

Troubleshooting

The pendulum won't swing, but the hands are keeping correct time:

- Always try a new, fresh battery. The clocks have two separate functions, time keeping and pendulum swinging. As the battery starts to fail, one function usually gives out before the other.
- Check to make sure the positive end of the battery (nub end) is pointing down and the silk ribbon is not obstructing the connection between the battery and the mechanism. You may need to slightly pull on the silk ribbon to ensure the battery is making full contact with the mechanism.
- Make sure the mechanism itself is vertical (straight up and down) -Taking into account some designs are asymmetrical and the mechanism may need to be slightly tilted to one side or the other to achieve proper balance.
- Your nail or screw must be slightly tilted upward to hold the clock tight to the wall. (Nail should only be sticking out of the wall approximately 7-10mm.) Clock should be flush against the wall.
- Make sure the swing arm is not hooked to the side post on back of mechanism. If so, gently push it to the left until it unhooks.

Watch this short video to help your clock pendulum swinging again : <https://youtu.be/3AQTeFDkfcI>

My pendulum jiggles or shakes:

- A jiggling or shaking pendulum, indicates the mechanism is not straight up and down on the back of the clock. Remove the pendulum before straightening. Please consider, some of our designs are asymmetrical and the mechanism may need to be slightly tilted to one side or another to achieve proper balance.

My clock is not keeping time:

- Even if the pendulum is swinging, still try a new, fresh battery from the package. Time keeping, and pendulum swinging are two separate functions. As your battery loses power, one function will give out before the other.
- Make sure minute and hour hand are pushed firmly down over the white plastic shaft.
- Be certain the hands are not obstructing each other. Gently pull hands apart and bend them slightly away from each other if they are obstructed.
- The second hand could be jammed. Remove second hand (by pulling straight up and away from the clock). Gently tap back into place. (If pushed back on too hard, it can jam and affect the time keeping function.)

My clock hand is hanging loose:

The hands are on a tapered shaft, and most likely just need to be pushed back down firmly onto the shaft.

- This is best accomplished by pressing down the bottom of each hand, starting with the hour hand. Press the hour hand firmly with thumb nails at the base of the hand, at the shaft. It should visually meet the brass. With the minute hand, repeat and press firmly, until it won't go any further. There will be a space between the hour and minute hand. (If you can't squeeze your fingers in between the minute and hour hand, it may be easier to remove all three hands and place them back on one at a time.) If the second hand was removed, gently tap into place. (If pushed on too hard, it can jam and affect the time keeping function.)
- TIP: Using the wheel on the back of the mechanism is the recommended way to set the time. Using the hands, increases the chance for hands to become loose.

Watch this short demonstration on how to fix your clock's hands : https://youtu.be/NdTN_ZOBRxE

The second hand is ticking in place/doesn't move:

- Make sure the second hand is clear of the other hands.
- Remove the second hand and gently TAP it back into place. (Be sure to not push the second hand on too hard, otherwise it can jam or split, which will affect the time keeping function.)

****If after trying the above, the second hand is not ticking properly a new mechanism and second hand is needed.**

Replacing the Mechanism:

- Carefully lift second hand by its centre, by pulling straight out, away from the clock. Lift minute hand by its centre, followed by the hour hand. Using a 11 mm wrench, remove nut, being careful not to touch the face of the clock. Holding wrench as flat as possible against the clock face makes this easier to accomplish. If your clock has a washer, this may stay on clock face at this time. Pull clock mechanism out through the back and replace with new mechanism. Be sure the mechanism is straight up and down. If it's slightly askew, this can affect the pendulum swinging. Tighten the bolt (not too tight or it can damage the mechanism). Replace hour hand, then minute hand. GENTLY tap second hand into place. (If pushed on too hard, the second hand can jam and affect the time keeping function.)

Watch this short demonstration on how to replace mechanism: <https://youtu.be/tNf4QRFUzs>

Proper hanging of our wall clocks:

- Your nail or screw must be slightly tilted upward to hold the clock tight to the wall. Nail should only be sticking out of the wall approximately 7-10mm.
- Insert a new, fresh battery from the package. This is best accomplished by putting the positive (nub end) in first, followed by a firm push to the negative end. Check to make sure the positive end of the battery is pointing down and the silk ribbon is not obstructing the connection between the battery and the mechanism. You may need to slightly pull on the silk ribbon to ensure the battery is making full contact with the mechanism.
- Set time by using the dial on the back of the mechanism.
- Make sure the mechanism itself is vertical so the pendulum will swing properly (considering some clocks are asymmetrical and may need to be slightly tilted to one side or the other to achieve proper balance). Make sure the swing arm is not hooked to the side post on back of mechanism. If so, gently push it to the left until it unhooks. Carefully place pendulum on swing arm hanger.
- Place clock on nail/screw. Be certain the hanger and braces are flush against the wall. Enjoy!

If troubleshooting does not fix your clock you can contact us by E; wsales@rikaro.com.au