



LightScribe Support Notification 014-GN

Notification Date	March 26, 2007
Effective Date	March 26, 2007
Issue Name	Premature LS Label Fading
Issue Description	Reiterating chemical compatibility and handling precautions to prevent premature label fading.
Issue Type	Customer Support
Likelihood of occurrence	NA

Description	
<p>This is not a new condition, but a reiteration of the proper handling requirements for LightScribe discs to ensure maximum life of the printed labels.</p>	
Symptom	
<p>Customers may experience noticeable, premature fading of their LightScribe labels in as little as two to four months. The fading is usually accompanied by a heavy coating of white powder over the imaged surface of the LightScribe Label.</p>	
Cause	
<p>The LightScribe label chemistry may react with some common materials. Among them is PVC commonly used in storage sleeves of CD/DVD binders and wallets. Other chemicals that are known to produce premature fading are Vitamin E, Polyethylene Glycol (PEG), and various alcohols. The last three items are common in many hand lotions and hair care products. Some food grade oils and greases have also been found to react with the LightScribe coating.</p> <p>Excessive heat, like that in a closed vehicle during the hottest parts of summer, will also prematurely fade the label. However, this type of fading is much slower and requires several months.</p> <p>This is not a complete list of materials and conditions that will prematurely fade a LightScribe label. These are the ones customers are most likely to encounter.</p>	
Platforms Affected	NA
Hardware Affected	NA
Media Affected	NA
Software Affected	NA
Lightscribe System Software Affected	NA

Recommended Action

Anyone handling and storing both new and labeled LightScribe discs should follow these recommendations to ensure maximum life of both the LightScribe label as well as the data side integrity of the discs.

Recommendation

Do not store your LightScribe discs in PVC sleeves. You can easily tell PVC by its strong "Plastic" smell. Use storage sleeves made with Polypropylene, Mylar, or Tyvek instead. These do not have any obvious odors. We recommend storing your LightScribe discs either in the original storage spindles the discs were shipped in or individual jewel cases made of Polystyrene or Polycarbonate.

Keep hand lotions and hair care products away from your LightScribe discs.

Avoid excessive heat (as seen inside cars in summer time) and direct sunlight to maintain the label and data side integrity of the LightScribe discs.

References

The following references are available to customers on the www.LightScribe.com web site alerting them to the proper handling of the LightScribe discs.

"Known Issues" page (under General) : <http://lightscribe.com/support/index.aspx?id=1196>

FAQ page, "How should Labeled Discs be Handled and Stored?":
<http://lightscribe.com/support/index.aspx?id=301>

Background

The LightScribe coating is comprised of a resin matrix holding in suspension the reactive chemical components of the coating. The materials mentioned in this LSN will soften the resin matrix of the LightScribe coating and will compromise the effectiveness in controlling any undesired reactions.

Although these common materials have been known to react negatively with LightScribe labels, recent episodes of PCV sleeve storage leading to premature label fading prompted this LSN to reiterate the proper handling of LightScribe discs.