

For updates and more information , please visit:

<http://www.WillowProducts.blogspot.com>



STUDIO WAXES

2012

Willow Products

MSDS ( Material Safety Data Sheets are available on website.

Compatibility tests should be conducted to ensure clean release and no damage when using this product with other materials such as release agents or molding compounds, or when casting this product into or onto molds. Climate and seasonal changes will affect this product. Summer heat, especially during transportation, can soften wax considerably and if not packaged properly could lead to damage of finished works. Cold weather can make wax products more brittle and prone to breakage.

Also note that these products are made for studio use. Shipping or mailing completed works of art in any non-permanent material such as wax can be risky due to expose of uncontrolled climates and due to handling.

For more information please visit: <http://www.WillowProducts.com>

**Dear friend, customer, artist,**

Just a short note as we head into our 6th year, we liked to thank our repeat customers, our new customers who are so excited to try our waxes, and of course our corporate purchasers.

The good news at the release of this catalog is that not much has changed recently... **except that the CITES regulations has now been modified by the international committee and Customs to allow finished products containing Candelilla wax to be shipped** with out the special license that caused so much trouble for those trying to do the right thing. Thank you to those who helped modify that treaty!

This means that we can once again ship our original formulas to any country in the world. Of course if you are outside the US, remember that you are still the Importer into your country and that you are responsible for the ultimate clearance of goods into your country, though that should not be a problem as far as we know.

Just a few reminders:

**We do NOT accept credit cards directly.** This is for YOUR protection. We send you a Paypal invoice and they do in fact accept credit cards through their system with all the security you know and trust from Paypal. You can find out more about the payment process in the next few pages.

**We ship via USPS** and our standard is Priority unless you direct other wise. Please know that USPS continues to be the best value in terms of service vs. price, even for international shipments.

**We are a part-time home-based business.** We make and sell our products as fast as we can knowing that we have limited capacity. We think we are very responsive given our limitations and consider ourselves very lucky to have such dedicated and loyal customers who understand this fact!

# Here's how the order & payment process works:

## **Step 1: Fill out online order form**

Make your selections and fill out the order form, most of the which is free type and is pretty forgiving. Here's a link:

<http://www.willowproducts.com>

## **Step 2: We send you an invoice via email**

We send you an invoice via email. It is a PayPal invoice, but relax... If you don't have a PayPal account, it doesn't matter. The invoice allows for major Credit Cards and even bank drafts. You get the security of PayPal's secure website and we don't have to worry about keeping your financial information away from the bad guys.

Just make sure your email has HTML "turned-on" so that all the buttons on the invoice are visible.

Check your Spam or Bulk folders. Some folks email filters don't think our request for payment deserves your attention. This is usually only an issue on your first order. Clicking "Not Spam" if this happen to you gets us marked as a "good" contact on future emails.

## **Step 3: You pay the invoice and we ship.**

This process means that you keep your money as long as possible since it's not sitting in our bank while you wait for us!

## FAQ s – Frequently Asked Questions:

### Q: Why are some of the old standards marked as special order ?

**A:** Those products just don't sell as well as the new products Like ZEN and FUSE. But we know that some artists love them and we didn't want to cut anyone off from their favorite. And so we will continue to offer them as special order to accommodate this issue. Just be aware that out-of-stock means we'll have to do it custom for you.

### Q: How do I pay? What forms of payment do you accept?

**A:** First time customers are sometimes baffled by our simple order system. We use PayPal because of its speed, reliability, security, and ease. And our invoice system does NOT require you to have a PayPal account. PayPal invoices can also be paid with major credit cards, bank drafts, etc. We will accept checks and money orders mailed to our PO Box but remember that these methods will slow down the amount of time it just to get your order started. We'll have to exchange email to approve and will have to wait for funds to clear.

### Q: I don't see a place on the order form, where do I enter my credit cards information?

**A:** We NEVER ask for your credit card information and if ANYONE asks it from you in the form of email DO NOT ever give it out! We use an invoicing system which has several advantages for you! You don't pay until we've reviewed your order, established the shipping costs, and sent you an invoice. This means that you're out of money for longer than necessary if we are out of stock. It also means that PayPal's security system is in place and we don't have to worry about the security of YOUR credit card information.

