

MONDAINE®

Swiss  Watch

# Owners Manual and Limited Product Warranty Information

 Mondaine Haus



Since 2020, Mondaine Group is one of the first watch companies worldwide to be CO<sub>2</sub> neutral for all 3 GHG scopes 1,2,3.

**REUSE, REDUCE, RECYCLE.**

## **CONGRATULATIONS AND THANK YOU FOR PURCHASING A MONDAINE TIMEPIECE.**

At MONDAINE, simplicity is key. For more than 70 years we have followed the philosophy of form and function in perfect harmony. We stand for: iconic minimalistic design, Swiss made high craftsmanship and quality, innovation and sustainability.

Since 2020, the Mondaine Group and the brand MONDAINE are CO<sub>2</sub>-neutral (scope 1, 2 and 3 of the Greenhouse Gas Protocol) and the Swiss factory generates up to 80% of its power consumption via solar panels on its roof.

**MONDAINE: good for you and the planet.**

## **GENERAL CARE AND MAINTENANCE INSTRUCTIONS**

Your timepiece has been carefully checked during the manufacturing in our state-of-the-art cleanroom (a humidity, temperature, and dust controlled assembly facility) and it is in excellent working condition when it leaves our Swiss factory. To keep it in its best condition, we recommend the following care and maintenance guidelines, and periodic maintenance or servicing by one of our authorized Mondaine International Service Organization (MISO) service centers, which you can find on our website [www.mondaine.com](http://www.mondaine.com)

### **CLEANING**

Please regularly rinse your watch in clean, fresh water to remove any sediment or other material that may accumulate on the watch during use. This is especially important after each immersion in salt water.

## **CRYSTALS**

MONDAINE watches are made with heat tempered mineral or sapphire crystals, depending on the specific model. Sapphire crystals are highly scratch resistant. A cracked, chipped, or loose crystal should be replaced immediately, as it may lead to water resistance or fogging issues.

## **WATER RESISTANCE**

Before it left our Swiss factory, your watch passed water resistance tests based on international standards to the pressure indicated on the back of your watch. Water resistance, however, cannot be permanently guaranteed, as it can be affected by such things as a physical shock to the watch's components, ageing – namely, but not limited to its gaskets – or by thermal (temperature) shocks. Extreme changes in temperature (sauna, hot tub, sunbathing, etc.), followed by exposure to cold

temperatures, or exposure to certain cleansers (after shave lotion, sun cream, etc.) may cause the gaskets to expand/contract or dry out prematurely, compromising the water resistance or causing moisture beneath the crystal. These issues are not covered by the warranty and are subject to repair charges; in such instances you should send your watch to an authorized MONDAINE/ MISO service center for inspection and/or repair.

We recommend that all gaskets be inspected and replaced every 18-24 months by an authorized MONDAINE service center (yearly if the watch is frequently used in chlorinated swimming pools or saltwater environments). Before and during any contact with water, the crown must always be firmly pushed (or screwed-in, depending on the model) towards the case and neither the crown nor the push buttons can be activated in the presence of water.

## **WATER CONDENSATION (FOGGING)**

Please be aware exposing your watch to temperature shocks, such as wearing it in the sauna, a hot tub, sunbathing, etc., then exposing it to colder water or a cold ambient temperature, may cause "fog" to form under the crystal. This is a normal physical reaction (known as 'dew point,'). The "fog" should dissipate when the watch is brought back for several few minutes to normal room temperature.

If the "fogging" persists, it is likely because the gasket sealings or other components have been damaged or aged, the crown or pushers were manipulated underwater, or a non-authorized service center sealed and checked the watch improperly after a repair or change of battery. These kinds of issues are not covered by the warranty. They can usually be fixed, subject to repair charges. In such instances, please send the watch to an authorized MONDAINE/MISO service center for inspection or repair.

## **BATTERY**

MONDAINE quartz watches are equipped with high quality batteries at our Swiss factory. At the end of the battery's life, battery replacement should be performed by an authorized MONDAINE/MISO service center, which will also check the full functioning and water resistance of your watch and change its gaskets, if necessary. The batteries will be collected and properly disposed of.

## **LEATHER STRAPS**

The longevity of straps depends on your wearing habits and the exposure to water, sweat, sun, and chemicals such as sun cream, lotions, etc. It is normal for a leather strap to darken and deteriorate over time. We recommend that you regularly change your strap, also for hygienic reasons. Original MONDAINE straps are available at authorized retail and online stores.



