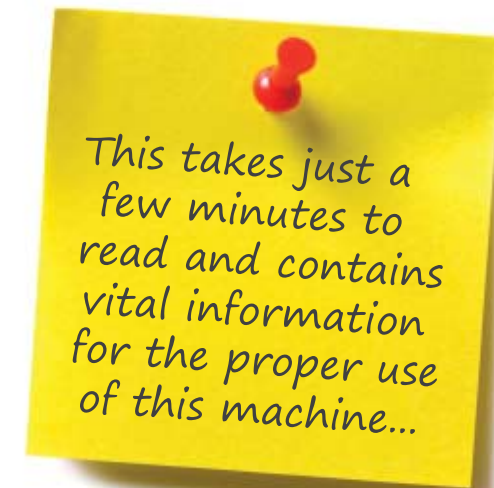


# VMI 2550 Buffer User Guide

Quick, clean, cheap to run and Blu-ray Compatible



## What's In This User Guide?

- Getting started - repair a disc right now
- Getting to know your machine and how it works
  - The general usage of your machine
- Maintenance and other useful information

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We believe it is important that you know:

- How to use our technical support team
- How to get the most out of your machine
- How to use the machine safely at all times
- How to prevent voiding your warranty

# Getting Started

## Initial setup

With the machine you will find a setup sheet which explains how to set up your machine. This includes a list of box contents. Please refer to this sheet before using your machine for the first time.

## Your first repair

For your first repair, choose a disc that you think has a light amount of scratches. This will help give an indication of what can be repaired by the machine in one cycle.



## Basic operation

1. Switch on the machine and lift the top cover.
2. Thoroughly shake the buffing solution and dab a small amount onto the disc.
3. Use the sponge to spread the liquid evenly across the surface of the disc.
4. Place the disc shiny side up on to the turntable.
5. Close the top cover and press 'Start'.
6. After the repair process has finished, lift the top cover and remove the disc.
7. The disc will be clean, dry and repaired, ready to go back in its case.
8. You can move straight on to the next disc, but you should wait before repairing the same disc again as it needs to cool down.



Avoid spreading buffing solution on the clear plastic centre ring of the disc. The buffer wheel does not touch this area and solution will still be visible there after the repair cycle has finished.

## Inspecting a repaired disc

Even if you aren't new to disc repair, it is important that you understand what the machine is capable of removing within each cycle. So inspection should be carried out after at least the first ten or more repairs.

Your first repair should have made a visible improvement, if not a complete repair. Some discs will require more than one cycle to be fully repaired, but remember that this machine heats the disc and so you must allow those discs to cool between repairs.

