



Nu-Scents Wholesale, LLC

Candle Troubleshooting Guide

Problem	Possible Causes	Possible Solutions
<p>Candle smokes excessively when it burns</p>	<ul style="list-style-type: none"> —high oil content —wick is too large —candle may have air pockets —flame too high —there is a draft 	<ul style="list-style-type: none"> —decrease the amount of fragrance oil —try a smaller wick size —pour candles at a hotter temperature <u>AND/OR</u> poke release holes and refill —keep wick trimmed to ¼ inch —do not burn candles in a drafty area
<p>Candle does not have a good scent throw (<u>note</u>—everyone’s scent palate smells differently!!)</p>	<ul style="list-style-type: none"> —there is not enough fragrance —too much vybar was added —low quality fragrance —burn pool size is wrong —your nose may not be able to smell certain fragrances —you have been working with various fragrances and your nose has become immune to the environment —wax was left on the heat source too long allowing the fragrance to evaporate —scent not compatible with wax 	<ul style="list-style-type: none"> —we recommend 1 ½ oz fragrance oil per pound of wax (if more is needed, do not go over the maximum fragrance load the wax can hold) —we recommend 1 tsp vybar per pound of wax —try a better quality, more concentrated fragrance oil —make sure you have a ¼ to ½ inch deep (side to side) burn pool in about 4-5 hours (for optimal scent throw) —have multiple people test your candles in different environments —have multiple people test your candles in different environments —add fragrance oil last, just before pouring —only use scents that are made for use in candles
<p>Fragrance oil is settling to the bottom of the candle</p>	<ul style="list-style-type: none"> —used too much fragrance —forgot to add additive to paraffin wax 	<ul style="list-style-type: none"> —we recommend 1 ½ oz fragrance oil per pound of wax (if problem recurs, use less than recommended) —add vybar to your wax to evenly disperse the fragrance oil

<p>Second pour is not blending well with the first pour or repour(s) separated from candle after removal</p>	<p>— poured second pour too late</p> <p>—poured second pour too cool</p>	<p>—try to do the second pour when candle is still a little warm and not fully hardened (caution—if you pour the second pour too soon, that re-pour will sink just like your first pour)</p> <p>—increase temperature of second pour</p>
<p>Candle wax is not burning evenly all of the way down</p>	<p>—wax is too hard (too high of a melt point)</p> <p>—wick is too small</p>	<p>—may want to use a wax with a lower melt point that is softer</p> <p>—try a larger wick size</p>
<p>Candle wick is drowning out (not staying lit)</p>	<p>—wick is too small</p> <p>—wick is getting clogged</p> <p>—wick is not primed (waxed)</p> <p>—too much slack in wick (pillar)</p> <p>—lack of wick tab (container)</p>	<p>—try a larger wick size</p> <p>—use less fragrance oil, essential oil, and/or dye; do not use dyes that contain pigments (use those for over-dipping only)</p> <p>—use waxed wicks <u>OR</u> soak raw wicking in melted wax before use</p> <p>—pull wick taut when wicking mold</p> <p>—use a wick tab to support the wick during the last hours of burning</p>
<p>Candle will not come out of the mold</p>	<p>—mold is new or “unconditioned”</p> <p>—pouring temperature is too low</p> <p>—cooling temperature is too high</p> <p>—mold is dented</p> <p>—candle not cool enough to take out of mold</p> <p>—there is an air bubble trapped inside suctioning the candle to the mold</p> <p>—the second pour was overfilled, seeped around your first pour, and expanded too far</p>	<p>—clean the mold, re-melt the wax, and re-pour <u>OR</u> use mold release spray to condition the mold</p> <p>—increase the pouring temperature</p> <p>—keep candles 2”-3” apart when cooling and make sure candles cool from the bottom first, not the top (to do this cool candles on a wire rack)</p> <p>—re-melt the candle to get the wax out, un-dent the mold, and re-pour <u>OR</u> purchase a new mold</p> <p>—wait longer until the candle has fully cooled and hardened</p> <p>—work the mold by massaging it in order to release the trapped air</p> <p>—re-melt the wax and re-pour being careful not to go above the original pour level</p>
<p>Candle is getting jump lines (visible lines on the outside of the candle or container candle)</p>	<p>—added too much palm stearic acid</p> <p>—container or mold was too cool when the candle was poured</p> <p>—pouring temperature is too low</p>	<p>—we recommend 1 Tbsp. palm stearic acid per pound of wax (is problem recurs, use less than recommended)</p> <p>—pre-heat your container or mold prior to pouring</p> <p>—increase the pouring temperature</p>

