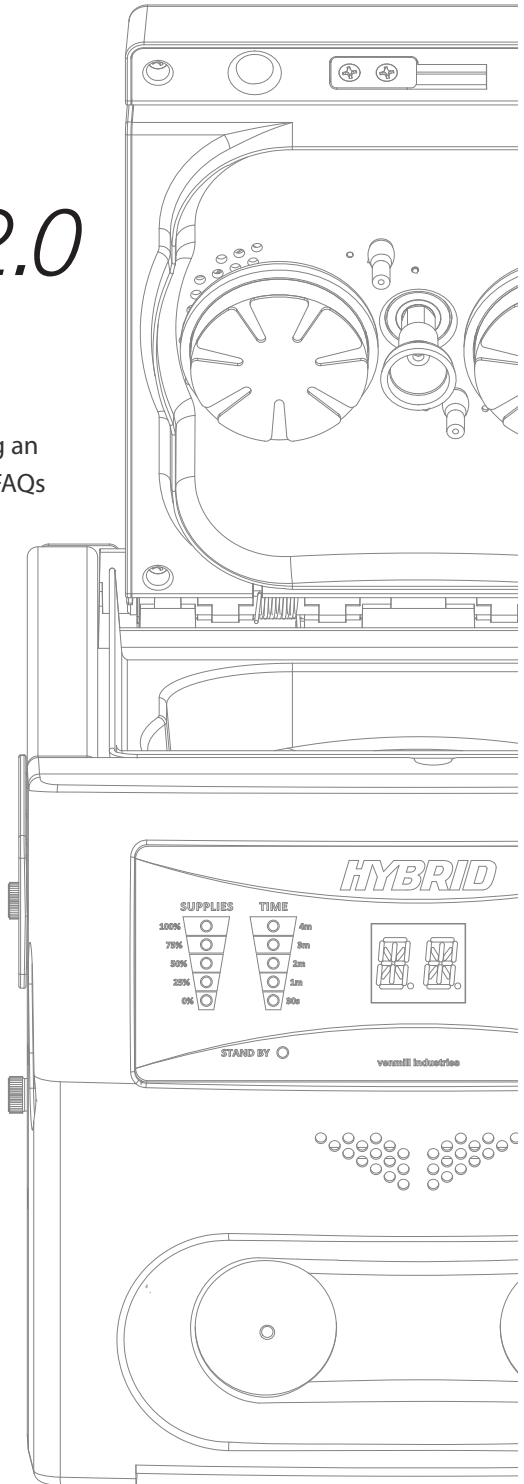


# ***HYBRID*** 2.0

## User's Manual

Covers setup, getting to know your machine, alerts & warning, repairing an optical disc, safety & cleaning, and FAQs



VenMill Industries, Inc  
36 Town Forest Road  
Oxford, MA 01540 USA  
USA 800-928-0090  
No. Am. 866-864-0210  
[www.venmill.com](http://www.venmill.com)

# THANK YOU

For purchasing the HYBRID™ 2.0

This unit is intended to clean/repair the following discs: Blu-Ray, CD-ROMs, Music CDs, Data CDs, DVDs, HD-DVDs, Computer Discs, Game Discs, Books on disc, all recordable CDs and DVDs, and double-sided discs.

**SAVE ALL PACKING MATERIALS. FAILURE TO USE PACKAGING DESIGNED FOR THIS UNIT MAY CAUSE DAMAGE TO THE UNIT AND WILL VOID WARRANTY. FOR MORE INFO CONTACT [SUPPORT@VENMILL.COM](mailto:SUPPORT@VENMILL.COM).**

© 2014 VenMill Industries, Inc. All rights reserved. Under the copyright laws, this manual may not be copied, in whole or in part, without the written consent of VenMill.

Every effort has been made to ensure that the information in this manual is accurate. VenMill is not responsible for printing or clerical errors.

Names and designs are trademarks of VenMill Industries, Inc. Artwork and Design © 2014 VenMill Industries, Inc. All Rights Reserved.

The maximum amount of repairs per bottle may vary based on cleaning cycle usage. See [www.venmill.com](http://www.venmill.com) for more information.

CAUTION: Units and consumables are designed for use in specific regions. Your warranty will be voided if you purchase the equipment and/or consumables outside of your designated region. Purchase only through Authorized Distributors found on our website at [www.venmill.com](http://www.venmill.com). If uncertain, please contact [sales@venmill.com](mailto:sales@venmill.com).

# READ BEFORE OPERATING EQUIPMENT

## SECTION 1

Unpacking .....	4
-----------------	---

## SECTION 2

Getting to Know Your Unit .....	5
---------------------------------	---

## SECTION 3

Initial Setup .....	7
---------------------	---

## SECTION 4

Quick Start .....	11
-------------------	----

## SECTION 5

Modes of Operation .....	12
--------------------------	----

## SECTION 6

Notifications .....	14
---------------------	----

## SECTION 7

Standard Maintenance .....	16
How to Replace the Buffing Pads .....	16
How to Replace the Center Hub .....	17
How to Refill the Water Bottle .....	17
How to Replace the Buffing Solution Bottle .....	18
When to Empty the Catch Tray .....	19
How to Clean the Catch Tray .....	19
How to Replace the Jet Nozzle Extender .....	20
How to Unclog the Jet Nozzle Extender .....	20
How to Replace the Consumable Counter Chip (C-H Chip) .....	21

## SECTION 8

Repacking .....	23
-----------------	----

## SECTION 9

Hybrid 2.0 FAQs .....	25
-----------------------	----

## SECTION 10

Specifications .....	27
----------------------	----

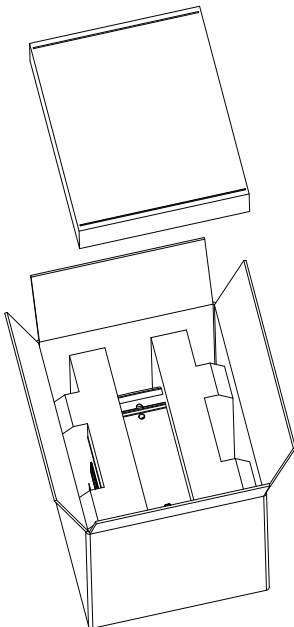
## SECTION 1: Unpacking

SAVE ALL PACKING MATERIALS. FAILURE TO USE PACKAGING DESIGNED FOR THIS UNIT WILL CAUSE DAMAGE TO THE UNIT AND WILL VOID WARRANTY.

