

## Disk Problems?

Most software publishers—including Beagle Bros—use high-quality disks that are verified during reproduction. Occasionally, however, due to the unpredictable environments encountered in transit (heat, magnets, stampedes...), a very small percentage of disks will become damaged.

If you received a Beagle Bros disk that you think is defective, our apologies—we know how frustrating this can be. Please try the tips printed on the other side of this card.

If this fails, **MAIL THE BAD DISK TO BEAGLE BROS** (please *keep* the instruction book, etc.), and we will send you a replacement disk *immediately*—no charge. **OR**, telephone the store where you bought the disk and see if they can help.

Oh, if you *ever* accidentally damage or erase a Beagle Bros disk, return it with \$10.00 and we'll send you a brand new one—

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## Disk Tips

“Bad disks” aren’t necessarily bad. Here are a few possible remedies—

- **WIGGLE THE DRIVE DOOR.** Some Apple drives have problems with disks that aren’t perfectly centered inside their sleeves (a *drive* problem, not a *disk* problem). Make a habit of gently wiggling the drive door as you close it, and your problems just might go away.
- **BOOT ANOTHER DISK** to make sure nothing is wrong with your Apple. Boot an unprotected disk and try to “CATALOG” the problem disk. If it Catalogs, its programs will probably work.
- **“DE-COMPRESS” THE DISK.** If disks are improperly stored (or sat on), they can become squashed so that the disk is unable to spin freely. Try rubbing the four edges of your disk on the corner of a table to “put some air” inside the disk sleeve (careful where you put your fingers!). If this works, make a backup copy immediately.
- **TURN YOUR APPLE OFF** for 15 seconds, then back on again. This is a remedy for many problems. You never know until you try.
- **DOS 3.3 DISKS ONLY** (not ProDOS or ProntoDOS): If a disk Catalogs but won’t boot, BRUN MASTER CREATE from the *System Master* disk that came with your Apple (instructions on the screen). This program will re-write DOS onto the disk, and may be the only repair needed.
- **HAVE YOUR DRIVE SPEED CHECKED:** If you are having re-occurring problems with disks and data, have your repairman check your drive speed (usually while you wait). There are inexpensive programs on the market that let you do your own adjusting; ask your software dealer. Beagle Bros doesn’t make a speed-adjustment disk . . . yet.