

Zen Island — Support

Welcome! Find answers to common questions below, or get in touch if something isn't covered.

How to Play

1. **Place a building.** Tap any empty hex tile on the island to place the next building from your queue (shown at the top of the screen).
2. **Match to merge.** When three or more buildings of the same level sit adjacent to each other, they automatically merge into a single higher-level building.
3. **Chain combos.** A merge can trigger another merge — keep it going for bonus points!
4. **Manage your space.** The island has 19 tiles. When every tile is occupied and no more placements are possible, the game ends.
5. **Aim for a high score.** Each merge awards points that scale with building level. Beat your personal best!

Building Levels (lowest → highest)

Sprout → Tree → House → Villa → Palace → Cathedral

Themes

The game includes **five color themes** that change the look of the island and buildings.

How to unlock themes:

- Play the game and build up your score.
 - Themes unlock automatically when you cross certain score thresholds — keep merging to discover them!
 - Once unlocked, themes are yours permanently. Switch between them from the theme selector (tap the palette icon during a game).
-

Ads

Zen Island is **free to play** and supported by a small banner advertisement. Ads help keep the game free with no in-app purchases.

Personalized vs. non-personalized ads:

- On first launch, you'll see Apple's App Tracking Transparency (ATT) prompt asking whether the app can track your activity across other apps and websites.
- If you **allow** tracking, ads may be tailored to your interests.
- If you **deny**, you'll still see ads, but they won't be personalized.

To change your ad preference after first launch: Go to **Settings** → **Privacy & Security** → **Tracking** and toggle Zen Island on or off.

FAQ

What does the queue at the top show? The queue shows the next three buildings coming up. Use it to plan where to place the current piece.

Why does the game end? The game ends when every tile on the island is occupied. Try to keep merges happening so the grid doesn't fill up!

Does the game save automatically? Your **best score** and **active theme** are saved automatically. The current game state is not saved between sessions — closing the app restarts the round.

Is there multiplayer? Zen Island is a single-player game. There are no online features.

Does the game work offline? Yes, fully. An internet connection is only used to load ads.

The game feels slow / there's lag. What should I do? Try force-quitting the app and relaunching it. If the issue persists, please contact us (details below).

How do I delete my data? All data (best score, theme selection, onboarding state) is stored locally on your device. To delete it, simply uninstall the app.

Contact

Have a bug to report, feedback to share, or a question not answered above?

Email us at: moose.mesas_5x@icloud.com

We read every message and aim to reply within a few business days.