### Q: How much does it cost to ship to me?

**A:** Here is the latest info ( subject to change without notice without our control ): Please note that we do not charge additional fees for packaging or shipping and all the fees you see below appear on the invoice we send you as shipping charges (though some may not be itemized). It is our experience and firm opinion that USPS offers the best combination of speed vs. costs.

USPS Package#	Capacity in Blocks	United States	Canada & Mexico	All others
FRE	2	\$5.35	\$12.95	\$16.95
FRSP	26	\$11.35	\$32.95	\$47.95
FRLP	38	\$15.45	\$39.95	\$60.95

**Here's what USPS quotes as of 1/2/2012** For more information visit: <http://postcalc.usps.gov/>

Delivery confirmation may cost an additional \$.65 . Please note that if your credit card or bank transfer is made in currencies other than USD (this means almost all outside US), we have to pay an additional currency exchange fee. This is a change that is beyond whether US dollar is weak or strong, which is our problem not yours. Even though this fee is actually value based, we have decided to charge a flat fee of \$2 USD . Sometimes we'll lose a few pennies, sometimes we make an additional few pennies. The important thing for you to know is that we're not charging you extra bucks just to hide profit!

### Q: Can you track shipments in the US?

**A:** Priority can only confirm 2 things ( with paid confirmation, \$.60 extra ) : 1) That the package has left our address and 2) That it has arrived at your address. We can not trace in between. But so far out of Hundreds upon Hundreds of shipments I believe they have only "lost" 1 package due to their mistake. But confirmation is well worth the \$.60 in terms of knowing that your package may be sitting at your post office.

### Q: Can you track International shipments ?

**A:** International shipments use a unique serial number assigned to each form and while we can provide that number, it can do little to trace the shipment as it moves. We know that on boxes, it can help your postmaster identify your package once it is received in your country. On the 1 pound and less sent in envelopes it may help inside your country, but know it is of little help from here in the US. We know that other transportation provides better tracking and you can get the quotes on-line.... It will probably stun you as much as it does us... unless you're "dripping rich" at which point none of this matter anyway!

## FAQ s – Frequently Asked Questions:

**Q: Can you make the Customs documents favor me in terms of what import duties I might pay?**

**A: No... Sorry... and here's why:** We know that some of our international community gets hit with additional fees imposed by their own country's import duties, tariffs, taxes etc. Please understand that there is nothing we can really do about it. We use the best fit harmonized code of 3407 00 00 which is relatively low in most countries. The ONE thing that the US government demands ( with threat of long jail terms for mail fraud) is absolute honesty on the Exportation Documents. This means reporting contents and their value to the best of our abilities. Additionally, most countries track 4 things :

1) Who sent it? 2) Who is receiving it? 3) What does it weigh? and 4) What is the value?

As you can see, since we sell by the pound, have a website , and we have made many shipments ( probably to your country) , fraudulent claims would be a big mistake. Besides being easy to detect, both electronically and physically, it would put us and you at risk.... our business, our personal lives, all our customers in any given country, and possibly our family lives. We love our customers, but as you can see, we have no choice but to be professional and honest to the point of losing a sale. We just have to be that way, even if it is an old friend and his birthday J !!!

Lastly please note that if your credit card or bank transfer is made in currencies other than USD (this means almost all outside US), we have to pay an additional currency exchange fee. This is a change that is beyond whether US dollar is weak or strong, which is our problem not yours. Even though this fee is actually value based, we have decided to charge a flat fee of \$1.50 USD . Sometimes we'll lose a few pennies, sometimes we make an additional few pennies. The important thing for you to know is that we're not charging you extra bucks just to hide profit!

**Q: Wow... you offer too many to choose from! Can you just mail me a free sample of them all?**

**A:** We'd love to be a big and profitable enough company to say "Sure, no problem". But the reality is that we're small, home-based, and just can't afford to give away what little profit we earn from all the hard work. But we do have \$2 samples on all our standard products.... Just type "SMP" into the Qty field on the order form.

