

Clock Questions & Answers

All of my clocks are guaranteed to run trouble free for many years. If you're having a problem, try the suggestions below and by all means get in touch. I'm happy to help.

Always call or email before returning a clock. Many issues can be "fixed" long-distance.

Hanging & Troubleshooting:

- **Never lay a clock face down!** This can break the mechanism.
- **Use the right hardware.** Hang on a nail or screw not a picture hook. For heavier clocks, be sure to sink the nail or screw into a stud, not drywall.
- **Use a new, strong battery.** A weak battery may propel the hands but not the pendulum or sometimes vice versa. Batteries can lose power just sitting in the package, so "new" may not mean "strong". Try a battery you've tested...like the one in your TV remote control. Make sure the battery is oriented correctly. The negative (flat) end should rest against the metal spring.
- **Set the time.** Rotate the minute hand only until both hands line up at 12:00. If they don't line up exactly, gently but firmly move them to 12:00. If this is not done, the clock will never keep accurate time. To set the time, rotate the minute hand clockwise. The hour hand will follow by itself.
- **Attach the pendulum.** Attach the hooked end of the brass pendulum rod to the black plastic hanger on the back of the clock. If you have a clock with a double movement (2 batteries) make sure the pendulum rod is seated in the *middle* of the hanger. If it is off center, the pendulum will become unbalanced and stop swinging.
- **Hang the clock and check the tilt.** The clock should hang parallel to the wall so the pendulum swings freely. Minor adjustment—usually a slight tilt outward at the top—may be necessary.
- **Swing the pendulum.** Give the pendulum a gentle push to start it swinging. It should keep going.
- **If pendulum or hands stop moving, check for obstructions.** If the hands have become loose or bent, unscrew the cap nut holding them on and remove both hands. (The minute hand lifts off. You may need to gently twist the hour hand as you pull.) Straighten both hands and then replace them: First press the hour hand firmly onto the shaft as far as it will go. Then replace the minute hand and screw the cap nut back on.
- **Avoid breezes, vibrations and humidity.** A light breeze from a window, fan or air conditioner can stop a pendulum. So can shaking (earthquakes, door slams, etc.). Do not hang my clocks outdoors or in bathrooms, as humidity can damage the finish and cause battery corrosion.

Cleaning: All copper and nickel silver elements are coated with clear polyurethane. Simply dust with a dry or damp cloth. Use glass cleaner if necessary, but never use metal polish or abrasive cleaners. Stainless steel parts are not coated. Clean them with a paper towel or soft cloth and glass cleaner. For stubborn fingerprints, try isopropyl rubbing alcohol. Multiple wipes with several different paper towels may be necessary. We have yet to figure out who dared to call this steel stainless!

If you have any questions that aren't answered here, please let me know. Enjoy!

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