

CD/DVD Master Discs Preparation and Submission Guide

To ensure you get a professional quality product even on small production runs, we use the latest digital technology and industry standard duplication systems. Our strict quality control procedures ensure your discs are an exact copy of your master and the on-body print is to the highest possible standard.

Our disc duplication system verifies the medium and any non-conforming are rejected automatically. We do not however test the contents of your master and therefore recommend that you check that the CD or DVD master runs exactly like the final discs should run, and that you have tested the software in as many different machines as you can. Please also check for virus infections before sending the master to us.

AUTHORING MASTER DISCS

Please provide your data to be copied on a fully functional CD-R or DVD-R. Avoid the use of CD-RW or DVD-RW media when supplying masters for duplication. The master disc should be "Single Session" and "Closed" ensuring it is read only, and the data cannot be added to or amended.

A CD-R has a capacity of 700MB and can hold up to:

- 15,000 photographic images
- 250,000 pages of text
- 80 minutes of a full motion video

A standard DVD-R has a capacity of 4.7GB and can hold up to:

- 1 hour of simple video with audio at maximum DVD quality
- 9 hours of VHS quality material

CD - Steps you can take to provide a working data only master for CD-R:

1. Create your master using a CD-R disc, not CD-RW.
2. Select the option for single track from your copy software.
3. Select the software option to finalise and close the disc.
4. When given a choice of data mode, select Mode 1 or CD-ROM mode for data.
5. Test your disc thoroughly before sending for duplication.

(Please note these steps do not apply for Audio, CDI, CD-Extra or mixed mode.)

DVD

For DVD-R media, the process is somewhat similar. Whenever possible, you want to use a DVD-R drive to create your master. If you have a DVD+R drive or other type of DVD recordable drive, there may be some compatibility issues in using masters created in those drives. Also, make certain you do not use a DVD-RW or DVD+RW disc to make your content master, as these discs are not readable.

SUBMISSION OF MASTERS FOR DUPLICATION

Master Discs for duplication.

Please supply your master as a disc, we cannot accept files by any electronic transfer method as that would require us to re-author your master.

VERIFICATION COPY

You are welcome to request a verification copy of your master disc prior to actual duplication. If any compatibility issues arise, we will create a verification copy for you to proof. Once we have a suitable master, we can easily make copies on our automated multiple drive CD/DVD-R copiers.

FAST DELIVERY

If you are under tight deadlines and our usual 5-day service is not fast enough for you. Talk to our sales team about our Special Service that can get your discs produced in 24 hours. Subject to production availability we'll work to your schedule.

SATISFACTION GUARANTEED

Because we keep such close control over the whole manufacturing is done in conditions of strict quality control. Your CDs and DVDs will match the masters you supplied and the graphics proofs you approved, and will be free from manufacturing defects, or we will replace them for free.

AUTHORISATION

Make sure you have all the proper clearances needed for the software or music you are replicating and credit them accordingly. We will ask for written permission/authorisation to copy certain discs.