

## **FAQ'S**

### **HOW LONG HAVE YOU BEEN REPAIRING CLOCKS?**

My wife & I have had our clock repair business for approximately (11) years with over 3000 satisfied customers throughout the East Bay to Sacramento.

### **Why did my clock stop after running perfectly for so many years?**

The oil gets dirty, contaminated and loses its viscosity, allowing the pivot holes to expand which cause the clock to become erratic, chiming and striking off the hour causing the clock to lose time.

Most manufactures recommend servicing your clock every 2 to 3 years by a professional clock repair person.

Clocks that have not been serviced regularly do not like to be moved, moving the clocks displace the old oil which has been acting as a bushing.

### **My clock is over 100 years old. Can you still get parts for it?**

YES, in most cases parts are not a problem.

### **How many years will you expect a clock that you have restored to run?**

Once I have restored your clock, I expect it to run 10-20 years with proper maintenance (oiling every 2-3 years) will extend its life even further.

### **Do you fix other types of clocks?**

Yes, we rebuild all wall clocks, Grandfather clocks, regulator clocks, anniversary clocks, and mantle clocks.

### **What kind of warranty do you give for a restored clock?**

All of the movements that we rebuild come with a written (1) year warranty.

### **Do you charge to give an estimate to repair a clock?**

**ALL ESTIMATES ARE FREE!**

### **Should I squirt a lubricant like WD-40 onto the movement to keep it running?**

**No!** WD-40 dissolves any oil that is on the movement causing it to run dry and wear out faster. A clock movement must be lubricated with oil. WD-40 is NOT oil. Although it is advertised as a lubricant, any movement sprayed with WD-40 must be professionally cleaned and rebuilt.

### **I wound my clock too tightly and it is not working. How do I fix it?**

You cannot over wind a spring driven clock. This is misinformation that has been handed down through the generations. If you wind a clock completely to the end and it does not work; something else such as wear, dirt, or old sticky oil is preventing the clock from running. It is not because you "over wound" or "wound the clock too tight".

### **Do you fix watches or pocket watches?**

We're sorry, but we do not repair watches.

### **Do you repair Quartz Clocks?**

No, it is not cost prohibitive to the customer.

### **How do I reset my clock?**

If you leave for more than (7) days, we recommend stopping the pendulum, and once you come home you can either start the pendulum when the actual time comes to where the hands had stopped originally, or move the minute hand forward and stop at each quarter hour, letting it chime.

Do not panic if it does not chime on each quarter hour, the clock will correct itself on the first or second hour.

### **A weight fell through the bottom of my Grandfather Clock, Can you repair this damage?**

Yes, we can repair the bottom of the case back to its original look.

This is one of the reasons the manufactures want you to service your clock every 2 to 3 years because some of the parts can vibrate loose over time and this may cause the weight hooks to come loose and fall.

## HOW TO REGULATE THE TIME OF YOUR CLOCK

If your clock has a pendulum, use the following method.

Check the clock against an accurate source like a cell phone or digital clock.

