

WATCH AND CLOCKMAKERS OF AUSTRALIA

A.B.N 27 000 088 586

CUSTOMER SERVICE STANDARDS

The Professional Association of Watch and Clockmakers

Website: www.wca.org.au

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INTRODUCTION

The Watch & Clockmakers of Australia has developed a Service Standard in accordance with the watch repair industry requirements.

In doing so the Association has asked itself:

- Why do we need a Service Standard?
- What is the Service Standard?
- What are its benefits?

Changes in our trade and the emergence of many specialist operators in our industry have presented new challenges upon the Association and its members. The Association has introduced Service Standards, to ensure the future of the trade.

Why do we need the Service Standards?

- We need the Service Standards to protect the interests of the consumer and manufacturer
- To ensure and strengthen the Association's standing with the public and assist manufacturers in they're after sales service – the vital link between customer and manufacturer.
- To distinguish ourselves from people in our industry who are not trained professionals
- To become a self regulated professional watch repair industry administrated by the Watch & Clockmakers of Australia

What is the Service Standard?

The Service Standard is a document in which the Association qualifies in detail the level of skill, technical competency and professional ability of its members.

The WCA specifies the quality of workmanship of its members

In accordance with the Service Standard. The Standard must be seen as a complete package to appreciate its benefits and consists of the following.

- The Service Standard – Technical Guide and Customer Service Standard
- The Code of Ethics
- Customer Relations Procedure
- Complaints Procedure
- On-going training seminars
- Promotion of the Association and its Products

What are the benefits for our members?

- The Association is here to help and support its members in their endeavours to provide a professional watch repair service.
- As a professional organisation the WCA provides guidance on the standard of service its members are expected deliver to demonstrate professional competence as a watchmaker.
- This will ensure Association members maintain a competitive edge over other trade operators.
- As a member you have immediate access to the job market either as a job seeker or as an employer.
- The Association provides you with a specialist publication “The Watchmakers of Australia”.
- Through Association meetings members have the opportunity to discuss emerging technologies in timepieces, servicing equipment and techniques.
- The Association is actively pursuing on behalf of its members to reverse the decision of some manufacturers not to supply spare parts to our members.
- The Association is promoting your service to the consumer and manufacturer.

These are only a few of many reasons to belong to the Association. The Association takes very seriously its leadership role in the watch and clock servicing industry. It is competent to give professional advice to members, public and affiliated industries and there is no organisation better equipped than the Watch & Clockmakers of Australia.

With the introduction of the Service Standard, the Association has laid down its foundation for the future challenges and has equipped its self for the 21st Century.

Ross Robinson
Executive Officer
On behalf of Federal Council
Watch & Clockmakers of Australia

Customer Service Standards

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CUSTOMER RELATIONS PROCEDURE

- Customer will be provided with a written estimate before work commences, to be valid for (30) thirty days if the customer does not agree to go ahead with the repair immediately. The Association member may elect to charge a fee for an exact quote or estimate, should the timepiece show signs of rust, bad workmanship etc.,
- Customers will be advised of any increase in the cost of work (over 10%) before the work is completed and will not be liable for any increase in price not notified or agreed in writing.
- Association members may elect to take a deposit on any work especially in cases where the cost of the repair could exceed the commercial value of the timepiece.
- Customers will be advised of completion date on all work once the go-ahead has been given. The customer will be advised once the work is actually completed.
- Association members will complete the service within (3) three weeks after go-ahead unless work cannot be completed due to external factors e.g. Availability of replacement parts or contracted work. (Case or dial repair).
- Association members will advise customers of any delay in completion of the repair due to unforeseen circumstances.
- Association members will return work in the same state of completeness/assembly as when received if any quote/estimate is not accepted or cannot be completed to association standards. No responsibility will be taken if the estimate/quote requires disassembly. In cases where the watch may be badly rust affected it is the Association member's responsibility to inform the customer that it may not be possible to return the piece in the same condition if the customer elects not to proceed with a repair.
- Association members may elect not to complete or undertake a service procedure on a clock or watch if:-
 - ❖ The watch (movement or case), is corroded or damaged to such an extent that the performance of the timepiece will be impaired.
 - ❖ Original or suitable replacement parts cannot be obtained.
 - ❖ The case of the watch is in such a condition that it no longer protects the movement or module as originally intended.
 - ❖ The design or quality of the watch or clock prevents work from being completed to Association standards.