**Q: I use "Brand C" and what to know if your products are like "Brand C" ?**

**A:** Sorry... while not everyone agrees, many artists find our products are better than Brand C... and we agree with those wonderfully smart and honest artists. ;-). But if you like what you're using, then Godspeed!

**Q: Can you recommend what you think is your best product ?**

**A:** Everyone has their favorite .... And I personally use several for different purposes. But if you made me pick MY personal all around favorite, I'd have to say "Gray ZEN". It is a very versatile wax and easy to use wax that allows so many techniques.

**Q: I keep getting your voice mail when I call ?**

**A:** Sorry...We are a very small operation and we both (2 persons) have day jobs. Until we're able to afford a receptionist or do this full time , then we'll be hard to track down by phone. Emails and text messages are by far the quickest way to communicate to us, but we'll do our best to return messages as quickly as we can.

**Q: I placed my order this morning , but still have not received an invoice ?**

**A:** Please understand that your order will be filled in the order it is received, but also know that it may be number 10 in line. Invoices are usually sent with a day or 2, but work load could mean it will take longer.

**Q: I paid my invoice yesterday , but still have not received a box?**

**A:** We usually ship twice a week. If you've paid the invoice, your box will ship on the next ship day.

# WillowProducts.com - Standard Product Selector

Product Name	Firmness at 115f	Firmness at room temp.	Hardness at room temp.	Cooling Speed (work time from soft to hard)	Additive model once cool?	Warm between fingers?	Carving traits at room temperature	Best Suited for:
<b>Air</b>	Very Soft	Soft	Soft	Slow - Long Work Time	Very Easily	Easily	A little too soft for crisp carving.	Busts; Marquettes; Sketches
<b>Ether</b>	Soft	Medium	Medium Soft	Slow - Long Work Time	Very Easily	Yes	Can be carved if refrigerated.	Small Busts; 9"-18" figures
<b>Max11</b>	Medium	Firm	Medium Hard	Medium Speed Medium Work Time	Easily	Yes; for Most artists	Soft and easy carve.	Toys; 6"-12" figures
<b>Fuse</b>	Firm	Very Firm	Medium Hard	Quick Set Less Work Time	Easily	Yes; for many artists	Fine	Toys; 3"-9" figures; industrial models
<b>Zen</b>	Very Firm	Very Firm	Hard	Fast Set Short Work Time	Easily when warm	If fingers are tough, then Yes.	Good	Toys; 3"-9" figures; industrial models
<b>3Sixty</b>	Very Firm	Extremely Firm	Very Hard	Very Fast Set Short Work Cycle	Yes but needs heat	If fingers are tough, then Yes.	Very Good	Miniatures; Small toys; Industrial prototypes
<b>ICE</b>	Carve Only	Extremely Firm	Hard	Not Applicable	Must be "welded" with hot tool	NO	Best! Crisp details Possible	Miniatures; Small toys; Industrial prototypes

# Standard Products

3% discount on 10-19 blocks of any single product  
 5% on 20 or more blocks of any single product.

Prices subject to change without notice.

Name	US\$/ block	Sample	Description
<b>3Sixty</b> Hard <u>Multi-function</u> Wax	\$7.00	\$2.25	Has a wide range of characteristics. When warmed is soft and putty like. Once cooled it is rigid and can be carved , tooled, and polished easily. Needs to be heated in order to be 'welded'.
<b>ZEN (Gray)</b> Very Firm <u>Multi-function</u> Wax	\$7.00	\$2.25	Gray-colored cross-blend of 360 and FUSE. Tool-able and needs little heat in order to be 'welded'. Greatest Range of any of our products.
<b>ZEN (Tan)</b> Very Firm <u>Multi-function</u> Wax	\$7.00	\$2.25	Tan-colored cross-blend of 360 and FUSE. Tool-able and needs little heat in order to be 'welded'. Greatest Range of any of our products.
<b>FUSE</b> Firm <u>Multi-function</u> Wax	\$7.00	\$2.25	A cross-blend of 360 and Max11 . Tool-able , but doesn't need heat in order to be 'welded". Great all-around "work horse"
<b>Max-11</b> Soft <u>Multi-function</u> Wax	\$7.00	\$2.25	Wide range of characteristics. Warmed it is very soft and putty like. Room temp it is firm and can be carved , tooled, and polished to some degree. Doesn't need heat in order to be 'welded".
<b>ETHER</b> Easy <u>Modeling</u> Wax	\$7.00	\$2.25	Very soft when warm. Can be worked without heat when cool, but has some rigidity.
<b>MIST</b> Hybrid <u>Sculpting</u> Wax	\$7.00	\$2.25	Soft when warm. At room temp. will bend slightly before breaking.
<b>ICE</b> <u>Cast &amp; Carve</u> Wax	\$7.00	\$2.25	Smoooooth carve! For casting and carving only. No modeling capabilities except with heated tools.

