



Tom Clancy's

SPLINTER CELL

DOUBLE AGENT



UBISOFT

WARNING: READ BEFORE USING YOUR PLAYSTATION®2 COMPUTER ENTERTAINMENT SYSTEM.

A very small percentage of individuals may experience epileptic seizures when exposed to certain light patterns or flashing lights. Exposure to certain patterns or backgrounds on a television screen or while playing video games, including games played on the PlayStation 2 console, may induce an epileptic seizure in these individuals. Certain conditions may induce previously undetected epileptic symptoms even in persons who have no history of prior seizures or epilepsy. If you, or anyone in your family, has an epileptic condition, consult your physician prior to playing. If you experience any of the following symptoms while playing a video game – dizziness, altered vision, eye or muscle twitches, loss of awareness, disorientation, any involuntary movement, or convulsions – **IMMEDIATELY** discontinue use and consult your physician before resuming play.

WARNING TO OWNERS OF PROJECTION TELEVISIONS:

Do not connect your PlayStation 2 console to a projection TV without first consulting the user manual for your projection TV, unless it is of the LCD type. Otherwise, it may permanently damage your TV screen.

USE OF UNAUTHORIZED PRODUCT:

The use of software or peripherals not authorized by Sony Computer Entertainment America may damage your console and/or invalidate your warranty. Only official or licensed peripherals should be used in the controller ports or memory card slots.

HANDLING YOUR PLAYSTATION 2 FORMAT DISC:

- This disc is intended for use only with PlayStation 2 consoles with the NTSC U/C designation.
- Do not bend it, crush it or submerge it in liquids.
- Do not leave it in direct sunlight or near a radiator or other source of heat.
- Be sure to take an occasional rest break during extended play.
- Keep this compact disc clean. Always hold the disc by the edges and keep it in its protective case when not in use. Clean the disc with a lint-free, soft, dry cloth, wiping in straight lines from center to outer edge. Never use solvents or abrasive cleaners.

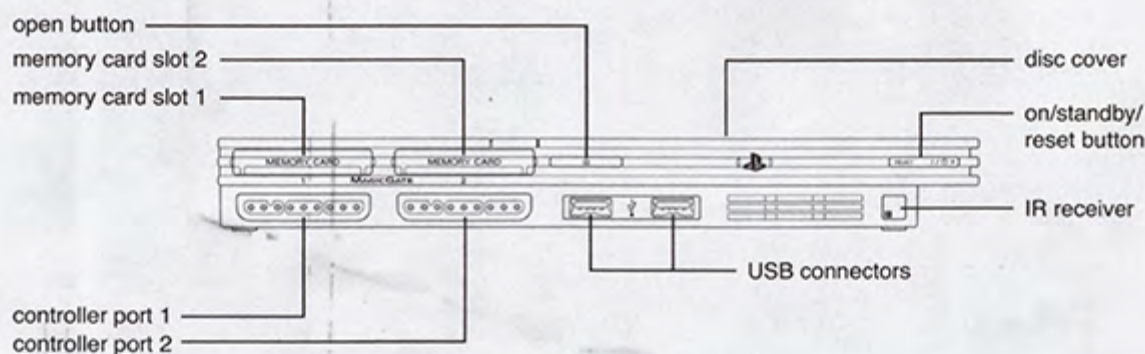


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GETTING STARTED



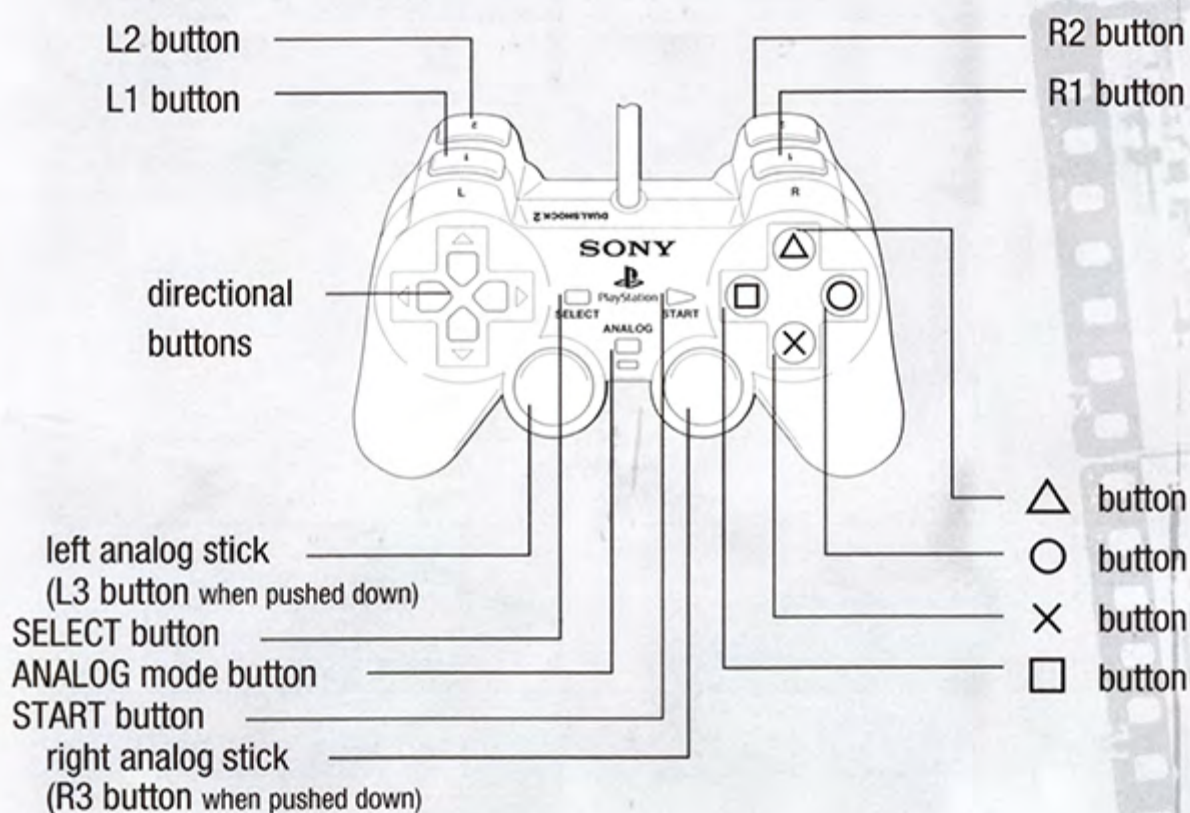
Set up your PlayStation®2 computer entertainment system according to the instructions in its Instruction Manual. Make sure the MAIN POWER switch (located on the back of the console) is turned ON. Press the RESET button. When the power indicator lights up, press the OPEN button and the disc tray will open. Place the Tom Clancy's Splinter Cell Double Agent™ disc on the disc tray with the label side facing up. Press the OPEN button again and the disc tray will close. Attach game controllers and other peripherals, as appropriate. Follow on-screen instructions and refer to this manual for information on using the software.

Memory Card (8MB)(for PlayStation®2)

To save game settings and progress, insert a memory card (8MB)(for PlayStation®2) into MEMORY CARD slot 1 of your PlayStation®2 system. You can load saved game data from the same memory card or any memory card (8MB)(for PlayStation®2) containing previously saved games.

