

Product Support

Technical Assistance

All Jay Klein Productions and *Grade Busters* products are extensively tested and come with comprehensive documentation and user support. However, should you encounter problems using *Grade Busters Win: Making the Grade*, we recommend the following steps:

- 1. Review our documentation thoroughly.** It should answer most of the common questions and problems encountered by first-time users of the program. Also, check your Windows computer to make sure our 32-bit program is compatible with its operating system, interfaces, peripherals, and general configuration.
- 2. Power down (turn off) your CPU and restart all peripheral devices as well.** Allow your PC to sit quietly for at least 15-30 seconds, and then see if the original problem manifests itself again after restarting.
- 3. Using your original *Making the Grade* Program Disks, uninstall the application from your hard drive and then reinstall it.** A hard shut down (crash) of one's CPU can easily damage whatever program was in memory at the time, and reinstalling a fresh copy thereof is sometimes all that is needed to set everything aright.
- 4. Check your PC's hard drive and directories for damage.** Run *ScanDisk*®, the free diagnostic and repair utility that ships with every PC. (It can be located in **Programs > Accessories > System Tools**.) If this application can repair whatever damage or "irregularities" it can find, so much the better. If it cannot repair such damage, you may require a commercial application like *Norton Utilities*® to repair the problem for you.
- 5. If you continue to experience trouble and you purchased this product from one of our dealers, please consult their support staff next.** They are completely familiar with all Jay Klein Productions programs and are your best source for convenient, fast, knowledgeable technical assistance.

If you still have a problem, contact Jay Klein Productions at the addresses below, or call our Technical Support Hotline at **719-599-8786** between the hours of 9:00 AM and 5:00 PM (Mountain), Monday through Friday. When you call, please have your documentation and original Program Disk in hand and, if possible, be seated at your computer with the product running. This makes it easier for the Technical Support Aide to understand your problem and assist you promptly. If you prefer, you can write us at the following "snail mail" address, but be sure to include daytime and evening telephone numbers for the fastest possible response:

**Jay Klein Productions
MTGW Technical Support
2930 Austin Bluffs Parkway
Executive Suite 104
Colorado Springs, CO 80918**

If you are connected to the Internet, you can contact us at either of the following e-mail addresses:

**<http://www.support@gradebusters.com>
<http://www.gradebust1@aol.com>**

Either way, be sure to include in your correspondence the **version** of *MtG* you're using, the specific **model** of your PC, the **Windows version** installed thereon, the make and model of your **printer**, and as much **detail** about the problem you're having as possible. Copies of the class files in question are always welcome as well; strict confidentiality of student data will be maintained at all times, of course.

30 Day Money-Back Guarantee

If within 30 days of purchase this product does not perform in accordance with our claims, and if you purchased it directly from Jay Klein Productions, you may return it for a refund of your purchase price, less shipping and handling charges. If the product was purchased from a dealer or other intermediary agency, their policies for returns and refunds will apply.