\$7.00 per Block (approx 5.25" x 5.25" x 0.500")  
( or 134mm x 134mm x 12.5mm )



**3Sixty**

## Odd and addictive multi-functional sculpting and tooling wax

**At Room Temperature :** 3Sixty is designed to deliver a durable and polished master for mold-making and tooling. It carves very smoothly without chipping. With little effort it can be made smooth and shiny and it can also be sanded and polished. It feels lightweight and is fairly durable.

**When Heated :** When warm 3Sixty is as almost as soft and malleable as biscuit dough. It stiffens as it cools and may need external support on extreme shapes while it cools. Once cool it is self-supporting. If fully melted it can be poured into molds ; it releases from most mold materials easily.

**Un-heated Tools :** 3Sixty can be modeled with most sharp tools without application of heat. It carves cleanly and crisply.

**Heated Tools :** Wax pens can be used , though it is not an absolute requirement. 3Sixty will not drip off a properly set pen until the pen is set down on adjacent wax. It remains liquid long enough to model the wax pool fully. It does take longer to cool and set than a traditional tooling wax such as "ICE". It welds together quite nicely with heated tools or wax pen.

**Finishing :** As mentioned above, 3Sixty sands and polishes well using mechanical and or chemical methods.

\$7.00 per Block (approx 5.25" x 5.25" x 0.500")  
( or 134mm x 134mm x 12.5mm )



ZEN-T ( Tan )

ZEN-G ( Gray )

## Wide-range Hard sculpting wax.

**At Room Temperature :** ZEN is a cross blend of 3Sixty and FUSE. It is not as brittle as 3Sixty, yet is stiffer and harder than FUSE. It is in fact the hardest wax we currently offer that will still bend (under most circumstances) slightly before breaking.

**When Heated :** When warm , ZEN is as soft and malleable as biscuit dough. It stiffens quicker than FUSE while it still has an extended work time, it does cool faster than FUSE or Max-11. Once cool it is self-supporting.

**Un-heated Tools :** FUSE can be modeled with most tools without application of heat. It carves cleanly and crisply. It stays firm in the hands , but strong hands can warm and model the wax in small pieces from hand-working alone.

**Heated Tools :** Wax pens can be used , though it is not an absolute requirement. It remains liquid long enough to model the wax pool fully. It does take longer to cool and set than a traditional tooling waxes. It welds together very nicely with a little heat.

**Finishing :** Once fully cooled, ZEN polishes well using mechanical and or chemical methods.

\$7.00 per Block (approx 5.25" x 5.25" x 0.500")  
(or 134mm x 134mm x 12.5mm )



## Medium Hard Wide-range sculpting wax.

**At Room Temperature :** FUSE is a cross blend of 3Sixty and Max-11. The best description I can give is that it blends more readily ( like Max-11) but carves and finishes similar to 3Sixty. Compared to 3Sixty it is a tad softer and has a very light tack to the surface, but like Max-11, it is not as brittle as 3Sixty.

**When Heated :** When warm , FUSE is as soft and malleable as biscuit dough. It stiffens as it cools and may need external support on extreme shapes while it cools. It has an extended work time, though it does cool faster than Max-11. Once cool it is self-supporting.

**Un-heated Tools :** FUSE can be modeled with most tools without application of heat. It carves cleanly and crisply. It does warm slightly in the hands ...enough that most artists with strong hands can model the wax in small pieces from hand-working alone.

