

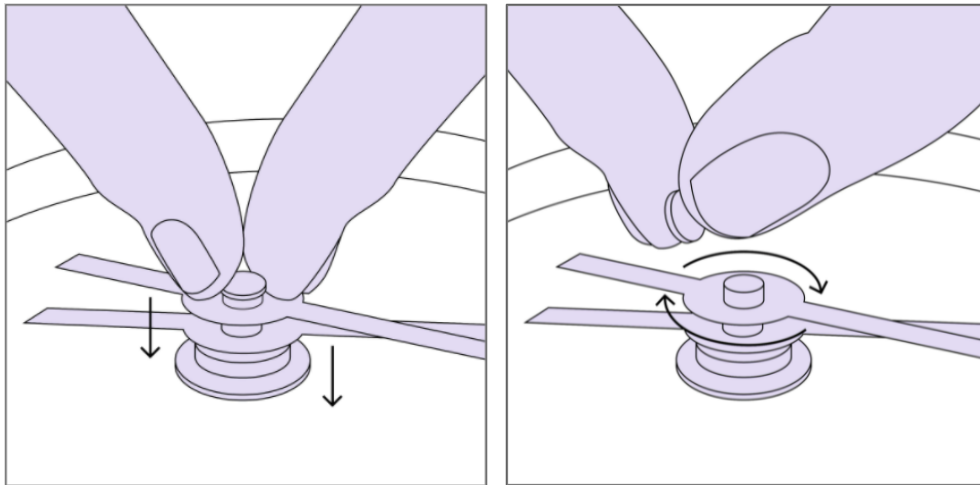
Is your clock not working properly?

How to ensure your clock is set up correctly

During the shipping process, sometimes the hands of your clock can become warped or you might need to install the hands yourself! Luckily, these issues can be solved easily in under 2 minutes -- no tools required.

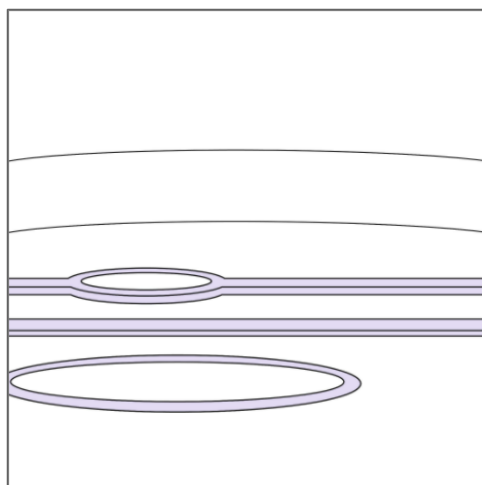
My clock's hands hang loose to 'six o'clock'

- The hands are connected to the mechanism via a tight fit; however, the hands can become loose when shipped to you. This can be solved in two ways:
 - Simply press on the hand that is closest to the clock, followed by pressing on the other hand. If they don't line up to the correct time, you can manually rotate the clock hands to the desired time.
 - If that doesn't do the trick, your clock might have a small nut that holds the hands on. Sometimes this nut becomes loose and needs to be tightened. Give that a quick tune up, and you should be good to go!



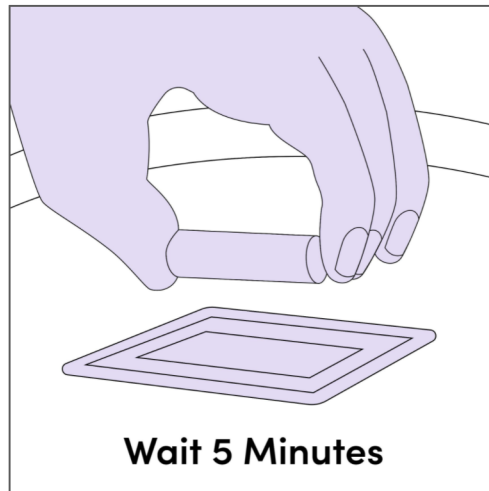
My clock's hands snag on each other or the clock frame itself

- Due to the lightweight nature of the hands, the thin metal material is prone to bending easily. Just carefully bend the hands to a good position until they no longer snag or touch.



My clock isn't keeping time

- First, double check that the hands are snugly fitted to the mechanism and that there are no issues with the hands getting caught. If both appear correct, switch out the battery (regardless of how new the batteries are) and wait at least 5 minutes. If after a few minutes the clock still doesn't keep time, it may be that the mechanism is bad and needs to be replaced. Contact Wayfair Customer Service and we will help you get a new mechanism or new clock.



Still have questions?

Please contact Wayfair Customer Service:

[wayfair.com](https://www.wayfair.com)

844-943-0874

