

What if my mechanical clock will not operate?

This trouble shooting is detailed in the clock instructions that you should have received with your clock. The instructions, which may include illustrations, are also available at this Internet site.

1. Ensure that all of the packing material has been removed.
2. If the clock is a pendulum type, ensure that the spring clip or rubber band has been removed from the back of the movement.
3. Try re-starting your clock. For pendulum clocks, it is important to give the pendulum a full swing.
4. Is the pendulum hitting the weights? If so, check the stability and level of the clock.
5. Do the hands operate without interference? Do not let the hour hand hit the second hand. If the second hand is rubbing the dial, pull it out slightly. If the hour hand is rubbing against the back of the minute hand, the hour hand should be pushed closer to the dial.
6. Did you check the suspension spring? If it is not hanging straight down, loosen the thumbscrew and straighten the suspension spring. Retighten the thumbscrew.
7. Ensure that the verge pin is properly located in the slots of the pendulum guide.
8. For weight driven clocks, make certain that the weights are in their proper location. The proper position of the weights as you are facing your clock is labeled on the bottom of each weight.
9. Ensure that the clock is wound or the weights are up.
10. If your clock has a moving moon, ensure that the moon is not caught on the click spring. Reference the instructions for further details and illustrations.
11. If your clock is a cable driven clock and was previously run or the white Styrofoam blocks were removed from the cable pulleys, it is possible that the cables were wound up without weights left on the pulley. As a result, the cable(s) have overlapped on the drum(s). Check each cable on each drum to see if it is overlapped. If so, attempt to correct the cables so that they are not overlapped. If you cannot correct the cable, contact the dealer or retailer where you purchased the clock. Correcting this problem is not covered under warranty.

What if my mechanical clock does not strike the correct hour?

This trouble shooting is detailed in the clock instructions that you should have received with your clock. The instructions, which may include illustrations, are also available at this Internet site.

If the clock is new, allow it to operate for several hours before making any adjustments. If the strike is off, grasp the HOUR HAND ONLY and rotate it forward or backward to line up with the correct hour on the dial indicated by the number of times the hour strikes. Rotating this hand independently will not harm the movement. Then adjust the hands to the correct time by rotating the minute hand counter-clockwise – as explained in the instructions. **DO NOT MOVE THE HANDS WHILE THE CLOCK IS CHIMING OR STRIKING.** After a few hours, the movement's self-adjusting feature will synchronize the hands with the correct chime and strike.

What if my mechanical clock will not chime or strike?

1. This trouble shooting is detailed in the clock instructions that you should have received with your clock. The instructions, which may include illustrations, are also available at this Internet site.
2. Make sure that the strike on/off lever is not in the "strike off" position or halfway between positions.
3. Make sure that the movement is not in the "night off" position.
4. Make sure that all the packing material is removed from the movement area. You should be able to carefully pull each hammer back away from the rod approximately one inch.
5. Check the hammer adjustment to be sure that the hammers are properly aligned with the gong rods.
6. For weight driven clocks, make certain that the weights are in their proper location. The proper position of the weights as you are facing your clock is labeled on the bottom of each weight.
7. If your clock is a cable driven clock and was previously run, it is possible that the cables were not wound up with the weights left on the pulley. When this happens, the cables overlap on the drum. Check the cables on

the drums to see if they are overlapped. If so, contact the dealer or retailer where you purchased the clock. Correcting this problem is not covered under warranty.

What if my mechanical weight driven chimes / hour strikes seem exceptionally very fast or slow?

Be certain that the weights are in their proper location. The proper position of the weights as you are facing your clock is labeled on the bottom of each weight.

What if my clock chimes a few minutes before or after the hour?

This trouble shooting is detailed in the clock instructions that you should have received with your clock. The instructions are also available at this Internet site.

Reference the illustrated details contained in the instructions on how to perform this step.

What if my mechanical clock is in the "night off" position and it is silent during the day instead of the night?

Rotate the minute hand counterclockwise twelve hours. **DO NOT MOVE THE HANDS WHILE THE CLOCK IS CHIMING OR STRIKING.**

What if my clock chimes have the incorrect tone?

This trouble shooting is detailed in the clock instructions that you should have received with your clock. The instructions, which include illustrations, are also available at this Internet site.