STARTING UP

DUALSHOCK®2 ANALOG CONTROLLER CONFIGURATION



Basic Menu Controls

- Press the directional buttons to browse or cycle through the different options.
- Press the **×** button to select an option, go to the next screen, or change the current option.
- Within the submenu, press the **△** button to return to the previous screen.

GAMEPLAY CONTROLS

 button	Equip item
 button	Interact
 button	Jump
 button	Crouch/stand
 directional button	EMF
 directional button	Sticky Camera
 directional button	Thermal vision
 directional button	Night vision
SELECT button	OPSAT/PDA
START button	PAUSE menu
L1 button	KO attack
L2 button	Whistle/Co-op action
L3 button	Back to wall
R1 button	Lethal attack
R2 button	Quick inventory
R3 button	EEV
left analog stick	Movement
right analog stick	Camera

SETTING UP FOR ONLINE PLAY (OPTIONAL)

Tom Clancy's Splinter Cell Double Agent functions only through a broadband (DSL or cable modem) connection.

Your Network Configuration File

A memory card (8MB)(for PlayStation®2) is required to play Tom Clancy's Splinter Cell Double Agent online. Before playing online, Your Network Configuration file must be saved to the memory card (8MB)(for PlayStation®2) using the network adaptor start-up disc.

Network Adaptor (Ethernet/modem) (for PlayStation®2)

Install the Network Adaptor (Ethernet/modem) (for PlayStation®2) on your PlayStation®2 game console according to the instructions in its Instruction Manual.

Caution: Unplug the AC power cord on your PlayStation®2 console before adding any networking equipment to the system.

Ports 3658 and 10070 to 10080 are used (in UDP protocol) by the game.

Ports 40000 to 42999 and 6668 are used (in TCP protocol) for the connection to ubi.com™. Ports 41006, 4400, and numbers 45000 to 45001 are used (in UDP protocol) for the connection to ubi.com. So if you have a firewall, you must open these ports. If you use a router with a unique IP address and you want to create rooms and games (so you can host a server), you must route these ports to your PlayStation®2 console.

Troubleshooting

If a connection to the network cannot be established:

- The AC power cord for the PlayStation®2 console is not fully inserted into the AC IN connector. Check that the AC power cord connector is fully inserted into the AC IN connector.
- The Network Adapter (Ethernet/modem) (for PlayStation®2) might not be properly installed on the PlayStation®2 console. Check that the Network Adapter (Ethernet/modem) (for PlayStation®2) is properly installed.
- The network is busy. Wait a few minutes and try to access the network again.
- Check that the network cable is properly connected.

USB Headset (Optional)

The USB headset allows you to chat with your teammates during gameplay and talk to all the players in the game session in the session lobby. This is an optional feature and is not required to enjoy the game, but you will be more efficient if you can play as a part of a team.

The USB headset connects to either of the USB (Universal Serial Bus) connectors located on the front of your PlayStation®2 computer entertainment system. With the USB symbol facing up, insert the cable into one of the USB connectors. Set up your PlayStation®2 system to connect over the Internet.

INTRODUCTION

Story

Once, Sam Fisher was an agent of Third Echelon, assigned to infiltrate strongholds belonging to enemies of National Security, gather information, and, where necessary, use his training to neutralize those enemies.

But times are changing. America's enemies are looking at new options, finding ways to make themselves more deadly. In order to stay one step ahead of its targets, Third Echelon is also changing, although Colonel Irving Lambert and Assistant Director Williams may be trying to steer in two different directions. And while Sam Fisher's foes are evolving and his allies are in flux, very soon Fisher's own life is also going to undergo a dramatic and permanent change. And once that happens, nothing will ever be the same again.

With his life turned upside down, Sam Fisher is on a new mission unlike any he has ever been sent on before. Where he used to penetrate defenses and gather information from the outside, now he's on the inside, working with those he's sworn to destroy and finding enemies among his allies. He's risking everything for the sake of the greater good, even if it costs him his identity — or his life.

Characters



Sam Fisher - Field Operative

Born: Classified

Height: 5'10"

Weight: 170 lbs

As a Splinter Cell, an agent of Third Echelon, the NSA's most secret subgroup, Sam Fisher has been trained to secure his country's defense by mounting a good offense. In addition to their weapons and hand-to-hand training, Splinter Cells use the latest high technology and espionage techniques to infiltrate sensitive locations, retrieve information, and execute operations the U.S. government cannot acknowledge.

Fisher has been on the front lines of espionage through several key decades of world history. He has not only survived but excelled in his field through hard work, insatiable curiosity, and brutal honesty. He has little time for polite niceties and even less for lies. He is quiet, instinctive, and observant, somebody who watches from the outside.

But in order to achieve the discipline necessary for his work, Fisher has had to bury certain parts of himself. He is a man of few words, a man with a strange and slightly dark sense of humor, a man with an adult daughter whom he loves but hardly knows. He is truly himself only when he is on the job — he has, in a sense, become what he does. This is where his world makes sense, where there are allies and enemies, and the difference has always been simple and clear...until now.



Colonel Irving Lambert

Born: 1961, Bat Cave, North Carolina

Height: 6'2"

Weight: 270 lbs

Lambert is the Third Echelon director in charge of all field operations, answering only to one man. He became involved in the intelligence community as a young man, rising quickly in rank and responsibility. Serving in the Persian Gulf before and during Desert Storm, he coordinated intelligence and ran double agents. He moved on to Third Echelon, where he spearheaded the ambitious Splinter Cell program. Those missions scored several impressive successes, due in large part to the involvement of Lambert's subordinate and friend Sam Fisher. Although still a popular and well-connected man in Washington, D.C., Lambert's recent proposals for changes in National Security structures and procedures have turned him into a political hot potato — and a potential liability.



Emile Dufraisne

Born: 1956, Opelousas, Louisiana

Height: 5'9"

Weight: 160 lbs

The product of a wealthy, traditional upbringing, Emile Dufraisne was always destined for great things. His belief that America needs to change in a fundamental way moved him to create the JBA, a group devoted to bringing about change through the destruction of the current, decadent order. Some would call him a terrorist, but Emile considers himself a patriot.



Enrica Villablanca

Born: 1977, Highland Beach, Florida

Height: 5'7"

Weight: 125 lbs

Once she was finished getting her doctorate, Enrica discovered she didn't really know what to do with her life. She did have very strong ideas about societal problems, and when she went looking for solutions to them she found the JBA. As the only woman in the group, Enrica hides her uncertainty behind walls of professional competence and disdain.



Carson Moss

Born: 1972, Tulsa, Oklahoma

Height: 6'2"

Weight: 245 lbs

Of all the JBA members, Moss has been with Emile the longest. Emile is also the only person Moss respects, and he uses his position as the JBA's head of security to bully everyone else — except for Enrica. Although Emile once considered Moss to be perfectly reliable, recent security lapses have started to create a rift between them.



Jamie Washington

Born: 1979, Dothan, Alabama

Height: 5'11"

Weight: 165 lbs

Jamie is a study in contrasts. On the one hand, he's generally cheerful and easy-going around the people he likes. Once he decides he likes someone, he's a friend for life, unswervingly loyal. On the other hand, he's a vicious, cruel man who enjoys inflicting violence on other people, especially those who can't fight back.

Other Characters

Hisham Hamza

Born: 1979, Washington, D.C.