- ❖ Water- resistant watches will not be guaranteed if the customer has specifically requested that the testing not be done at the time of the original service. In this instance the Association member may elect to ask the customer to sign a disclaimer.
- ❖ Association members will warrant all service work for a minimum of (6) six months from date of completion, not pick up date. This warranty will not cover the replacement of components or damage caused by misuse. There is no warranty on partial repairs e.g., battery fitting, re-fitting hands, glasses, crowns etc.
- ❖ Association members may elect not to replace batteries in water-resistant watches if the customer declines to have the watch tested for water resistance. If the member replaces the battery under these circumstances no warranty will be offered and the member may ask the customer to sign a disclaimer.
- ❖ Association members will adhere to WCA's Code of Ethics in all business dealings.

Service Standards

Customer Service Standards

Customer Service Standard

This standard provides information on the minimum work to be undertaken for the following service procedure:

Service Procedure - Fitting Replacement Watch Battery (Cell)

1. Inform customer of detail of service procedure.
2. The watch will be opened and case components inspected.
(Cleaning of the case may be necessary to avoid entry of foreign material)
3. The “original” battery will be inspected and tested.
4. The condition of the watch will be evaluated.
5. Battery contacts on the movement/module will be examined / cleaned.
6. The replacement battery will be selected according to manufacturer's specifications and/or requirements of the movement/module.
7. The movement/module will undergo an electrical test to determine potential battery life.
8. Fitting date of battery to be recorded on battery or client record.
9. Case components cleaned to ensure case closes correctly.
10. Water-resistant cases tested for water resistance and serviced.
(see Service Standard – Water Resistance Testing)
11. Check all functions of the watch and set to time.

NB: *A report will be given on any defects, which may impair the performance of the watch. The Watchmaker may elect NOT to undertake the service if work can not be completed to Association Standards. Customers may elect not to have the water resistance test carried out on a watch, however the customer will be required to sign an indemnity. The Customer and Repairer (or his/her agent) must retain a copy of any indemnity.*

Customer Service Standard

This standard provides information on the minimum work to be undertaken for the following service procedure:

Watch Glass Replacement

1. Customer advised of detail of service procedure.
2. The watchcase is cleaned to reduce entry of foreign material when opening. It is then examined for wear, damage or corrosion, which may impair fitting of new glass or sealing of case.
3. The watchcase is opened and the movement/mechanism removed – the condition of the movement, case and seals checked.
4. Original glass and case seals (if required) procured.
5. Case components cleaned – new glass and seals fitted.
6. Movement fitted to case and adjustments made to ensure correct functioning.
7. Finishing:
 - * All functions checked/tested.
 - * Operation of watch confirmed – rate check.
 - * Water resistance of case checked and made good.
(Water-resistant cases only)
8. Delivery:
 - * Watch set (time & date)
 - * Customer advised of detail of service and performance.
 - * Warranty provisions explained to customer – limited warranty on workmanship no warranty on functioning of movement.

NB: *A report will be given on any defects, which may impair the performance of the watch. The Watchmaker may elect NOT to undertake the service if work can not be completed to Association Standards or for water-resistant watchcases, which cannot be made water-resistant. Customers may elect not to have water resistance test carried out on a watch, however the customer will be required to sign an indemnity. The customer (or his/her agent) to retain a copy.*

Customer Service Standard

This standard provides information on the minimum work to be undertaken for the following service procedure:

Crown and Stem Replacement

1. Customer advised of detail of service procedure and provided with an estimate of cost of service procedure.
2. The watch -case is cleaned to reduce entry of foreign material when opening and examined to ensure the crown and stem can be fitted without further repairs.
3. Original crown and stem procured, plus any other parts required to complete service procedure.
4. The service includes:-
 - * removal of the old crown and stem
 - * checking the operation of the mechanism including retaining system.
 - * checking the condition of the case crown support (pendant) and/or any case opening.
 - * case seals cleaned and examined (replaced if worn or damaged).
5. New components fitted and adjusted to ensure correct functioning including action of retaining mechanism.
6. Finishing:
 - * All functions checked/tested.
 - * Operation of watch confirmed – rate check.
 - * Water resistance of case checked and made good.
(if applicable).
7. Delivery procedure
 - * Watch set (time & date).
 - * Customer advised of detail of service and performance.
 - * Warranty provisions explained.