DO NOT ADJUST THE CHIME HAMMER, unless the chime tone is incorrect. The chime tone may be affected by the hammer resting on the chime rod (coil) or striking the rod (coil) off center. Although the hammers were set at the factory, it is possible for the hammers to get out of adjustment.

Chime hammer arms are made of brass and can be bent safely. This is accomplished by bending the hammer arms slightly in the middle so that the hammers rest approximately 1/8 inch from the chime rod. **DO NOT** bend the chime rod. Strike volume cannot be adjusted.

Can I increase or decrease the chime volume in my mechanical clock?

No. Volume is not adjustable.

What if a chime rod is broken?

Contact Howard Miller for a replacement rod.

What if my clock will not keep proper time – it is fast or slow?

This trouble shooting is detailed in the clock instructions that you should have received with your clock. The instructions, which include illustrations, are also available at this Internet site.

What if my mechanical clock operated fine for several years but now is slow or stopping?

It is likely that your clock movement needs maintenance. Contact an authorized Howard Miller Service Center. Cleaning and oiling are not covered under warranty.

What if my pendulum hangs crooked?

Pendulums can get twisted in shipping or by handling. Howard Miller suggests wearing cotton gloves or using a soft non-abrasive cloth when handling the pendulum. To straighten the pendulum, first remove it from the clock. With one hand, hold the pendulum below the top strap. With the other hand, grasp the pendulum bob. Gently twist the pendulum in the direction necessary to eliminate the twist.

What if my pendulum hits the weights?

The clock may not be level. Level the clock.

Pendulums can get twisted in shipping or by handling. Howard Miller suggests wearing cotton gloves or using a soft non-abrasive cloth when handling the pendulum. To straighten the pendulum, first remove it from the clock. With one hand, hold the pendulum below the top strap. With the other hand, grasp the pendulum bob. Gently twist the pendulum in the direction necessary to eliminate the twist.

What if the hands are bent?

The clock hands are easily bent. Carefully bend them back to the correct position.

How do I reset the time for daylight savings?

When setting the clock back one hour, rotate the minute hand counterclockwise one-hour. When setting the clock ahead one hour, rotate the minute hand clockwise one-hour. When moving the hands forward, it is important to allow the clock to chime every quarter hour ($\frac{1}{4}$, $\frac{1}{2}$, $\frac{3}{4}$, 1) before advancing the hands to the next quarter hour position. . DO NOT MOVE THE HANDS WHILE THE CLOCK IS CHIMING OR STRIKING.

How do I wind my clock?

This step is detailed in the clock instructions that you should have received with your clock. The instructions, which include illustrations, are also available at this Internet site.

Floor Clocks – Cables with Pulleys – Weights that are suspended by cables with pulleys should be raised by using the crank provided. DO NOT lift the weights by hand while cranking. Insert the crank into the holes located in the dial face. It does not matter in what order the clock weights wound. All weights need to be wound to the up position.

Floor Clocks – Chains – Pull straight down on the chains. DO NOT lift up on the weights as this could cause the weight to come unhooked from the chain. Pull down on the loose end of the chain until the weight is approximately 2 inches from the bottom of the wood movement mounting board. It does not matter in what order the clock weights wound. All weights need to be wound to the up position.

Wall and Mantel Clocks – Insert the winding key into the holes located in the dial face. Depending upon the model of your clock, there can be 1, 2, or 3 winding keyholes. Turn the key clockwise until the spring becomes tight and will not turn further. For clocks with hanging weights, raise the weights using the crank. DO NOT lift the weights by hand while cranking. Wind your clock once a week. It does not matter in what order the clock weights wound. All springs must be fully wound.

What if the weights do not drop at the same rate?

When the automatic nighttime shut-off feature is selected, and on some models when "silent" is selected, the center weight will drop at a faster rate than the other weights.

What if the top of my dial is tilted back and the hammers are not properly aligned with the chime rods?

This is often an indication that the clock has been dropped on its back during freight from the factory to you. Often, this type of "concealed damage" is not visible from the outside of the carton. Inspect for other possible damage. Notify the freight carrier and dealer in writing immediately and request a carrier inspection and damage report. Failure to notify the freight carrier within 14 days of product receipt by the original consignee may waive your rights to a damage claim. It is possible that significant damage did not occur and components only shifted as a result of being dropped. In most cases, this problem can be easily corrected by the dealer or Service Center.

Where are the key, crank, and weights located in the floor clock carton?

The key, crank, and weights are all packed in a white styrofoam carton under the clock.