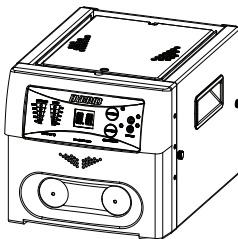
Parts that need to be saved are as follows:

VMI Hybrid Shipping Box | Top Cardboard Insert | Left & Right Side Packing Foams | Protective Plastic Bag

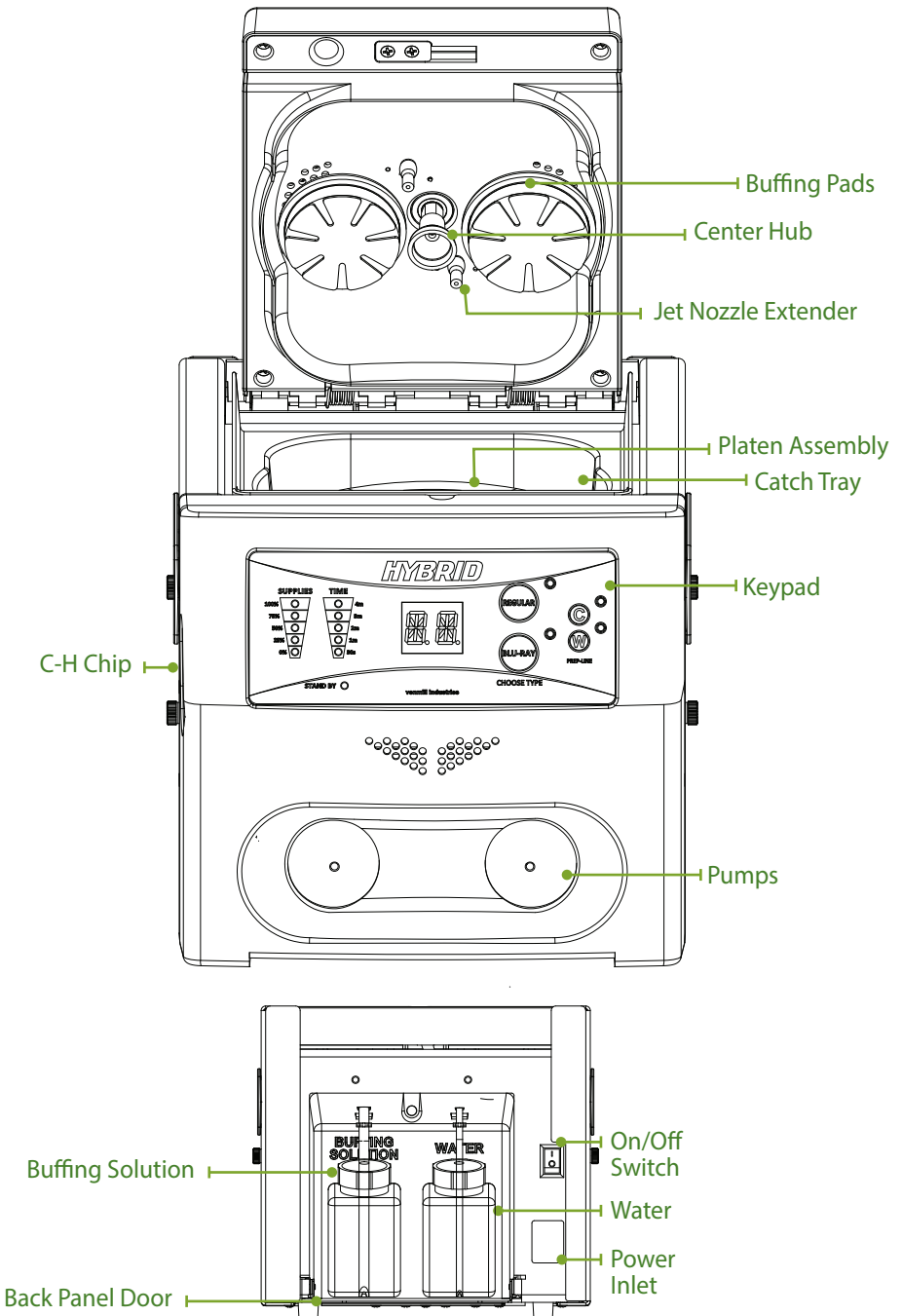
Replacement packing materials are available for purchase from VenMill Industries if they are discarded.



1. Open the Shipping Box.
2. Remove the Top Cardboard Insert - which contains the machine's starter supplies, accessories, and support documents.
3. Remove the Hybrid from the shipping box.
4. Remove the Left and the Right side packing foams.
5. Take the Hybrid out of the protective plastic bag.

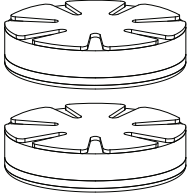


## SECTION 2: Getting to Know Your Unit

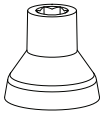


## Operation minutes per set of supplies:

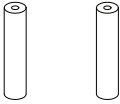
Supplies for the Hybrid come in a combo pack good for 500 minutes of use. The components of the combo pack have to be replaced at the following intervals:



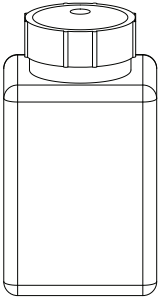
**Buffing Pads:** 84 minutes of operation



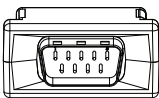
**Center Hub:** 84 minutes of operation



**Jet Nozzle Extenders:** 500 minutes of operation

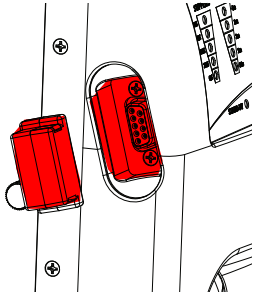


**Water Bottle:** 100 minutes of operation  
**Buffing Solution:** 250 minutes of operation



**C-H Chip:** 500 minutes of operation

## SECTION 3: Initial Setup



### 1. Install Counter Chip:

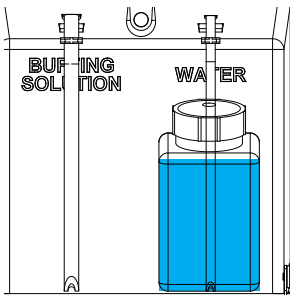
Locate the RS232 port on the front left hand side of the machine.

Take the C-H Chip, which has been provided with your machine, and install it into this port.

The VMI Hybrid unit will recognize this chip, once the machine is powered on.