NB: Limited warranty on small repairs, (no warranty on functioning of movement)

NB: *A report will be given on any defects, which may impair the performance of the watch. The Watchmaker may elect NOT to undertake the service if work can not be completed to Association Standards or for water resistant watch cases which cannot be made water resistant. Customers may elect not to have water resistance test carried out on a watch, however the customer will be required to sign an indemnity. The customer (or his/her agent) to retain a copy.*

Customer Service Standard

This standard provides information on the minimum work to be undertaken for the following service procedure:

Replacement of Balance Staff

This procedure is generally carried out in conjunction with the normal service procedure for a mechanical watch – i.e. Cleaning, repairing and adjustment of movement.

1. The balance staff in a watch must be replaced if it has broken or worn pivots. Movement of the watch must be clearly identified and availability of a replacement staff obtained.
 2. The new original replacement part is procured or customer advised of other options – i.e., non- standard replacement or local manufacture of new staff.
 3. The balance assembly is dismantled into its separate components.
 4. The worn/damaged balance staff is removed from its riveted position in the balance wheel.
 5. The new balance staff is fitted to the balance, procedure includes:
 - * Rivet in new staff and ensure secure
 - * True balance wheel
 - * Fit roller (correctly aligned)
 - * Poise balance
 - * Fit balance spring (correctly aligned)
 6. The balance is fitted to the movement and the balance and spring adjusted to ensure uniform performance in all positions. Manufacturing specifications will determine limits of performance.
 7. Finishing:
 - * Timekeeping performance evaluated.
 - * Running assessed over 24 hours.
 8. Delivery procedure
 - * Watch set (time & date).
 - * Customer advised of detail of service and performance.
 - * Warranty provisions explained.
- NB: Limited warranty on small repairs, (no warranty on functioning of movement)

NB: *A report will be given on any defects, which may impair the performance of the watch. The Watchmaker may elect NOT to undertake the service if work can not be completed to Association Standards.*

Customer Service Standard

This standard provides information on the minimum work to be undertaken for the following service procedure:

Water Resistance Testing

The water resistance test can be carried out by one of the following methods:

Test Procedure A: Air leak method

The watch is exposed to external pressure to verify case measured compression, resulting from overpressure.

Test Procedure B: Immersion method – Overpressure

The watch is exposed to water and pressure in a controlled environment. Observations are made of any air bubbles arising from the watch.

Immersion method - Vacuum

The watch is placed in water and then pressure is reduced – Air will be seen leaving the case through any leakage areas.

Servicing the Watch Case:

1. If the leakage point has been identified in testing a part procedure may be applicable –
2. Original replacement parts to be used if possible – customer to be advised before any non standard replacement parts are fitted.

Procedure:

Open watch case – inspect case seals and contact surfaces for –
Service crown and pendant
Servicing pushers
Back case/case apertures
Glass sealing

Supplementary Testing:

After servicing, the watch case should be re-tested, where a case has been tested without the movement a further test should be carried out after the watch is assembled.

Delivery:

- * Where any parts are replaced the old or original parts should be returned to the customer.
- * At the time of delivery the customer is advised of the performance of the watch during testing and of any operational considerations (locking crown/ ensuring conventional crown is against case etc.,)
- *Customer is advised of need to rinse case after immersion/exposure to salt water.
- *Customer advised of the effect of extreme temperature prior to use immersion.