## Parts of the machine

Front Door

Splash Guard

Buffing Wheel

Disc Turntable

On/Off Switch

Chip Socket

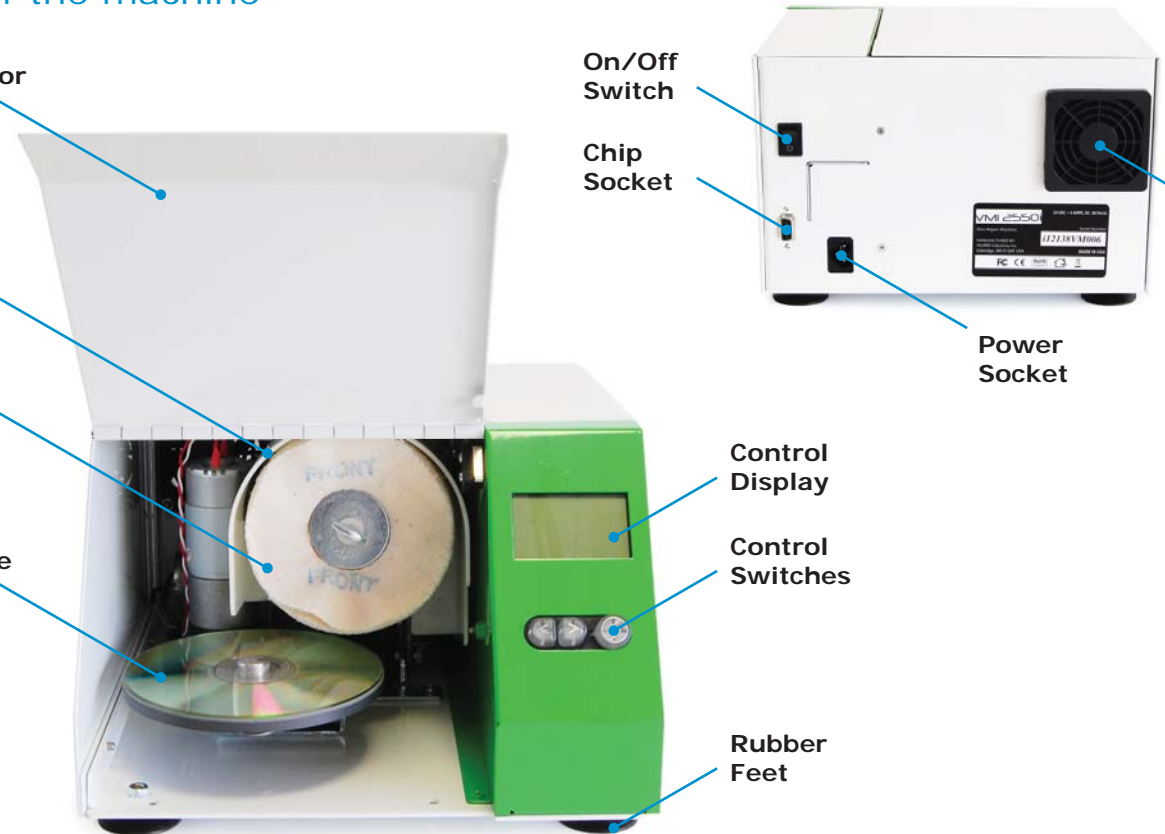
Fan

Power Socket

Control Display

Control Switches

Rubber Feet



# Getting To Know The Machine

## Understanding the repair cycle

Now that you have repaired your first disc, here is a more in-depth look at the process.

The machine uses a combination of heat and abrasive to soften and then polish the polycarbonate to get out the scratches.

It is a single-stage disc repair machine and offers either a 1 minute light/medium repair or a 2 minute deeper repair.

In the beginning, inspecting the disc after the repair is important because it gives you an idea of which repair setting you need to use for the next disc.

## Modes of operation

### Regular:

The machine is preset to regular repair mode. The cycle runs for 1 minute and is suitable for most light and medium damage. The scroll and Start buttons turn green to signify a regular repair is being run and the LCD screen displays 'Cycle Reg'.



Note: In Regular repair mode, Blu-ray and PS3 discs can only be cleaned, not repaired.

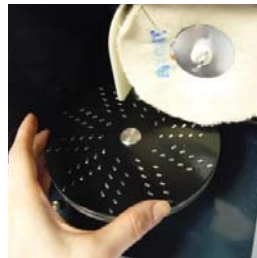
### Deep:

To switch to a deep repair, press either one of the scroll buttons. The buttons will turn blue to confirm your choice and the LCD screen will display 'Cycle Deep'. The cycle will run for 2 minutes and is suitable for medium to heavy scratches, Blu-ray and PS3 discs.

### Cleaner Cycle - Important:

Over time the buffing wheel will become covered in dried polishing compound and plastic particles. This will reduce its effectiveness to repair and so it needs to be cleaned regularly to remove the dirt.

Approximately every 20 minutes of repair cycles, the machine will display 'Cycle CLNR' and the Start button will flash red. This is the indication to run a cleaning cycle for the buffing wheel.



Just insert the supplied cleaning, so the coarse side faces up, close the top cover and press the Start button. When finished, the machine will revert to Regular mode.

If you wish to use the cleaner disc at any other point, press either one of the scroll buttons until Cleaner mode is reached. It is good practice to run the cleaning cycle as the last cycle of the day, regardless of when it was last used.



Note – It is not necessary to use the buffing solution with the cleaning procedure.

