# THE <sup>even more</sup> INCREDIBLE MACHINE ™

JOURNAL ENTRIES —
JUNE THRU AUG.

# Lab-Tek®
**Laboratory Notebook**
3 1/2" X 6"  36 Sheets

0  00636  3200
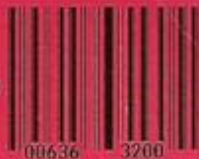
June 4

Major brainstorm last night! Woke up in a babbling frenzy. Images of gears, motors, fan belts, generators, all sorts of gizmos and gadgets buzzing through my brain. I'm jotting down what I can remember in this journal. These notes will record my progress as I undertake construction. The basic concept is this: the world is in danger of becoming boring and brain-dead and what we all need is some kind of major outrageous mind-blowing challenge! I'm talking about BIG TIME challenge. Something that will make you really wrack your brain and THINK. But it's gotta be fun! It's gotta be wild and intense and full of weird twists and tricks. And that's when it hit me: a machine! An incredible machine! A machine that changes into a hundred different puzzles, games, and gadgets! And so... I'm taking on this outrageous task of inventing his machine. What will it do? How will it work? The possibilities are endless!

$$L = L_1 \sqrt{1 - \frac{v^2}{c^2}}$$

1

## Journal entries-

$$V = v(t)_2 = V_0 + \int^t a(t)\,dt$$

## June 20

A major breakthrough! I've success-
fully developed a preliminary set of
sprockets, whatsits, and thingamabobs
that work together, allowing a person
to build hundreds of INCREDIBLE
MACHINES! I know I'm on the right
track, but it's not yet enough. I
still need a power source to bring
my machines to life.

**MS-DOS Installation-**
1) Insert *The even more Incredible Machine* disk
   into floppy drive.
2) Depending on the configuration of the
   floppy drive(s), type A: or B: [ENTER].
3) Type INSTALL [ENTER].
4) Choose the hard drive on which you want to
   install the game (usually C:).
5) Follow on-screen instructions.

**Running *The even more Incredible Machine-***
Type TIM [ENTER] from the TIM directory.

$$a = \frac{F - Ff}{m}$$
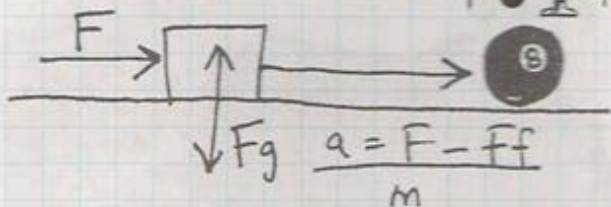
**Macintosh Installation-**
1) Insert *The even more Incredible Machine* disk #1 into floppy drive.
2) Double click on *The even more Incredible Machine* installer icon.
3) Follow on-screen instructions.

**Starting game-**
Double click on *The even more Incredible Machine* icon.

**Macintosh Menus-**
Use pull-down menus to pause a puzzle/machine, return to control panel, access sound and music and Freeform features.

**Scrolling with a small MAC monitor-**
Hold down the Option key. The cursor will change to a hand. Click on the play field and scroll it around. When running the puzzle, the screen will 'live scroll.' 'Live scrolling' can be disabled in the menu. When disabled, you can use the hand as usual.

*Pick up- V3000 Vac-U-Sux vacuum bags.
Colby Cheddar (Mort's favorite)

**Windows Installation-**
1) Enter windows by typing "WIN" at the DOS prompt.
2) Insert *The even more Incredible Machine* disk into floppy drive.
3) From the Program Manager, select Run from the File pulldown menu.
4) Type the letter of the floppy disk drive containing the diskette followed by the command ":\setup" then press [enter] or click the [ok] button. Example: A:\setup [enter].
5) The setup program will ask you into which hard drive and subdirectory you wish to place the game.
6) Indicate which hard drive to install the game on, then click [ok].

**Starting game-**
Double click on the Dynamix group icon, then double click on the Game icon.

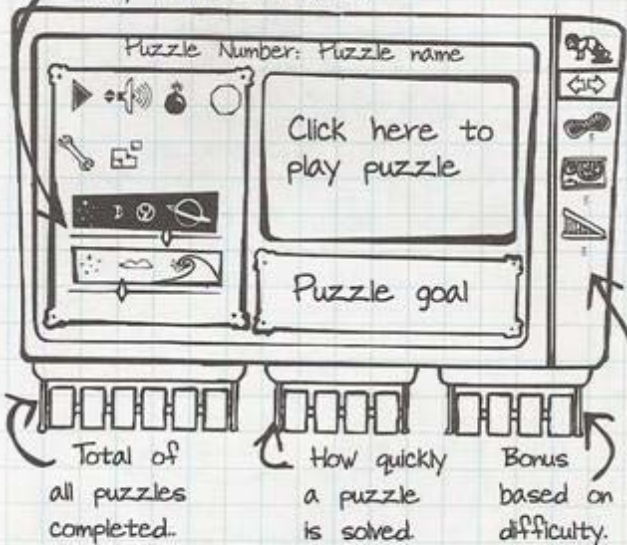$$T = \tfrac{1}{2} m, x, \times 2 + \tfrac{1}{2} I \cdot \left(\frac{x_1}{r_1}\right) + \tfrac{1}{2} M$$

KINETIC ENERGY

# CONTROL PANEL SCHEMATIC

▷ Play next puzzle.

