

Troubleshooting Guide

Problem	Possible Causes	What To Do
Candle is smoking when you burn it	High oil content, your wick is too large, your candle may have air pockets	Decrease your amount of fragrance oil, try a smaller wick size, pour your candles at a hotter temp
Candle is not Throwing enough scent	Your fragrance is low quality, you have not used enough fragrance, you have added too much vybar, you left your wax on your heat source for too long allowing the fragrance to evaporate, you are using a wax that is not porous enough	Use a better quality fragrance, use 1 oz. of fragrance per lb. of wax, only add 1/2 tsp. of vybar per lb. of wax, pour your candles right away after you add your fragrance, use a more porous wax
Fragrance oil is settling to the bottom of the candle	You used too much fragrance, you are using a wax that is not porous enough	Use 1oz. of fragrance per lb. of wax, use a more porous wax. If you notice this “oil slick” on the bottom of your pouring pots, stop pouring your melted wax before you get to the oil; otherwise, you will see this oil on the bottom of your finished candles.
Second pour is not blending well with your first pour	You have poured your second pour too cool	Try to do your second pour when your candle is still a little warm. Be careful though, if you pour your second pour too soon, that repour will sink just like your first pour did!
Candle wax is not burning evenly all of the way down	Your wax may be too hard (too high of a melt point), your wick may be too small	You may want to use a softer, lower melt point wax or try using a larger wick diameter. Zinc core wicks tend to burn hotter...try these! CD wicks also burn hotter!
Candle wick is drowning out	Your wick size is probably too small for your candle diameter. You poured your	Try using a larger wick size. Make sure that you pour container candles to the point

	candle above the point where the container starts to change shape.	where the jar begins to change shape. Going above this point will cause melted wax to drown out wicks when burning.
Candle will not come out of your molds	You may have poured your candles too hot, you may have poured your second pour over your fill line, your wax is too soft	Try using a harder wax, use mold release, pour your candles at a lower temp, do not pour above the first pour line, and try putting your candle in the refrigerator to help it pop out. I don't suggest putting candles in the freezer as they may crack.
Candles getting jump lines (visible lines on the outside of the candle or container candle)	Added too much stearic acid, your container or mold was too cool when you poured your candle, you poured at too cool of a temperature.	Try to warm your molds or containers prior to pouring, pour at a hotter temperature, use less additives
Candles are getting small air bubbles which lead to small holes	Got water in the wax when you were pouring, on your second pour you poured above the first pour fill line, your candles cooled too fast, you poured your candles at too cool of temp	Make sure you never get water into your wax when pouring! Water is wax's worst enemy! Pour at a hotter temp, do not pour past the first pour fill line...air will get trapped and will not release before the candle has already set up. Make sure your molds and containers are warm and your working environment is not too cool
Soy candles have good cold throw, but very little hot throw	That is the nature of soy wax. You may not be adding enough scent. You added scent at too high of a temp. You are not using a hot enough burning wick.	Soy wax naturally does not have as good of a scent throw as paraffin-based wax. Use 1.5 oz. of fragrance per pound of soy wax. Add your fragrance at a lower temperature. Use hotter burning wicks such as hemp or CD wicks.
Soy candles have a white frosty look	This is the nature of soy wax. You poured your wax too high. You cooled your candles too fast.	Soy wax naturally produces a frosty white look; almost crumbly looking on the surface of container candles. Pour

		your wax at 100-115F. Cool your candles at room temp slowly. Use a hair dryer to level off the tops of the candles so that they look better.
The tops of my candles are fading or turning a yellowish color	Your have allowed your candles to be exposed to direct sunlight. The color of the fragrance you used in your candles was dark enough to turn your candles a different color. The fragrance in your candle is oxidizing.	When coloring your candles blue, purple, and pink, you need to use UV light protector in your candle mixture. Certain darker colored fragrances can change the overall color of your candles. When this happens, adjust your coloring to accommodate. Fragrance, especially vanillas, will oxidize over time. In order to limit the amount of oxidation, keep a lid on your candles, or store them where oxygen from the air is not in contact with them.



42109 State Route 18
Wellington, OH 44090
1-866-647-2368

www.naturesgardencandles.com