**Heated Tools :** Wax pens can be used , though it is not an absolute requirement. It remains liquid long enough to model the wax pool fully. It does take longer to cool and set than a traditional tooling wax such as "ICE". It welds together very nicely with very little or no heat.

**Finishing :** Once fully cooled, Max-11 polishes well using mechanical and or chemical methods.

\$7.00 per Block (approx 5.25" x 5.25" x 0.500")  
( or 134mm x 134mm x 12.5mm )

Take it to "11"

# ↑↑ Max-11

## Wide-range sculpting wax.

**At Room Temperature :** Max-11 was created mainly to have a softer and more easily "welded" sculpting experience than 360. It accomplishes this by giving up some of 360's polishing aspects.

**When Heated :** When warm MAX-11 is as soft and malleable as biscuit dough. It stiffens as it cools and may need external support on extreme shapes while it cools. It takes considerable time to cool and this extended work time can be advantageous... or not... depends on your work methods. Once cool it is self-supporting. If fully melted it can be poured into molds ; it releases from most mold materials easily.

**Un-heated Tools :** Max-11 can be modeled with most sharp tools without application of heat. It carves cleanly and crisply.

**Heated Tools :** Wax pens can be used , though it is not an absolute requirement. It remains liquid long enough to model the wax pool fully. It does take longer to cool and set than a traditional tooling wax such as "ICE". It welds together very nicely with very little or no heat.

**Finishing :** Once fully cooled, Max-11 polishes well using mechanical and or chemical methods.

\$7.00 per Block (approx 5.25" x 5.25" x 0.500")  
( or 134mm x 134mm x 12.5mm )



ETHER

**Rigid at room temperature- Soft putty when warm.**

**At Room Temperature :** May be tooled without heat. Carves nicely with sharp tools. Must be *slightly* warmed in order to be modeled with bare hands. ETHER is easily warmed and responds well to heat. Has more than enough “spine” to not require armatures for most applications. At room temperature work can be handled without distortion.

**At Body Temperature :** ETHER becomes very plastic once warmed to body temperature. It is responsive to heat and has some stretch while warm but is more wax-like than the softer waxes. It cools fairly quickly to room temperature and is stable once room temperature is achieved.

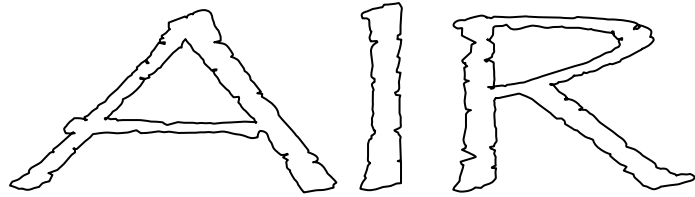
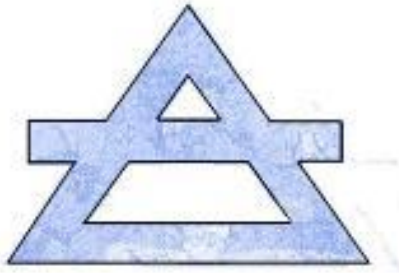
**Un-heated Tools :** Can be carved with sharp or sturdy tools. Loop tools, rakes, and steel tools can be used to texture the surface.

**Heated Tools :** Wax pens can be easily used on ETHER , as well as steel tools heated by other means.

**Finishing :** While it is a soft wax, finishing is possible. The harder grades will finish better. ETHER can be finished best if surface is “hardened” with cool tap water.

Note: ETHER shipped during heat of summer may arrive with some melt/re-hardening. Product will still be useable, but could be messy !

**\$7.00 per Block (approx 5.25" x 5.25"x 0.500")  
( or 134mm x 134mm x 12.5mm )**



Note: Product shipped during heat of summer may arrive with some melt/re-hardening.  
Product will still be useable, but could be messy !

# Soft Modeling Wax

**At Room Temperature :** AIR can be modeled with almost any tool without application of heat. Has enough “spine” to not require armatures for many applications. At room temperate work can be handled .