Adjust gravity/air pressure
(only in Freeform mode)

Puzzle Number: Puzzle name

Click here to play puzzle

Puzzle goal

Total of all puzzles completed.

How quickly a puzzle is solved

Bonus based on difficulty.

💥 Clear current parts

* Parts bin

🧩 Go to puzzle selection menu

🔧 Freeform mode

🔊 Adjust volume

⬡ Quit playing

# Man falls to his death into mouth of alligator

FLORIDA - Falling from a 50 foot cliff, a man died instantly as an alligator snapped his flailing body like a twig. Eyewitnesses say the man, identified as Mel Schlemming, was last seen dodging a bowling ball. "He just kinda' stood there for a second, looking at the bowling ball go past him, then he just jumped! I don't really know if he saw the alligator, but it did'nt look like it from where I was standing."

Investigators are puzzled as to why Mr. Schlemming was on the cliff in the first place. And the business about the bowling ball has

June 30:

This article gives me a way wild idea! What my machine needs now is some serious danger factor! I need a Mel Schlemming. No! Rows and rows of dweeby Mels. Walking around like zombies, dropping off ledges and getting chomped by little alligators. (I'll call the alligator, Ernie- a critter of outrageous appetite who flips stuff in to the air with nose and tail!)

7
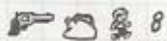
SOLVING PUZZLE
NUMBER ONE

Click on numer in
starting blocks to
start puzzle.
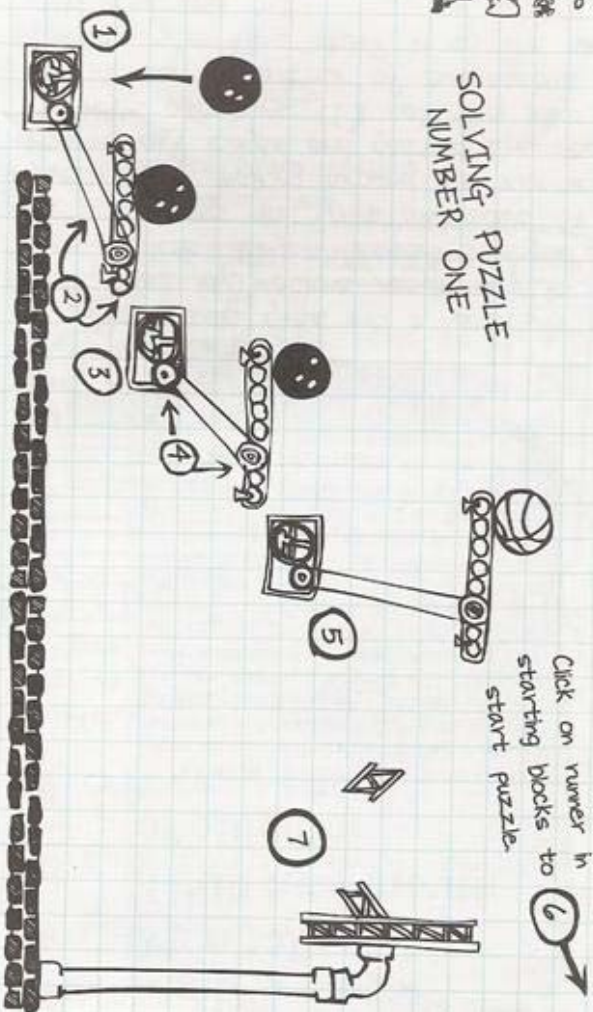
**How to solve puzzle #1-**

1) Position a mouse motor under bowling ball.
2) Fasten belt between motor and conveyor.
3) Position a mouse motor at the end of conveyor.
4) Fasten belt between motor and conveyor.
5) Repeat steps 3 and 4.
6) Click on the guy in the running blocks to start puzzle.
7) Jump up, wave arms and scream "Nothin' but wood!"

$$F = \sqrt{2}/\phi$$

$$V = \sqrt{t} \cdot x = K_y \frac{22}{t}$$

Ernie mockup
7-1

9
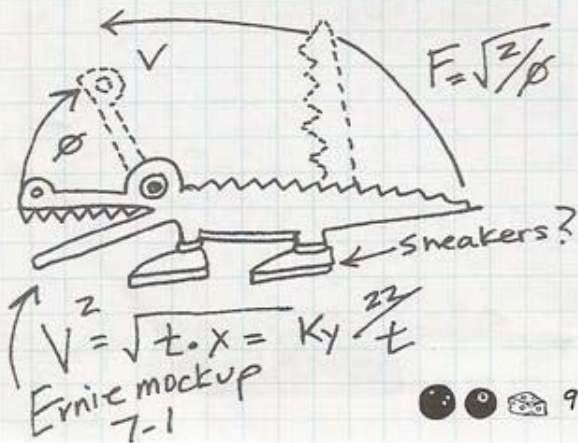
### Puzzles-
Any new level will begin with its title across the top of the control panel, and the goal directly under the puzzle preview. Click on the puzzle preview area where the cursor says "play".

