

Troubleshooting guide for vinyl records.

1. Introduction

Since its establishment in 1959, Toyo Kasei Co., Ltd. has been the leader at manufacturing vinyl records in Japan.

Our records follow high quality standards based on the former Japanese Industrial Standards (JIS) guidelines. To maintain consistent quality, we conduct a random sampling inspection, one record for every 200 pressed.

(For orders under 200 units, only a single inspection is carried out.)

The following section highlights some common issues along with the steps we take to address them.

If you find any issues, please notify us within 7 days of receipt. We'll provide assistance for any defects that may occur during our manufacturing process. Please note that we cannot take responsibility for any claims made after this 7-day period.

Since vinyl records can be sensitive to storage and environmental conditions (specially heat or humidity) issues like warping are frequent. We recommend storing records in a cool, dry place away from direct sunlight, with consistent temperature and humidity levels.

2. Procedure For Handling Defective products.

Step 1: Check for Issues.

Inspect the record carefully, both visually and by listening to it to identify issues during playback, surface scratches, or warping.

Step 2: Check your Equipment and Setup.

Make sure that your turntable, needle, and overall setup are in good condition and they don't interfere with sound quality.

Step 3: Evaluation by Toyo Kasei.

At Toyo Kasei, we assess product quality based on standards derived from the former JIS (Japanese Industrial Standards).

Step 4: Resolution and Next Steps.

Depending on the issue, we guarantee our customers the best possible solution, such as re-pressing or replacing the product.

3. Common Issues, Possible causes, and How We Handle Them

Possible Issues	Description / Issue	Our approach /Response
Warped or Distorted sound	Visible bending or wobbling of the record.	We allow for a certain degree of warping within our quality standards. We can't offer replacements if the warping falls within this range.
Skipping	The needle jumps or skips across the record during playback.	We accept claims for defects caused during our pressing process. We can't offer a replacement if the issue is related to the playback setup or cutting process.
Noise	Popping or Crackling Sounds	We accept claims for foreign objects or material defects. However, if the noise caused by static buildup or needle contamination falls within our quality standards, we can't offer replacements.
Stains and scuffs.	Visible stains or light scratches on the surface of the record.	We can't offer replacements for issues related to superficial scratches that don't affect sound quality or playback. Tip: To prevent scratches and scuffs, we recommend using a poly-lined sleeve instead of a regular paper one, as paper sleeves can cause surface damage.
Misaligned Center Hole	Off-center or Misaligned Center Hole	We can't offer replacements for off-center or misaligned holes that fall within our quality standards.
Audio Levels & Sound Quality	Low/ Muted/ Distorted sound	We can't offer replacements or accept claims for any issues related to the mastering or cutting process.
Black Specks in Colored Vinyl	traces of black material may be mixed and visible on the surface.	In rare cases, small traces of black material (around 1mm) left in the tank may appear during pressing. Since this does not affect sound quality or playback, we generally consider this a non-defective product.
Dust, Smudges, and Fingerprints	Material debris, dust, and fingerprints are present.	Stains and fingerprints that can be wiped off do not affect sound quality or playback, and are therefore generally considered non-defective.
Marks or Stains on the Record / Small Bumps or Dents	Visible dents, imperfections, or stains caused by stamp residue or molding defects.	If the size exceeds our standards or if it affects sound quality or playback, we offer replacements. Otherwise, it will be considered a non-defective product.
Excess Material Around the Center Hole or Outer Rim		We generally can't offer replacements for this case.
Air bubbles	Bubbles or blisters that may appear on the label side or picture discs.	We accept claims if the size of the bubbles doesn't meet our standards or if they affect sound quality or playback. If neither condition applies, the item is considered to meet our quality standards.
Misaligned Label		We offer replacements if the limit exceeds our quality standards but if it's within the acceptable range, we generally can't offer a replacement.
Label Color Variation	Discoloration caused by heat or pressure during the pressing process.	Since discoloration is an unavoidable part during the pressing process, we can't offer replacements.
Torn Label / Incorrect/Double label	Cracks on the label / Incorrect label / Double label.	You may file a claim.

[Additional notes]

★Regarding the noise and distortion that may occur with picture discs and opaque colors.

Picture discs and opaque-colored vinyl (like white or pastel colors) may produce more noise and distortion than black or transparent vinyl due to differences in manufacturing and materials.

We evaluate picture discs and opaque vinyl using different listening standards compared to black or transparent vinyl, therefore we are not responsible for noise within this acceptable range. Before you place your order please be aware that noise and imperfections are common in vinyl records. If you're looking for a cleaner, high-quality sound we always recommend choosing black vinyl.

4. Our Quality Evaluation Criteria

Our quality standards are based on the former JIS guidelines, we apply our own standards developed through years of manufacturing expertise.

We prioritize any issue that may interfere with sound quality during playback. Vinyl records with serious visual flaws or playback issues will be considered defective. Please understand that analog products may have slight individual differences among them and can also be affected by the playback environment.

5. Important Notice for Our Customers

If you file a claim. We recommend preparing these in advance to help smooth the process.

- Product number.
- Description of the issue and its location.
- Playback setup (e.g. type of turntable, cartridge model, etc.)
- Photos of the vinyl surface or audio recordings.

Please be aware that sound quality may vary due to the natural differences in analog records and the playback setup.

6. Final remarks

At Toyo Kasei we proudly support the analog record culture by delivering exceptional quality and excellent customer service. If you have any questions, please don't hesitate to contact us.

Toyo Kasei Co., Ltd.