NB: *A report will be given on any defects, which may impair the performance of the watch. The Watchmaker may elect **NOT** to undertake the service if work can not be completed to Association Standards or for water resistant watch cases which cannot be made water resistant. Customers may elect not to have water resistance test carried out on a watch, however the customer will be required to sign an indemnity. The customer (or his/her agent) to retain a copy.*

Customer Service Standard

This standard provides information on the minimum work to be undertaken for the following service procedure:

Mechanical Watch Service

1. The watch will be inspected to evaluate its condition and ensure it is complete.
Observations will be made to determine
 - * Points of wear
 - * Presence of corrosion/rust
 - * Any faults that may inhibit performance
2. Customer will be advised of detail of complete service procedure
3. The mechanism will be removed from the case.
4. The movement will be dismantled worn/damaged components repaired or replaced and all components cleaned prior to re-assembly.
5. The movement will be reassembled and lubricated.
7. Timekeeping elements will be tested/adjusted to ensure performance to potential of timepiece.
7. Watch case servicing to include:
 - * Cleaning /Finishing to original appearance (where practical).
 - * Testing of water resistance (replacement of seals).
 - * Operation/functioning of case components.
8. Finish:
 - * Mechanism placed in case
 - * Timekeeping/performance evaluated
 - * Running assessed over 24 hours.
 - * All functions checked/tested
 - * Water resistance of assembled watch verified #
9. Delivery procedure to include:
 - * Watch set (time and date).
 - * Customer advised of detail of service and performance.
 - * Warranty provisions and customer records explained.

See Service Standard – Water Resistance Testing.

NB: *A report will be given on any defects which may impair the performance of the watch, the Watchmaker may elect NOT to undertake the service if work can not be completed to the Association Standards.*

Customer Service Standard

This standard provides information on the minimum work to be undertaken during servicing of the automatic winding mechanism and should be read in conjunction with the Service Standard for mechanical watches.

Self Winding Mechanism

1. Describe functioning of self winding mechanism. Customer explanation.
2. Inform customer of detail of complete service procedure, including winding mechanism.
3. The self winding mechanism is dismantled.
4. The oscillating weight and gear train will be inspected to evaluate condition, including:
 - * Points of wear
 - * Presence of corrosion/rust
 - * Any faults which may impair performance
5. The barrel and mainspring assembly serviced and tested with power reserve being assessed.
6. The service procedure includes repair or replacement of faulty components and all components cleaned prior to re-assembly.
7. The self winding mechanism will be reassembled and lubricated to manufacturers and /or design specifications.
8. The self winding mechanism will be fitted to the watch movement and its functioning verified.
9. Finishing:
 - * Mechanism placed in case.
 - * Timekeeping/performance evaluated.
 - * Running assessed over 24 hours.
 - * All functions checked/tested.
 - * Winding efficiency and power reserve verified.
10. Delivery procedure as for mechanical watch plus advice to customer on function and performance of winding system.

NB: *A report will be given on any defects which may impair the performance of the watch, the Watchmaker may elect NOT to undertake the service if work can not be completed to Association Standards.*

Customer Service Standard

This standard provides information on the minimum work involved in servicing the calendar mechanism on a mechanical or quartz watch and should be read in conjunction with the service standard for the movement type (Mechanical or Quartz).

Calendar Mechanism (day/date)

1. Describe functioning of calendar mechanism and verify operation with customer.
2. Inform customer of detail of complete service procedure, including calendar mechanism.
3. The mechanism is dismantled and inspected to evaluate condition, including:
 - * Points of wear
 - * Presence of corrosion/rust
 - * Any faults which may impair performance
4. The service procedure includes repair or replacement of faulty components and all components cleaned prior to re-assembly.
5. The calendar mechanism will be re-assembled and lubricated to manufacturers and/or design specifications.
6. The dial and hands will be fitted, correctly aligned and synchronised with calendar operation.
7. Finishing:
 - * Mechanism placed in case
 - * Timekeeping/performance evaluated
 - * Running assessed over 24 hours
 - * All functions checked/tested
 - * The performance of the watch will be evaluated whilst the calendar mechanism is engaged.
8. Delivery procedure as for mechanical watch plus the calendar set and customer provided with advice on function and setting procedure for setting the calendar.

NB: *A report will be given on any defects which may impair the performance of the watch, the Watchmaker may elect NOT to undertake the service if work can not be completed to Association Standards.*

Customer Service Standard

This standard provides information on the minimum work involved in servicing the chronograph mechanism on a mechanical watch and should be read in conjunction with the Service Standard for mechanical watches.