### Puzzle colors-
Green text= Solved puzzles
White text= Current puzzle
Red= Puzzles not yet solved

### Puzzles (Black & White Mac)-
Normal text= Solved puzzles
Bold text= Current puzzle
Italic text= Puzzles not yet solved

### Start a machine-
When playing a puzzle, click on the runner in the starting blocks at the top of the parts bin.

### Stop a machine-
Click anywhere at anytime.

### To return to Control panel-
IBM users right mouse click anywhere.
Mac users click on the bent arrow icon in the runner in the starting blocks.

MAC ONLY
FEATURE!

Call: ACME Pinball
1-800-555-1127

## Move parts-

Click on a part in the parts bin, and move it to the desired location on the play field. Click again to place the part. A red "X" means that a part can't be placed at that location. Macintosh players click on a part in the parts bin and drag it to the desired location in the play field.

## Modify parts-

Once part is placed onto play area, move cursor over object to reveal handles. Click on the handles to modify parts as described below:
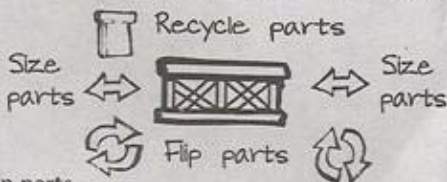


## Flip parts-

Click on the red arrows at the bottom left or right of a selected part to flip the part.

## Size parts-

Click on the blue arrows around the selected part. Change to desired size and click to release. Mac users click on blue arrows and drag to adjust parts.

## Recycle parts -

Click on the trash can at upper left of the selected part. This returns item to parts bin.

RADIUS 3.0436"
(BEVELED .0023)

MATERIAL:
ACME®
POLY-ALLOY®
ALUMINUM

DEPTH
1.0124"

5.679"

NOTES: CREATING AN INTERAC-
TIVE ELEMENT MUST RELY NOT
JUST ON THE FORCE DETERMINED
BY RELATIVE KINEMATIC EQUA-
TIONS BUT ALSO DATA RECEIVED.

#82 GEAR

PATENT #704-12
DESIGNER:
PROFESSOR Q.

### Belts-

To connect a mouse motor with a conveyor belt choose the belt icon from the parts bin. Put the cursor over the mouse motor and click once. A red line will appear from the motor to the tip of the cursor. Move the cursor over the conveyer belt. When the line turns green, click once to secure the belt. If the line remains red, the parts are probably too far apart to be connected. Move them closer and try again. All belts are connected the same way.

### Belts and ropes (Mac)-

Select belt or rope by clicking once. Put the cursor over the mouse motor and click and drag the cursor over to the conveyer belt. When the line turns green, release the the mouse button to secure the belt to the conveyer belt.

### Belts and ropes (Black & White Mac)-

Belts and ropes appear thicker when connected correctly.

$$F = \sqrt{\frac{21}{2}} \phi = \left[ \frac{Fay}{X^2} \right] = \phi^2$$

**Ropes-**

Ropes are connected the same way as belts with the exception that ropes have an unlimited length. One rope can stretch around the screen as many times as needed.

**Pulleys-**

Pulleys are used between parts that are connected with ropes. For example, if bucket 1 needs to be lifted up, a rope can be attached through a pulley and then to bucket 2. If a ball is put in bucket 2, bucket 1 will be lifted up.

$$x' = x$$

$$x^2 = c = x$$

$$x = \sqrt{\emptyset} + c$$

$$x_2 = c + x$$
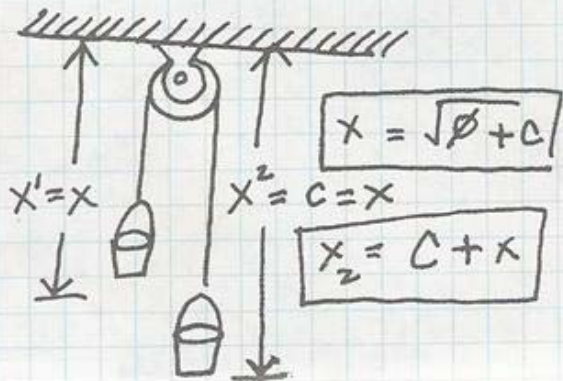
**Power supplies-**
Some parts, such as the vacuum, require power. Place a power supply, such as a switch, on the play field. Place the vacuum next to the switch. If the vacuum has been plugged in, a plug will appear over one of the outlets attached to the switch. If a part has not been properly plugged in, the outlets will be empty and the part will not work when the machine is run.

