



Scotch® Video and Audio Essentials

Frequently asked Questions

Question	Answer
AV-100 Scotch™ Disc Cleaner for CDs, CD-ROMs, DVDs, DVD-ROMs:	
What discs can I clean in the disc cleaner?	CD discs, DVD discs, CD- ROM discs, DVD-ROM discs
What discs should not be cleaned in the disc cleaner?	Cleaning discs have brushes that could be damaged in the cleaning process making the disc unusable. Playstation discs can be damaged in this unit they take a special cleaner.
Can I purchase replacement or additional foam cleaning pads?	Additional pads are not available as a separate item.
Can I purchase additional cleaning liquid?	Additional liquid is not available as a separate item.
Should I clean both sides of my discs?	No, only the “play” side (non-labeled side) needs to be cleaned. Only the non-label side has the electronic recording on it. Note: After cleaning, and in general, handle discs by the edge only to avoid fingerprints and other contamination that

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	may cause distortion.
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Question	Answer
AV-101 Scotch™ Laser Lens Cleaner for CD Players:	
How does a CD laser lens cleaner work?	The CD loads into the unit normally and in the audio play mode the disc spins. The brushes on the bottom of the disc sweep dust and debris off of the laser's lens. In normal operation your player's laser sends a light beam that is reflected off the CD and back to the laser unit. The light signal changes from your CD's digital coding are processed into music. Dust on your laser lens can cause distortion in sound and data transfer.
What equipment will the CD laser lens cleaner clean?	CD players
What equipment will the CD laser lens cleaner not clean?	Computers CD-ROM drives / CD read-write equipment, DVD players, some Automobile CD players, CD magazines, playstations. Check with the equipment manufacturer for compatibility.
After cleaning my CD player with the CD laser lens cleaner it still does not work.	Check wiring for loose wire connections. If it still does not work seek professional repair. It is always a good idea to seek professional evaluation before you give up or spend a lot of money on repairs. Seek out a reputable repair facility for an estimate. In many cases, estimates are provided free of charge. Caution: Electronic equipment can quickly become outdated and repair costs may be more expensive than replacing the unit.

Question	Answer
AV-101 Scotch™ Laser Lens Cleaner for CD Players:	
The CD laser lens cleaner will not play in my...	In some automobile CD players or CD magazines the motor may not be strong enough to spin the laser cleaning disc, or the loading orifice may not be high enough to accommodate the extra room needed for the laser lens cleaner. Check with the equipment manufacturer for compatibility.
How many cleanings can I get from a CD laser lens cleaner?	With proper care the Scotch® Laser Lens Cleaner for CD Players can give up to one hundred (100) cleanings. Replace the CD laser lens cleaner when the brushes show signs of wear, are bent, or are dirty.
How long does it take to clean a laser lens?	Under normal circumstances one pass over the lens. If the environment is dusty, it may take several passes to clean the lens.
How often should a laser lens be cleaned?	After every ten hours of play. Depending on the environment, it may require cleaning more often.
Do I need to insert the laser lens cleaner into all five slots of my CD player?	No. Your CD player only has one lens and whichever slot you choose to use the CD laser lens cleaner will pass over the lens and clean it.
How do I get the CD laser lens cleaner to start cleaning?	Press play, as you would with any audio CD, follow the voice instructions or the printed instructions on the package. Consult the CD player instructions.
AVD-102 Scotch™ Head Cleaner and Demagnetizer for Audio Cassette Decks/Players	
How many cleanings before I get to the end of the tape?	Scotch™ Head Cleaner and Demagnetizer will provide twenty-four (24) cleanings.
How can I tell if my heads are magnetized?	You will hear static, or distortion when playing your audiocassettes. Once your heads are demagnetized, do not play tapes of poor sound quality. Your tape will magnetize the heads again. You cannot demagnetize audiocassette tapes.
What causes the heads to become magnetized?	Static cause by friction of the tape moving against the head.

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Question	Answer
AV-105 Scotch™ High Performance VCR Head Cleaner	
How many cleanings can I get with the Scotch™ High Performance VCR head cleaner?	Thirty (30) head cleanings and six (6) tape path cleanings.
When I get to the end of the tape do I throw it away?	NO: Rewind the tape in the PLAY reverse mode after cleaning five (#5). This can be done six times. This rewinding process is how the cleaner cleans your tape path. After thirty (30) head cleanings, YES: It is time to purchase another Scotch® High Performance VCR Head Cleaner Tape.
I went through the first head cleaning and the lines are still there when I play a videotape. What do I do?	Go through another cleaning cycle and keep repeating until the picture is clear. Sometimes small particles get stuck in the tiny openings of the VCR head and repeated cleanings may be necessary to dislodge them. If after ten (10) or more cleanings, the picture is not clear you should take the VCR to a repair technician. Caution: repair costs may exceed the value of your VCR.
The VCR head cleaner tape is jammed in my VCR what do I do?	In some cases you can unplug the VCR for a few minutes and then plug back in, this sometimes releases the tension on the tape and it can be removed. If this does not work, please see a repair technician.
Why do VCR heads get dirty?	Most often videotapes from rental stores and inexpensive videotapes. Heavily used videotapes and videotapes of poor quality can start to lose tiny flakes of the coated media. The tiny flakes can clog the small opening in the heads that read the electronic signal on the tape. The coatings may also leave a residue on the face of the heads and the tape path pins the videotape is routed around.
What does "rewind in the play mode" mean?	This means to play the tape backwards (in reverse) so that you can see the video image as it rewinds. Most often you will need to push the PLAY and REWIND buttons on your VCR at the same time. It may be necessary to hold one or both buttons to do this procedure. Consult your

