

## 404-1220 FAQs

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## BATTERIES

**Explanation:** Many problems are resolved with fresh batteries of the appropriate voltage. Many items sent in under warranty work when tested with fresh batteries. Batteries manufactured this year will have an expiration date 10 years (or more) in the future. Battery technology has improved and batteries will maintain voltage longer in storage. However, the environment the batteries reside in for the 10 years can deplete the power.

- ✓ We suggest a name-brand Alkaline battery.
- ✓ A minimum voltage of 1.48V is necessary for proper performance.
- ✓ Use a battery dated at least six years in advance of the current year. Batteries dated earlier than six years from now may still work, but may be unstable in performance.
- ✓ Good name-brand batteries make less noise, which reduces the chance of RF (radio frequency) interference from the battery compartment.

## ATOMIC CLOCK FACTORY RESTART

**Explanation:** The factory restart returns the atomic clock to an “out-of-the-box” state and often resolves an issue.

### Factory Restart:

1. Remove the battery from the clock for **15 minutes**.
2. Press the Q-Set button at least 20 times to clear all memory.
3. After 15 minutes, insert fresh Alkaline battery into the clock.
4. The hands will spin to 12:00, 4:00 or 8:00 and wait for the WWVB time signal.

## SUPPORTED TIME ZONES

- ✓ This atomic clock offers four time zones: Pacific, Mountain, Central and Eastern.
- ✓ La Crosse Technology® does not make an analog clock with more than four time zones.
- ✓ The atomic clock works in North America.
- ✓ Outside of North America, the atomic clock will not receive a WWVB signal, but will keep time like a quartz clock if manually set.

## TIME IS INCORRECT

- ✓ Indicative of non-receipt of WWVB signal
- ✓ Electrical storms between you and Colorado can interfere with the WWVB signal
- ✓ Replace battery and perform restart procedure. Allow up to 5 days to receive a signal.
- ✓ Reposition the atomic clock with the front or back facing Colorado.
- ✓ Try a different location, ideally near a window. The clock should be at least six feet from computers, TVs, air conditioners, other atomic clocks and other electrical appliances that cause interference.
- ✓ Large buildings, metal roofed buildings and buildings or rooms full of electrical and/or radio equipment make it difficult to receive the WWVB time signal.
- ✓ Locate the bronze colored pins in the upper left region of the movement on the back of the clock. Short across the pins briefly with a screwdriver or similar metal object and allow the hands to spin. The hands will stop all pointing at 12 when properly aligned.

Allow the clock to receive a signal and set itself. Then select the correct Time Zone for your area.

### **CLOCK IS INCORRECT BY HOURS BUT MINUTES ARE CORRECT**

- ✓ This is a Time Zone issue. Hold your Time Zone button for 5 seconds. The clock should correct itself.
- ✓ Check that DST is on. Press and release the small, unmarked gray button between the ET and CT button one time.

### **DAYLIGHT SAVING TIME**

- ✓ Dependent on your location, position of the clock in your home, and atmospheric interference, it may take up to 5 nights for the change from Daylight Savings Time to Standard Time and vice-versa to occur.
- ✓ Press the DST indicator once. If the indicator is OFF the clock will not change. (Default is ON).
- ✓ Check for fresh batteries. Without proper batteries, the antenna will have a harder time picking up the signal.
- ✓ Position the atomic clock in a window (with the front or back) facing Ft. Collins, Colorado and leave for up to five nights. If you do not have a window facing this direction, position the clock near an outside wall and point the unit in this general direction.

### **MANUALLY SET TIME**

1. Press and hold the Q-Set button on the backside of the movement until the second hand starts running.
2. Release the button quickly (less than 3 seconds) and press it again to set actual time.
3. Three seconds after releasing the Q-Set Button your clock will start working as a Quartz Clock.
4. In Quartz Mode, your clock will try to receive each even hour. If a signal is received, it will override the manual set time.

