

Maintaining DVAP DVD Players

"DVD does not power up, screen is blank"

90% of the time this means the external power supply is defective. To see if yours is bad, simply use the power supply from a working player and plug it into the player you are having problems with.

"DVD has power, but the screen says "No Disc", "Bad Disc" or "Loading"

This could be 1 of 3 things.

1 - First try switching the power supply with a player that is working. Even though the player may be on, the power supply still could be bad. The power supply outputs 3 different voltages (+ 5 Volts, - 5 Volts and + 12 Volts) and if one of the voltages is too low, it can cause problems with the player.

2 - Try cleaning the laser. The laser is what reads the disc. We have noticed that even in "clean air" stores, the eye of the laser can still collect dust. The best way to clean the laser is to remove the cover and clean the lens directly with a Q-Tip and alcohol. This is easier than it sounds. You only need a phillips screw driver, alcohol, Q-Tips and about 5 minutes.

2A - First unplug power from the player.

2B - Next, take the cover off by removing the 4 screws on the sides.

2C - Then, remove the 4 screws holding the gray plate that covers the IDE Loader.

2D - You can see in the 3rd picture what the laser lens looks like. In this example it is easy to see the dust and grime build up. This is the part that needs to be cleaned. We suggest using lint free Q-Tips and Isopropyl Alcohol (pictured on the left). You can order both items from us or pick up at most electronics stores. You can also use normal Q-Tips and rubbing alcohol if you wish.

2E - Dip the Q-Tip into alcohol and wipe off any excess on bottle lip (you don't want the Q-Tip so wet that it can drip). Then gently wipe the laser lens. Don't apply too much pressure, because the eye is "floating" on springs and you can damage the mechanism if you press too hard. Now re-assemble the player and test.



It is also important to clean the filter on the back of the player periodically. Simply pull the filter off with a pair of pliers, rinse, dry and snap it back in.



Changing DVAP DVD "Loader"

"DVD has power, but the screen says "No Disc", "Bad Disc" or "Loading"

If you have already cleaned the laser and screen still displays "No Disc", "Bad Disc" or "Loading", the loader probably needs to be replaced. If the player has been purchased within 9 months it is still under warranty and needs to be sent in for repair. If the player is out of warranty, you can either send it to us for repair or change the loader yourself. This process takes about 10 minutes and all you need is a phillips screwdriver.

- 1 - Make sure player is unplugged from power source.
- 2 - Remove lid (take out 4 screws holding cover on...shown in picture #1)
- 3 - Remove 4 screws holding loader. Don't take the gray cover off, remove the whole loader (see picture #2).
- 4 - Lift loader up as shown in picture #3. You will notice 2 cables attached to loader. Pull downward on each cable until they are detached.
- 5 - Hold new loader in same fashion and reattach both cables.
- 6 - Lay loader back onto player and fasten the 4 loader screws.
- 7 - Put cover back on and secure with 4 screws.
- 8 - Plug in power and test.
- 9 - If player still does not work, please call Edgar in our TV/VCR/DVD repair department (800-878-4056 EX 16) for additional tips.