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	VCR instructions to see what needs to be done for your particular VCR.
Question	Answer
AV-105 Scotch™ High Performance VCR Head Cleaner	
What does “rewind scan/search” mean?	When depressing the Rewind/Scan, or Rewind/Search button on your VCR you can view the tape as it plays backwards.
The VCR head cleaner tape will not advance in my VCR. What do I do?	Press the STOP button, and wait thirty (30) seconds. Press EJECT and take the tape out of the VCR. Re-insert the head cleaning tape and push the PLAY button.
The VCR head cleaner tape came out of the cassette. What do I do?	Disconnect the VCR from the electrical outlet. When the plastic cassette is clear of the VCR loading door, set it on top of the VCR. Prop or hold the loading door open. Lift any tape that is caught on the loading pins up and over the pins and pull the tape out of the VCR. Hold the cassette with the bottom facing you and tape on the top. (You should be looking at the side with the two white winding gears.) Put a pencil or pen (pointed end) in the hole located in the bottom center portion of the cassette below the white winding gears and leave it there. On the left side of the cassette tape door near the top there is a square button. Push the button in and flip the door covering the tape open. Hold the door open with your left-hand pointer finger. At this point you can insert your right-hand pointer finger into either the left or right white winding gears and turn the gear to wind the tape back into the cassette. Turn the left gear counter clockwise or the right gear clockwise. If the tape is not wrinkled and is in good condition it can be used again. Close the tape door. The tape is now ready for re-use. If tapes continue to be pulled out of the cassette when ejecting them, take the VCR to a repair technician.

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Question:	Answer:
AV-106 Scotch™ VCR Head Cleaner Wet Pump System	
How many cleanings before I reach the end of the tape?	You can clean your VCR sixty (60) times with one Scotch™ VCR Head Cleaner Wet Pump System.
How long does it take to clean the VCR heads?	Normal cleaning takes fifteen (15) seconds. If the VCR heads are clogged, you may have to run the cleaning head several times to get a clear picture. Sometimes small particles get stuck in the tiny openings of the VCR head and repeated cleanings may be necessary to dislodge them. If after five (5) cleanings the picture is not clear, you should take the VCR to a repair technician.
What do I do when I have put too much liquid on the tape?	Let the tape dry for thirty (30) minutes before putting more liquid on and re-starting the cleaning process.
Can I purchase additional liquid?	Additional liquid is not available. There is more than enough liquid in the container to use with an entire cleaning tape.
AV-109 Scotch™ Cassette Deck Head Cleaner Buff Strip Cleaning System	
How many cleanings can I get out of one tape?	AV-109 Scotch™ Cassette Deck Head Cleaner Buff Strip Cleaning System will provide twenty-four (24) cleanings.
Will the AV-109 clean all the heads in my machine?	Yes, AV-109 Scotch™ Cassette Deck Head Cleaner Buff Strip Cleaning System will clean all the heads in playback only or record/playback machines.
How do I use it in an auto rewind stereo system?	Play the tape like you normally would and stop it before it rewinds. When the next cleaning is due, rewind the tape and then go through the cleaning procedure.

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AV-110 Scotch™ Head Cleaner for Audio Cassette Decks/Players Wet Cleaning System	
How many cleanings before I get to the end of the tape?	AV-110 Scotch™ Head Cleaner for Audio Cassette Decks/Players Wet Cleaning System will provide twenty-four (24) cleanings.
How do I use it in an auto rewind stereo system?	Play the tape like you normally would and stop it before it rewinds. When the next cleaning is due, rewind the tape and then go through the cleaning procedure.
Can I purchase additional liquid?	Additional liquid is not available. There is more than enough liquid in the container to use with an entire cleaning tape.
AV-116 Scotch™ CD, D-ROM, DVD and DVD-ROM Surface Scratch Remover Kit	
Why hasn't the scratch remover kit removed the light surface scratches from my CD's or DVD's?	<ol style="list-style-type: none"> 1. You did not rub with enough pressure. 2. This product is slightly abrasive and it may leave some very light scratches behind, but the scratches should not cause distortion.
I have deep scratches on my CD's or DVD's will the scratch remover take them out and restore the information?	AV-116 Scotch™ CD, D-ROM, DVD and DVD-ROM Surface Scratch Remover Kit will not restore lost information due to very deep scratches. The information on a CD or DVD is read electronically by light. Deep scratches bend the light and distort the signal. A very deep scratch may have gouged out the coating where the information was stored. Scotch™ surface scratch remover kit can make it possible for the lens to read information up to a deep scratch by smoothing out the coating in the damaged area, or rounding off the edges of a deep scratch.

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