<p>Candle surface has pit marks (small holes)</p>	<ul style="list-style-type: none"> —wax was poured into mold/container too fast causing air bubbles —dust particles were inside mold/container at time of pouring —mold/container was too cold —water got in the wax at time of pouring —candle cooled too fast —pouring temperature is too low or high —used dirty wax 	<ul style="list-style-type: none"> —pour the candle at a slow and steady rate and after candle is poured tap on sides of mold/container to release air —make sure the mold/container is clean before you use it —pre-heat your mold/container prior to pouring —make sure that water (from a double boiler or elsewhere) never gets into your wax —keep candles 2”-3” apart when cooling and make sure candles cool from the bottom first, not the top (to do this cool candles on a wire rack) —decrease or increase the pouring temperature accordingly —always keep your melting pots and wax clean—pour dirty wax through cheesecloth to filter
<p>Candle surface is frosting (white dusty appearance on surface)</p>	<ul style="list-style-type: none"> —room temperature is too cold —candle cooled too fast or too slow —mold/container was too cold —pouring temperature is too high or too low —fragrance does not work well with the wax you are using —candle was forced from mold before being ready 	<ul style="list-style-type: none"> —increase room temperature —keep candles 2”-3” apart when cooling and make sure candles cool at a steady rate from the bottom first, not the top (to do this cool candles on a wire rack) —pre-heat mold/container prior to pouring —decrease or increase the pouring temperature accordingly —change fragrances or use a different wax with that fragrance —wait longer until the candle has fully cooled
<p>Candle is cracking</p>	<ul style="list-style-type: none"> —candle cooled too fast —candle was put in the freezer or fridge —the well in a paraffin candle was refilled after the wax in the mold had cooled too much/completely hardened —pillar candle with a wick too small 	<ul style="list-style-type: none"> —keep candles 2”-3” apart when cooling and make sure candles cool from the bottom first, not the top (to do this cool candles on a wire rack) —putting candles in the freezer or fridge can cause them to become brittle and crack —try to do the second pour when candle is still a little warm —thick walls tend to crack, try a larger wick size

<p>Wax is too brittle causing chips to break away</p>	<p>—too much additive was added —too many different additives were used —storage area too cold</p>	<p>—decrease the amount of additive used —do not use as many additives —increase room temperature (we recommend 44-70°F)</p>
<p>Container candle has wet spots (wax is not adhering to the side of the container)</p>	<p>—candle cooled too fast —room temperature is too cold —container was dirty at time of pouring —container was too cold</p>	<p>—keep candles 2”-3” apart when cooling and make sure candles cool from the bottom first, not the top (to do this cool candles on a wire rack) —increase room temperature —make sure container is clean before you use it —pre-heat container prior to pouring</p>
<p>Container candle is tunneling (melt down the middle and leave leftover wax on sides of container)</p>	<p>—wick is too small —candle was burnt for short periods of time —wax is too hard/has too high of a melt point for the wick —too much or the wrong type of additives were used</p>	<p>—try a larger wick size —burn the candle for at least 1 hour per inch in diameter to ensure an equal burn —try a softer wax with a lower melt point —use the least amount of additives needed for the desired effect</p>
<p>Wick is mushrooming (carbon and/or other substances build up on the wick)</p>	<p>—fragrance and/or dye is collecting in the wick and interfering with combustion —the wick naturally mushrooms —too rich of a wax formula —wick is too small</p>	<p>—try different fragrance/dye combinations —zinc cored wicks and others naturally have this effect, try a different type of wick to get rid of mushrooming —try a harder wax —try a larger wick size</p>
<p>Pillar candle is guttering (a hole in the wall of the candle that allows wax to spill out)</p>	<p>—wick is too large</p>	<p>—try a smaller wick size</p>
<p>Candle has a sink hole by the wick (note—it is normal if a small ¼ inch “crack” appears by the wick when the candle is completely cooled)</p>	<p>—candle cooled too fast —the wax naturally shrinks while cooling</p>	<p>—keep candles 2”-3” apart when cooling and make sure candles cool from the bottom first, not the top (to do this cool candles on a wire rack) —pre-heat mold/container prior to pouring AND/OR while candle is cooling poke holes around wick and refill (may need to do more than two pours)</p>