### 2. Fill the Water Bottle:

Locate the Back Panel Door, on the backside of the machine, and pull down on this door to access the Buffing Solution and Water Bottle compartment.



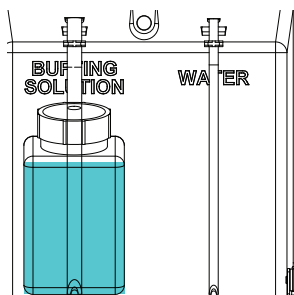
Find the Water bottle, located inside this compartment.

Remove the Water bottle from the machine and fill as shown in the corresponding picture. Note: This bottle can be filled with any potable water.

Also included inside of this compartment, on the back wall are markings branded into the back wall indicating which tube is for the Buffing Solution and which tubing is for the Water. Locate the Water tube.

Feed the designated tube through the Water bottle cap. Note: Make sure the tube reaches the bottom of the bottle and make sure not to pinch the tube.

### 3. Install Buffing Solution Bottle:



Two bottles of Buffing Solution have been provided with your machine. Find the bottle of Buffing Solution which has an opening for tubing in its cap. Note: Only one of the two Bottles of Buffing Solution contains a cap with an opening for tubing. This cap must be saved for reuse.

**Before installation, it is essential to shake this bottle well!**

Once you have shaken the bottle, unscrew the cap, and remove the internal Safety Seal. Note: Please keep this Safety Seal! Reinstall the cap.

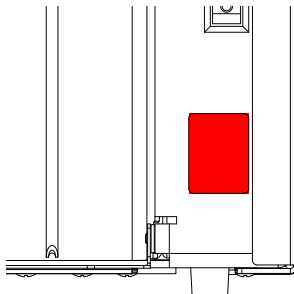
Also located inside of the bottle compartment, on the back side of the machine, are markings indicating which tube is for the Buffing Solution. Locate this tube.

Feed the designated tube through the Buffing Solution bottle cap. Note: Make sure the tube reaches the bottom of the bottle and make sure not to pinch the tube.

Close the back panel door.

Reminder: Please keep the Shipping Cap (this does not have an opening for tubing) and the Safety Seal. Should the machine need to be sent in for servicing, the Buffing Solution bottle must be removed. To ensure that the solution will not cure, you will need to make sure that the bottle is sealed and capped.

### 4. Install Power Cord:



Insert the power cord into the power inlet on the back of the machine.

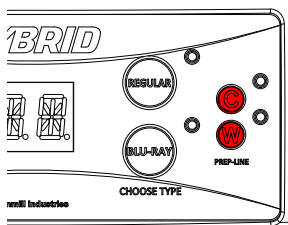
Take the other end of the power cord and plug it into a wall outlet.

On the back side of the machine, turn the ON/OFF switch to the ON position. (After a couple of seconds, the Top Cover will automatically open.)

Leave the Top Cover in the open position.



## 5. Prep Buffing Solution and Water Lines:



Warning: Failure to prep the Buffing Solution & Water lines will cause damage to both the disc and the Buffing Pads!

The top cover must be in the open position to perform these steps. Have a paper towel or small container ready, in order to catch the Buffing Solution and the Water, which will come from the tube nozzles.

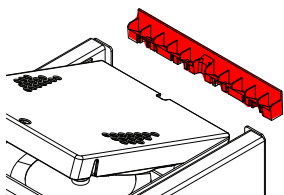
Locate the two smaller buttons, labeled “C” & “W”, on the front User Keypad. “C” = Buffing Solution & “W” = Water.

To activate the prepping process, press either the “C” or the “W” button. Note: Both lines can be prepped at the same time.

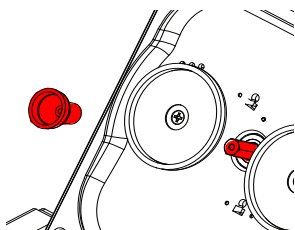
Once the prepping process has been activated, tilt the Top Cover down toward you, at about a 45 degree angle. (Note: Make sure that the Platen Assembly is installed, so that solution and water does not pour directly onto the shaft of the main motor!) This will ensure that the solution and the water drips out of the nozzles and onto the paper towel.

Once the Buffing Solution and the Water comes out of the designated tube nozzles and there is no more air left in the lines, press the “C” and the “W” button to stop the prepping process. **Leave the Top Cover in the Open position.**

## 6. Install the Center Hub:

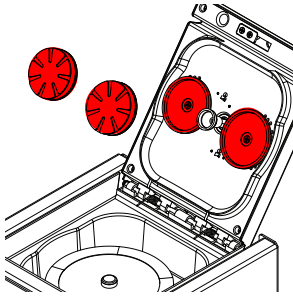


Locate and remove the Lid Stopper. Let the Top Cover gently open to its farthest position. Locate the Hex shaped post between the two Buffing Pad holders.



Take a Center Hub and line up the hex shaped opening on the hub with the hex shaped post. Push the Center Hub into place. Spin the Center Hub by hand to make sure that the hub is installed properly. The Center Hub should not wobble when it spins. If needed, make an adjustment. **Leave the Top Cover in the Open position.**

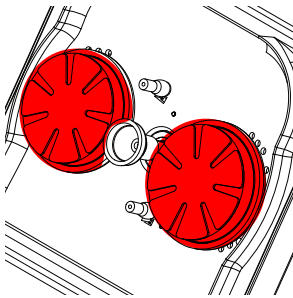
## 7. Install the Buffing Pads:



Locate the two Buffing Pad Holders.

Take one set of new Buffing Pads.

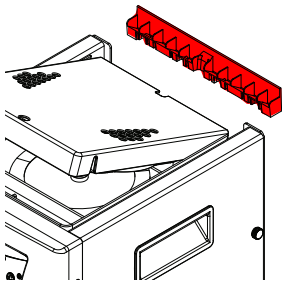
Each Buffing Pad has been marked on the back side with an "L" or an "R", to indicate which Buffing Pad should go on which Buffing Pad Holder. Note: Orientation of the machine is from the prospective of the Operator facing the front of the unit. The "R" (RIGHT) Buffing Pad is larger in size than the "L" (LEFT) Buffing Pad.



Install each Buffing Pad onto the Buffing Pad Holders. Make sure that each Buffer Pad is centered and fully seated on the Buffing Pad Holder.

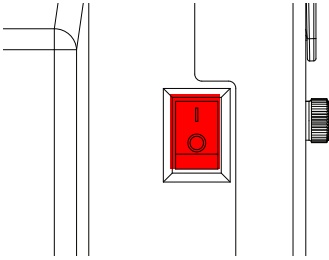
Reinstall the Lid Stopper.