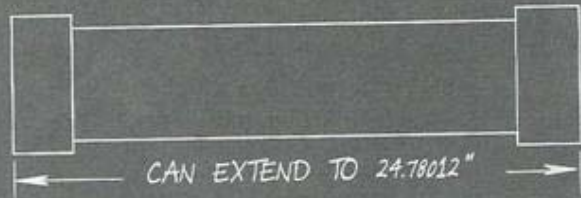**Note-** The switch always starts in the OFF position regardless of which way it is flipped.
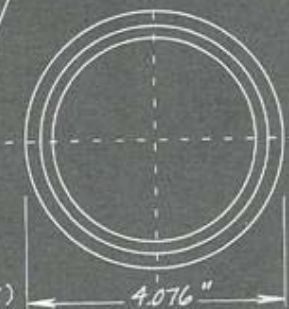
Plug will appear when part is in the right position.
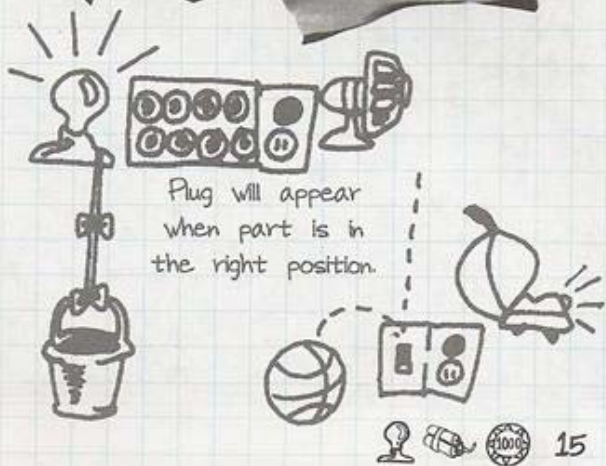
RADIUS INSIDE
3.5078"

MATERIAL: ACME®
KROMZOID® WITH
A HEAT-TREATED
SEMI-ALLOY
BUFFER SEALANT.

BEVEL = .0978"
(REFER- NOTES 2/5/87)

4.076"

CAN EXTEND TO 24.78012"

NOTES: CREATION OF ANY PLUMB-
ING DEVICE IS BASED ON ITS
COEFFICIENT, NOT ITS SUM (AS
ONE MIGHT THINK). THE QUANTITA-
TIVE VARIABLE ALWAYS MULTIPLIES
EXPONENTIALLY.

#67 PIPE

PATENT #7675-241
DESIGNER:
PROFESSOR Q.

### Passwords-

Each time a puzzle is solved a password is provided for later access. A password is needed for each puzzle to jump levels to a red puzzle. After quitting the game, a password of the last puzzle solved will appear on the screen.

Passwords have two parts. The first word is needed to return to a level. The cryptic stuff after the dash is for the score.

T 🎨 ● 17

$F_{30}$

$\emptyset$

$F_{aD}$

$F_{BD}/F_{cD}\sqrt{3\emptyset} + V^3$

$$\emptyset = \frac{F_{BD}}{F_{BC}}$$



**IN CONCERT! LIVE IN CONCERT!**

# HUGH MACMURRAY

### AUTHOR OF "PHYSICS ALL AROUND US"

*"The root of all mankind's fears of the unknown universe lies not in his simple ineptness, but rather in the unwillingness to grasp that it is purely physics that will truly unbind him from his fears."*
— Hugh MacMurray

**SUNDAY, MARCH 13TH, 8PM**
**HANOVER PAVILION**
TICKETS AVAILABLE AT THE HANOVER
PAVILION BOX OFFICE OR BY PHONE:

**309-555-6969**

a SPLENDID production

Pick up Ellen @ 8:00
Don't forget chocolate mints!!

**Freeform mode-**
Freeform mode is where new machines can be made. There are sample machines that can be loaded for inspiration. All parts are available to create any machine imaginable. These machines can then be made into personalized puzzles. A puzzle is simply a machine with a few parts taken away. The person playing the puzzle has to solve it.

## July 6:

Kind of a weird phenomenon has shown up after testing my new puzzle machines on human players. Seems the games tap into my subjects' higher cognitive thinking skills, which is absolutely cool and dandy. But there's a funky side-effect. When allowed prolonged access to the puzzles, some of these players are exhibiting whacked-out behavioral irregularities...i.e, refusing to eat, sleep, or take potty breaks. Even my tantalizing, laser-baked, pork and papaya pizza fails to distract them!

$$a = \frac{F - F_f}{M}$$
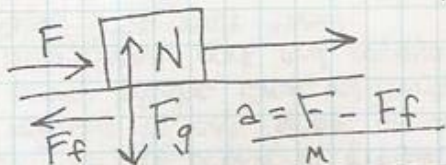
4 types of friction:
Sliding, Static, Rolling, Viscious

**Steps to make a Freeform puzzle-**
   1. Click on the wrench in the control panel.
   2. Create a machine.
   3. Clear parts bin.
   4. Lock down parts and remove some key
      parts and put them in parts bin.
   5. Add decoy parts if desired.
   6. Type in goal.
   7. Save puzzle.

**Note-** Solutions for Freeform puzzles are not
recognized by the game. The player is on the
honor system when solving a Freeform puzzle.