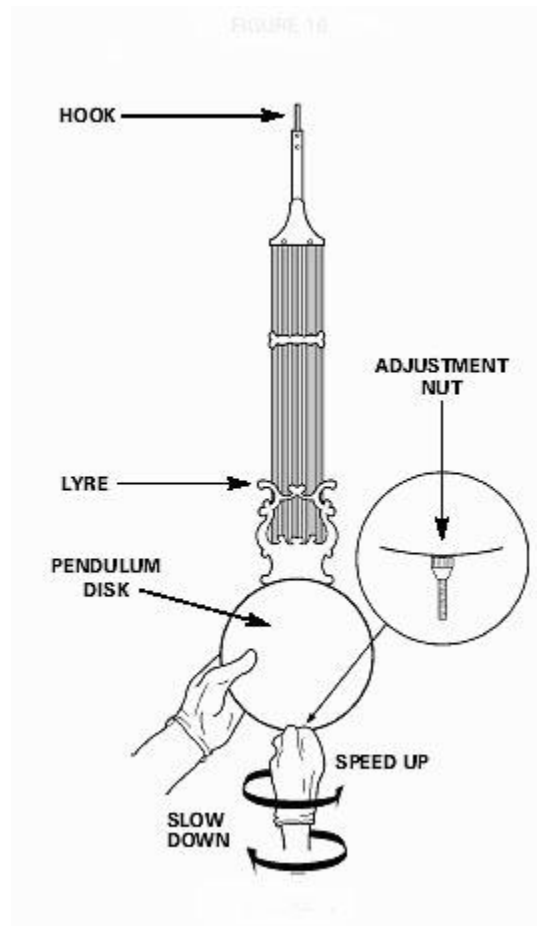
After (24) hours make note of any discrepancy in the time. Stop the pendulum to move the pendulum bob up or down to change the pendulum's effective length.

If the clock is running fast, turn the adjusting screw on the bottom of the pendulum to the left.

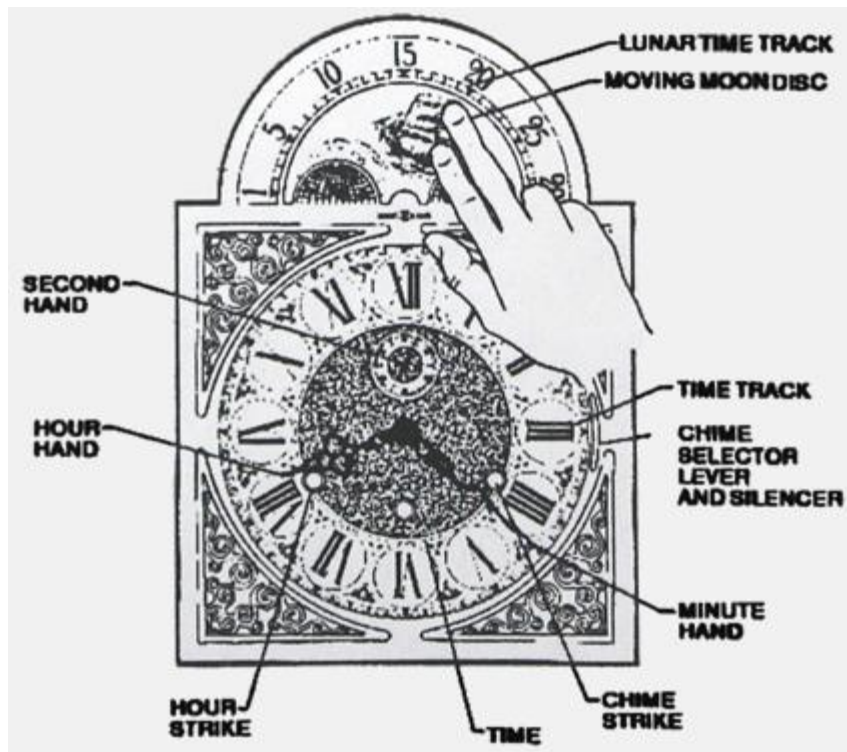
If the clock is running slow, turn the adjusting screw on the bottom of the pendulum to the right.

Normally, each (360) degree turn of the adjusting screw will make the clock run (1) minute faster or slower.

Restart your pendulum by giving it a smooth open swing, set the hands to the proper time.



## SETTING THE MOON DIAL



If your clock has a moving moon dial, read the following instruction:

1. Using a calendar, look up the date of the last full moon. Count the number of days past the last full moon.
2. By applying slight pressure with your hand, rotate the moon disc clockwise until the moon is perpendicular or directly below the number 15.
3. Turn the moon disc clockwise one click for everyday (24 hours) past the full moon.

The moon dial is now set and will continue to operate unless the clock stops. If the clock stops, the moon dial must be reset when the clock is started again.