### **AUTO CORRECTION**

- ✓ Between 3:00 and 4:05pm daily, the clock automatically checks its hands position. If hands position is not equal to internal time, the hands are driven (quick run) to the correct time again.
- ✓ You will see the hands spin completely around during this correction.
- ✓ This is normal behavior.

### **HOW LONG WILL THE BATTERY LAST?**

- ✓ A good AA Alkaline battery will last over 12 months.

### **CAN I SHUT OFF THE WWVB SIGNAL?**

- ✓ No. If you manually set the time, when the clock receives a WWVB signal, that signal will override the manual set.

### **IS THERE A BOOSTER ANTENNA TO RECEIVE THE WWVB SIGNAL IN A DIFFICULT LOCATION?**

- ✓ No, the clock cannot work with a booster antenna.
- ✓ Opening the clock or movement voids the warranty.

## **CAN I WIRE A CONTROL TIMING CIRCUIT TO THE LA CROSSE TECHNOLOGY® ATOMIC CLOCK?**

- ✓ No, the clock cannot work on a timing circuit.
- ✓ Opening the clock voids the warranty.

## **WHY DO THE HANDS SPIN ONCE OR TWICE EVERYDAY?**

- ✓ When the hands spin about the same time every day the clock is auto-correcting the time. The **hour hand** should not spin more than twice around the clock.
- ✓ Hands may spin if the battery is underpowered or over powered.
- ✓ Use only Alkaline batteries in the clock.

## **HANDS SPIN NON-STOP**

- ✓ This is indicative of a low or overpowered battery (number 1 warranty issue).
- ✓ Check battery voltage. 1.48-1.7 volts are best for optimum performance.
- ✓ Replace battery and perform restart procedure. Allow 5 days to catch the WWVB signal
- ✓ If constant spinning continues, the movement may need replacement.

## **HANDS JUMPS OR JERKS AROUND THE DIAL**

- ✓ This is indicative of a low or overpowered battery (number 1 warranty issue).
- ✓ Replace battery and perform the [restart procedure](#). Allow up to 5 days to receive a signal.
- ✓ If the hands continue to jump, the movement may need replacement.

## **HANDS STUCK AT CERTAIN TIME**

- ✓ This is indicative of a low or overpowered battery (number 1 warranty issue).
- ✓ Replace battery and perform restart procedure. Allow up to 5 days to receive a signal.
- ✓ Check to see if the hands may be bent.
- ✓ Movement may need replacement.

## **HANDS ARE LOOSE.**

- ✓ If under warranty, the clock must be sent in for repair or the movement needs to be replaced.

## **POSITION THE CLOCK**

- ✓ This La Crosse Technology® atomic clock is designed for indoor or outdoor use.
- ✓ Select a location to place the radio-controlled clock where it will be at least six feet away from a TV, computer, air conditioner or other household electrical appliances. The optimal location is near a window. Windows facing Colorado provide the best signal.

## **CAN THIS CLOCK BE USED OUTDOORS?**

- ✓ No. Outdoor use is not recommended for this clock.
- ✓ Operating range is 23 to 131 degrees Fahrenheit.

## **THE HANDS STOP AT 4:00, 8:00 OR 12:00 AND NEVER MOVE.**

- ✓ This is normal restart behavior for the clock. The hands will spin to 4:00, 8:00 or 12:00 and not move until the WWVB signal has been received.
- ✓ This may take up to five nights dependent on interferences.

**THE BATTERY WAS REMOVED AND INSTALLED AGAIN. THE HANDS DO NOT MOVE.**

- ✓ Remove the battery and press the Q-Set button 20 times to discharge electricity. Leave the battery out for 15 minutes. Install a fresh C LR14 alkaline battery. The hands should spin to 4, 8 or 12 o'clock.
- ✓ Check battery voltage. 1.48-1.7 volts are best for optimum performance.
- ✓ If the battery was not left out for at least 15 minutes during a battery change, the hands will not move.