July 8:

Went fishing. Didn't catch a thing.

Puzzle making Tutorial: "TONSOFUN"-
   1. **Click on the wrench** in the Control panel.

   2. **Load the tutorial machine** titled "tonsofun" from the Control panel by clicking on the load disk (the arrow pointing away from the disk). Mac users can also select Load Machine from the Freeform Menu.

   3. **Clear parts bin.** While still in the Control panel, click in the parts bin to bring up the Adjust parts bin. Click on the bomb to clear parts bin.
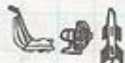
## Adjust parts bin schematic

Click here to add parts
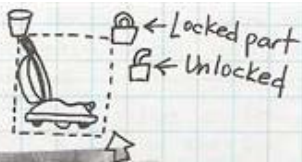
Click in parts bin to subtract parts



adjust parts bin
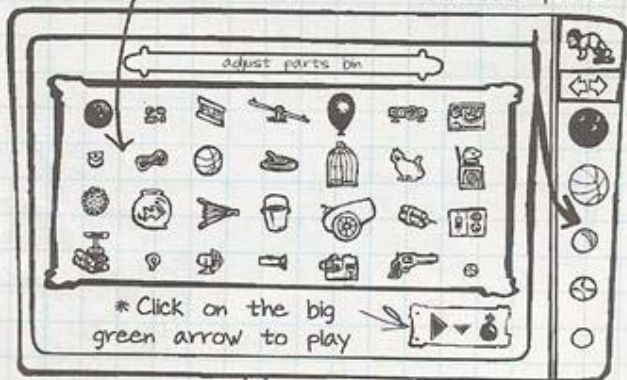
* Click on the big green arrow to play

* Small arrow scrolls through parts

* Click bomb to clear parts bin

21

4. **Remove and lock down parts.** Decide which parts should be displayed and which parts should be in the parts bin. For "TONSOFUN" removing the teeter-totter, the magnifying glass, the flashlight and the monkey motor would be good choices. Once these parts are in the parts bin, lock down the remaining parts by clicking on the lock at the upper right corner of any selected part. Locking down parts prevents the person solving the machine from moving parts around.

Adjust gravity and Air pressure

← Load machine

← Save Machine

**5. Add decoy parts (optional).** Decoy parts can be added to make the puzzle more challenging. To add a decoy, click once on the part to be added. If there are too many decoys, click on the decoy part in the parts bin to remove it. Decoys can be added to a puzzle at any time. Be careful, too many decoys could change the solution of a puzzle making it much easier than intended.

**6. Name and save a puzzle.** Now return to the Control panel with a right mouse click in the parts bin (Mac users select arrow icon) and click on the box under the puzzle preview area. Type "Open Jacks box so he can talk with Pokey." and hit the return key. The description should now be in the box. Save the puzzle for later use. Click on the disk icon (the arrow pointing toward the disk). MacIntosh users can also select Save Machine from the Freeform menu. Type in a name and click 'save' to finish the puzzle. This puzzle can now be enjoyed by all.

**Note-** Solutions of Freeform puzzles are not recognized by the game. The player is on the honor system when solving a Freeform puzzle.
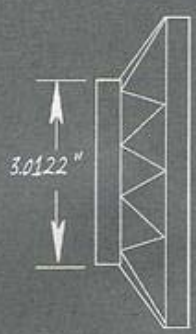
EINSTEIN WAS HERE!

BEVELED DEPTH 2.0124"
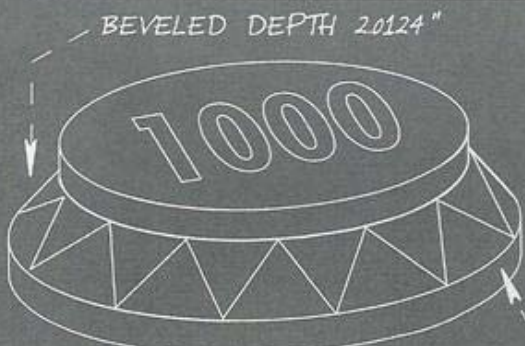


MATERIAL: ACME° POLY-PLASTIC° COMPOUND

3.0122"

5.8766"

NOTES: THE KEY TO DEVELOPING A KINETICALLY REACTIVE PIN-BALL BUMPER IS TO ENSURE THAT THE HYPERBOLIC TRAJECTORY PROJECTS RELATIVISTIC SPEEDS.

#27 PINBALL BUMPER

PATENT #7435434-896
DESIGNER:
PROFESSOR Q.

**Music hot keys-**
In Freeform mode, the numbers 1 through 9 or the letters of the alphabet A through L on the keyboard reveal several different tunes. Mac users can also select tunes from the Music menu.
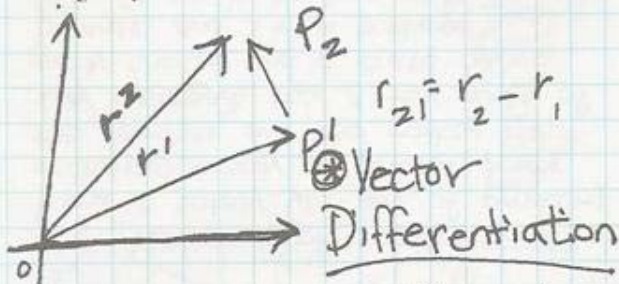
**Pause hot key-**
To pause a puzzle or machine press "P" on the keyboard. Mac users can also select Pause from the menu.