## LIMITED INTERNATIONAL WARRANTY

This limited international warranty is valid only for timepieces purchased from an authorized MONDAINE retailer, as published on the official website, evidenced by a fully completed original MONDAINE warranty certificate or proof of purchase that includes all of the following information: customer name, name and address of the authorized MONDAINE retailer, the model number, and the date of purchase ("valid proof of warranty").

This limited warranty applies to your MONDAINE timepiece if it was purchased anywhere in the world from an authorized MONDAINE retailer. The warranty is provided by the official distributor as shown on your valid proof of warranty or its authorized repair center. The limited warranty is valid for a period of two years from the date of purchase and covers material and manufacturing defects subject to the terms of the warranty.

During the warranty period, any covered defect will be repaired free of charge by the MONDAINE authorized service center upon presentation of valid proof of warranty as set forth in the Limited International Warranty. If your timepiece cannot be repaired, it will be replaced with a MONDAINE timepiece of the same style or a style of comparable value at the MONDAINE MISO service center's sole discretion.

If your watch is not covered by this limited warranty, the MONDAINE authorized service center can service or repair it at your cost.

## **THE MONDAINE LIMITED WARRANTY DOES NOT COVER**

- (1)** normal or excessive wear and tear or aging of the band, case, bezel, crystal, crown, gaskets, battery, or plating of metal components;
- (2)** damage to any part of your watch caused by shock, tampering with,

misuse or abuse/abusive use, or alteration;

**(3)** damage to the watch case or movement caused by water entering the watch due to improper use or handling or general lack of care, incorrect use of the watch, negligence, or accidents; Please read the limitation for water resistance and condensation/fogging and other important matters under above section "General care and maintenance instructions".

**(4)** defects or damage to your watch resulting from service or repairs, including battery replacement, performed by non-authorized Mondaine MISO service centers (authorized centers are listed on our website [www.mondaine.com](http://www.mondaine.com));

**(5)** alternation of the watch's original condition beyond our control,

**(6)** any watch not purchased from an authorized MONDAINE retailer; or

**(7)** any watch whose back case is not legible or which has been altered to conceal or destroy any series/model numbers or identifying marks placed on the watch during the manufacturing process.

**ALL APPLICABLE IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE AFFORDED TO YOU BY LAW ARE HEREBY LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. UNDER NO CIRCUMSTANCES WILL WE BE LIABLE FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES OF ANY KIND.**

Some states do not allow limitations on how long implied warranties last, or exclusions or limitations of incidental or consequential damages, so exclusions or limitations mentioned may not apply to you. This warranty gives you specific legal rights and you may also have other rights which may vary from state to state.

**OUR OBLIGATION IS STRICTLY LIMITED TO REPAIR OR REPLACEMENT AS EXPRESSLY STATED IN THIS LIMITED WARRANTY. YOUR OFFICIAL MONDAINE RETAILER IS SOLELY RESPONSIBILITY FOR ANY OTHER GUARANTEES MADE AT THE TIME OF PURCHASE.**

## SERVICE INFORMATION

If your watch requires repair service, please send it to the MONDAINE/MISO service center located in your country.

A listing of the MONDAINE/MISO service centers can be found at <https://mondaine.com/pages/warranty-repair-service>

Please note that for warranty service, the watch must be accompanied valid proof of warranty as stated above under 'Limited International Warrant'.

The MONDAINE/MISO service center may charge a reasonable price for preparing a repair quote, as well as a return shipping and handling fee, if such fee is commonly applied in the country where the warranty service occurs.

For USA, shipping, handling, insurance and related costs will be charged.  
Customers based in the USA initiate service and repair requests at  
<https://mondaine.com/pages/warranty-repair-service>

For instruction manuals and other downloads please visit  
<https://mondaine.com/pages/product-manuals>

## **SMARTWATCH DISCLAIMER**

The MONDAINE smart watches were designed to communicate via Bluetooth with mobile devices and mobile application software of third-party manufacturers. The limited international watch warranty does not apply to any failure or damage caused by use of a smart watch with third-party hardware or software products, whose own warranty and software end user license provisions will govern defects of their parts/products and failures or damages caused by them.

Please note that the life of a new smart watch battery is approximately 2 years, depending on how often you activate the Bluetooth connection. Batteries **MUST** be changed by authorized MONDAINE/MISO service centers **ONLY**. At the time the battery is changed, the service center will check for required updates of hard- and/or software and may charge a reasonable fee for the update service.





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