### Emergency Stop:

To immediately stop the machine at any point, either press any of the control buttons, or simply lift the top cover.

The cycle will end and the LCD screen will display 'Emergency Stop Wait', accompanied by a flashing red LED on the Start button. Once the machine has realigned itself and the top cover has been closed the machine will revert to the previous mode of operation.

## When to replace the consumables

The consumables pack consists of one replacement buffer wheel, 2 bottles of buffing solution and a counter chip.

Each pack contains everything you need for 500 minutes of repair. The amount of consumable usage time is displayed on the LCD screen and counts down to zero throughout usage.

Once the chip reaches 10%, or 50 mins, an asterisk '\*' will appear next to the count time to alert you.

STAT READY  
COUNT 050\*  
CYCLE REG



Also, the LCD screen will display 'Low Chip' and the Start button will flash from blue to green during the cycle.

T : 0:57  
LOW CHIP



Once the chip reaches 0% the display will show '000' minutes and the machine will not permit further repairs until a new chip is installed.

STAT EMPTY  
COUNT 000  
CYCLE REG



Once the new chip is installed, the screen will read '500' minutes again. Read how to install the chip on the next page.

STAT READY  
COUNT 500  
CYCLE REG




Note: To see how many total cycles have been run, lift the top cover and press the repair button. The LCD screen will display the totals, broken down by regular, deep and clean cycles.

# Replacing The Consumables

## Replacing the chip

There will come a point when the pad is worn out and won't repair effectively, the VMI 2550 uses a time credit-based chip that stops the machine working when the time credit has elapsed.

Any repairs beyond this point would be virtually ineffective and could eventually damage the machine. The polish should last for the full 500 minutes.

 If you find you run out, or have polish left over, then you want to adjust how much you use on each repair.

### Replacing the chip is simple:

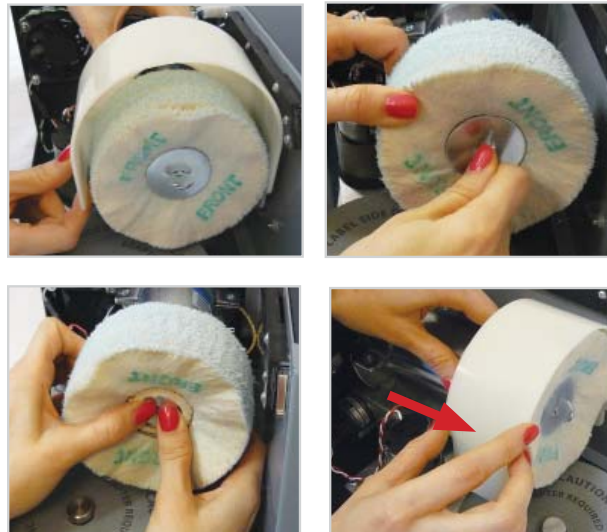
1. Turn off the machine.
2. Locate the used chip on the back of the machine.
3. Remove the used chip - the exposed RS232 port will now be visible.
4. Install a new chip into the RS232 port and discard the old chip.
5. Turn the machine back on to register the credit.

With the new chip installed, the counter will be reset to 500 minutes - you should now replace the buffing wheel for the new one in your pack.