Chronograph Mechanism

1. Describe functioning of the chronograph mechanism from user and mechanical perspective, including construction and additional components.
2. Inform customer of details of complete service procedure, including case components.
3. The mechanism is dismantled and inspected to evaluate condition, including
 - * Points of wear
 - * Presence of corrosion/rust
 - * Any faults which may impair performance
4. The service procedure includes repair or replacement of faulty components and all components cleaned prior to re-assembly.
5. The chronograph mechanism will be reassembled and lubricated to manufacturers and/or design specification.
6. The dial will be fitted, and the functioning of the hands correctly aligned and synchronised with the chronograph operation.
7. Finishing – The timekeeping performance of the watch verified with chronograph mechanism engaged and disengaged.
8. Delivery procedure includes explanation and demonstration of chronograph functions and advice regarding management and maintenance of watches with complications.

NB: *A report will be given on any defects which may impair the performance of the watch, the Watchmaker may elect NOT to undertake the service if work can not be completed to Association Standards.*

Customer Service Standard

This Standard provides information on the minimum work to be undertaken for the following service procedure.

Quartz Analogue Watch Servicing

1. The watch will be inspected to evaluate its condition and ensure it is complete.
Observations will be made to determine:-
 - * Points of wear
 - * Presence of corrosion/rust
 - * Any faults that may inhibit performance
 - * Condition of battery (any leakage).

The electronic circuit and its components will be tested and overall performance parameters checked against manufacturers specifications.

2. Customer informed of detail of complete service procedure.
3. The mechanism will be removed from the case.
4. The movement will be dismantled, worn/damaged components repaired or replaced and all components cleaned prior to re-assembly.
5. The movement will be reassembled, tested, adjusted and lubricated to manufacturer's specifications.
6. Timekeeping elements will be tested/adjusted to ensure performance to potential of time piece.
7. Watch case servicing to include:
 - * Cleaning/Finishing.
 - * Testing of water resistance (replacement of seals).
 - * Operation/functioning of case components.
8. Finishing:
 - * Mechanism placed in case
 - * Timekeeping/performance evaluated
 - * Running assessed over 24 hours
 - * All functions checked/tested
 - * Water resistance of assembled watch verified #
9. Delivery procedure to include:
 - * Watch set (time & date)
 - * Customer advised of detail of service and performance.
 - * Warranty provisions explained

see Service Standard – Water Resistance Testing.

NB: *A report will be given on any defects which may impair the performance of the watch, the Watchmaker may elect NOT to undertake the service if work can not be completed to Association Standards or if a water resistant watch case cannot be sealed. Customers may elect not to have water resistance test carried out on a watch, however the customer will be required to sign an indemnity. The customer (or his/her agent) to retain a copy.*

Customer Service Standard

This Standard provides information on the minimum work to be undertaken for the following service procedure.

Quart Digital Display Watch Service

1. Discuss with customer the problem experienced with the watch
2. The watch will be inspected to evaluate its condition

Observations will include:

- * Display condition/function
- * Operation of functions (alarm, chronograph etc)
- * Functioning and fit of push buttons/switches
- * Module examined for corrosion/rust
- * Condition of battery (any leakage)

The electronic circuit and its components will be tested and overall performance parameters checked against manufacturers specifications.

3. Customer informed of detail of complete service procedure and provided with estimate of cost and expected job completion date.
4. The module will be removed from the case.
5. The module will be dismantled, faulty and corroded components serviced or replaced and components cleaned, using appropriate method, prior to re-assembly.
6. The module will be reassembled, tested and adjusted to manufacturer's specification.
7. Watch case servicing to include:
 - * Cleaning/Finishing
 - * Testing of water resistance (replacement of seals)
 - * Operation/functioning of case pusher/components

8. Finishing
- * Module fitted in case
 - * New battery fitted (regardless of age or condition of existing battery)
 - * Timekeeping/performance evaluated
 - * Power consumption of watch tested
 - * All functions checked/tested
 - * Water resistance of assembled watch verified #
9. Delivery procedure to include:
- * Watch set (time & date)
 - * Customer advised of detail of service and performance
 - * Warranty provisions explained

see Service Standard – Water Resistance Testing

NB: A report will be given on any defects which may impair the performance of the watch, the Watchmaker may elect NOT to undertake the service if work can not be completed to Association Standards or if a water resistant watch case cannot be sealed. Customers may elect not to have water resistance test carried out on a watch, however the customer will be required to sign an indemnity. The customer (or his/her agent) to retain a copy.