



TROUBLESHOOTING STEPS



Thank you for purchasing a **RHYTHM** timepiece. Please follow these steps if you encounter an issue with your clock.

TROUBLESHOOTING GUIDE FOR YOUR CLOCK

Old weak batteries frequently create problems. Make sure to use new HEAVY DUTY batteries. You will only find these kinds of batteries at the dollar/99 cent stores and Dollar Generals. Alkaline batteries may NOT work properly with our clocks. Again, use NEW batteries marked HEAVY DUTY

CHANGE THE BATTERIES IN YOUR CLOCK AT LEAST TWICE A YEAR WHETHER NEEDED OR NOT

- Battery corrosion is the number one reason for the clocks get damaged and unrepairable.
- Occasionally, when the batteries in a clock have become weak, the clock will not work properly even when new batteries are installed.
- Please note, new batteries out of a pack can be defective.

DIAL STAYS OPEN OR WON'T CLOSE

- Take all the batteries OUT of the clock.
- Press and HOLD the RESET button for ten (10) seconds. (This will release unnecessary electricity built up in the clock. It will also reset the memory.)
- Put the batteries back in the clock.
- Press the RESET button (but do NOT hold).
- Press the MONITOR button to play one of the melodies. Then, after the melody has ended, turn the minute hand clockwise to the top of the hour, and make sure the clock plays the music again.
- You might have to repeat these steps 2 or 3 times.

MUSIC/MOTION WILL NOT PLAY/ON THE HOUR

Our clocks (all except Westminster/WSM/model numbers beginning with a letter "C") are equipped with a light sensor and will not play in a darkened/dim room. Make sure the clock is in an area where there is sufficient NATURAL light to make it play. The clocks do not detect warm/soft light. If you depend on the lamps and fixtures to light up your room during the day, please consider changing your light bulbs to "Daylight" or "Bright White" bulbs, or consider moving your clock to a place where the natural daylight is more prominent.

For the following steps while holding the clock near a window, or somewhere there is natural light coming in:

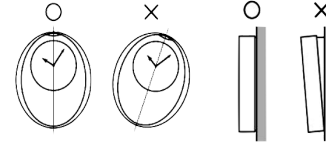
- Take all the batteries OUT of the clock.
- Press and HOLD the RESET button for ten (10) seconds. (This will release unnecessary electricity built up in the clock. It will also reset the memory.)
- Put the batteries back in the clock.
- Press the RESET button (**but do NOT hold it**).
- Press the MONITOR button to play one of the melodies.
- With the dial/face of the clock facing your window getting sunlight, turn the minute hand clockwise past the top of the hour to make sure the clock plays.
- If you hear a click and it does not play then you might have to repeat these steps 2 or 3 times.

DIAL STAYS OPEN OR WON'T CLOSE

- Take all the batteries OUT of the clock.
- Press and HOLD the RESET button for ten (10) seconds.
- Put the batteries back in the clock.
- Press the RESET button (**but do NOT hold it**).
- Press the MONITOR button to play one of the melodies. Then, after the melody has ended, turn the minute hand clockwise past the top of the hour to make sure the clock plays.
- You might have to repeat these steps 2 or 3 times.

PENDULUM STOPS WORKING

- The clock must be BALANCED on the wall or on your table/mantel to work properly.



- If you start it and then hold it crooked, it may quit working. Put it on the wall immediately after you get it working.
- If it still doesn't work, gently TILT the clock to help the pendulum swing or rotate, and then straighten it on the wall.
- If none of this works, try the procedure for "DIAL STAYS OPEN OR WON'T CLOSE"

If your clock is need of repair that can't be solved by steps mentioned in this manual or in need of parts, then please email us at:
customerservice@rhythm.us.com