How should I prepare my floor clock to be moved?

Care should be taken whenever you move your clock to ensure that all accessory parts such as pendulum, weights, etc. are removed and packed properly to prevent damage. Use cotton gloves or a soft cloth when handling the pendulum or weights.

1. For clocks with a cable driven movement, wind the weights all the way up. For clocks with chains, use a long wire or string and put it through the chain links just below the chain sprocket. When done properly, the wire or string should go through six chain links. Secure the wire or string to prevent the chains from coming loose from the sprocket.
2. Carefully stop the pendulum from swinging.
3. Remove the weights. NEVER wind the clock without the weights installed. For clocks with chains, secure the chains so that they do not damage the finish.
4. Remove the pendulum
5. For tubular movements, remove the tubes
6. Keep the clock in an upright position while carefully moving it to its new location.
7. Set the clock up per the original set-up instructions. Ensure that the pulleys are properly located on the cables and the chains are properly located on the sprockets.

What is meant by "triple chime"?

Triple chime refers to clocks that play a choice of three different melodies. The most common triple chime melodies are Westminster, St. Michaels, and Whittington.

What is the function of the moon dial?

When properly set as detailed in the instructions, the moon dial tracks the lunar month and the cycle of the full moon.

What should I expect when my floor clock is professionally set-up?

When arrangements have been made with a dealer, retailer, or Service Center to professionally set-up your clock, the following should be expected. Professional set-up is an additional expense. The set-up technician is expected to:

1. Treat your home the same way they would treat their own.
2. Be knowledgeable and courteous.
3. Completely set-up the clock following the set-up instructions in the order in which they are detailed in the instructions manual.
4. Ensure that the clock is level and stable.
5. Ensure that the clock runs continuously for a minimum of 10-minutes.
6. Ensure that the clock strikes the correct hour.
7. Ensure that the chime is correct and the hammers are properly positioned.
8. Ensure that the pendulum swings properly.
9. Ensure that the moon dial is properly set.
10. Ensure that you have all the parts.
11. Review the instruction manual with you.

What if my quartz dual chime movement will not operate properly?

Before going further, follow the two instructions below.

1. First, ensure that you are using brand new alkaline batteries.

2. Batteries made by various manufacturers may present some difficulty in working properly in the movement. A poor electrical connection can cause inferior performance. Ensure that the positive battery contacts are positioned over the nub on the end of the battery.

The problem area is typically the negative end of the battery. Ensure that the negative battery contacts are positioned completely on the metal contact area of the battery. As necessary, bend the battery contacts out to ensure that they are not making contact with the battery casing. If necessary to ensure a proper contact on the negative end of the battery, take a 1 inch by 1 inch piece of aluminum foil and fold it over tightly to the size of ¼ inch by ¼ inch and place it between the battery contact and the battery.

Other issues and remedies.

Pendulum will not swing: To provide proper pendulum operation, it is also necessary to ensure that the clock is level. Also check that the pendulum is properly located on the pendulum hanger and that the speaker wires are not interfering with the pendulum operation.

Chime volume is off or lower during the day and louder at other times: The nighttime volume reduction or shut-off is not properly set. Reset the nighttime shut-off.

Chime volume is always low: Attempt to increase volume using the volume control knob. If this does not solve the problem, replace the batteries.

Chime is off – will not chime: Ensure that the chime is not in the “OFF” position. If this does not solve the problem, replace the batteries.

The clock chimes several minutes before the hour when the hands are moved manually: This is normal. The clock will chime on the hour under normal operation.

How do radio controlled clocks work?

Radio controlled clocks receive a signal from the NIST Radio station WWVB located near Fort Collins, Colorado. WWVB continuously broadcasts time and frequency signals at 60 kHz. WWVB provides standard time information, including year; time intervals; Daylight Savings Time, leap second, and leap-year indicators. The transmitted accuracy of WWVB is normally better than 1 part in 100 billion with day-to-day deviations less than 5 parts in 1000 billion.

Due to the effects of the many communication devices used throughout the United States (more so during the day than at night, and more so during the week than the weekend), the WWVB transmission is easier to receive at night and during the weekend.

What if my radio controlled clock does not operate?

If the clock was provided with a battery installed, ensure that the plastic cover is removed from the battery and that there's no insulator strip between the battery and the contact. After following the details below and the clock still does not work, install a fresh new alkaline battery.