Candle is sweating (oil droplets on candle surface)	<ul style="list-style-type: none"> —too much oil in wax —room temperature is too hot —additives were not used 	<ul style="list-style-type: none"> — we recommend 1 ½ oz fragrance oil per pound of wax (if problem recurs, use less than recommended) —decrease room temperature <u>AND/OR</u> take candle out of direct sunlight —use proper additives for the wax you are using and the desired effect
Palm wax candle is not crystallizing	<ul style="list-style-type: none"> —mold/container was too cold —candle cooled too fast —candles were too close together —candle was taken out from under the box before it was ready 	<ul style="list-style-type: none"> —you must pre-heat mold/container prior to pouring —you must place a box over the candle to retain the heat and allow the palm wax to cool slowly —keep candles 2”-3” apart when cooling —wait longer until the candle has fully cooled
The same wick is not working in the soy candle like it did in the paraffin candle	<ul style="list-style-type: none"> —wick size is wrong 	<ul style="list-style-type: none"> —soy waxes require larger wick sizes than paraffin, try a different size wick
Candle is mottling (white snowflake-like marks all over it)	<ul style="list-style-type: none"> —too much oil in wax —candle cooled too fast —used too much mold release —lack of additives 	<ul style="list-style-type: none"> —use an additive to fully disperse oil throughout the wax —keep candles 2”-3” apart when cooling and make sure candles cool from the bottom first, not the top (to do this cool candles on a wire rack) —wipe out extra mold release and remember to use less next time — use proper additives for the wax you are using and the desired effect
Flame flickers/sputters	<ul style="list-style-type: none"> —water got in the wax at time of pouring —water trapped in wick from water bath —wick is not primed (waxed) 	<ul style="list-style-type: none"> —make sure that water (from a double boiler or elsewhere) never gets into your wax—if it does, pour off melted wax and relight candle (if that doesn’t help re-melt and start over) —make sure wick hole is securely sealed on the mold — use waxed wicks <u>OR</u> soak raw wicking in melted wax before use
Pillar/Taper/Votive candle is dripping	<ul style="list-style-type: none"> —there is a draft —wick is off center —wax is too soft/melt point is too low 	<ul style="list-style-type: none"> —do not burn candles in a drafty area —carefully move the wick into the center with a non-flammable object —try a harder wax with a higher melt point

Candle has dark spots on the top	<ul style="list-style-type: none"> —dye did not thoroughly mix in —used dirty wax —pigment used instead of dye 	<ul style="list-style-type: none"> —thoroughly stir dye into the melted wax before pouring —always keep your melting pots and wax clean—pour dirty wax through cheesecloth to filter —do not use pigments for solid coloring (use for over-dipping only)
Pillar candle mold leaks	<ul style="list-style-type: none"> —wick hole is not properly sealed 	<ul style="list-style-type: none"> —use mold sealer generously and pull wick taut
Colored layers bled together	<ul style="list-style-type: none"> —re-poured too soon —re-poured too hot 	<ul style="list-style-type: none"> —wait until a rubbery surface has formed on the previous layer —reduce the pouring temperature of the layers
Candle's color has faded	<ul style="list-style-type: none"> —UV rays from sunlight and artificial light 	<ul style="list-style-type: none"> —add UV Inhibitor to reduce fading <u>AND/OR</u> store candles in a dark place

This Candle Troubleshooting Guide is provided by Nu-Scents for the personal use of our customers. No portions of this document may be reproduced for distribution, sale, or publication of any kind without the expressed written consent of Nu-Scents Wholesale, LLC.