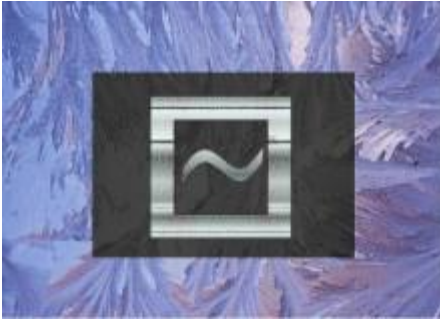
**At Body Temperature :** Small pieces can be warmed in hand and AIR becomes very plastic once warmed. Will stretch similar to putty while warm, but once cooled to room temperature is fairly stable. Finger heat and pressure will smooth surface. At body temperature fingerprints will be transferred.

**Un-heated Tools :** Can be modeled with almost any tool without application of heat. Loop tools, rakes, and even wooden tools can be used to texture the surface.

**Heated Tools :** Wax pens can be used on AIR, though its softness makes this less useful than the harder grades. It is suggested that if you intend to “pen” the wax that you start no lower than ETHER on the hardness scale.

**Finishing :** While it is a soft wax, finishing is possible. The harder grades will finish better.

\$7.00 per Block (approx 5.25" x 5.25" x 0.500")  
( or 134mm x 134mm x 12.5mm )



ICE

## Cast and Carve Tooling Wax

**At Room Temperature :** ICE is a casting and tooling only wax. It is designed to deliver a durable and polished master for mold-making and tooling. It carves very smoothly with no chipping. The carved finish can be quite smooth and shiny , but this wax can also be sanded and polished.

**At Body Temperature :** ICE can easily be handled and will not soften or deform from heat of hands, but at elevated temperatures it does become slightly more flexible, meaning less chance for breakage while working.

**Un-heated Tools :** ICE can be modeled with almost any tool without application of heat. Loop tools, rakes, and even wooden tools can be used to texture the surface even at room temperature.

**Heated Tools :** Wax pens can be used , though it is not an absolute requirement. The wax is very fluid off the pen and it flows well across the surface to which it is applied. It remains liquid long enough to model the wax pool to some degree and then chills back hard with a few additional seconds. It welds together quite nicely with heated tools or wax pen.

**Finishing :** As mentioned above, ICE sands and polishes well using mechanical and or chemical methods.

# Special Order

We continue to offer these older products to ensure that any artist who prefers them can continue using them will fear of a learning curve.

We will sell individual blocks and samples **IF** we have them in stock. If not, then a minimum order of 10 Blocks may be invoked.

Also please note that we are not able to offer a discount on the special order items.

*Prices subject to change without notice.*

Name	US\$/ Block	Sample	Description
<b>V A P O R</b> Very Soft <u>Modeling</u> Wax	\$8.00	\$2.50	Feels a lot like an oil-clay, but can be melted and poured. Can be worked easily without heat.
<b>S T E A M</b> Stiff <u>Sculpting</u> Wax	\$8.00	\$2.50	Soft when warm. At room temp. it is fairly rigid and can be carved. Needs heat for modeling.
<b>M I S T</b> Hybrid <u>Sculpting</u> Wax	\$8.00	\$2.50	Soft when warm. At room temp. will bend slightly before breaking.
<b>W A T E R</b> Hybrid <u>Tooling</u> Wax	\$8.00	\$2.50	Must be heated and kneaded to model. When cool can be sanded. Will break before bending.
<b>E A R T H</b> Hybrid <u>Tooling</u> Wax	\$8.00	\$2.50	Hard but has surface tack. Can be modeled when warm, carved when cool.
<b>F I R E</b> Hybrid <u>Tooling</u> Wax	\$8.00	\$2.50	When cool is very much like a hard plastic. Can be modeled when warm.
<b>M E T A L</b> Hybrid <u>Tooling</u> Wax	\$8.00	\$2.50	Tough wax best reserved for small pieces or details. Can be modeled when warm.
<b>W O O D</b> Soft <u>Cast &amp; Carve</u> Wax	\$8.00	\$2.50	For casting and carving only. No modeling capabilities except with heated tools.
<b>S T O N E</b> Hard <u>Cast &amp; Carve</u> Wax	\$8.00	\$2.50	For casting and carving only. No modeling capabilities except with heated tools.