Geographic features, weather disturbances, and structural characteristics can affect the strength of the radio signal. The clock will not operate properly until it receives a signal – it will look for a signal on a regular basis.

If the movement in your clock is the type where you select the time zone by turning a knob on the back of the movement, it may stop if it does not receive a signal for an extended period of time. To start the clock, remove the

battery and insert it backward (reverse polarity). Remove the battery again and reinstall it correctly. Then reference the detail below on locating your clock.

Locating Your Clock

For best performance, you should NOT place your clock:

- On a metal surface.
- Within several feet of an electrical raceway, radio transmitter/receiver, personal computer, television, satellite dish, air conditioner, light dimmer switch, electrical motor, microwave oven or any other appliance that could interfere with the clock's reception of the radio signal.
- In enclosed areas and structures of concrete and steel such as a basement, office building or factory.

For best performance try to place the clock near a window, preferably a window that is facing Fort Collins, Colorado.

Best signal reception occurs between 10:00 PM and 5:00 AM - particularly during the weekend.

What if my radio controlled clock shows the correct time for another time zone?

If you live in an area that receives the signal but does not adjust for daylight-savings time, select ST (standard time) from the back of the movement while the rest of the country is in daylight-savings time and manually set the movement to the correct local time. When the country returns to standard time, select your time zone from the back of the movement.

Ensure that your time zone is selected from the back of the movement and wait for the clock to receive an updated radio signal. Best signal reception occurs between 10:00 PM and 5:00 AM - particularly during the weekend.

How do I set my barometer?

Disregard the words "rain", "change", and "fair" as these are only traditional zones on the barometer dial. Your barometer indicating hand will never move all the way to "rain" to predict inclement weather. The normal operating range of movement for your barometer indicating hand is from 29.5 to 30.5 inches of mercury. Your most extreme readings would occur before a hurricane or tornado, for example, when barometers readings have dropped as low as 28.5 inches of mercury.

The following procedure, if done every twelve hours, should provide the most accurate readings.

1. Tap the instrument lightly to release and latent action.
2. Record the inches of mercury as indicated by the barometer hand. This is your momentary reading. Some barometer models have a set hand that can be positioned directly over the barometer hand. At a later period you will be able to notice in what direction the barometer hand has moved since the last setting.

In the event that your barometer does not provide accurate readings as compared to your local weather forecast, adjustments can be made from the back of the instrument. Adjust the barometer hand by turning the adjustment screw located in the hole in the back of the instrument. Only make small incremental adjustments at a time.

How often should my mechanical clock movement be oiled and cleaned?

It is recommended that your clock movement be oiled every two years from the date of purchase and thoroughly cleaned every five to ten years depending upon climatic conditions. Extremely dry, humid or salty air, hot or cold may necessitate more frequent servicing. Howard Miller does not recommend that you service your clock yourself. Contact

an authorized Howard Miller Service Center as found at this internet site. Cleaning and oiling are not covered under warranty.

Who should I contact to have my clock cleaned and oiled?

Contact an authorized Howard Miller Service Center as found at this internet site. Cleaning and oiling are not covered under warranty.

How do you recommend that I clean and maintain my clock?

1. Wax and polish your cabinet as frequently as you would other fine furniture. Use a good furniture polish or past wax. Apply the polish to a soft cloth – do not spray or apply directly to the case. Do not use a silicone-based product.
2. Use extreme caution when cleaning the glass. Use a quality liquid non-ammonia glass cleaner. Apply the glass cleaner to a soft cloth – do not spray or apply directly to the glass.
3. It is recommended that your clock movement be oiled every two years from the date of purchase and thoroughly cleaned every five to ten years depending upon climatic conditions. Extremely dry, humid or salty air, hot or cold may necessitate more frequent servicing. Howard Miller does not recommend that you service your clock movement yourself. Contact an authorized Howard Miller Service Center. Cleaning and oiling are not covered under warranty.

What if my clock is out of warranty and needs service?

Contact an Authorized Howard Miller Service Center. A list of Service Centers is available under CUSTOMER SERVICE.

Where are the shelf clips and key located on my collectors cabinet?

The shelf clips and key are either packed inside the case or they are in a plastic bag taped to the back of the cabinet.

How do I align the front door of my collectors cabinet?

Collectors Cabinets with a front door (opens from the front as you view the cabinet) may need some adjustment to properly align the door in relation to the cabinet frame. Use this guide only after you have carefully read and completed the instructions for Collectors Cabinet.