Height: 5'9"

Weight: 165 lbs

Relatively young for a man of his position, Hamza is part of a new initiative within the Department of Defense: The Interdepartmental Operative. Nominally a member of the CIA, Hamza's capacity for quick learning made him an excellent early candidate to act as a field liaison between the CIA and the NSA. Although still youthful and arrogant, his versatility is likely to make him a great agent one day.

B.J. Sykes

Born: 1974, Cincinnati, Ohio

Height: 5'7"

Weight: 150 lbs

Probably the least liked of all the JBA members, Sykes is an introvert who talks to himself because he doesn't like talking to others (and they don't much like talking to him). Although Sykes is notorious for jumping to paranoid conclusions, Emile respects his technical skills, and Sykes sticks around because he gets to play with the JBA's high-tech systems.

Cole Yeagher

Born: 1978, Grand Rapids, Michigan

Height: 5'10"

Weight: 160 lbs

Cole Yeagher is just about the most ordinary member of the JBA. He's not exceptional with any skill, but he can fix things competently. He's not a great friend to anyone, but he can get along with anyone most of the time. Normal guys like Cole are good to have around, usually, but they sometimes make costly mistakes.

Assistant Director Williams

Born: 1968, Toledo, Ohio

Height: 5'8"

Weight: 155 lbs

A relative newcomer to the NSA, Williams is the first occupant of a newly created executive position overseeing Third Echelon activities. Williams is an ambitious and skilled political player with friends in high places and an outspoken mistrust for Lambert. His position is seen by many to be an attempt to circumvent Lambert's authority over the daily operation of Third Echelon.

Sarah Fisher

Born: 1985, Frankfurt, Germany

Height: 5'5"

Weight: 125 lbs

Sam Fisher's daughter Sarah is the only surviving member of his family. Although Sarah's mother, Regan Burns, died in the 1980s, Sarah continued to use her surname for security reasons. After graduating from college, she returned to Maryland to be closer to her father, and in spite of his objections she started using the name Sarah Fisher.

MAIN MENU



From the initial startup screen, you can select one of two modes:

- Solo/Co-op.
- Multiplayer Online.

Then, you can select one of these options:

Solo/Co-op

- Solo
- Cooperative
- Credits



Multiplayer Online

- Play on Ubi.com
- Play LAN
- Tutorials
- Profile Options



SOLO GAME

Profile Screen

After selecting the mode, you will be brought to the Profile menu. Here you can either create a new profile or select the profile you wish to play with.



Solo Menu

Select this menu if you want to play in Solo mode. While in this menu, you will be able to choose from the following options:



- **New Game:** Allows a player who has created a profile to start a new game. When starting a new game, you can set your difficulty level to Normal, Hard, or Expert.
- **Load Game:** Allows the player to select and load a previously saved game. The only games displayed on the Load Game screen will be those for the selected profile.
- **Training Videos:** Learn about the controls, moves, and features of the game.
- **Cinematics:** Watch any unlocked movies from the game.
- **Options:** Adjust the sound, display, controller settings, and shadow calibration.

Sam's Actions and Movements

Some of the moves in Sam's arsenal are described below. Depending on your play style, you'll find some very useful for different situations. Don't be surprised if Sam can do more than you expected!

Basic Moves



Crouching

Press the  button to crouch. Movement is slower but quieter, and Sam is less visible while crouched.



Mantling

Press the  button and push forward into low objects like crates or tables and Sam will crawl, or "mantle," onto them.



Climbing

To climb a pipe, ladder, vertical cable, or fence, simply walk into it. Press the **○** button to jump off.



Close Attack

In Splinter Cell Double Agent, you can choose between lethal (RI button) attacks and non-lethal (LI button) attacks when you're close to the enemy.



Back to Wall

Press the L3 button when standing or crouched to put Sam's back to the wall. Sam is less visible with his back to a wall.



Shimmying

Jump by pressing the **△** button to grab and hang from ledges above Sam's head. Sam can move left and right as well as pull himself up, if there is room. Press the **○** button to let go of a ledge.



Hand-over-Hand

Jump by pressing the **△** button to grab and hold a horizontal pipe. Bring Sam's legs up to clear obstacles by pressing the **△** button.



Inverted Neck Snap

When holding a horizontal pipe with legs up, move to a position above an NPC. Once the interaction window appears, press the RI button for a lethal attack or press either the **×** button or LI button for a non-lethal attack that will leave the NPC unconscious. Press the **○** button once to return to a hanging position and press it a second time to let go of the pipe.



Water Kill

When in water, get close to an NPC. When the interaction window appears, press the **×** button to perform a lethal attack.



Zip Line

Jump up to grab hold of a sloped wire or zip line by pressing the **△** button. Sam will slide down automatically. Raise Sam's legs by pressing the **△** button. Press the **○** button to let go.

Throwing

Once Sam has an item in hand, press the **□** button to get ready to throw. A reticle appears in the middle of the screen. Aim the reticle at the spot where you want to throw the object. Press the RI button to throw the object; press the LI button to lob it. Sam can throw grenades or objects he picks up in the environment. To pick up an object, get close to it and press the **×** button once the Pick Up Object interaction appears on-screen.

Advanced Moves

Advanced moves are just as critical as basic moves. Mastering these will allow Sam to move through his environment with much greater safety and precision. Many of these advanced moves are combinations that allow Sam to attack. For information on equipping and using weapons, refer to the Weapons, Gadgets, and Items section.



Rolling

Press and hold the  button while running to do a roll.



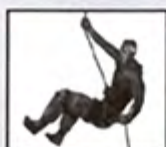
Split Jump

If Sam is in a corridor that is not too wide and is relatively high, he can perform a split jump by facing the wall and pressing the  button to jump. As an indication, Sam looks at walls where split jumps can be performed.



Drop Attack

If you can get above an enemy and drop down on him, you will knock him out.



Rappelling

To rappel, stand near the hook point indicated in the interaction window and select the Rappel interaction. Sam can move up and down the rope. Press the  button to kick off the wall.



Rappel Shooting

Sam can equip and fire his weapon while rappelling. Press the  button to equip the selected weapon. Only pistols and the SC-20K are usable while rappelling.



Hanging Shooting

Sam can equip and fire his weapon while hanging from a pipe. Press the  button to equip the selected weapon.



Split-Jump Shooting

Sam can fire his weapon and throw grenades while in the split-jump position. Simply press the  button to equip the selected weapon.

Switch Shoulder

While in the Aiming mode, press the L3 button to switch your weapon from one shoulder to the other. That way you can maximize your cover and get a better angle of fire on enemies.

Bash Door

Bashing a door is a risky proposition. On the one hand it will knock unconscious any guard standing on the other side of the door; it will also generate a lot of noise, which can prompt more guards to come investigate. Use with care.

Open Door Stealth

If you want to make sure no one hears you, open the door in a stealthy way. You can make Sam open/close the door as fast as you want by playing with the left analog stick.

Lock Picking



Sam will need to pick the locks on some doors. Lock picking takes time, but is quiet and cannot be detected. To pick a lock, slowly rotate the left analog stick until you hear and feel the first pin move. This means the left analog stick is in the correct quadrant. While keeping the left analog stick in the correct quadrant, gently move it from side to side to release one of the pins. Repeat until all pins are released.

Break Lock

When you are in a hurry, breaking a lock can save you precious seconds. However, speed comes at the cost of stealth. Breaking locks makes noise, which can attract guards. It also leaves marks that can be detected.

