

CC

## FAQ

### **What are ClockClock 24 power requirements?**

The power requirements are: 120-230 V. A power adapter is included in the accessory box of ClockClock 24. To be covered under warranty we require you to only use the USB cable provided.

### **Will ClockClock 24 work in my country?**

ClockClock 24 comes with a standard USB cable plug (USA standard) and a power adapter of the country sold in.

### **How much time does it take for delivery?**

The lead time is 3 - 4 weeks excluding the shipping time.

### **How long is ClockClock 24 protected under warranty?**

The ClockClock 24 comes with a warranty of 2 years.

### **What pattern does ClockClock 24 show?**

ClockClock 24 can operate in six different pre-programmed modes (Mode 1, Mode 2 or Mode 3) and two different time formats (12-or 24-hours formats).

#### **Mode 1: Active**

This mode contains ten different choreographies for display. For each minute, the clock hands come together to perform one of the ten choreographies before displaying the exact time. This mode is visually the liveliest of all modes.

#### **Mode 2: Medium**

This mode contains five different choreographies for display. For each minute, the clock hands come together to perform one of the five choreographies before displaying the exact time. This mode is visually elaborated without being too lively.

#### **Mode 3: Quiet**

This mode does not display any choreographies. Only the necessary clock hands will turn once a minute to display the exact time. This mode is visually simple and quiet.

### **Can I install ClockClock 24 by myself or do I need a technician?**

ClockClock 24 should be installed by someone with basic building knowledge fully understanding the manual. As the product weighs 18 kg (40 lbs), two persons are required to mount the ClockClock 24.

### **What happens if there is a blackout/ power cut?**

ClockClock 24 has an in-built battery that keeps a track of time in case of blackout/ power cut. Once the power is back, it will resume from the actual time. You won't need to reset the time.

### **Does ClockClock 24 make noises while operating?**

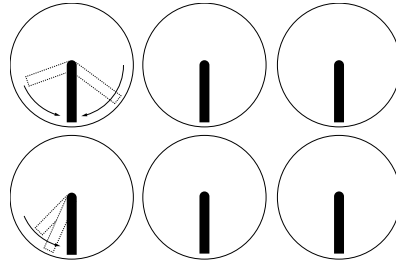
The ClockClock 24 does not make any noticeable noises/sounds although these sounds might be noticeable in very quiet surroundings. Therefore, we do not recommend to install it in the bedroom.

### **Can ClockClock 24 be installed in outdoor locations?**

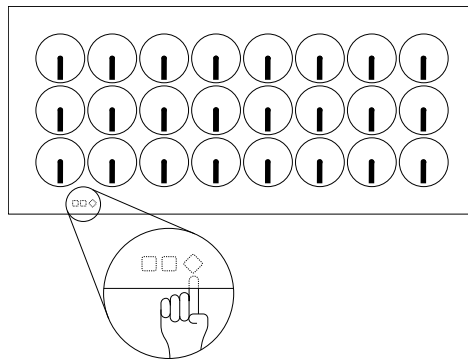
ClockClock 24 can only be installed in indoor locations.

### How to turn ClockClock 24 on?

Before turning ClockClock 24 on, make sure that all clock hands are perfectly aligned in “position 6.30” (see illustration).



Therefore, use the provided cotton gloves to manually move every clock hands into “position 06:30”. Once connected to the power supply, you can turn ClockClock 24 on by pressing any of the three buttons (Hours, Minute, Mode) on the back of the clock (see illustration). You will hear a beeping sound and the clock hands will start to move showing the default time 12:00.



### What to do if I lose the USB Cable or another accessory included in ClockClock 24 box?

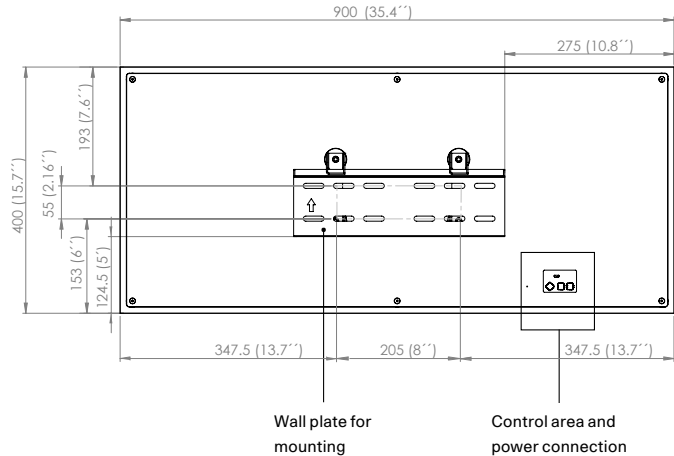
Spare parts such as spare clock hands are included in the ClockClock 24 box. However, if you have a part that you cannot find or is broken, please contact us at [support@clockclock.com](mailto:support@clockclock.com). To be covered under warranty we require you to only use the material provided by ClockClock.

### How should ClockClock 24 be maintained/ cleaned?

Before cleaning the surface of the timepiece, make sure it is switched off. Only use isopropyl alcohol when cleaning the timepiece. Avoid window cleaners as they leave a waxy build-up that dulls the surface of the clock. To prevent any build-up, wipe the surface of the clock completely dry immediately after cleaning the time piece.

### Can I mount ClockClock 24 with a hidden cable solution?

Yes, a hidden cable installation is possible. Before hanging the ClockClock 24, prepare the wall for the hidden cable installation by using the general dimensions provided here as reference to determine the correct location of the holes and niche:



When positioning the niche or the recessed wall plug behind the piece make sure to leave space for mounting the wall plate and access the control area. Use suitable wall plugs and screws (max diameter of 6mm) to hang the ClockClock 24. Finally, make sure that your wall can bear the 18kg (40lbs) of the clock.

#### Note:

Any maintenance or repair work should only be carried out by ClockClock or an expert authorized by ClockClock. Do not attempt to repair or open ClockClock 24 yourself.

If your ClockClock 24 is damaged or not functioning properly, please contact us at [support@clockclock.com](mailto:support@clockclock.com).