Caution: It is essential to keep the Top Cover in the Open position when the machine is in the "Stand By" mode and when the machine is not in use! This will ensure that the Buffing Pads will not become flat, which would affect the repair process, and would cause an error message to display. If you would like to keep the Top Cover closed, when the machine is not in use, make sure to remove the Platen Assembly.

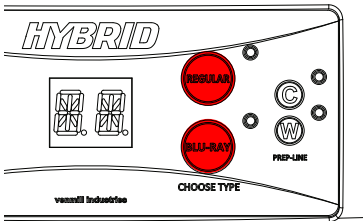


**Your VMI Hybrid unit is now ready to be used!**

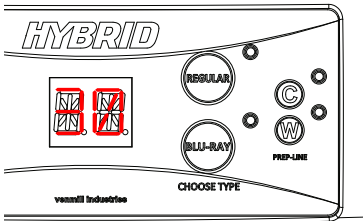
## SECTION 4: Quick Start – How to Use Your Machine



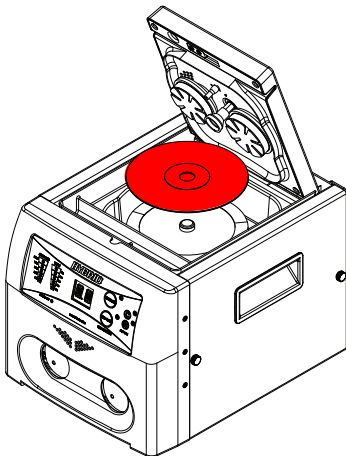
1. Turn ON power to the unit by pressing the ON/OFF switch to the ON position, located in the rear of the unit. The Top Cover will open automatically after a few seconds.



2. Select which type of disc you would like to repair, by selecting either the Regular or Blu-ray option, located on the User Keypad.

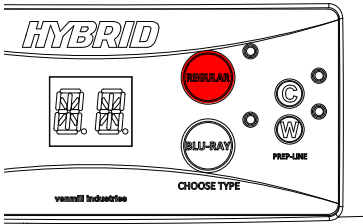


3. Select the amount of time that you would like to repair your disc for, depending on the severity of damage. To do this, press either the Regular or the Blu-ray button repeatedly (depending on what option you chose in step #2) until the LED next to the desired amount of time is illuminated.



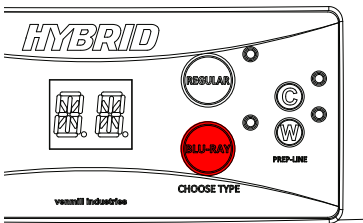
4. Place disc onto the Platen Assembly, with LABEL SIDE OF DISC FACING DOWN!
5. Close the Top Cover and the cycle will start automatically.
6. Once the cycle has completed, the Top Cover will open automatically. Remove your disc.

## SECTION 5: Modes of Operation



**Regular:** This option encompasses any of the following types of discs: CD-ROMs, Music CDs, Data CDs, DVDs, HD-DVDs, Computer Discs, Game Discs, Books on Disc, all recordable CDs and DVDs, Mini Discs (with adapter), & Double-Sided Discs.

Press the “Regular” button located on the User Keypad to activate this operation. A Solid Green LED will appear next to this option. The User Keypad will then prompt the User to select a length of time. The User will have an option of time ranging from 30 seconds to 4 minutes, depending on the severity of damage on the disc. When the User Keypad prompts the Operator to select a repair time, all the available time for this option will flash on the “Time - Fuel Gauge”. To select the desired time, press the “Regular” button repeatedly to indicate the desired time option. When this is done the lights will stop flashing and only a solid light will appear next to the time that has been selected. Next, close the Top Cover, and the machine will start automatically.

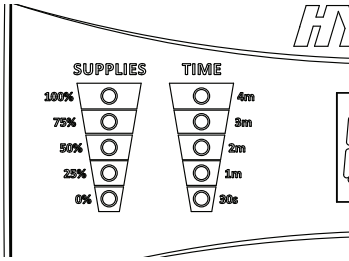


**Heavy:** This option encompasses any of the following types of discs: Blu-ray, PS3, PS4, X-Box One, and Wii U discs.

Press the “Blu-ray” button located on the User Keypad to activate this operation. A Solid Green LED will appear next to this operation. The User Keypad will then prompt the User to select a length of time. The User will have an option of time ranging from 1 minute to 4 minutes, depending on the severity of damage on the disc. When the User Keypad prompts the Operator to select a repair time, all the available time for this option will flash on the “Time – Fuel Gauge”. To select the desired time, press the “Blu-ray” button repeatedly to indicate the desired time option. When this is done the lights will stop flashing and only a solid light will appear next to the time that has been selected. Next, close the Top Cover, and the machine will start automatically.

**Emergency Stop:** At any time during a cycle, you may stop the cycle prematurely by pressing any button on the User Keypad. Once the button is pressed, the cycle will stop, and the Top Cover will open automatically. The Main Screen will then display the “ER” error message indicating that the Emergency Stop function has been successfully accomplished. Once the unit has reset, the “ER” error message will disappear, and the machine will default back to the last mode of operation that was selected. The Operator may now continue using the machine.

## SECTION 6: Notifications



### Replace All Consumables (RC):

The CH Chip has been designed to monitor the consumables used within your Hybrid, to ensure that each disc is repaired to the same standard, and to decrease any downtime that may result from not having replacement consumables on hand. Installation of a new C-H Chip informs the unit that

the consumables have been replaced. The amount of consumable usage is displayed on the “Supplies – Fuel Gauge” located on the User Keypad. As the consumables deplete over time, the fuel gauge will expire down in percentage as follows:

100% = 500 minutes

75% = 375 minutes

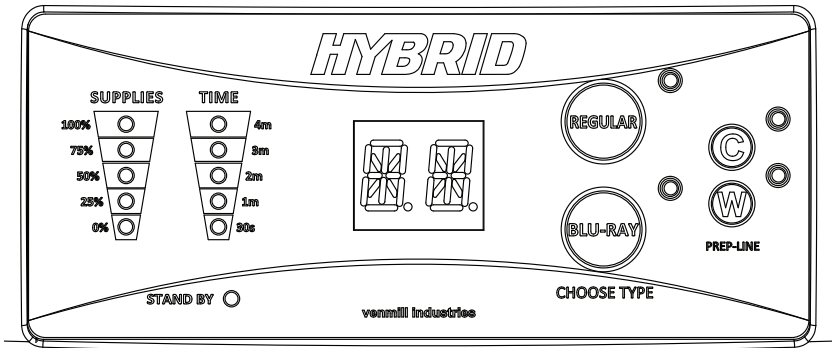
50% = 250 minutes

25% = 125 minutes

0% = 0 minutes

Once the consumable level has reached 25%, the Green LED will switch over to Yellow, and the 0% Green LED will turn over to Red and will blink every two seconds. At this point the Operator should obtain more consumables. Once the C-H Chip has reached 0%, the flashing Red LED will stop and a solid Red LED will appear. At this point the “RC” error message will appear on the Main Screen. The machine will not perform any other operations until a new C-H Chip is installed.