Non-Player Character—Linked Moves

Sam has several special moves that can only be performed on NPCs (non-player characters). Being able to get close to an enemy without being detected is necessary to execute these moves.



Move Body

Sam will need to hide dead or unconscious bodies in order to prevent them from being discovered. Select the Body interaction to carry a body. Press the **X** button to put the body down quietly, or simply press the **△** button to drop it in a hurry.



Grabbing

Grab enemies by sneaking up close to them undetected and selecting the Grab Character interaction.



Human Shield

While holding an enemy, you can press the **□** button to equip your sidearm and fire at other enemies while using the enemy you are holding as a human shield. Note that you can move around with Sam while in this mode.



Interrogations

Some NPCs can be interrogated for useful information. While holding an NPC, select the Interrogate interaction to make him talk. Interrogations reveal all sorts of information that will help you on your missions. Be sure to interrogate as many opponents as possible.

Whistling

It's possible to whistle to distract a guard from his normal patrol. Press and hold the L2 button and use the left analog stick to select the option marked "whistle." Release the L2 button to confirm. This will draw the guard to your current location. Simply move out of the way and use this opportunity to either grab the guard or move on to your objective undetected.

Forced Cooperation

Some objects in the world can't be used by Sam, but there may be NPCs who can use the objects for him. To force an NPC to cooperate, grab him and drag him to the object you want him to use, then select the appropriate interaction from the selection menu. Sam can enlist the "help" of NPCs to open doors using retinal scanners or to reset the alarm level through the use of intercoms.



In-Game Interface

1. **Communication box:** Appears at the top of your screen when you receive a communication.
2. **Interaction system:** This system appears when you can interact with an object or a person in the environment. To select an action, press and hold the **X** button then use the left analog stick to scroll through available actions. Release the **X** button to confirm.
3. **Life bar:** Sam's health/life.
4. **Objective bar:** Displays the next goal to reach in your mission.
5. **Icons:** Appear when a note is added to the OPSAT/PDA, when an objective is updated, or when there is an incoming call from headquarters.
6. **Stealth meter:** Shows how well Sam is hidden, taking into account light, stance, and movement.
7. **Noise meter:** Indicates how much noise Sam is making. The small square indicates the level of ambient sound in the environment; if the meter remains below that threshold, Sam cannot be overheard.
8. **Selected weapon, gadget, item, and ammo:** Displays the name of your current selection. Displays how much ammo you have in one magazine, as well as your total ammo count.
9. **Timer:** Appears when a timer is triggered. When the timer reaches zero, it's a sign of bad news.
10. **Alarm indicator:** On the HUD above the visibility bar, it indicates the alarm level currently in effect. Each alarm level can alter the situation in significant ways, so be careful.



In-Game Pause Menu

During the game, press the START button to pause the game and access the Game menu.

- **Resume:** Continue playing. You can also resume by pressing the START button again.
- **Save:** Save your current game session.
- **Load Game:** Load your previous save.
- **Restart Mission:** Restart the current level from the beginning.
- **Options:** Adjust the sound, display, controller settings, and shadow calibration.
- **Quit:** Quit your current game session to go back to the Main Menu.



OPSAT/PDA (Operational Satellite Uplink)

The OPSAT is a compact, wrist-mounted version of a standard civilian PDA, designed for military use. It enables Sam to receive mission objectives and updates from Third Echelon headquarters. For missions where the OPSAT cannot be used, Sam will be outfitted with a more traditional PDA. Functionalities for both are the same.

During the game, press the SELECT button to open the OPSAT/PDA.

- **Objectives:** Displays all the current goals for your mission.
- **Notes:** All the notes taken from emails, interrogations, and other sources are stored here.
- **Data:** The data that you recovered in-game, including emails, is displayed here.
- **Map:** In Solo mode, displays a map of the current mission area.
- **Equipment:** See Sam's current equipment.
- **Training Videos:** Stores training videos that have been unlocked.
- **Profiles:** Displays the profile of a character.
- **Trust:** Displays the current trust level for Third Echelon and the JBA.

Weapons, Gadgets, and Items

SC-20K Rifle

The SC-20K is Sam's main weapon. The weapon can be equipped with one of three attachments.



SC-20K Ammunition

The ammunition for the SC-20K is a standard NATO 5.56 x 45 mm round. Each magazine can hold up to 30 bullets.

SC-20K Attachments

The rifle can be equipped with three different types of attachments, each with a specific purpose. Attachments are unlocked as you progress through the game. Each attachment can be equipped by selecting it from the Quick Inventory. Only one attachment can be equipped at a time.

1. Launcher Attachment:



This attachment allows Sam to launch different devices, each with its own characteristics.

The launcher can shoot five types of projectiles:

Sticky Shocker



On impact, the Sticky Shocker releases a powerful electrical surge capable of instantly knocking out any individual. Shooting a Sticky Shocker into a puddle of water will affect any individual in contact with the water.

Sticky Camera



The Sticky Camera's main use is reconnaissance. It allows Sam to remotely monitor an area while remaining at a safe distance. The camera has zoom capabilities and is equipped with thermal and night visions. The camera can be triggered to make noise, which is useful in distracting NPCs. The camera can also release a cloud of knock-out gas capable of taking out multiple opponents at once. After the gas is released, the camera is destroyed.

Gas Grenades



The gas grenade produces hydrochloric fumes that will rapidly knock out anyone in its radius who is not wearing proper protective gear.

Ring Airfoil



Made of high-density rubber, the airfoil ring delivers enough kinetic punch to incapacitate a target for a few seconds. If aimed at the head, the ring airfoil will instantly knock out the target upon impact. Two ring airfoils fired back-to-back will also knock out the target, regardless of where they hit.

EMP Ammunition

This miniature device will render inactive any piece of electronic equipment that can be affected by the OCP. However, instead of being inoperative for only a short while, the device remains out-of-order indefinitely.

2. Sniper Attachment



Equipped with a modified barrel, the sniper attachment fires a 20mm APDS anti-materiel round designed to penetrate hard targets and armored positions. You will be able to hit long-distance targets with high precision. Although very powerful, the sniper attachment is also very loud and will alert any nearby guard when it is used.

3. Shotgun Attachment



The shotgun's main purpose is close-quarter offensive situations. Just like the sniper attachment, the shotgun also generates a lot of noise. Be careful when you use it.

5-7 Pistol – OCP (Optically Channeled Potentiator)

The 5-7 SC Pistol features a single-action trigger and a 20-round magazine. It comes equipped with a silencer / flash suppressor.

OCP: This device is connected to Sam's sidearm. It can be used to disable certain electronic devices for a short period of time. Exposed light sources (with no coverings or wire-meshes), cameras, and computers can all be affected. Give the OCP a try – it's Sam's new best friend. A green light on the side of the sidearm indicates that the OCP has successfully disabled a device. The OCP must recharge in between uses. The OCP is recharged and ready to use when the bar appearing in the weapon interface is full. Use the LI button to fire.

SC-303 Compact Launcher

The SC-303 Compact Launcher is a compressed air-powered launcher designed to fire non-lethal ammunition. Using the same core technology as the SC-20K's launcher, the SC-303 is self-contained and about the size of a regular handgun. It comes equipped with its own OCP.

The SC-303 can fire:

- **Sticky Cameras:** For reconnaissance, distraction, and incapacitation.
- **Rubber Bullets:** To stun or incapacitate.
- **Tranquilizer Dart:** To incapacitate instantly.
- **EMP Ammunition:** To deactivate electronic devices indefinitely.
- **Gas Grenades:** To incapacitate multiple targets.

