications.

More information can be found in our (downloadable) manuals or on this website.

### **Can I use Etac for custom painting?**

Yes you can! All colors are extremely light fast which makes them ideal for many outdoor applications (custom painting, textiles etc). Etac is designed for a variety of purposes and custom painting is definitely one of them.

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### **Can I use Etac straight out of the bottle?**

Etac can be used straight out of the bottle. No clogging will occur, also not with very small nozzle openings. However, be aware that Etac is very concentrated. If you prefer to work with subtle transparent layers and small detail, you might want to use some additives and/or water (see our manuals for more details on how to use Etac).

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### **Can I use Etac together with solvent based paints?**

Etac has been tested with many Polyurethane systems and up until now, we have not experienced any problems. However, there are so many variations that we always recommend to make a test panel first. Etac is extremely strong when used in combination with a polyurethane clear coat.

We advise caution with nitro paints. They are outdated and even forbidden in many countries but some people still use them. Some nitro lacquers are so aggressive that they could damage the binder: Always try this out on a test panel first.

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### **I've been told that Etac works better if I add alcohol or other additives. Is this true?**

No it is not – bad idea. Alcohol will reduce tip dry on all paints but it will also mess up the chemical makeup of our product (and others as well) so we strongly advise you not to do this. Etac products are designed to work together so it is always a good idea to stick with the same brand(s). Don't use alcohol or foreign reducers. Alcohol and several reducers are also hazardous for your health.

Some additional advice: If you want to make sure that the chemical makeup of your product is non toxic, ask for MSDS (safety data) sheets.

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### **What do I use to thin Etac?**

Bottled water is recommended. It is best **not** to use tap water or distilled water.

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## The Etac color wheels

### **I have no idea how color works. Is everything I need to know on these color wheels?**

Any color wheel, also these, are tools. In this case they show you the exact coordinates of all our colors in relation to each other. This is very important for you to know, and it will make color mixing much easier for anyone who is not familiar with the nature of our pigments. Compare them with a roadmap if you like.

These color wheels are very detailed and precise maps that make it easy for you to see where you should go. Without a map, it's much more difficult to navigate but then again, you have to know how to read a map in order to work with it correctly. Knowing this, we have made these color wheels as self explanatory as we can.

**Important:** Please be aware that they **do not contain formula's** on how to mix various colors. We strongly recommend that you learn the basics of color mixing which will enable you to mix any color that you want by yourself.

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### **Can you teach how to work with color?**

We can if you are willing to follow one of our workshops. We can't teach you how to work with color via the internet but there are two great sources where you will get a lot of help: The international Etac forum which can be found [right here](#) (you will have to register) or Google.

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### **How can I be sure that these color circles are usefull for me?**

Very simple: you can download our printing files **for free** and check out the documents before you decide to do anything with them. If you have a good color printer and you know how to use it, you can print them yourselves. As a secondary option, we offer them for sale, printed and laminated. We want you to use our paint to it's full potential, so we have every reason to present you with stuff that works.

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