$y$

1 Thru 9
OR
A thru L
(Alphabetical)

Music Hot keys!!

$P_2$

$r_2$

$r_1$

$P_1$

$r_{21} = r_2 - r_1$

Vector Differentiation

0

25

Another major eureka today!
Found a totally wild way of producing
mechanical energy via critter power:
the hamster and the monkey bike.
Low overhead, too: a few hunks of
moldy cheese and a crate of
bananas, and I'm in business!.

It won't be long now! The even
more Incredible Machine is almost
ready...

* Clipped this out of the paper last
week. Great idea for power source!

Finito! Finis! IT'S FINISHED!!!
Everything is totally tuned,
tweaked and ready to go!

The machine needs only one
last (but intensely important) thing:
someone with an imagination to bring
it to life!

The world awaits The even
more Incredible Machine!



Deviant
Mel

27
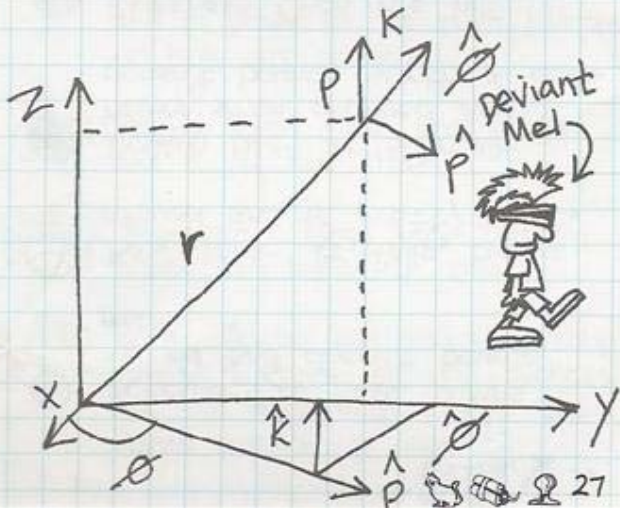
Baseball- It falls, bumps around and doesn't bounce much.

Basketball- It falls, bumps around and is pretty bouncy.

Bowling ball- It is really heavy when dropped and doesn't bounce worth a darn.

Eightball- Once it's hit, it moves in a straight line until it smacks another object or goes off the screen.

Cannon ball- It is a really heavy thing to drop or roll into something else.

Super ball- When it falls and hits something, it's anyone's guess where it will bounce. It gains more velocity with each bounce.

Tennis ball- Same size as the baseball but has a lot more bounce and not as heavy.

**Balloon-** Tie a string to it. Watch it pop when it hits gears, scissors, candle, rocket flame or nail. Pull up the teeter-totter, shoot the gun, trigger the boxing glove, or push the bellows.

**Nail-** It pops balloons and can be used to support Mels too!

**Teeter totter-** Tie a rope to an end or drop heavy things on either side to propel objects up.

**Bellows-** Drop something on it or push it up with a balloon and it blows air to push balloons or blow out candles.

**Boxing glove-** Push the button and it punches things.

**Trampoline-** Things keep bouncing higher and higher on this.

**Rope-** Tie to just about anything- teeter-totters, balloons, buckets and run it through pulleys. See Ropes section on page 12.

**Eye hook-** Tie a string to it to hold things down or up.

**Pulley-** Run a rope through it See Pulleys section on page 12.

**Gun-** Tie a rope to the trigger. When the rope is pulled, the gun fires a bullet.

**Scissors-** Drop something on the handles and they cut rope. and pop balloons.

**Light switch/outlet-** Use as an electrical power supply. It provides power when the switch is turned on. Refer to the Power supplies section on page 13 for more details.

**Generator-** It transfers rotational energy into electrical energy when connected to a mouse motor, monkey motor, etc. This guy puts out power for electrical parts. It comes with its' own outlet!

**Solar panels–** Turn on the light bulb or light the candle next to it and it provides power to electrical parts.

**Fan–** Plug it in and it blows air.

**Vacuum–** Plug it in and it sucks up just about anything.

**Electric engine–** Plug into light switch, add belt. It powers objects.

**Brick wall–** Stretch it up or down. Acts just like a brick wall. Dynamite blows these up.

**Pipe and curved pipe–** Stretch this one like the brick wall. Dynamite can't blow these up.

**Wood wall–** Alot like the brick wall. Well, it's exactly like the brick wall. Dynamite blows these up.

**Dirt wall–** Alot like the brick wall. Things roll slower on this stuff & don't bounce as high.

Incline- Objects go up or down on this. It's used to direct floating balloons too. Dynamite can't blow inclines up.