## Replacing the buffing wheel

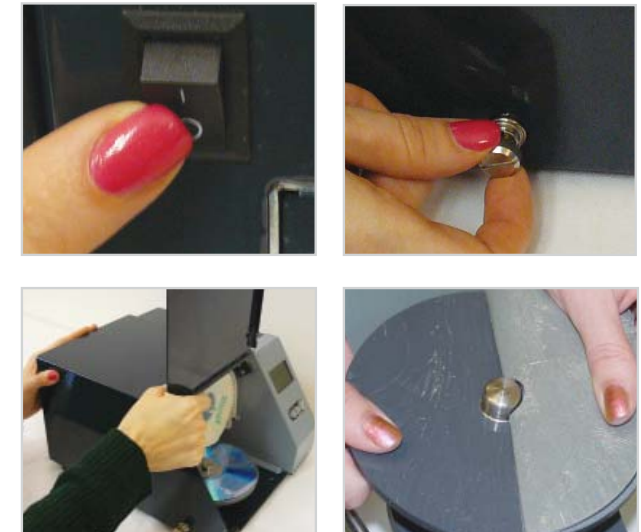
1. Turn the machine off and remove the power lead.
2. Unscrew the two side panel thumbscrews, then lift the side panel up and away from the machine.
3. Remove the Splash Guard which sits on top of the main motor and clean it (this is snap-fitted).
4. Hold the buffing wheel with one hand and use your other to turn the spade screw anti-clockwise.
5. Remove the screw and washer from the spindle and pull off the old buffing wheel.
6. Install the new buffing wheel, followed by the washer and then tighten the spade screw.
7. Refit the splash guard by snapping it onto the top of the main motor.
8. Pull the splash guard forward until it snaps into place a second time.
9. Install the side panel and screw down the thumbscrews.
10. Put the power lead back into the machine and turn on the power.



## Replacing the turntable pad

The grey turntable pad is a semi-durable part and wears during the repair process. We recommend changing it every two consumable packs, because otherwise the discs will begin to slip during the repair cycles which can damage them:

1. Turn the machine off and remove the power lead.
2. Unscrew the two side panel thumbscrews, then lift the side panel up and away from the machine.
3. Peel the worn pad away.
4. Clean any remaining adhesive from the surface with a strong enough cleaner, ensuring that the surface is flat, clean and eventually, dry.
5. Align and affix the new turntable pad, discarding the old one.
6. Install the side panel and screw down the thumbscrews.
7. Put the power lead back into the machine and turn on the power.




# General Maintenance

## Regular internal cleaning

The machine requires little maintenance but it is essential to keep it clean in order to produce the best results.

Over time there will be a build up of 'fluff' inside the machine. This is normal and is caused by the cleaner disc combing the pad.

It is important to remove this fluff occasionally. This can be done either by hand or with a vacuum cleaner.

 Please remember to turn off the power and remove the plug from the wall before starting any cleaning.

## Cleaning the cleaner disc

It is important to keep the cleaner disc in good working order.

The metal ridges will gradually fill with fibres from the buffing wheel, greatly reducing the cleaner disc's effectiveness.

We recommend using a stiff brush under running water.



## Cleaning the fan filter

The fan filter must be kept clear of debris to ensure constant air flow through the machine. After 60 minutes of operation the LCD screen will display 'Filter CLNR'.


1. Remove the fan guard from the back of the machine.
2. Remove filter and blow out collected debris.
3. Reinstall filter and guard.
4. Push any button on the user interface to continue.



## Cleaning the splash guard

1. Turn off power to the machine.
2. Unscrew the two side panel thumbscrews, then lift the side panel up and away from the machine.
3. Remove the Splash Guard which sits on top of the main motor (this is a snap-fitted piece).
4. Run the Splash Guard under warm water, wiping away any buffing solution residue.
5. Refit the splash guard by snapping it onto the top of the main motor.
6. Pull the splash guard forward until it snaps into place a second time.
7. Install the side panel and screw down the thumbscrews.
8. Put the power lead back into the machine and turn on the power.



 Make sure the splash guard is dry when you refit it.

# Maintenance And Information

## Troubleshooting

If the machine runs into a common problem, it will display one of these error messages:

**ES003** - Magnetic Switch Sensor is not detecting that the turntable is in the home position.

**EC004** - Lift Cam Switch is not detecting that the Lift Cam has been reset back to the home position.

**EMC006** - Machine is not detecting the proper amount of amperage on the main motor.

*Action for above: Switch off, reboot and wait. If problem persists, then call Technical Support.*

**RC** - Consumables have run out, replace all consumables.

**Emergency Stop**  
Emergency Shutdown Mode.

*Action: Leave the machine to cool down then reboot. Call Technical Support if it happens again.*

The 2550 is equipped with an internal thermostat that protects it from getting too hot. If the machine gets too hot it will turn off power in order to cool down.