EEV (Electronically Enhanced Vision)

This experimental device allows Sam to scan an area and reveal different properties about the objects in that area. The various properties are marked through the use of icons.

Information displayed about objects in the EEV includes:

- OCP affected.
- Hacking availabilities.
- Explosive danger.

The EEV can be activated with the R3 button.

Other properties:

- The EEV can also be used as binoculars to scout at a distance through the use of its zoom capabilities, which can be activated by pressing the L3 button.
- While the EEV is active, you can still move around, but at very low speed.
- The EEV supports the use of all vision modes: thermal, EMF, and night vision.

Other Equipment

Wall Mines



The wall mine is a motion-sensitive explosive device that can be attached to almost any surface. To deactivate and pick up a wall mine, wait for the light to turn green and then press the  button.

Frag Grenade



The 14-ounce M67 fragmentation grenade consists of a 2.5-inch steel sphere surrounding 6.5 ounces of high explosives. Upon detonation, the steel sphere shatters, emitting a burst of high-velocity shrapnel.

Smoke Grenade



This grenade gives off a cloud of smoke when it explodes. The cloud enables you to move forward without being spotted by guards and cameras.

Flash Grenade



This grenade temporarily blinds opponents when it explodes within their field of vision. Be careful, however, as it may also blind Sam if he's standing too close upon detonation.

Hacking

Hacking can be performed by directly accessing a secure device such as a computer or electronic lock. It can also be performed remotely, through the use of the EEV.



- To hack a computer, select Secure Access while in the computer interface.
- The goal of hacking is to match the green wave to the red one.
- Using the left analog stick, you can affect the green wave's amplitude by moving the stick up or down and its wavelength by moving it to the left or the right.
- Once the waves are correctly aligned, press the  button to confirm.
- If the match is good, one of the indicator lights will turn from red to green. If not, it will blink red.
- The indicator lights on the right show you how many waves you must successfully match to hack the system.
- When hacking, time is of the essence, for if the timer runs out before you have managed to successfully match all the waves, an alarm will be triggered.
- Once you've managed to match all the waves in time, the indicators lights will flash green and you will be returned to the game.
- If, however, the timer reaches zero before you match all the waves, an alarm will be triggered and the system will reset. You will have to hack it again.

Alarm System

Alarms can be triggered by electronic detection devices such as cameras and laser trip-wires or by NPCs using alarm panels. Failing a hacking attempt will also cause the alarm to sound. As the alarm level increases, additional security devices may also be brought online.

Detection Devices

Cameras



Cameras come in multiple versions: a standard wall-mounted camera, a wall-mounted night-vision camera, and a ceiling-mounted 360° camera. The cone of vision for night-vision cameras can be seen using Sam's own night vision. All cameras can be deactivated using the OCP.

Laser Trip-Wires



These will trigger an alarm whenever the beam of light is broken. Laser trip-wires can be deactivated by aiming the OCP at the small sensors found on the walls at each end of the light beam.

Locking Mechanisms

Not all locks can be hacked or picked at the start of the game. Each lock requires the use of a customized tool to bypass it, and these tools will be handed separately to Sam during the course of the game, as the situation warrants it. So don't be surprised if some locks cannot be hacked at first.

Standard Lock

Can be opened by using the lock pick or broken using the knife.

Card Reader

Can be hacked using the Universal Hacking Device and its Magstripe Decoding Module. Sometimes a valid keycard can also be found lying around.

Electronic Keypad

Can be hacked using the Universal Hacking Device and its Code Descrambling Module. Sometimes a code can also be found when reading emails stored on computers or by interrogating guards.

Retinal Scanner

Can be hacked using the Universal Hacking Device and its Retinal Scanner Override Module. Guards can also be forced to use the scanner in order to unlock a door.

Interactive Lights



Lights with protective coverings (such as wire meshing) can neither be destroyed nor electronically turned off with the OCP.

Headquarters (HQ)

The terrorists have created the Delta Atlantic Shipping Company as a front for their illegal activities and have elected to use the company's warehouse as a headquarters. As a recent addition to the organization, Sam is also called to reside within headquarters, like everyone else.

Arrest Mode

At HQ, guards will try to arrest Sam first. If a guard orders Sam to stay where he is, wait for the guard to come closer. At that moment, a series of icons representing the DUALSHOCK®2 Analog Controller buttons appear on-screen. Complete one of the sequences by pressing the appropriate buttons before the time expires. If you are successful, Sam will either grab or knock out the guard, depending on which sequence you completed. If you fail either sequence, the guard will counteract Sam's lunge and complete the arrest.



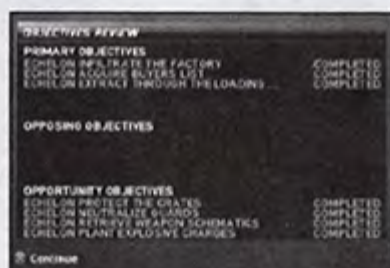
Defuse Bomb

To defuse a bomb, press the up directional button to activate the electrostatic monitoring. One of the wires on the device will appear whiter than the others. That's the active wire. Return to normal vision and use the left analog stick to select the active wire. You'll know you have the right one when the controller vibrates. Press the  button to cut it. This will start the timer. You'll then have to cut the remaining wires in the correct order by repeating the instructions above, before the timer runs out.

End Mission Screen

Objective Review

At the end of each mission, you will be given feedback on the objectives of the completed mission. Each objective will be assigned one of three possible statuses: Canceled, Not Completed, or Completed.



Mission Statistics

Here you can check specific statistics from your mission, including the number of kills, civilians knocked out, alarms triggered, etc.



Trust Statistics

This screen shows the effect your actions have had on the trust both Third Echelon and the JBA have in you. Actions such as killing, triggering alarms, and being detected can affect the Trust Rating, depending on the mission's context.

Trust System



As a double agent, managing the trust of both your employer and those you have infiltrated is essential for your own survival and the good of the mission. Lose the trust of either faction and the mission is over.

In the game, the trust meter shows the confidence each faction has in you. If the meter leans more to the right, then you are in good favor with Third Echelon. If it tends to the left, then the JBA will like you more.

Earn trust for either side by completing objectives for them.

Primary objectives will invariably push the trust meter to one side, so try to compensate by completing opportunity objectives for the opposing faction.

If two objectives oppose each other, be mindful of which side you choose.

If the meter goes too far to one side, you'll be forced to prove where your loyalties lie by completing a special objective in a short amount of time. Fail to do so and the mission will be over.

Note that the level of trust also affects the equipment you'll receive at the start of each mission.

The JBA tends to hand out lethal weaponry while Third Echelon issues non-lethal devices. Keep the trust meter in the neutral zone and you'll receive a healthy balance of both.

Teammates

Sam and His Teammates

A new addition to the Splinter Cell® franchise, teammates are characters tasked with helping you accomplish specific missions. Although not directly under your control, they will tag along and do what is in their power to help you when necessary.

Following are some of the ways in which you can interact with teammates.

Basic Interactions

Wait/Follow

By holding the L2 button and then moving the left analog stick to the right, you will be able to issue Wait and Follow commands to the teammate. The Wait command allows you to make sure the teammate stays in place while you go investigate elsewhere. The Follow command prompts the teammate to follow Sam wherever he goes.



