

# HOTPOT®

## Tipsheet

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### Troubleshooting

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In case you come across any problems while using the HotPot, you best read the user manual again to see if you have done everything according to the instructions. Should your question not be answered by it, you can check this list to see if the answer can be found. In case you cannot find the solution to your problem at all, please address your question to your HotPot-supplier.

- Problem** My glasswork has sharp edges and tips after it has been fused in the HotPot.  
**Solution** The thickness of the glass was uneven, at some places it was too thin, which makes the edges shrink towards the middle of the piece.  
Make sure that the glass is at least 5 mm thick. Please read the chapter about surface tension in the user manual for better understanding this subject.
- Problem** I fused 2 works after one another; the second has melted much deeper than the first one. How is this possible?  
**Solution** Leave the HotPot to cool down completely after every fusing action.
- Problem** My glass has turned mat and has white “clouds”.  
**Solution** A mat surface can be the result of not cleaning the glass properly before fusing. White, matt areas occasionally occur with opaque glass (non-transparent) glass. This is the result of the material it contains to make it opaque. Especially red opaque suffers from this. You can not “repair” this, next time use an “overglaze” before fusing (ask your dealer).
- Problem** My glass has cracked in the HotPot and maybe even got stuck against the inner wall of the HotPot.  
**Solution** Option 1: Reduce the wattage drastically because the glass heats up too quickly!  
Option 2: You have used non-compatible types of glass. Fusing must be done with glass pieces that have the same COE (coefficient of expansion). The HotPot glass is COE 90.
- Problem** My square glass has become a circle.  
**Solution** You have fused the glass too long and/or too hot. Adjust your settings and check the melting process sooner while fusing. If not yet fully fused, keep checking every 30 seconds until you have the result to want. Always stay alert for this, not all pieces use the same fusing time, due to size differences and colours.
- Problem** My piece has melted uneven. One side is fully fused, on the other side I can still see the 2 separate layers.  
**Solution** Place the glass more exactly in the middle of the HotPot and/or place the HotPot more exactly in the middle of the microwave.
- Problem** The pieces have moved during firing.  
**Solution** Use some glue to hold them together. Glue must be dry before firing!

- Problem** The glasswork has moved away from the middle of the HotPot.  
**Solution** Check if the microwave is in a horizontal position.  
 Check if the turning plate doesn't shock too much during the firing process. Although we advise you to use the turning plate, if the shocks are very abrupt, you may consider working without this plate. Possibly you will have a bit uneven spreading of the heat but it can be a necessity. In case you remove the plate, you also need to remove the turning mechanism and put your HotPot on the isolation blocks in the microwave.
- Problem** My HotPot does not work. The glass warms up but does not melt. The microwave seems to function in a normal way.  
**Solution** Modern microwaves often have an intelliwave detection-system, which slows down the power drastically when "strange" materials are detected in the microwave. Maybe you have used metal in your HotPot, such as silver and dichroic glass. Some microwaves react too strong to this kind of materials and sometime even too the HotPot itself, which could mean you simply need to use another microwave.
- Problem** My glass has not melted enough. Can I fire it again?  
**Solution** Yes, you can always fuse the glass again. Check is regularly during firing, it is more difficult to judge the results when a piece has been fired before.
- Problem** I can't see the orange glow in the HotPot well enough through the microwave window.  
**Solution** Remove the light form the microwave of hide it with non-transparent tape.
- Problem** My glass got stuck on the HotPot bottom.  
**Solution** The biosoluble fibre paper and/or fusing paper was too small. Glass expands during heating and it may have exceeded the size of the fibre papers. Make sure the paper is bigger than your glass.
- Problem** The glass turning plate of the microwave has broken when the HotPot was on it.  
**Solution** Most likely you have forgotten to use the isolating blocks under the HotPot. Another option is that you have left the HotPot in the microwave after firing. The heat of the HotPot can transfer to the turning plate, which is not supposed to heat up this quickly. Always use the isolating blocks and remove the HotPot after firing.