Please leave 15 minutes before continuing with your repairs. To help the machine cool quicker, open the top cover.

This machine is not designed to be run again and again all day long, we recommend that if you require 100 or more repairs per day, you upgrade to a more powerful machine.

## Getting help

If the machine stops working for an unknown reason, or if acting upon the error code does not resolve the problem, then do not worry.

Technical Support is available Mon-Fri, 9am-5pm over the telephone and also by email. This is offered for the entire life of the machine.

Our technicians will always attempt to resolve any problems over the phone and can send out parts and assist with fitting should this be required.

In the unlikely event that the machine has to come in for repair, the cost of parts and labour will be covered during your warranty period.

Shipping in both directions is covered for the first quarter of the warranty period, but thereafter, you would be required to post the machine to us and either pay for its return or arrange a collection yourself.

### Contacting Technical Support:

**0800 412 5424** Mon-Fri, 9am-5pm

[support@totaldiscrepair.co.uk](mailto:support@totaldiscrepair.co.uk)

### Returning Machines For Repair:

If you are returning your machine, you must use the original packaging as this is the safest method of transit.

On the side of the box, you will need to write the RMA number that Technical Support give you so we can process the machine when it arrives.

## Ordering your consumables

2550 Consumable Pack 5055378118647



Contains:  
1 x Buffing wheel  
2 x Polish bottles  
1 x Repair chip

Enough for 500 minutes of repair time.

2550 Turntable Pad 0187293000167



We recommend replacing this for every 2 consumables packs used.

### Cleaning Accessories



Cloth & Spray Pack (Standard)  
5055378101656



Cloth & Spray Pack (XL)  
5055378101663

The best way to order is to use our website. We offer **Free Shipping to UK mainland** on orders over £50 and items arrive within 24-48 hours (excluding weekends and public holidays).

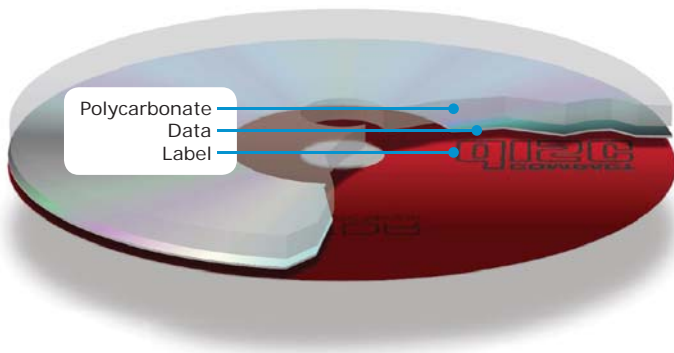
[www.totaldiscrepair.co.uk](http://www.totaldiscrepair.co.uk)

Telephone and email orders can be taken but we cannot offer free shipping for this method due to the administration involved.

# Disc Types

## CDs

When discs were invented the process of construction was quite simple. These are what we call CD discs. To produce the disc, a solid polycarbonate disc was made. Then the data layer was applied to the top surface of the disc. To protect this data layer, a lacquer, or label, was then applied over the top of the data layer.



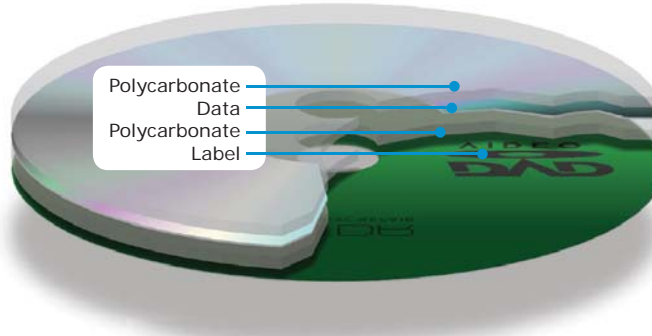
This made the data layer quite vulnerable because any scratch to the label could damage the data layer beneath. If a scratch has reached the data layer it is not repairable. Disc repair can only repair the polycarbonate on the underside of the disc.