Revive Teammate

When things go bad, Sam's experience in the field can always help. If the teammate goes down, get close to him and press the **X** button. He will get back on his feet in no time.

Cooperative Moves

Sam can get access to places hard to get to and maneuver around by executing coop moves with the teammate. In most cases, you have the choice to initiate the move yourself or ask the teammate to do it. This is simply done by pressing the **X** button when close to the coop zone.

Dynamic Hoist

In this move, one character gives a short boost to the other. When that character gets to the top, he reaches down to pull up his friend.

Throw Over

With this move, one of the characters throws his friend over a wall or other large object by giving him a sturdy short boost.

Stand on Shoulders

This move allows one character to stand on the other's shoulders, giving him a line of sight into a hard-to-reach room or allowing him to place a charge, disable a device, etc.

See page 26 for more on Co-op moves.

COOPERATIVE GAME

Co-op Game Modes

Offered in Split-Screen, the Co-op mode allows you to play with other players on the same screen using different controllers.

Campaign

Play the missions in order. Every mission contains a series of sub-missions that players will have to complete in order to advance to the next one. Note that once a mission is successfully completed it will always be available through this menu. Completing the Co-op Campaign mode will unlock the Elite mode.

Elite Mode

Elite mode is the same as Campaign mode, except that in this mode you have access to the knife, which you can use to kill enemies. Also in Elite mode, you do not have any ammo for your firearms, but may sometimes be equipped with non-lethal gadgets. Elite mode is only available if the Co-op Campaign mode has been successfully completed.

Co-op Menus

Co-op Profile Selection

After selecting a game mode, you will be brought to the Profile menu. Here you can either create a new profile or select the profile you wish to use.

Co-op Menu

Select this menu if you want to play in two-player Cooperative mode. While in this menu, you will be able to choose from the following options:

- **Campaign:** A series of co-op missions unfolded in a specific order.
- **Elite Mode:** Mode where the level of difficulty is increased. Unlocks once you have completed the Co-op Campaign mode.
- **Load Game:** Load your previous save.
- **Options:** Adjust the sound, video, and controller settings.
- **Hall of Fame:** Where the best scores are kept.



Co-op Game Screen

Life Meter

This represents how much health the agent has.

Stealth Meter

Represents how well you are hidden. It also indicates the amount of light in your area.

Noise Meter

Indicates how much noise the spy is making and how noisy the environment around him is.

Interaction System

Appears on the interface when you can interact with an object or a person in the environment. This system is also used for specific co-op moves.

Selected Weapon, Gadget, or Item

This displays an icon of your currently selected weapon and how much ammunition is left.

Communication Boxes

Appear on your screen when you receive a communication or are given the next goal to reach in your mission.

Objective Icon

Informs you of an updated objective.

Co-op Action Button

When your partner is ready for a co-op action move or a co-op interaction, this icon will appear.

Timer

Appears when one of the agents is incapacitated and can be healed. When the timer reaches zero, your mission is over.

Alarm Indicator

This icon appears on the HUD to indicate how many alarms have been triggered during the mission. Each alarm sounded creates global repercussions, so be careful.

Co-op Moves

Many moves can be done in the Co-op mode of Splinter Cell Double Agent. They fall under two classifications: Co-op moves and contextual Co-op moves. Co-op moves can be completed anywhere in the level, while contextual Co-op moves are available only in specific locations.





Short Scale / Boost

The player initiating the move should crouch and press the co-op Action button (L2 button). The move that will be initiated depends on the situation.

In some situations, you can boost your teammate up onto a ledge or a pipe; in others, you can jump over an object.

To complete the move, the other player has to get near his teammate and press the L2 button. The move will then be performed.



Tomoe Nage / Long Jump

The player initiating the move should stand facing the opposite direction in which he wants to throw his teammate. Once the player takes position, press on the Co-op Action button (L2 button) to initiate the move. At that moment, he can control the target at which he wants to throw his teammate. A red target means that the move cannot be completed.

To complete the move, the other player has to get near his teammate and press the L2 button. The agent is then thrown in the air to a specific distance.



Human Ladder

To form a human ladder, a player that is on a ledge or a pipe must initiate the action using the L2 button. To complete the action, the second player just has to stand under the first player and press the L2 button. The move will then be performed.

Contextual Co-op Moves

(New Move) Persuasion

Some NPCs can be intimidated easily and a single interrogation will suffice to get the information. But some might need more intimidation to be willing to spill the beans. This is where your teammate comes in handy.

While you are interrogating an NPC who just won't cooperate, ask your buddy to join in and come closer to help persuade the NPC. Once your teammate is close to the NPC he can use the Persuasion interaction to show who's boss.



(New Move) Back-to-Back Climbing

To climb certain heights, you can execute a back-to-back climb with your partner. Look for two flat vertical surfaces facing each other, forming a narrow upward passage.

Begin by entering the space and facing one wall.



Press the Interact button to initiate the Back-to-Back Climb so your teammate can stand behind you facing the other wall and complete the move by pressing the Interact button. To move upward at maximum speed, you and your teammate must move at the same intensity using the left analog stick.



Stand on Teammate's Shoulders

The player who initiates the move will take position; the other player will be allowed to use his secondary weapon while he is on his teammate's shoulders and in some circumstances even place a charge or cut the wires of a camera that has its cables exposed.



Co-op Dual Rappelling

The player holding the rope can move left and right using the LI and RI buttons. The player on the rope can move up and down using the left analog stick and can also use a weapon.



Hang Over Teammate

The player controlling the rope uses the LI and RI buttons to lower or raise his partner. The other player can use his secondary weapon while hanging from the rope; he can also strangle a guard passing underneath him and can sometimes recover an object or access a computer discreetly.

Also, the player hanging from the rope can take cover and hide from incoming patrols by using the LI button to lift himself up and hold on to his legs. He can also be lifted or lowered while in that position.

Heal Teammate

During a mission, you or your teammate may be knocked unconscious. The Heal Teammate interaction will allow you to wake each other up. An Interaction menu will appear over your teammate's body when he is knocked out. Select the Heal Teammate interaction and press the Interact button (X button) to wake him.

Note that you only have a certain amount of time to heal your partner and a restricted number of syringes per missions, so be careful.

Share Equipment

When you are close to your partner you can share some equipment via the Interaction menu. Make sure you have selected the gadget you wish to share so that the Share interaction appears. Note that only objects marked in your Inventory can be shared.

Dual Bomb Defusing

To defuse bombs tied with a laser, both players must activate the Defuse interaction placed on each bomb. A close-up view of the bomb will appear. On top of the bombs are some wires that can be selected and cut.

Only the hot wires must be cut. Activate your thermal vision and see which wire is hot.

Quickly return to normal vision to select and cut the wire by pressing the **X** button. Then go back to thermal view and repeat the process.

Simultaneous Actions

Some security devices or secured mechanisms might need to be activated simultaneously in order to gain access to a new area or to trigger an event.

Co-op Only Gadgets – The Jammer

The Jammer, also known as the OCP (Optically Channeled Potentiator), can deactivate electronic objects for a short period of time. To use the Jammer, equip your pistol or SC-303 Compact Launcher and point it at an electronic object. Then pull and hold the secondary fire of your pistol.

When you use the Jammer, a red light appears on it. If you target an object that can be disabled, the light will turn green. That light will stay green until the Jammer runs out of energy or until you move or release your secondary fire.