Belt- Refer to the Belts section on page 11 for more info.

Gear- Use a belt to connect to a power supply part. Mesh gears together to change direction of power supply.

Conveyor- Belt this up with a power supply part. It carries objects short and long distances.

Jack-in-the-box- Belt this up to a power part. Jack pops up and flings objects up in the air.

Windmill- Blow on it to make it spin. Use with a belt to power another object.

Magnifying glass- Use with any light source to ignite any objects which have a fuse.

**Flashlight-** Drop an object on the button to turn it on. Use with magnifying glass to light things. It powers solar panels.

**Light bulb-** Tie a rope to the string, pull down to turn it on. Use with the magnifying glass to light things. It powers solar panels.

**Cannon-** Light this with the candle, rocket, or magnifying glass. Blows holes in brick walls!

**Dynamite-** Light sticks with candle, rocket, or magnifying glass. Blows up brick and wood walls (but not ramps) and propels objects.

**Rocket-** Light with candle or magnifying glass. Shoots up in the air.

**Candle-** Light this with the magnifying glass or rocket. Use to light rocket, dynamite, etc. Heats teapot.

**Teapot-** Light a candle under it and use the steam to push things up.

**Dynamite Plunger-** Drop an object on the plunger and this guy really blows things up!

**Bucket-** Tie a rope to this or drop something heavy inside it to make things go up or down.

**Cage-** Tie or cut the rope holding this to catch the cat, Mel, or the mouse.

**Pokey the cat-** He goes after Mort mouse and Bob the fish especially if he is really close to the fish bowl, or if the fish bowl is broken. He munches fish and mice.

**Mort mouse-** Runs after cheese and away from Pokey the cat.

**Cheese-** Colby -Mort's favorite!!

**Mouse cage-** Bump this one and she'll start running in her cage. Tie a belt to power objects.

**Bob the fish-** Break the bowl and it attracts Pokey the cat.

Monkey exercise bike- Pull down the string to open the shade so Kelly the monkey sees the banana. Once she sees it, she peddles like crazy. Attach a belt to the wheel and the monkey powers anything that is driven by a belt.


Mel Schlemming- He keeps on going and going... If he falls too far, he dies! Ernie Alligator loves munching Mels.


Mel's House- Mel's main goal is to make it home safely.


Ernie Alligator- Eats Mels and Morts. He flips objects with both his snout and tail.


Pinball Bumper- Objects bounce off this thing in all different directions.

$$V_1 = \frac{m_1 U_1 + m_2 U_2 - m_2 U_1 + M_2 + U_2}{m_1 + m_2 + m}$$

# GAME CREDITS

| | |
|---|---|
| Producer | Jeff Tunnell |
| Designer | Kevin Ryan |
| | Jeff Tunnell |
| Programmer | Kevin Ryan |
| Art Director | Brian Hahn |
| Artists | Dennis Clevenger |
| Puzzlomaniacs | Kevin Ryan |
| | Richard Tunnell |
| | Matt Uhre |
| Music/Sound Effects | Chris Stevens |
| Lead Testers | Jeanne Rubinstien |
| | Ian Carpenter |
| Mac Programmer | Glenn Sugden |
| Windows Programmer | Bruce Von Kugelgen |
| Mac/Windows Artists | Mike Kennedy |
| | Mike Hales |
| | Nina C. Gentule |
| Mac Music | Joey Edelman |
| | Matt Bernardo |
| Windows Sound/Music | Matt Bernardo |
| | Beth Michaels |
| Mac Sound Driver | Halestrom, Inc. |
| Manual Writing | Shawn Bird |
| | Michael Waite |
| | Richard Tunnell |
| Manual Photos | Dale Tendick |
| Manual Production/Design | Shawn Bird |

# Jeff Tunnell Productions

## TECHNICAL SUPPORT- All Systems

Technical assistance is only a telephone call away. Call (206) 644-4343 in the U.S. or (44) 734-303 171 in the U.K. for convenient, person-to-person service. If you prefer, you may request assistance by Fax (206) 6447967 in the U.S. or (44) 734-303 201 in the U.K. or by mail. If you choose to write or fax us with your request, please give us detailed information on both your computer system and the nature of your problem. In addition, please include your address and telephone number should we need further information. Send to:

| U.S. | EUROPE-U.K. |
|------|-------------|
| *Sierra On-Line* | *Sierra On-Line Limited* |
| Technical Support | Attention: Technical Support |
| P.O. Box 85006 | 4 Brewery Court |
| Bellevue, WA | The Old Brewery, |
| 98015-8506 | Theale, Reading, Berkshire |
| | RG7 5AJ United Kingdom |

Sierra Technical Support is also available through:
**Sierra BBS:** U.S. (206) 644-0112 or U.K. (44) 734-304227
**CompuServe:** GAMAPUB (Sierra ID 76004, 2143)
**America OnLine:** Keyword SIERRA (Private Email DynamixTS)

## Automated Technical Support
### (206) 746-8100

Sierra On-Line, in our commitment to provide the best Customer Service in the industry, offers a 24 hour automated Technical Support Line. It has answers to our most frequently asked technical questions and is available by calling our Technical Support Line at (206) 746-8100 (a touch tone telephone is required for automated support). If your specific issue is not addressed, an option to speak to a Technical Support Representative will be available during our normal business hours Monday through Friday 8:15 a.m. to 4:45 p.m. Pacific Time.

