

# VMI 3550i Buffing Unit FAQ's

For further assistance Please call 1300 REFACE or refer to our website.

## 1. How often should I use my VMI Cleaner Disc?

You should use this every morning prior to running the unit for the day, every 15, and/or if the machine has been sitting for several hours. This will keep your pads in the best condition.

## 2. Why is the VMI Cleaner Disc important?

During the buffing process your pads get dirty and stiff, which over time could result in damaged media and decreased pad life. The VMI Cleaner Disc cleans and softens the pads.

## 3. How do I clean my VMI Cleaner Disc?

Apply hot water to the surface of your VMI Cleaner Disc, using paper towel wipe the build-up off disc. Start from the centre and work your way to the outside. Make sure your VMI Cleaner Disc is dry before use. For additional information follow the directions outlined in the manual and/or DVD.

## 4. Can I clean a 3 inch disc?

Yes, but you must place it into the CD adaptor prior to placing it in the unit for buffing. For additional information follow the directions outlined in the manual and/or DVD.

## 5. Can I run a 3 inch Disc without an adaptor?

No! This will damage your 3 inch disc and rubber platter.

## 6. Why is AC liquid Important?

The AC Liquid is a unique formula developed by Venmill to accomplish a few tasks.

- 1) AC Liquid prevents a static charge during the buffing process.
- 2) AC Liquid increases and controls the heat during the buffing process resulting in an improved repair.
- 3) AC Liquid helps condition the disc restoring its optical clarity.

## 7. Should I use the AC Liquid on my disc?

Definitely! Besides the degraded results of the repair, the static charge produced during a repair could produce unpredictable errors in the unit.

## 8. What do I do if I see hazing on the disc after it has been repaired?

If you see hazing it may be due to your VMI Buffing Pads being very dry. You will need to use more than the recommended dab of AC Liquid the first few times you use the machine. This will increase the moisture level on the pads. Once this is achieved you will not see any hazing effects on your disc and you may return to the suggested application.

## 9. What if my disc has a greasy film after repair?

If your disc has a greasy film, it may be due to an excessive build-up of AC liquid on your VMI Buffing Pads. We recommend that you run your VMI Cleaner Disc once and then continue repairing discs without using the AC Liquid until there is no more greasy film occurring on the disc.

## 10. The Centre of my disc still has AC Liquid on it after a repair.

The buffing wheels never touch the centre of the disc. If there is AC Liquid in the centre it can be wiped away. To prevent this only use the AC Liquid on the portion of the disc with data.

## 11. What do I do if I see faint lines on my disc after a repair?

In this case you will need to clean your pads by using your VMI Cleaner Disc. For additional information follow the directions outlined in the manual and/or DVD.

## 12. How many times can I clean/repair a disc?

This is the great thing about owning a VMI 3550i Buffing Unit, it's unlimited. You can never buff a Disc too many times. However you should not run a disc two times concurrently without letting the disc cool to room temperature after each cycle.

## 13. Can I clean a disc that is warped or cracked?

NO! This may result in further damage to the media or your unit.

## 14. How long will the bottle of AC Liquid last?

If used properly, your bottle should average approximately 750 repairs. You can currently order consumables through Reface directly at [www.reface.com.au](http://www.reface.com.au) or through our distributors, who can be found on our website under the distributors tab. If you have any questions please call us at 1300 733 223 or email [sales@reface.com.au](mailto:sales@reface.com.au)

## 15. How much AC Liquid must I use?

Press firmly until sponge flattens, and then lift up completely. The bottle will release enough liquid for the disc. Using the sponge evenly spread the liquid around the disc. Follow the directions outlined in the manual and/or DVD.

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## 16. How often should I replace my VMI Buffing Pads?

Presently your pads should repair up to 2500 discs, and the unit will beep when they need to be replaced. Generally, you should replace the VMI Buffing Pads every 3 months. You can currently order consumables through Reface directly at [www.reface.com.au](http://www.reface.com.au) or through our current distributors located on our website under the distributors tab. If you have any questions please call us at 1300 733 223 or email [sales@reface.com.au](mailto:sales@reface.com.au)

## 17. Can I run my unit over 2,500 repairs?

After 2,500 repairs you will hear a continuous 15 second tone after the completion of each repair. Continuous use after receiving the 15 second tone may result in inadequate repairs. We strongly recommend that you do not continue use until you have changed pads.

## 18. Why are my pads dark?

This is a symptom that you haven't run your VMI Cleaner Disc enough or over saturating your pads with AC liquid. Run the VMI Cleaner Disc several times. Check pads to see if there is any improvement. If you do not see any improvement you will need to change your pads.

## 19. Where do I get consumables for my machine?

You can currently order consumables through Reface directly at [www.reface.com.au](http://www.reface.com.au) or through our current distributors located on our website under the distributors tab. If you have any questions please call us at 1300 733 223 or email [sales@reface.com.au](mailto:sales@reface.com.au)

## 20. I'm hearing a beeping noise from my Buffing Unit.

The Unit is pre-programmed for 2,500 repairs before requiring pad changes. When the unit has repaired 2,400 discs you will hear a sequence of (5) one second beeps after completing each repair. This is to alert you to make sure you have a new set of pads available for changing. After 2,500 repairs you will hear a continuous 15 second tone after the completion of each repair. Continuous use after receiving the 15 second tone may result in inadequate repairs. We recommend that you do not continue use until you have changed pads. For additional information follow the directions outlined in the manual and/or DVD.

## 21. What should I do if I ran the unit without a disc in it?

This will damage the rubber platter pad. You will need to order a new rubber platter pad.

## 22. Is it normal that my fan doesn't turn off/on?

The fan in your unit is controlled via a thermal switch. The switch turns on after your unit gets above 135 degrees F. The switch stays on until the unit's temperature drops below 68 degrees F. The fan does not usually turn on immediately; you may need to run 10 – 15 discs before it will.

## 23. Why don't I have power to my unit?

Have you installed the plastic back panel properly? There is a safety cut-off switch at the back of the machine to prevent someone from using the VMI without the back panel on. If you continue to have problems after securing it please contact Reface support for further assistance.

## 24. My unit seems to have excess vibration.

When installing new pads you will have a pad break which will cause the machine to vibrate. A pad break will last about 50-100 discs until the pads are completely broken in. If you find you still have abnormal vibrations you can re-install your pads for better balance. If vibrations persist call Reface at 1300 733 223 or email [support@reface.com.au](mailto:support@reface.com.au)

## 25 How long do I wait before cleaning the inside of my unit?

Once a fortnight or after periods of heavy use, generally clean out the fluff residue from the side walls, motors and fan. Pay special attention to the pogo pins on the back of the tray and the corresponding contact points at the back of the machine. A vacuum may be used or some sort of air pressure (canned air/air compressor hose etc.). For additional information follow the directions outlined in the manual and/or DVD.

## 26. My Unit turns off after several hours of continuous use.

There is a thermal switch inside of the unit which prevents the unit from overheating and damaging itself. The switch turns power off to the entire unit. The unit will power up when the temperature drops sufficiently. To prevent this from happening make sure that the fan is not blocked. You may want to make sure the back of the unit is not right against a wall and that the side panel vent is clear enough.

## 27. My Concern is not listed, what do I do?

For further assistance with questions not included please first refer to our website. If you are still unable to find an answer to your problem then please contact Reface Technical Support at 1300 733 223 or email [support@reface.com.au](mailto:support@reface.com.au)

*For Warranty or Service call  
1300 REFACE (1300 733 223)*