Co-op End Mission Screen

Objective Review

At the end of each mission, you will be given feedback on the objectives of the completed mission. Each objective will be assigned one of two possible statuses: Failed or Completed.



Mission Statistics

Here each player can check specific statistics from their sub-mission, including the number of kills, civilians knocked out, alarms triggered, etc.

Also, a success score will be displayed for the level you and your teammate just finished. This score is based on both players' statistics. For example, if one of you kills a civilian, you will lose points; but if you simply knock one out, nothing will be subtracted. Stealth is always the way to go.

MISSION STATISTICS	Player 1	Player 2
MISSION TIME PLAYED	4:40 M	4:40 M
TIME SPENT BY ENEMY	0	0
ENEMIES KNOCKED OUT	0	0
ENEMIES KILLED	0	0
CIVILIANS KNOCKED OUT	0	0
CIVILIANS KILLED	0	0
BODIES FOUND	0	0
ALARM LEVEL REACHED	0	0
SUCCESS RATING	88%	80%

Continue Back Quit Restart

Mission Overview Screen

This screen appears after you successfully complete an entire Co-op mission. It basically displays the results of both players for each sub-mission completed in the mission.

Final Game Review

This screen appears at the end of the Campaign mode. It displays both players' results in all three missions.

Hall of Fame

The Hall of Fame is where the players can view their highest scores and then try to beat them. First, you must choose which mission high scores you want to view. Once you've selected the mission, you can view the best sub-mission scores for that mission.

The High Score table indicates the team score and the time played.

MULTIPLAYER ONLINE

The Spy versus Spy multiplayer mode of Tom Clancy's Splinter Cell Double Agent is based on two opposing human teams of 2 players each, the Third Echelon team and the Upsilon team. Using their spies' abilities of stealth, close-combat fighting, and acrobatics, players must retrieve data, protect computers, and/or eliminate the opposing teams in different multiplayer modes.

Third Echelon Spy



Upsilon Spy



Multiplayer Menu

Select Multiplayer Online from the Main Menu, then choose or create a profile to access the multiplayer mode.

- **Play on ubi.com:** Play over the Internet using the ubi.com service.
- **Play LAN:** Create or join games on a local area network (LAN).
- **Tutorials:** View tips and tools for the game.
- **Profile Options:** Modify the settings for the profile being used.

NOTE: Single-player profiles can be used for multiplayer games or multiplayer profiles for single-player games; however, options will be specific to the game mode.

Play on ubi.com

Before accessing the general ubi.com menu, you must select a network selection. Validate your choice with the  button. You will also have to choose an account. Once this has been done, choose one of the lobbies and press the  button to login.

Controls

The Spy vs. Spy multiplayer mode controls are:

button: Contextual action

- Hack into a CPU.
- Heal teammate (when close).
- Upload stolen data (Blitz and Key Run game modes).

○ button:

- Crouch / stand up.
- Roll (when held).
- Release ledge, ladder, or pipe.

■ button:

- Equip / take out weapon.

△ button:

- Jump / Flip Jump.
- Ledge Hang.
- Climb.

R1 and R2 buttons:

- Fire weapon (when weapon is equipped).
- Close Combat attack (when unarmed and close to an enemy).

L1 and L2 buttons:

- Use gadget (some require a weapon, some can also be hand thrown).

left analog stick:

- Move the character.

right analog stick:

- Turn the camera.

R3 button:

- When weapon is equipped, press to enter Snipe mode.
- When unarmed: look back (hold to watch)

L3 button:

- Press to enter in back-to-wall position.
- Press again to leave back-to-wall position.

START button:

- Displays the menu when a game is in progress.

← directional button:

- Use the night vision goggles (time limited).

↓ directional button:

- Consult a sticky camera.
- Zoom out in Snipe mode.

↑ directional button:

- Toggle aiming laser on/off. Zoom in in Snipe mode.

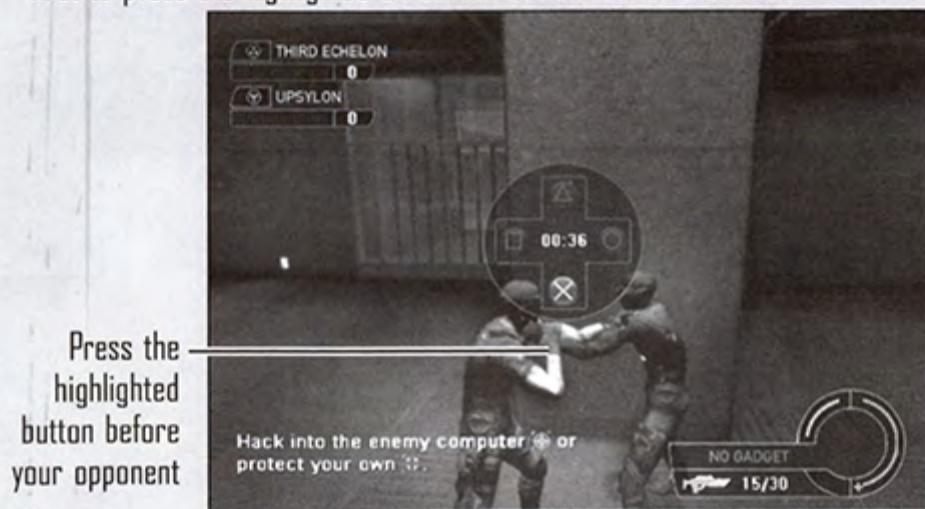
Game HUD

The HUD displays various information about the game and your character:



Close Combat System

To perform a close combat move, press the R1 button when close to another spy. The first to press the highlighted on-screen button will kill the other.



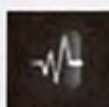
Pressing the wrong button gives a time penalty but you can retry

Game Modes

The multiplayer game modes are as follows:

TEAM HACK (TEAM MODE, HACK OBJECTIVES)

GOAL	Retrieve data by hacking into enemy computer while securing your own.
VICTORY	100% enemy data retrieved.
RULES	Access the enemy computer (target icon) to hack it. Defend you computer (shield icon) from your enemy. Hacking can be stopped and resumed any time.



Dead enemies drop this bonus by default. Get it to restore your life. This healing feature is also part of all other bonuses taken from dead enemies.



Dead enemies drop this bonus when killed near your computer. Getting them will reduce your enemies' scores.

DEATH MATCH (INDIVIDUAL MODE, KILL OBJECTIVES)

GOAL	Play against the others and eliminate them all.
VICTORY	First player to reach the specified kill amount.
DEFAULT RULES	Limited kills and unlimited game length.

TEAM DEATH MATCH

Similar to Death Match, but in 2-vs.-2 mode.

SURVIVAL (INDIVIDUAL MODE, KILL OBJECTIVES)

GOAL	Be the last man standing before the countdown ends. When a player is killed, all the others have 1 minute to kill one another, or all players will respawn.
DEFAULT RULES	Win 5 rounds to win the game. Frag grenades are the only gadgets.

BLITZ**(TEAM MODE, HACK OBJECTIVES)****GOAL**

Alternate Attack and Defend to retrieve and secure data.

VICTORY

100% enemy data retrieved and uploaded through successive phases.

RULES

Access the enemy computer (target icon) to hack it. To upload data, the spy has to stay motionless. Data hacked and not uploaded will be lost. For balance, the first team's attacking time is reduced by one half.



Dead enemies drop this bonus when killed. Speed or slow up the round timer by getting it.

