

# Crown Jewel Canvases FAQ

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## Glue:

### What is poured glue?

Our poured glue is similar to Elmer's glue, which is a white liquid glue that dries clear. We apply the glue directly to the canvas, where it dries to create a tacky layer. It is specially made for our diamond painting canvases and dries extra sticky to ensure your drills will stay in place.

### What is tape glue?

Our tape glue is a type of double-sided tape made for diamond painting. The tape is rolled onto the canvas and flattened before shipping. It is a bit cloudier compared to our poured glue but can be sturdier than poured glue.

### What is the difference? Which one should I choose?

Ultimately, it is just a preference of which glue you like over another. Many people prefer poured glue because it can be more adhesive and durable. Tape glue can have problems such as bubbles or rivers, which we try to minimize on our end before shipping, but can be sturdier than poured glue. That is, the drills are not able to move around in the glue as easily. Once the diamond is down, it will not move. The choice is up to you, but we have had much success with our poured glue.

### My drills are moving around on my poured glue canvas, what do I do?

Unfortunately, we have observed that this happens when our poured glue is exposed to extremely cold temperatures during shipping. We are working on improving this issue, but if you are experiencing this, please email [Michele@heavenandearthdesigns.com](mailto:Michele@heavenandearthdesigns.com). State your order number and explain the issues you are experiencing, and we will get a replacement canvas out to you ASAP in hopes that this problem does not happen again.

## Drills/ Drill Usage Lists:

### What do the numbers on the drill usage mean?

When you download the drill usage list for a Crown Jewel Canvas, there are columns for the DMC color, the DMC number, and the number of "Full" stitches or drills. The numbers under the "Full" column represent the exact number of drills you will need for that color. When ordering drills, order based on that number and add about 100 to account for any accidents.

### Example:

Type	Number	Full	Half	Quarter	Petite	Back(in)	Str(in)	Spec(in)	French	Bead	Skein Est.
□ DMC	1	2660	0	0	0	0.0	0.0	0.0	0	0	N/A
■ DMC	158	886	0	0	0	0.0	0.0	0.0	0	0	N/A
■ DMC	160	968	0	0	0	0.0	0.0	0.0	0	0	N/A
■ DMC	161	1028	0	0	0	0.0	0.0	0.0	0	0	N/A
■ DMC	169	1545	0	0	0	0.0	0.0	0.0	0	0	N/A
■ DMC	301	65	0	0	0	0.0	0.0	0.0	0	0	N/A
■ DMC	310	1197	0	0	0	0.0	0.0	0.0	0	0	N/A
■ DMC	317	3309	0	0	0	0.0	0.0	0.0	0	0	N/A
■ DMC	318	1040	0	0	0	0.0	0.0	0.0	0	0	N/A
■ DMC	347	41	0	0	0	0.0	0.0	0.0	0	0	N/A
■ DMC	351	39	0	0	0	0.0	0.0	0.0	0	0	N/A
■ DMC	355	55	0	0	0	0.0	0.0	0.0	0	0	N/A
■ DMC	356	574	0	0	0	0.0	0.0	0.0	0	0	N/A
■ DMC	370	142	0	0	0	0.0	0.0	0.0	0	0	N/A
■ DMC	372	166	0	0	0	0.0	0.0	0.0	0	0	N/A
■ DMC	402	331	0	0	0	0.0	0.0	0.0	0	0	N/A
■ DMC	407	711	0	0	0	0.0	0.0	0.0	0	0	N/A
■ DMC	413	4439	0	0	0	0.0	0.0	0.0	0	0	N/A
■ DMC	414	1753	0	0	0	0.0	0.0	0.0	0	0	N/A
■ DMC	415	820	0	0	0	0.0	0.0	0.0	0	0	N/A
■ DMC	434	10	0	0	0	0.0	0.0	0.0	0	0	N/A

Please disregard all the zeros and N/As listed on the drill usage. They are left over from the cross-stitch version of the chart and do not mean anything for diamond paintings.

Do drills come with the canvas?

No. Currently, we are not able to provide drills for our canvases. We can only provide the canvases, but you can buy drills from other vendors mentioned below.

Why are there only pages 4 through 6? Where are the first 3 pages?

Due to our canvas creation process using the same process as our cross-stitch charts, the first three pages show the strands for each floss that would be needed. This is not necessary for diamond painting, so we delete those pages and are unable to change the page numbers. Please don't worry, you have all the pages!

Where can I order drills?

Diamond painting drills can be ordered at Diamond Drills USA, Cooper Diamond Art, or Francesca's Studio Works.

Which drill vendor do you prefer?

We recommend Diamond Drills USA; the service is a little faster than Cooper, but they are both lovely to work with.

Some of the drills on the drill usage chart are not available for purchase, what do I do?

01 - 762	19 - 3855
02 - 168	20 - 967
03 - 318	21 - 3778
04 - 169	22 - 3777
05 - 648	23 - 819
06 - 543	24 - 819
07 - 451	25 - 3747
08 - 839	26 - 211
09 - 838	27 - 3747
10 - 772	28 - 3042
11 - 165	29 - 3740
12 - 3819	30 - 155
13 - 995	31 - 3807 or 340
14 - 772	32 - 333
15 - 369	33 - 3835
16 - 907	34 - 917
17 - 3822	35 - 915
18 - 3821	

Certain drills, such as any DMC colors with only two digits, are only made as floss and not diamond painting drills. These are new colors that were removed from all our cross-stitch charts and should mostly be removed from our diamond paintings. If you happen to receive a canvas with one of these colors, to the left is a list for you to convert to a color that is available in diamond painting drills. If you have trouble finding DMC color 032 or 1, it can be replaced with DMC color blanc, 5200, or AB5200. Ecru can be replaced with DMC color 822. Please note that DMC 01 and 032 are different than DMC 1 and 32.