Once a new C-H Chip has been installed and power to the machine is turned back on, then the “RC” error message on the Main Screen will disappear. The “Supplies - Fuel Gauge” will display 100%. The machine is now ready to resume operation.



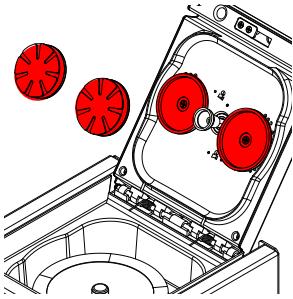
### Error Messages:

- E1: Top Cover Closed / Switch still Activated.
- E2: Main Motor is not achieving enough current.
- E3: Main Motor is achieving too much current.
- E4: Buffing Solution Pump is not working.
- E5: Water Pump is not working.
- ER: Emergency Stop.

### Required Actions:

- AW: Add Water and Empty Catch Tray
- CC: Replace Buffing Solution & Clean Catch Tray
- CP: Replace Buffing Pads & Center Hub
- RC: Replace all Consumables

## SECTION 7: Standard Maintenance



### How to Replace the Buffing Pads

The machine will notify the Operator to replace the Buffing Pads by displaying the “CP” message after 84 minutes of machine operation.

1. Make sure the Top Cover is in the “Open” position.

2. Remove the Lid Stopper.

3. Let the Top Cover gently open to its farthest position.

4. Locate the Buffing Pads.

5. Pull back gently with your finger and thumb on any outside edge on the Buffing Pad. Pull the Buffing Pad away from the Buffing Pad Holder, until the pad is completely detached.

6. Repeat step #5 for the second Buffing Pad.

7. Each Buffing Pad has been marked on the back side with an “L” or an “R”, to indicate which Buffing Pad should go on which Buffing Pad Holder. NOTE: THE “R” (RIGHT) BUFFING PAD IS LARGER IN SIZE THAN THE “L” (LEFT) BUFFING PAD. Take your new Buffing Pad and line it up with the corresponding Buffing Pad Holder. Make sure that the new Buffing Pad is fully seated by pressing gently on the entire surface of the pad.

8. Repeat step #7 for the second Buffing Pad.

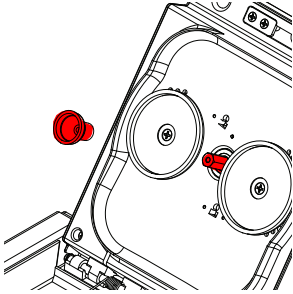
9. If the Buffing Pads were replaced due to the “RC” error code, no further action is required with the Buffing Pads.

10. If the Buffing Pads were replaced due to the “CP” code, press the “Regular” and then the “Blu-ray” buttons on the User Keypad to inform the machine that the pads cover were replaced.

11. Leave the Top Cove in the Open position and continue to “How to Replace the Center Hub” instructions.

**FAILURE TO USE CONSUMABLES DESIGNED FOR THIS UNIT WILL CAUSE DAMAGE TO BOTH UNIT AND DISC THEREBY VOIDING YOUR WARRANTY. FOR AUTHORIZED DISTRIBUTORS VISIT [WWW.VENMILL.COM](http://WWW.VENMILL.COM).**



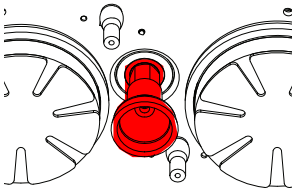


## How to Replace the Center Hub

The Center Hub must be replaced at the same time as the Buffing Pads, when the machine gives off the "CP" message. This will occur after about 84 minutes of machine operation.

1. Make sure the Top Cover is in the "Open" position.

2. Locate the Center Hub.



3. Pull the worn Center Hub off of the Hex shaped post with your Index Finger and Thumb.

4. Take the new Center Hub and line up the Hex shaped opening on the hub with the Hex shaped post.

5. Push the Center Hub onto the post.

6. Spin the Center Hub by hand to make sure the Hub is centered. The Hub should not wobble as it spins. If needed, make the proper adjustment.

7. If you are replacing the Center Hub due to the "RC" message, then there are no other steps that need to be performed.

8. If you are replacing the Center Hub due to the "CP" message, make sure to also replace the Buffing Pads, and then press the "Regular" and then the "Blu-ray" buttons on the User Keypad to notify the unit that both the Buffing Pads and the Center Hub have been replaced.

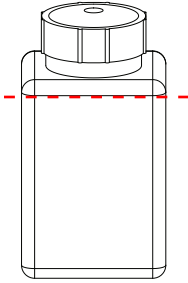
9. Reinstall the Lid Stopper.

## How to Refill the Water Bottle

The machine will notify the Operator to refill the Water after about 100 minutes of machine operation, by displaying the "AW" message.

1. Pull down on the Back Panel Door to expose the Bottles.

**FAILURE TO USE CONSUMABLES DESIGNED FOR THIS UNIT WILL CAUSE DAMAGE TO BOTH UNIT AND DISC THEREBY VOIDING YOUR WARRANTY. FOR AUTHORIZED DISTRIBUTORS VISIT [WWW.VENMILL.COM](http://WWW.VENMILL.COM).**



2. Gently pull the bottom of the bottle back and out of the machine.

3. Wipe down the Water tubing with a paper towel to remove any excess water left on the tubing.

4. Using any potable water, please fill the bottle as shown in the corresponding picture.

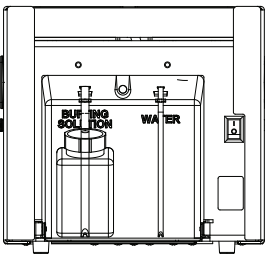
5. Feed the designated water tubing through the cap. CAUTION: MAKE SURE THE TUBING REACHES THE BOTTOM OF THE BOTTLE AND MAKE SURE NOT TO PINCH THE TUBING!

