

Frequent Questions – Claude Bernard Customer Service:

Do Claude Bernard Watches come with a warranty?

All Claude Bernard watches are backed by a 2-year limited warranty.

What is the Claude Bernard warranty not covering?

The Claude Bernard warranty is not covering:

The battery, the glass and the leather strap but also:

--- Any damage on any part of the watch resulting from abnormal or abusive use, lack of care, negligence, accident, incorrect use of the watch and non-observance of the operating instructions provided by Claude Bernard.

--- Claude Bernard watches handled by non-authorized persons (ex: battery replacement, service or repair).

--- Claude Bernard watches bought from non-authorized retailers, since Claude Bernard is not able to check if watches were handled and stocked correctly.

How do I change the battery?

Bring your watch to an agreed Claude Bernard Service center. Changing batteries yourself is not recommended. The battery change should be performed by a qualified technician who should also check the condition of the watch at the same time.

How do I know when the battery needs changing?

When the battery is low, the second hand stands still for 2-4 seconds, then speeds up to the correct time. This indication will last for approximately one week, then the watch hands stand still.

Quartz batteries should not be disposed with household waste but has to be returned to a local authorized collection system. By following this procedure, you will contribute to the protection of the environment and human health. The recycling of the materials will help to conserve natural resources. (valid in EU member states and in any countries with corresponding legislation).

Where can I get my watch repaired?

All Claude Bernard service centers are listed on www.claudebernard.ch. In case of no service centers in your country, bring your watch to a qualified watch maker.

Product and Technical Features:

What is an automatic movement?

The movement is driven by an oscillating weight called the rotor. The movements of the arm cause the rotor to swing and this wind the mainspring automatically. No batteries required.

Can I set the time of my Claude Bernard watch anytime?

Do not perform the date setting between 9:00 pm and 3:00 am when the date mechanism is in action. Do not confuse midnight and midday.

What is a jewel in a watch movement?

Synthetic rubies also known as jewels are used to increase the wear resistance of a watch movement are moving parts.

What is a quartz movement?

The movement power is provided by a miniature battery. Quartz movements provide time measurement accurate to within a few seconds per year.

Is my Claude Bernard watch sensitive to magnetic fields?

Avoid placing your watch on loudspeakers, refrigerators or any magnetic sources since mechanical and quartz movements are sensitive to magnetic fields.

Is my Claude Bernard watch sensitive to chemical products?

Avoid direct contact with solvents, detergents, perfumes, cosmetics, etc, as bracelet, case, gasket or straps may be damaged.

Is my Claude Bernard watch resistant to temperature?

Avoid exposure to extreme temperatures (higher than 60C (or 140F), less than 0C (or 32F)).

Can I clean my Claude Bernard watch?

For steel bracelets and water-resistant cases, use a toothbrush with soapy water to clean and a soft cloth for drying.

Never operate chronograph pushers and crown when the watch is under water.

How water-resistant are Claude Bernard watches?

Timepieces are classified by their degree of water resistance which roughly translates to the following (1 meter = 3.28 feet).

All Claude Bernard timepieces are water-resistant from 30 meters to 100 meters:

Water resistant to 30 meters (100 feet, 3 ATM). Will withstand rain or splashes of water and accidental immersion, but should not be worn while showering, swimming or diving.

Water resistant to 50 meters (165 feet / 5 ATM). Suitable for showering or swimming in shallow water.

Water resistant to 100 meters (330 feet / 10 ATM). Suitable for swimming or snorkelling.

Water resistant to 300 meters (990 feet / 30 ATM). Suitable for scuba diving.

The crown must be fully recessed and parts such as crystal, case and push buttons must remain intact for the watch to stay water-resistant.

Therefore, Claude Bernard recommends having your watch water resistance tested once a year.

What are chronographs and tachymeter scale and what are they used for?

A chronograph provides exact time measurement up to 1/10 of a second, to an elapsed time of 30 minutes. A tachymeter scale offers a mathematic shortcut for measuring rates of speed over a measured course over a period of time.

What is PVD treatment?

Physical Vapor Deposition or PVD is a thin-film coating process applied under vacuum conditions and provide the watch a unique professional appearance and eliminates reflective glare.

How do I know I have a real Claude Bernard watch?

Only authorized Claude Bernard points of sale are allowed to sell Claude Bernard watches. Claude Bernard points of sale are listed on www.claudebernard.ch.