### Why are there gaps in between the drills on my Crown Jewel Canvas?

Gapping is entirely normal and necessary for diamond paintings. Without some slight gapping, the drills would pop off the canvas. Sometimes gapping can be helped by placing your diamonds more precisely or checking to see if one diamond in a row is making the rest not sit properly. Sadly, there is very little we can do to fix this but rest assured that gaps will be unnoticeable on the final product. Working up close can make gaps look more noticeable than they actually are; try taking a step back and viewing it from a distance.

### There is no drill usage link on a canvas that I want; what do I do?

If you come across a Crown Jewel Canvas with no drill usage link, please email [Michele@heavenandearthdesigns.com](mailto:Michele@heavenandearthdesigns.com); she will be able to send you the file. This just means we have not gotten to that chart yet.

### Color/Black and White printing options:

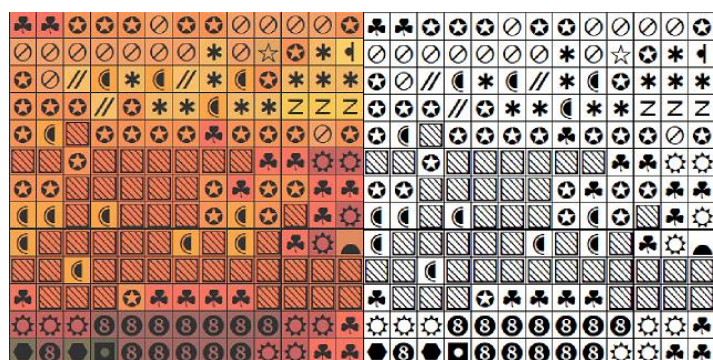
#### What does “color” or “black and white” printing mean?

If you were to choose “color” printing, then the design would be printed with the black symbols directly on top of the colors in the chart. “Black and White” printing has the black symbols printed with no colors behind them, just black symbols on a white background. The finished design will still be in color, as you should be using colored drills, but the canvas itself is in black and white.

#### Example:

##### Color

##### Black and White



#### Which one should I choose?

This is another option that is entirely up to your preference. Beginner diamond painters seem to have an easier time with color printing, as it is easier to figure out which colors you are putting down. Others enjoy black and white printing because it allows you to see the painting “come to life” as you work on it. Black and white printing is also the preferred printing method for charts that have a lot of dark colors. We are only able to print our symbols in black, meaning they can be difficult to see on top of dark colors. If

your chart has a lot of dark colors or you have limited eyesight, it is your best bet to order in black and white.

## Blank Canvases:

What is a blank canvas?

Blank canvases are like regular diamond painting canvases, but instead of having each square filled with a symbol and/or color, it has blank white squares. This is also known as a “grid”. These are not pre-printed canvases. In order to complete a blank canvas, you will need to buy the chart of the design you want to complete, and figure out the amount of drills you need on your own (or reference the Floss Usage Chart for any given chart, the quantities under the “Full” column tell you exactly how many drills are needed for each color).

How do I order a blank canvas?

You want to follow this link:

[https://heavenandearthdesigns.com/index.php?main\\_page=product\\_info&cPath=605\\_222\\_0&products\\_id=30974](https://heavenandearthdesigns.com/index.php?main_page=product_info&cPath=605_222_0&products_id=30974).

From there, you will add the blank canvas to your cart and then enter either the stitch count, the size (in inches), or the exact name of the chart that you would like from our site (including the artist's name). Once we have listed your canvas on the site, you will get an email with a link to purchase.

Which charts can I order?

As long as the chart is equal to or smaller than the size listed below, you can order any chart as a blank canvas. That is including charts from artists that are not licensed for Crown Jewel Canvases.

What is the maximum size I can order?

The largest canvas that we can print is **56 W by 73 H inches, or 560 W by 730 H stitches** including borders.

## Shipping:

How long before shipping?

Each canvas is made to order, so it will take between 2-8 days for your canvas to ship. Shipping takes a little longer during a sale and will likely fall closer to 3-10 days.

## Canvas Layout:

Why are the borders so big? Can I cut them down?

We use about a 4-inch border on our canvases for framing purposes, but if they get in the way, you are more than welcome to cut them down to your liking.

Why are the minis so large?

We base our diamond paintings on our cross-stitch charts; so, when a chart is a mini, that means it is smaller than the original. When converting our cross-stitch charts to diamond painting, the originals are too large to print, so we use the mini versions. It is possible for a mini from one artist to be smaller than a quick stitch from another artist, although the names could imply otherwise. To avoid confusion, please be sure to check the product descriptions to find the sizing in inches.

What comes with the canvases?

Alongside your pre-printed canvas, you will receive a printed drill usage list and a sticker sheet to label your drill containers. The canvas itself is wrapped around a pool noodle to help keep it safe during shipping; **please check inside the pool noodle to see if you received a free random diamond painting pen**. The pool noodle can then be used to wrap your canvas around as you complete it. We also include a sheet of additional information about your canvas, which is hand-signed by Michele and Emilie. We do not include drills at this moment.

How do I use the diamond painting pen?

The pen has a cap that can be removed to reveal the drill placer. Remove the cap by firmly pulling on the top part of the pen with the diamond. See below for a visual.

