



## FAQ – Frequently Asked Questions

### Paint

- **Is Scale Colors airbrush ready?** Yes, if you are spraying between 18-25psi. If you are spraying at lower pressures (12-15psi), additional thinning may be required. We do not recommend brush-painting with Scale Colors paint, they are formulated specifically for spraying.
- **Is Scale Colors toxic?** Scale Colors was formulated to be extremely low odor and uses water and isopropyl alcohol as its primary ingredients. We strongly advise users to adhere to all common-sense safety practices with regards to scale model paints. Scale Colors MSDS sheets are located on our website [www.scalecolors.com](http://www.scalecolors.com)
- **If Scale Colors is airbrush ready, why do you sell thinner?** ...because not everyone sprays at the same pressures. In addition, each customer's airbrush setups vary considerably. Some of us 'old-school' modelers prefer to spray at 10psi in multiple, wet coats.
- **Can I use other thinners with Scale Colors?** Absolutely, positively **NOT**. Tamiya Thinner, Gunze Mr. Levelling Thinner, Lacquer Thinner, will instantly over-catalyze the paint and create a huge, gummy mess in your airbrush. If you do not have Scale Colors thinner, a 50-50 mix of isopropyl alcohol (91% or better) and distilled water will suffice, although it will lack a flow control agent.
- **Does Scale Colors require a primer?** In theory, all paints require a primer. Is it necessary? That's up to you. We can assure you, though, that Scale Colors performs better over primer. We recommend our Scale Colors Acrylic Sandable Gray Primer, however, customers have enjoyed much success with Badger StylinRez, Gunze Sangyo Mr. Surfacer, and Vallejo-brand primers.
- **What's the best advice for application?** Scale Colors is pigment heavy, and usually covers effectively in single coat. Depending upon your airbrush setup, ideal pressure is 18-25psi with two thin coats, allowing for slight air drying between coats of 1-2 minutes.
- **Why is Scale Colors glossy?** Scale Colors is deliberately formulated to be semi-gloss, allowing the modeler to apply decals, washes, and weathering directly onto the paint without additional layers of clear coats. The paint is intended to be clear-coated, and flat coats will lighten the base color.

- **How long does it take to dry?** This is a loaded question. The paint 'dries' to the touch in less than 15 minutes – however – the paint requires at least 24 hours to chemically cure. If you are masking Scale Colors paint, it is recommended that you wait at least 2 hours before masking.
- **Can Scale Colors be removed if I mess up?** Absolutely. Simply use isopropyl rubbing alcohol to remove the paint up to 12 hours after spraying. As the paint cures, it will become harder to remove with this method and may require a stronger solvent such as Gunze Sangyo Mr. Levelling thinner.
- **The colors in the bottles look strange.** Scale Colors paints are matched to historically accurate colors – AFTER they have dried. Scale Colors paints will DARKEN as they cure.
- **Why does the paint separate after only a few days?** Because the paint is formulated for spraying the viscosity of the paint is much lower than standard 'paintbrush' paint, and as a result, separates faster. Each bottle has stainless steel bearings, simply shake the bottle well before use.
- **Where are your colors researched?** Prior to becoming Scale Colors, we specialized in WW2 naval camouflage and historical research. Our personal archives contain more than 20,000 photos from the period, and thousands of pages of documents pertaining specifically to paint, camouflage, and mixing. We utilize a variety of historic color standards, such as the 1929 Munsell Book of Color, US Federal Standard series 595, 595A, 595B, and 595C, and German RAL gGmbH. We do in-house photo-spectrometry for computerized color matching for Meuthen, Munsell, RAL, and CieLab color standards. We have also written numerous books and articles on the subject, and are currently writing a book on US Navy Camouflage practice and applications.
- **If I buy a set, is there enough paint to complete the entire model?** That is why we have created ship specific sets (1/200 Bismarck, Scharnhorst, Titanic), to ensure you have the colors you need, in the quantity you need, for that specific model.
- **But, but, the colors you have don't match the colors in the instructions!** As a professional modeler for nearly 35 years, the best advice we can give you is **DO NOT** pay any attention to the painting instructions in kit instructions. Ho Chen Dao, sitting at a desk in China writing the instructions for the latest Trumpeter kit, has little or no idea what colors were applied most of these ships historically. Even if he does, the best he is going to do is match to already-existing Gunze Sangyo colors (also an excellent paint producer), and 98% of the time those colors are ship, aircraft, or armor colors. Research, or if you're really desperate, contact us and we can help (please don't abuse this offer).
- **Your labels are printed on a laser printer. Why?** Cost. A bright, fancy, factory-printed label for more than 140 different colors would raise the cost of each bottle by at least \$1.00. You're buying this paint because you've heard good things about it, we have colors you cannot source anywhere else, we are airbrush ready, etc. When that bottle of paint is done, you throw out the bottle, and that expensive label, with it. Our goal is to make the paint affordable and available to the customer whilst making a little extra on the side for our retirement fund. 😊

# ORDERING, SHIPPING and OTHER STUFF YOU PROBABLY DON'T NEED TO KNOW (but ask anyway).

- **How can I contact Scale Colors?** There's a Facebook group specifically for Scale Colors customers, via our website, there's a contact form at the bottom of the page, or by email at [info@scalecolors.com](mailto:info@scalecolors.com)
- **What if there's a problem?** Contact us, and we'll do what we can to fix the problem!
- **Where is your factory located?** Scale Colors is a one-man, one-dog operation located in rural Wisconsin. We do not have a factory, or a staff of employees filling, packing, and shipping. Since the dog sleeps most of the time, our work week is divided between all the aspects of the operation. Although we try to get orders out as quickly as possible, there are some days when we are forced to spend our day bottling and mixing. As such, we often fall behind on our orders, but post regular updates on both our website and Facebook group. We thank you for your continued patience and understanding. We anticipate hiring additional help in the future as the business continues to grow, but in the meantime please understand, we're just one guy and his dog.
- **Where do you currently ship?** Until recently, we shipped worldwide. The new Brexit laws in the UK have resulted in us being forced to cease shipping to the UK. As a one-man operation, we cannot comply with the UK's requirements that WE collect VAT from our customers on their behalf. In addition, postal services around the world have been dramatically impacted by Covid-19, so overseas orders can often take weeks, and in a few cases, months, to arrive.
- **Does Scale Colors mark-up shipping?** No, we do not. If you are an overseas customer, we pack your order, proceed to the post office, and get a quote for shipping. If the post office charges us \$24.50 (the minimum shipping to Europe), that is what we charge the customer. Shipping to Australia, Japan, the Philippines, etc., is usually more expensive. Standard minimum shipping to Canada is now \$21.25. Large orders are done on an individual basis based on weight.
- **Why do you use Priority Mail Flat Rate?** For domestic shipping, we chose Priority Mail Flat Rate for several reasons. First, Priority Mail provides packaging, which we in turn do not have to purchase, allowing us to keep our costs down on the paint. Secondly, in most instances, the Flat Rate package cost is less than the cost of standard Priority Mail because of weight (paint is heavy). And finally, because of the nature of our product, we do not want it in the hands of the postal service for any longer than is necessary. Priority Mail does not imply that the order leaves here any faster, it simply means that the postal service gets it to you as quickly as affordably as possible.

**Thank you for choosing Scale Colors! Your feedback is always welcome.**