## Customer Services

*The best customer service in the industry... "You don't just buy our games, you buy the support of the whole company."*

Sierra On-Line is dedicated to helping their customers with each and every question or problem. Whether it's memory shortages, software compatibility, or any other issue that has to do with their products, Sierra will go to any length to solve, repair and guarantee your satisfaction.

**Customer Support:** Direct your inquiries to the Customer Service department for issues pertaining to returned merchandise, back orders, defective merchandise, company policy and general game information. Call 1(800) SIERRA5 1(800) 743-7725) Monday through Friday 8:15-4:45 Pacific time.

**Technical Support:** Direct your inquiries to the Technical Support Department if your question is regarding hardware and software compatibility for Sierra games (i.e., sound card configuration and memory management). If you choose to write or fax us with your request, please provide detailed information on both your computer system and the nature of your problem. In addition, please include your address and telephone number should we need further information.

**Orders:** Order games or hardware directly from Sierra On-Line, redeem coupons, use special discounts, or to get a list of software dealers in your area where you can purchase Sierra games.

**Patch Disks:** If you have spoken to a Sierra Technical Support Representative or have read about an available patch disk in our InterAction Magazine, please send in your request for a patch (repair) disk to the "Patch Disk" address on page 39. Please let us know the game and disk size you are having problems with.

**Hints:** Game hints are available by phone, hint books (orders available through the Sierra Sales Department), through the Sierra Bulletin Board Service or by mail (see address on the following page). If you want an immediate response, you can call our 24 hour Hint Line at: 900-370-5583. In the U.K., call (44) 734 304004.

$.75 each minute. Long distance charges are included in the fee. U.K. customers will be charged the normal rate for U.K. telephone calls. Callers under the age of 18 must get their parent's permission before calling the hint line. ABSOLUTELY NO HINTS WILL BE PROVIDED THROUGH OUR CUSTOMER SUPPORT LINES. All contents are copyrighted by Sierra On-Line and may not be reproduced in any form without express written permission.

**Write in to Sierra Services**
To ensure prompt and efficient service, direct your requests to the appropriate department below:

**CUSTOMER SERVICE**
Sierra On-Line
Customer Service
P.O. Box 3404
Salinas, CA 93912
Call 1-800-SIERRA-5
Fax (408) 644-2018

**EUROPE (U.K.)**
Sierra On-Line Limited
4 Brewery Court
The Old Brewery,
Theale, Reading, Berkshire
RG7 5AJ United Kingdom

**ORDERS**
Sierra On-Line
Sales Dept.
P.O. Box 978
Oakhurst, CA
93644-0978

For direct orders:
Call 1-800-757-7707
Fax (408) 644-2018

**PATCH DISKS**
Sierra On-Line
Patch Disks
Dept. 10
P.O. Box 485
Coarsegold, CA 93614-0485

**TECHNICAL SUPPORT**
Sierra On-Line
Technical Support
P.O. Box 85006
Bellevue, WA 98105-8506

Call (206) 644-4343
Fax (206) 644-7697
Monday-Friday
8:15 a.m.- 4:45 p.m.

**EUROPE (U.K.)**
Monday-Friday
9:00 a.m.-5:00 p.m.
Call (44) 734 303171
Fax (44) 734 303201

**HINTS**
Sierra On-Line
Hint Department
P.O Box 53210
Bellevue, WA 98015-3210

**24 hour Hint Line**
U.S.
900-370-5583
&.75 each minute.

## THE SIERRA NO RISK GUARANTEE!

If you find that you need to send for replacement diskettes, send the original disk #1 in the size you need (3.5" ) to:

**U.S.**
Sierra On-Line
P.O. Box 485
Coarsegold, CA 93614
Attn: RETURNS

**EUROPE-U.K.**
Sierra On-Line Limited
Attn: Returns
4 Brewery Court,
Theale, Reading, Berkshire
RG7 5AJ United Kingdom

Be sure to include a note stating your computer type and the size of diskette you need (3.5"). We will gladly replace your program free of charge for the first 90 days of ownership (please enclose a copy of your dated sales receipt with your request). After 90 days, there is a $10.00 (£6.00) charge for 3.5" diskettes.

**THE PROMISE:** We want you to be happy with every Sierra product you purchase from us. Period. If for any reason you're unhappy with the product, return it within 30 days for an exchange or a full refund...EVEN IF YOU BOUGHT IT RETAIL! (Hardware ordered direct must be returned within 10 days.)

**THE ONLY CATCH:** You gotta tell us why you don't like it. Otherwise we'll never get better. Send it back to us, and we promise we'll make things right. (If you bought it at a retail outlet, please send your original sales receipt.)