6. Now that the water has been replaced, close the Back Panel Door.

7. Press the "Regular" button and then the "Blu-ray" button on the User Keypad to notify the unit that the Water has been replaced.

## How to Replace the Buffing Solution Bottle

The machine will notify the Operator to replace the Buffing Solution after about 250 minutes of machine operation, by displaying the "CC" message. At this time, the Catch Tray must be emptied and cleaned out.



1. Pull down on the Back Panel Door to expose the Bottles.

2. Gently pull the bottom of the bottle back and out of the machine.

3. Wipe down the Buffing Solution tubing with a paper towel to remove any excess solution left on the tubing.

4. WARNING: BEFORE INSTALLING THE NEW BOTTLE OF BUFFING SOLUTION – IT IS ESSENTIAL TO SHAKE THE BUFFING SOLUTION BOTTLE WELL!

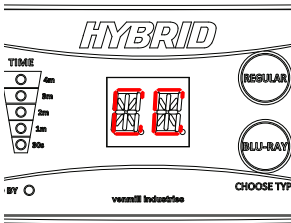
Once you have shaken the bottle, remove the Safety Seal from the bottle by unscrewing the bottle cap. Once the safety seal has been removed, reattach the bottle cap, and then proceed to feed the designated buffing solution tubing through the cap. CAUTION: MAKE SURE THE TUBING REACHES THE BOTTOM OF THE BOTTLE AND MAKE SURE NOT TO PINCH THE TUBING!

NOTE: ONLY ONE OF THE TWO BOTTLES OF BUFFING SOLUTION CONTAINS A CAP WITH AN OPENING FOR THE TUBING. PLEASE KEEP THIS SHIPPING CAP AND SAFETY SEAL! SHOULD THE MACHINE NEED TO COME IN FOR SERVICING, THE BUFFING SOLUTION BOTTLE MUST BE REMOVED. TO ENSURE THAT THE BUFFING SOLUTION DOES NOT CURE YOU WILL NEED TO MAKE SURE THAT THE BOTTLE IS SEALED AND CAPPED.

5. Now that the Buffing Solution has been replaced, close the Back Panel Door.

6. Press the “Regular” button and then the “Blu-ray” button on the User Keypad to notify the unit that the Water has been replaced.

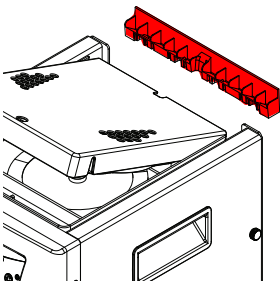
### When to Empty the Catch Tray



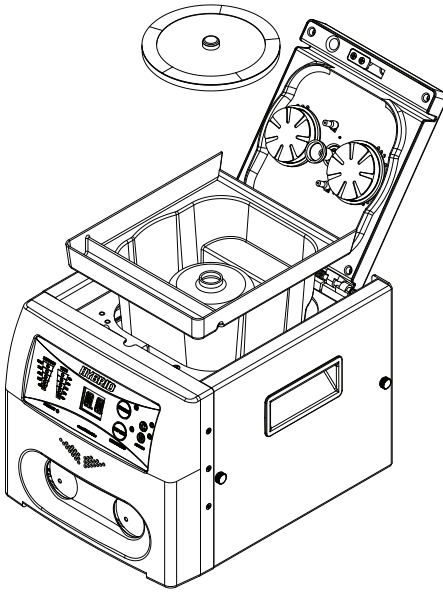
The machine will notify the Operator when to empty the Catch Tray when the machine displays the “CC” message. It is also suggested that this action be performed when the machine displays the “AW” message to add water to the Water bottle. The Operator does not need to wait for a cue from the machine to empty the Catch Tray. The Catch Tray can be emptied at any time, and should be emptied if it looks full. A Catch Tray that is too full will overflow and may cause damage, voiding the warranty.

### How to Clean the Catch Tray

The machine will notify the Operator to clean the Catch Tray, after about 250 minutes of machine operation, by displaying the “CC” message. This action is to be performed at the same time as replacing the Buffing Solution Bottle.



1. Make sure the Top Cover is in the “Open” position.
2. Remove the Lid Stopper from the back of the Top Cover.
3. Let the Top Cover gently open to its farthest position.

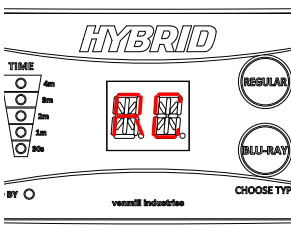


4. Lift the platen out of the machine.
5. Remove the Catch Tray from the machine.
6. Rinse under warm water. Wipe away any buildup of Buffing Solution. Clean tray until all visible signs of solution are removed.
7. Make sure that the Catch Tray is dry before reinstalling into the machine.
8. Install the Catch Tray.
9. Reinstall the Platen onto the Main Motor shaft.
10. Reinstall the Lid Stopper.

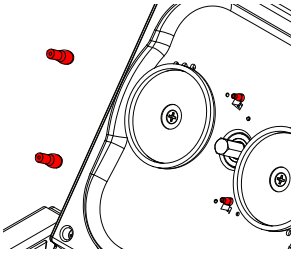
11. Press the “Regular” button and then the “Blu-ray” button on the User Keypad. CAUTION: ONLY PERFORM THIS ACTION IF THE BUFFING SOLUTION BOTTLE HAS ALSO BEEN REPLACED! If the Catch Tray is cleaned prior to the “CC” message, then no further action is required.

### How to Replace the Jet Nozzle Extenders

The Jet Nozzle Extenders must be replaced at the same time that all the other consumables are being replaced due to the “RC” message.



1. Make sure the Top Cover is in the “Open” position.
2. Locate the two Jet Nozzle Extenders.
3. Pull the worn Extenders off of the Jet Nozzles with your Index Finger and Thumb.
4. Take a new Extender and line up one end with the Jet Nozzle spout.

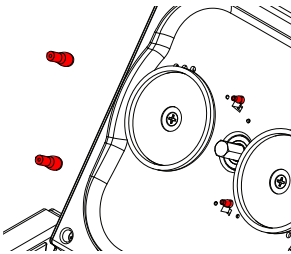


5. Push the Extender onto the Jet Nozzle spout.

6. Repeat steps #4 and #5 for the second Extender.

## How to Unclog the Jet Nozzle Extender

If the machine is left idle for an extended period of time, the buffing solution inside of the tubing will be exposed to air. This exposure can cause the solution to cure. Dried solution will prevent further solution from exiting the Extender. This will affect the repair process. Therefore, at times, unclogging the Extender is necessary.



