



**Undamaged Disc**



**Non-concentric Scratches**



**Concentric Scratches**

## What Causes Scratches?

Non-concentric disc scratches are the result of mishandling discs. Severe scratches caused by mishandling a disc can make a disc unplayable.

Concentric disc scratches can only occur if the console is moved while the disc is spinning. Xbox provides notices on the console, in the user manual, and on Xbox.com warning users not to move the console when a disc is in use.

In either case, the root cause of the scratch is not a failure on the part of the console but is the result of mishandling.

## New Findings!

Previously, it was Xbox policy to perform a console repair if the customer stated that the console caused the scratch. As mentioned above this is a condition that is not caused by the console, console service is not necessary and will only result in the customer being without their console unnecessarily.

**Beginning July 1, 2010, DO NOT issue console repair orders for customers stating their console scratched a disc.**

## Always Support Your Customers

Delivering the tough message is never easy. Be direct in your explanation that a console repair will not resolve the issue and be empathetic to the customer's situation. Tell the customer what you *CAN* do for them. If the customer calls stating the console scratched their disc and there are a few other discs that won't play; explain that the console will not scratch discs unless it is moved while operating but also offer to troubleshoot the issue with the other discs.

## Educate Your Customers!

The CCF workflows and KB article **907591** "Your Xbox 360 game disc or DVD is scratched" have been updated to reflect the new policy and to offer suggested scripting to deliver this tough message to your customers.

Use this script to educate your customers:

- "Concentric scratches sometimes occur if the console is moved while a game or DVD is playing. Xbox 360 games are optimized to spin at high speeds; if the console is moved while a disc is spinning; the disc can make contact with the read head and become scratched."

Use this script to deliver the tough message to a customer demanding a repair:

- "I am sorry that your disc has become scratched. However, we have not been able to reproduce concentric disc scratches when the console has remained stationary during game play. Additionally, we have tested other consoles returned to us by customers who have reported concentric disc scratches, and have not found any console defects that might cause those scratches. Repairing your console is not an option, as it will not solve concentric disc scratch issues. I cannot order a repair."

## Solution 1: Clean the disc

Take a close look at the bottom side of the disc (the side without a label or image). Excessive smudges can appear as scratches and can prevent the console from reading the disc.

1. Hold the disc by the edges without touching the top or bottom surfaces.



2. Using a soft, clean, slightly damp cloth, lightly wipe from the center of the disc outward.



**Note** Do not use any solution other than water to clean the disc.

3. Once the disc is clean, load the disc into the console and see if the disc plays.
- If the disc still does not play, try the next solution.

## Solution 2: Install the game to the hard drive

If there is space on the Xbox 360 console's hard drive, install the game to the hard drive and then try playing the game from the hard drive instead of from the disc. For information on how to do this, please see:

960173 Install, play, or delete a game on your Xbox 360 hard drive  
If you cannot install the game to the hard drive, try the next solution.

## Solution 3: Have the disc buffed

There are third-party vendors that can buff light scratches from a disc. Ask the customer to check with a local game retailer to see if this service is available.

**Important:** Explain to the customer:

*"Please note that Microsoft does not endorse, warrant, or guarantee any of these services. Use them at your own risk."*

## Solution 4: Get a replacement disc

If the game disc was recently purchased and is defective (if it has never played correctly on the console), ask the customer to contact the retailer where they purchased the game to see if the game is in warranty.

Agent script:

*"If you think the disc is defective, I suggest contacting the retailer where you purchased the game."*

If the scratched disc is a Microsoft published game, please see:

935658 Xbox 360: Description of the Xbox 360 Game Disc Replacement Program

- Direct customers who want to have a Microsoft published game disc replaced to visit the following Web site: <http://www.xbox.com/support/systemuse/xbox360/gameplay/discreplacement-program.htm>
- Customers must print the Microsoft Game Disc Replacement Order Form, complete the instructions, and then mail the form together with the discs that the customer wants replaced to Microsoft.
- There is a fee to replace the disc.

If the scratched disc is not a Microsoft published game, tell the customer to contact the game manufacturer to request a replacement disc (if a replacement disc is available there will likely be a charge).