SAM VS. ALL**(TEAM/INDIVIDUAL MODE, HACK/KILL OBJECTIVES)****GOAL**

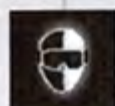
Play Sam as Lone Wolf and hack into computers defended by an Upsilon Spy team.

VICTORY

100% enemy data retrieved and uploaded.

RULES

Round ends when Sam is killed. Each player takes a turn playing as Sam. Sam earns hack points by killing defenders. Defender earn hack points by killing Sam. Team kills cost the killer hack points and earn hack points for Sam. Sam suffers less damage against Spies.



Kill defenders to get this bonus and disguise as one of them to infiltrate.

KEY RUN**(TEAM MODE, HACK OBJECTIVES)****GOAL**

Steal the key to hack into the opposing team's computer (and defend your own).

VICTORY

100% enemy data retrieved and uploaded.

RULES

Hacked data must be uploaded by satellite link.

DISK HUNT**(INDIVIDUAL MODE, KILL OBJECTIVES)****GOAL**

Kill the opposing spies and collect their disks.

VICTORY

All disks collected before timeout.

RULES

Every dead player drops a disk to be collected.

COUNTDOWN**(INDIVIDUAL MODE, KILL OBJECTIVES)****GOAL**

The more you kill, the more you play. Outwit, outmaneuver, and outlast your challengers.

VICTORY

Be the last spy standing

RULES

Every kill allows more gameplay; unlimited lives.



Dead enemies drop this bonus when killed. Slow down your own timer by getting it. Time bonus disappears after a few seconds.

For additional info (tactics, gadget lists, etc.), check the in-game tutorials.

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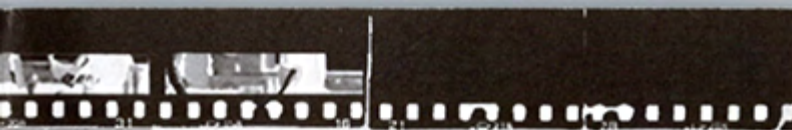
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NOTES

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- Full product title
- Game console you are using

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Contact Us by Webmail

Due to high volumes of spam, viruses, and other non-support-related contacts, we no longer offer support via standard email. However, we do provide something better, webmail. By taking your questions directly through our website, we have completely eliminated all spam contacts. As a result, we are able to respond to your questions much more quickly than we could through standard email. To send us a webmail, simply log into our site at <http://support.ubi.com>.

From this site, you will be able to enter the Ubisoft Solution Center, where you can browse through our lists of Frequently Asked Questions (FAQ), search our database of known problems and solutions, and send in a request for personal assistance from a Technical Support representative by using the **Ask a Question** feature on the Frequently Asked Questions page. Most webmail contacts are responded to within two business days.

Contact Us by Phone

You can also contact us by phone by calling **(919) 460-9778** (for our customers in Quebec we provide French language support at (866) 824-6515). Please note that this number is for technical assistance only. No gameplay hints or tips are given over the Technical Support line. When calling our Technical Support line, please make sure you are in front of your gaming system and have all of the necessary information listed above at hand.

Be advised that our Technical Support representatives are available to help you **Monday through Friday from 9 am–9 pm Eastern Time** (French language support available from 7 am–4 pm EST).

While we do not charge for technical support, normal long distance charges apply. To avoid long distance charges, or to contact a support representative directly after these hours, please feel free to browse our Frequently Asked Questions lists or to send us a webmail. Webmail questions usually receive a response within two business days.

Contact Us by Standard Mail

If all else fails you can write to us at:

Ubisoft Technical Support • 3200 Gateway Centre Blvd. • Suite 100 • Morrisville, NC 27560

Return Policy

Please do not send any game returns directly to Ubisoft before contacting Technical Support. It is our policy that game returns must be dealt with by the retailer or online site where you purchased the product. If you have a damaged or scratched CD, please visit the FAQ listing for your game and get the latest replacement policy and pricing. We will not accept unsolicited returns/exchanges without prior approval and an RMA (Return Materials Authorization) number from a support representative.

WARRANTY

Ubisoft warrants to the original purchaser of its products that the products will be free from defects in materials and workmanship for a period of ninety (90) days from the date of purchase. Ubisoft products are sold "as is," without any expressed or implied warranties of any kind, and Ubisoft is not liable for any losses or damages of any kind resulting from use of its products. Ubisoft agrees for a period of ninety (90) days to either replace defective product free of charge provided you return the defective item with dated proof of purchase to the store from which the product was originally purchased or repair or replace the defective product at its option free of charge, when accompanied with a proof of purchase and sent to our offices postage prepaid. This warranty is not applicable to normal wear and tear, and shall be void if the defect in the product is found to be as a result of abuse, unreasonable use, mistreatment, or neglect of the product.

LIMITATIONS

This warranty is in lieu of all other warranties and no other representations or claims of any nature shall be binding on, or obligate Ubisoft. Any implied warranties applicable to Ubisoft products, including warranties of merchantability and fitness for a particular purpose, are limited to the ninety (90) day period described above. In no event will Ubisoft be liable for any special, incidental, or consequential damages resulting from possession, use, or malfunction of Ubisoft products. Some states do not allow limitations as to how long an implied warranty lasts and/or exclusions or limitations of incidental or consequential damages. So the above limitations and/or exclusions of liability may not apply to you. This warranty gives you specific rights, and you may also have other rights that vary from state to state.

NOTICE

Ubisoft reserves the right to make improvements in its products at any time and without notice.

REFUNDS

Ubisoft cannot provide refunds or otherwise process returns for credit of any kind other than an identical product replacement. Any product refund request must occur at the place of purchase, as the individual retail outlets set their own refund policy. This policy covers identical product replacements only.

PRODUCT/DOCUMENTATION REPLACEMENTS

Please contact a Ubisoft Technical Support Representative directly before sending your product to us. In many cases, a replacement is not the best solution. Our Support Representatives will help you determine if a replacement is necessary or available. You will need to first acquire an RMA (Return Materials Authorization) number to process your return or replacement. Without an RMA number from a support representative, your replacement request will not be processed.

IF WE DETERMINE A RETURN OR REPLACEMENT IS NECESSARY:

Within the 90-Day Warranty Period: Please return the product (media only) along with a copy of the original sales receipt, showing the date of purchase, a brief description of the difficulty you are experiencing including your name, address (no PO boxes) and phone number to the address below. If the product was damaged through misuse or accident (cracks, scratches), or if you do not have a dated sales receipt, then this 90-day warranty is rendered void and you will need to follow the instructions for returns after the 90-day warranty period.

After the 90-Day Warranty Period: Please return the product (media only) along with a check or money order for the amount corresponding to your product (see replacement fees below) made payable to Ubisoft, a brief description of the difficulty you are experiencing, including your name, address (no PO boxes), RMA number, and phone number to the address below.

REPLACEMENT FEES

Our most recent replacement fee schedule is available online. Please visit <http://support.ubi.com> for an updated price list.

WARRANTY ADDRESS AND CONTACT INFORMATION

Phone: 919-460-9778. Hours: 9am-9pm (EST), M-F

Address: Ubisoft Support, 3200 Gateway Centre Blvd., Suite 100, Morrisville, NC 27560

Please use a traceable delivery method when sending products to Ubisoft.

To order Ubisoft products in the United States, please call toll free 888-824-7038.

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Blood
Mild Language
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