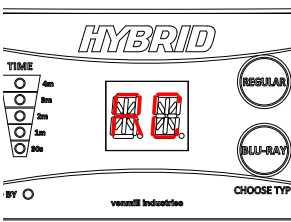
1. Remove the extender from the Jet Nozzle.

2. Roll and squeeze the Extender between your index finger and your thumb to break up the dried solution.

3. Rinse the extender with hot water and squeeze the tubing with your fingers to remove the remainder of the dried solution.

Note: In some extreme circumstance, you may need to use an object, such as a paperclip, to push the clog out of the Extender. Once free of any clogs, reinsert the Extender onto the Jet Nozzle.

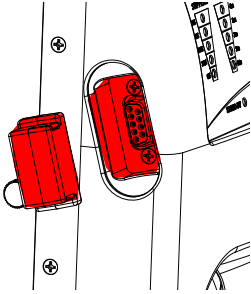
## How to Replace the Consumable Counter Chip (C-H Chip)



The machine will notify the Operator to replace the C-H Chip after every 500 minutes of machine operation by displaying the "RC" message. All consumables must be replaced at this time!

1. Turn OFF power to the unit.

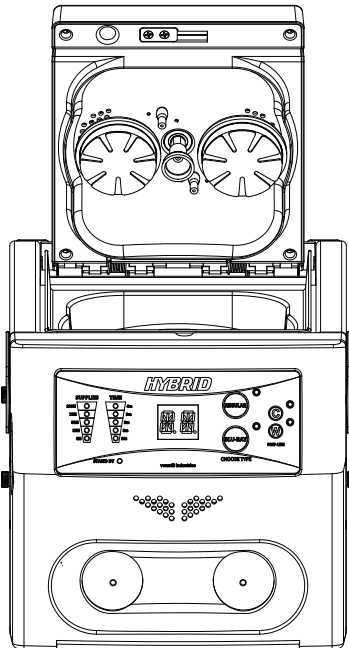
2. Locate the RS232 port on the front left hand side of the machine.



3. Remove the depleted C-H Chip.
4. Take the new C-H Chip and install it into this port.
5. Once the new C-H Chip has been installed and the machine is powered back on, the "RC" message on the Main Screen will disappear, and the "Supplies – Fuel Gauge" will display 100%.

### **What to do when the Hybrid will not be used for an extended period of time**

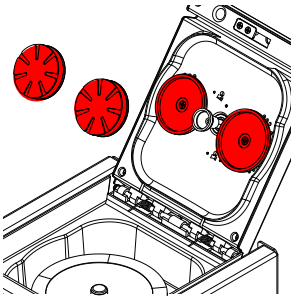
Make sure to keep the Top Cover in the "Open" position. This will ensure that the Buffing Pads will not become flat. CAUTION: FLAT PADS WILL PRODUCE INFERIOR RESULTS AND MAY CAUSE COMPLICATIONS.



Note: If you desire to keep the Top Cover in the "Closed" position while not in use, remove the Platen from the machine.

The Jet Nozzle Extender is the first line of defense against Buffing Solution curing inside of the tubing due to air exposure. To prevent curing in the Buffing Solution line, purge the solution to the tip of the Jet Nozzle Extender. If left for a long period of time, the solution in the Extender will cure. This curing will protect the rest of the line inside of the machine. When you want to resume using the Hybrid, you will only need to breakup the dried solution inside the Nozzle Extender. See "How to Unclog the Jet Nozzle Extender".

## SECTION 8: Repacking

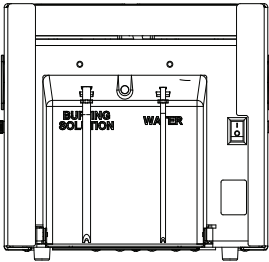


1. Remove the Buffing Pads and the Center Hub from the inside of the machine.

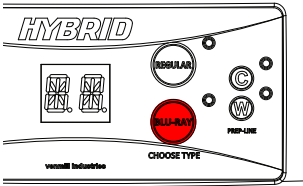
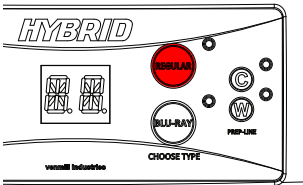
2. Remove the Bottles from the inside of the machine.

3. Wipe any excess Buffing Solution and/or Water from the corresponding tubes with a paper towel.

4. Drain both the Water and the Buffing Solution tubing.



Note: For the Buffing Solution line, fill the Water Bottle with hot water. Place the Buffing Solution tubing into the hot water. Press the "C" button on the front User Keypad. Make sure to have a small container ready to catch the draining Buffing Solution. Wait until all the Buffing Solution is drained from the tubing. You will know when this happens, since water will come out of the nozzle. Press the "C" button on the front User Keypad to stop the drainage. Remove the Buffing Solution tubing from the warm water. Press the "C" button on the front User Keypad to drain out the remaining water from the Buffing Solution tubing. Once the water is removed from the tubing, press the "C" button on the User Keypad to stop the drainage.

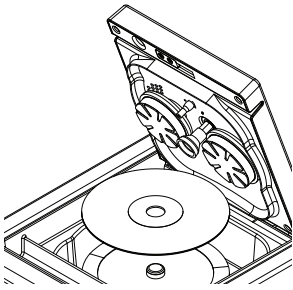


For the Water line, press the "W" button on the front User Keypad. Have a small container ready to catch the draining water. Once all the water has been drained, press the "W" on the front User Keypad to stop the drainage.

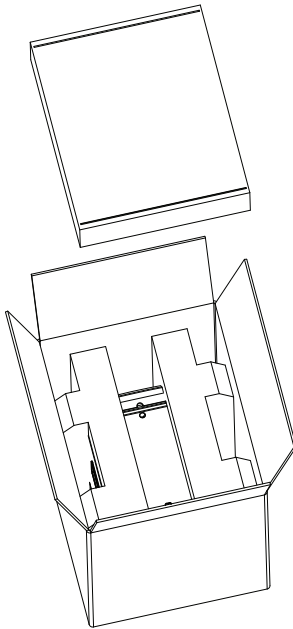
**WARNING: FAILURE TO REMOVE CONSUMABLES AND FAILURE TO DRAIN THE LINES FOR SHIPPING WILL RESULT IN DAMAGE TO YOUR HYBRID! THIS TYPE OF DAMAGE IS NOT COVERED BY THE WARRANTY AGREEMENT.**

5. Empty, wash, dry, and reinstall the Catch Tray.

6. Turn off power to the machine.



7. Close the Top Cover.
8. Remove the power cord.
9. Place the Hybrid into the protective plastic bag.
10. Place the machine into the left and the right packing foams.
11. Place the Hybrid into the Shipping Box.