**Formats:**

- Audio Books
- Audio CDs
- CD-ROMS
- Playstation version 1 discs

## DVDs

The early CDs were mainly used for audio and so often a small scratch was not enough to disrupt the data. However as the data on discs became more complicated it became more important to protect the data layer. On DVD discs the data layer is sandwiched in the middle of the disc between two pieces of polycarbonate. This protects the data layer and makes the disc virtually indestructible. The only issue with this type of disc is that the two layers of disc can separate around the whole in the centre of the disc, although this is quite rare.



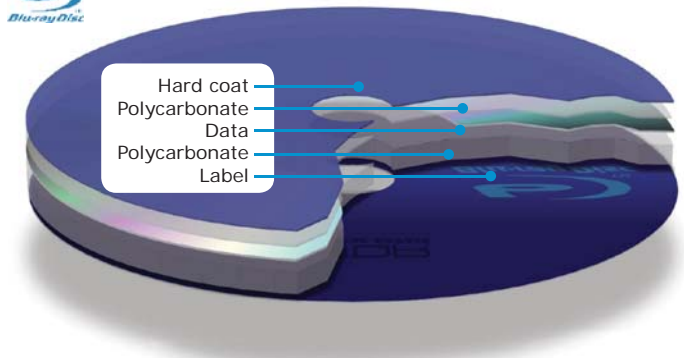
Because the data is so protected virtually all DVD discs can be repaired by the disc repair process.

**Formats:**

- DVDs
- Playstation 2 discs
- Xbox
- Wii
- DVD ROM

## Blu-rays

With the invention of High Definition (HD) there was a need to carry more information on a disc and soon the data space on a DVD was not enough. Sony solved this with the invention of the Blu-ray disc.



It is essentially the same as a DVD with 2 main differences:

1. The polycarbonate on the bottom of the discs is much thinner than a DVD and so the number of times that the same disc can be repaired falls to around 10-15.
2. The polycarbonate on the bottom of the disc has a hard coated lacquer on top of it. This hard coat reduces the chance of the disc being scratched in the first place, but nonetheless scratches can still happen.

**Formats:**

- Blu-ray film
- Playstation 3



# Good Machine Use & Safety...

Here are a few simple tips for you to get the most out of your disc repair machine.

## *We're here to help!*

- ▶ Our Technical Support Team is on hand five days a week to help you. You can reach us by phone or email & there is also information on our website.
- ▶ Whenever you have a question, or if you suspect a problem, we'd love to hear from you – calls are free!
- ▶ Most things can be dealt with over the phone, though our turn-around time for repairs is pretty quick.

## *Staying safe whilst repairing...*

- ▶ Locate and use the machine in a safe and suitable location.
- ▶ Never use a damaged power cable, or any other than the one supplied.
- ▶ Touching the machine or its plug with wet hands could cause injury.
- ▶ Seek medical attention if the polish comes in contact with your eyes or mouth.
- ▶ Please keep the machine out of the reach of children.

## *Prevent damage to your machine...*

- ▶ Running a repair cycle on the machine without a disc on the tray may cause damage to the pads and tray surface.
- ▶ To clean the machine just use a damp cloth and a bit of CD spray can help. Please don't clean the machine by running it under a tap, electronics don't like water!
- ▶ Please contact us before disassembling the machine in any way.

## *Prevent voiding your warranty...*

- ▶ Only use authentic TDR consumables in your machine, 'home brew' products invariably cause damage to the machine and of course void the warranty.
- ▶ Making unauthorised modifications to your machine is dangerous and will also void your warranty.
- ▶ Not using the machine in the way instructed by this user guide may also affect your warranty if faults occur.

## Contacting Technical Support:

Freephone:

**0800 412 5424**

Lines are open Monday to Friday, 9am to 5pm (excluding Bank Holidays).

Email:

**support@totaldiscrepair.co.uk**

We aim to respond within an hour, though it could be up to one working day.

Thank you once again for buying with TDR and joining our extensive network of professional disc repairers, we recommend putting this sheet up near your machine for reference. If personal injury or damage to your machine or property occurs as a result of not following these instructions, TDR can not be held liable.