

404-1246 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 Manual Set Tab at least 20 times to clear all memory.
3. 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 4 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.

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

- ✓ Remove battery for 15 minutes and press the **Manual Set Tab** 20 times.
- ✓ After 15 minutes, insert the battery and allow the clock to spin to 12:00, 4:00 or 8:00.

- ✓ Hold the **Manual Set Tab** and the hand will spin. Continue holding to reach the correct time.
Note: You can only set the clock manually for about 2 minutes after inserting the battery. If the clock receives the WWVB time signal, this signal will override manually set time.

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).
- ✓ 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.
- ✓ **INDOOR:** 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.
- ✓ **OUTDOOR:** Select a location **sheltered** from direct sunlight and rain, preferably under a roof or porch area, and facing Colorado for better reception of the WWVB signal.
- ✓ This clock is designed for indoor and outdoor use: but only in a dry environment and in a temperature range between -10°F and 131°F.

Note: The clock is NOT waterproof. If left in the elements water may enter the clock and damage it.