12. Place the Top Cardboard Insert back into position.
13. Insert anything else that has been required by the Technical Support Department.
14. Close and tape the Shipping Box.
15. Write the provided RMA number on the outside of the Shipping Box.

Note: In order to send a machine in for servicing, a customer must call Technical Support first (866-864-0210) to troubleshoot the unit. If an authorized technician deems that the machine is in need of Servicing, he/she will provide the customer with an RMA form to fill out. Any machine sent in without authorization may be refused and will be returned to the senders at their expense.



## Section 9: HYBRID FAQs

For further assistance, please visit our website at [www.venmill.com](http://www.venmill.com)

- 1. Why do I have to keep the Top Cover in the open position when my VMI Hybrid is not in use?** Leaving the Top Cover in the closed position for a prolonged period of time without running the machine will cause the Buffing Pads to become flat. When this happens the Buffing Pads will not be able to repair the discs properly. If you would like to keep the Top Cover closed when the machine is not in use, remove the Platen Assembly from the machine.
- 2. Can I repair a 3 inch disc?** Yes! However, you will need to order a three inch adapter, since this item is not included with the machine.
- 3. Can I repair a Blu-ray disc?** Yes!
- 4. Can I repair a Double-Sided disc?** Yes!
- 5. Can I repair a disc that is warped or cracked?** No!
- 6. How long will a bottle of Buffing Solution last?** One bottle of Buffing Solution will last for 250 minutes of machine operation. You may order consumables through VenMill directly at [www.venmill.com](http://www.venmill.com), or through one of our current distributors located on our website under the "Distributors" tab. If you have any questions, please contact us at 800-928-0090 / 866-964-0210 Intl. or email [Sales@venmill.com](mailto:Sales@venmill.com).
- 7. How long will a set of Buffing Pads last?** If used properly, one set of Buffing Pads will last for 84 minutes of machine operation. You may order consumables through VenMill directly at [www.venmill.com](http://www.venmill.com), or through one of our current distributors located on our website under the "Distributors" tab. If you have any questions, please contact us at 800-928-0090 / 866-964-0210 Intl. or email [Sales@venmill.com](mailto:Sales@venmill.com).

**8. When should I replace my Platen Assembly?** There is no set life expectancy for the Platen Assembly. If you notice any imperfections, such as rips, tears, nicks, gouges, worn spots, and/or missing material – then the Platen should be replaced. You may order consumables through VenMill directly at [www.venmill.com](http://www.venmill.com), or through one of our current distributors located on our website under the “Distributors” tab. If you have any questions, please contact us at 800-928-0090 / 866-864-0210 Intl. or email [Sales@venmill.com](mailto:Sales@venmill.com).

**9. Can I run my VMI Hybrid over 500 minutes without replacing the C-H Chip?** No! Once the C-H Chip is depleted the unit will not allow for any more cycles to be run. Once a new C-H Chip has been installed the machine will continue with normal operation.

**10. Why do I have to remove the Bottles from the machine for shipping?** Since VenMill Industries cannot control how your VMI Hybrid is handled when in transit, we ask that you remove these bottles to ensure that no Water or Buffing Solution leaks into the machine during the shipping process, which could cause damage to the unit.

**11. What should I do if there is leftover Buffing Solution on my Blu-ray discs?** Because of the aggressive repair required for Blu-ray discs, there will always be some solution on the disc after the cycle. A Disc Cleaning kit is included with your Hybrid. Spray the disc and wipe it clean with the cloth. This will leave your discs with a mirror finish.

**12. Is it important to keep my Platen Assembly clean?** Yes! The cleaner you keep your Platen Assembly, the longer it will last. It is also possible that if water is allowed to build up on the surface of the Platen, the surface may become slick which would allow the disc to spin during the repair process. This could cause damage to the disc.

# SECTION 10: Specifications

## Warnings and Cautions:

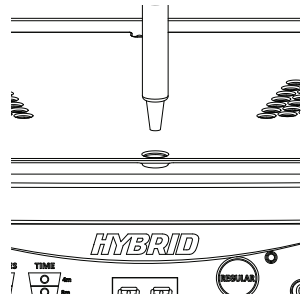
You are cautioned that any changes or modifications not expressly approved in this manual could void your warranty.

To prevent fire or shock hazard, do not expose the unit to rain or moisture.

If you have any questions about this product, you may call VenMill Industries Customer Service at 800-928-0090 USA, or 866-864-0210 N.Ameri.

## Special Features :

**Emergency Quick Release:** If at any time you need to manually release the top cover, you can use an object such as a pencil or pen to release the latch to the door.



## Safety features:

- Removable power cord
- ON/OFF switch
- Process controlled to prevent operation when top cover is the opened position
- Fan operates when the unit is running
- Emergency stop with any buttons or opening of the top cover

## Specifications:

**Electrical:** 24 V DC, 4 Amps

**Weight:** 15lbs

**Dimension:** 10.9”L x 8.42”W x 8.5”H

**Power:** Safe DC Power

**Part Number:** PNV7000

**Supplies used with unit:** Buffing Pads, Buffing Solution, Center Hub, and Platen Pad

**Warranty:** 1 Year Limited



FOR SUPPORT INFORMATION

**www.venmill.com**

or

**866-864-0210** TOLL FREE

FOR NON-NORTH AMERICAN SERVICE  
PLEASE CALL YOUR REGIONAL DISTRIBUTOR

If you are not sure who your regional distributor  
is please contact [sales@venmill.com](mailto:sales@venmill.com)

MAILING ADDRESS:

VenMill Industries, Inc.  
36 Town Forest Road  
Oxford, MA 01540

**TO REORDER IN NORTH AMERICA:  
CONSUMABLES USED WITH THE VMI HYBRID**

Hybrid Combo Pack..... **PN7006**  
*(6 sets of Pads, 2 Bottles of Buffing Solution, 6 Center Hubs, 2 Jet Nozzle Extenders, and 1 C-H Chip)*

Hybrid Platen Assembly ..... **PN7015**

Hybrid 3 Inch Adapter ..... **PN2399.H**