ADJUST: If the collectors cabinet does not sit firmly upon each leveler, adjust the levelers to stabilize your collectors cabinet.

LEVEL: It is important that the collectors cabinet be level prior to final adjustment. (See the Instructions for Collectors Cabinet regarding how to level the cabinet.)

FINAL ADJUSTMENT:

Collectors cabinet final adjustment should be expected, but, may not be required for all collectors cabinets. Final adjustment is needed if the door rubs (when opening or closing the door) or appears to not hang properly in relation to the case. The following adjustment procedures assume a single, right hinge door, collectors cabinet. (Right and left are determined as you face the front of the collectors cabinet.) These adjustments should be performed with a minimum of two (2) persons.

1. Release the pressure (never tip the collectors cabinet) on the front of the collectors cabinet and screw the right front leveler out (down) approximately 1 full turn do not adjust the left front leveler at this time.
2. Allow the collectors cabinet to sit back on the leveler.

3. Continue to adjust the right-front leveler out (down) until such time that the left-front leveler does not fit snugly on the floor. This will likely be no more than a few turns out (down).
4. Adjust the two rear levelers and then the left-front out (down) until such that the collectors cabinet is sitting in a stable position. (Do NOT release the pressure on levelers to accomplish this. Let the collectors cabinet sit on the floor while adjusting.)
5. Make further adjustments to ensure the collectors cabinet is not leaning forward.
6. Once the proper final adjustment has been established, it will likely require repeating if the collectors cabinet is relocated.

How do I purchase additional shelves for my collectors cabinet?

Additional shelves are available for a reasonable charge. Contact your local dealer. Have your model number, serial number, and charge card readily available before placing your call.

What if the door on my collectors cabinet rubs at the bottom?

Since the door has a wood frame with very heavy glass, it is possible that the door may rub although the case may be square as measured using a carpenter level. If the door rubs, it is necessary to adjust the floor levelers at the bottom of the cabinet.

- First, remove the collectibles from the cabinet.
- Release the pressure from the front of the cabinet and screw the right-front leveler out approximately one full turn. Do not adjust the left front leveler at this time.
- Allow the cabinet to settle into the foundation.
- Continue to adjust the right-front leveler out to the point where the left-front leveler does not fit snug on the floor.
- Allow the cabinet to settle into the foundation and adjust the two rear levelers and then the left-front out such that the cabinet does not wobble. On a soft foundation, settling of the cabinet into the foundation will provide a snug fit of all levelers over time.
- Make further fine adjustments to ensure that the cabinet is not leaning forward or wobbling.
- Recheck the shelf clips and shelf location on all clips. As desired, place collectibles into the cabinet.
- Allow the cabinet to set a minimum of two weeks before further fine adjustments. As necessary after two weeks, repeat the steps above.

How do you recommend that I clean and maintain my collectors cabinet?

1. Wax and polish your cabinet as frequently as you would other fine furniture. Use a good furniture polish or past wax. Apply the polish to a soft cloth – do not spray or apply directly to the case. Do not use a silicone-based product.
2. Use extreme caution when cleaning the glass. Use a quality liquid non-ammonia glass cleaner. Apply the glass cleaner to a soft cloth – do not spray or apply directly to the glass.

What if I need a part?

1. If your purchase is new, is missing a part, and was not in the original carton, contact the location where you purchased the item. This will be the quickest and easiest way to obtain parts that they likely have, but failed to provide.
2. If your clock is new, is missing a part, and was in the original carton, carefully check the packing material. At Howard Miller we take great care to include all parts with every item. If you are confident that the item is missing, contact Howard Miller Customer Service at (616)-772-7277 or go to the QUESTION section at the bottom of this site and detail the part that you need. Have your model number, serial number, and sales receipt available before you place the call.

3. If your clock is not new or if a part is damaged and parts are required, contact Howard Miller Customer Service at (616)-772-7277 or go to the QUESTION section at the bottom of this site and detail the part that you need. Have your model number, serial number, and credit card available before you place the call.

Where is the closest Authorized Service Center in my area?

A list of Service Centers is available under CUSTOMER SERVICE.

How can I get answers to other questions?

Please enter your question in the fields above and provide your email address. We will make every attempt to respond to your question within 1 – 3 business days. Please be certain to enter your complete email address correctly so that we can respond.