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#### a.) Open the cardboard box

Open the cardboard box by cutting the adhesive tape from one end to the other with a knife or scissors. Take care not to cut too deeply to not damage the parts inside.

Opening the box with a knife, scissors, etc. might be hazardous to your health if you cut yourself. The cardboard edges of the box's lid may be very sharp, so that there exists a possibility of cutting yourself, also.



#### b.) Remove paper

Carefully remove the paper in order not to damage the more delicate wooden pieces of the clock.



#### c.) Take clock out of the box

Take out the clock by the roof not by the carvings or figurines. Mind the two sharp metal holders on the front of the roof as not to pierce or cut yourself (only traditional carved cuckoo clocks). You may take clocks without carvings by the bottom panel.



#### d.) Parts Wine Leaf Clocks

Before you throw away the wrapping material, make sure that you have all the necessary pieces.

##### Traditional carved cuckoo clock

- (1) Carved top piece with oak/wine leaves
- (2) Deer head; attached to the back of the lower carvings with a rubber band (only hunting scenes)
- (3) Antlers (only hunting scenes)
- (4) Pendulum
- (4) Weights (clocks with music have 3, clocks without music have 2 weights)



#### e.) Parts Hunting Scenes



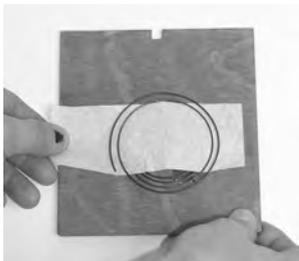
#### f.) Parts Farm Houses (Chalets)

- (1) Pendulum
- (2) Weights (clocks with music have 3, clocks without music have 2 weights)



### a.) Open back lid

Put paper or a cloth on a table to make the surface soft. Put the clock face down on the softened ground. Push up the small bolt that sets free the back lid. Take a screwdriver and put it in the small square hole on the top end of the lid (next to the bolt) and pull open the lid. Do not put a screwdriver or like things in any other hole of the back wall. You may damage the clockwork, chimes, wires, etc.



### b.) Pull out chime paper

Pull out the paper that you find wrapped around the chimes on the inner side of the back lid. Then put the back lid to the side.



### c.) Pull out bellow clamps

Pull out the clamps that stick around the bellows. You will have 2 clamps with every models despite “8 TMT’s” (8-day cuckoo clocks with music). With the latter you only have 1 large clamp. Close the back lid and move down the small bolt. Keep the clamps, chimes’ paper, and the cardboard box in a safe place for possible transportation.



### d.) Pull out bellow clamps on 8TMT clocks

There is only one clamp on 8TMT clocks.

## Attaching the clock to the wall



### 3 Put screw in the wall

Mark the place where you want to put the clock with a pencil at a height of at least 6 ft. Put a large screw in an upward angle into the wall at the mark and let it stick out of the wall for about an inch. If you have other than wooden walls you had better use a drill and a rawl plug or dowel to fix the screw. Do not use nails as they might not be strong enough to hold the clock when you wind it.

Put the clock on the wall by placing the end of the screw in the top round hole on the back of the clock. Take care to hang up the clock straight.

## Completing the clock



### 4 a.) Open clock door

Push up the bolt that blocks the cuckoo-door.



### b.) How to screw deer head on

Take the deer head and screw it to the top carved piece from the back side.



### c.) How to put antlers on

Take the antlers and stick them onto the deer head. (Only clocks with hunting scenes).



### d.) How to put top part on

Take the top carved piece and make the two screws on its back side slide in the screw holders on the front edge of the roof. If the top carved piece does not sit tightly in the holders, take it off and slightly tighten the screws on the back side and then repeat the aforementioned. (Only traditional carved cuckoo clocks).



**e.)** Carefully open the paper bag at the bottom of the clock that holds the weight chains. Let them slowly run down to the floor. Very carefully remove any knots in the chains. Do not remove the clock from the wall when adjusting the chains otherwise the chains might come off the turning gears inside the clock. The chains should be already pulled up so that the hooks are all the way up to the bottom of the house. If they are not, carefully pull them up while the clock hangs on the wall.



**f.) How to hook the pendulum in**

Take the pendulum and put the top hook into the hanger wire which you find in the slit in the clock's bottom panel.



**g.) How to put weights on**

Take the weights and hang them in the hooks of the chains.

## Make the clock run



**a.) Setting the time**

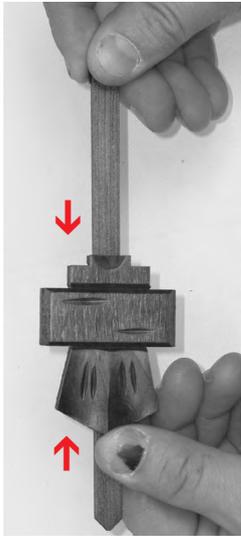
Silence the clock (see below # 8). Set the clock to the exact time by moving the minute (long) hand. Push down or pull silencing handle to make cuckoo call and music play.



**b.) Starting the pendulum**

Slightly push the pendulum to the left or right that it starts swinging and you hear a clicking sound (tic-tac). Make sure that the clicking sound is even to both sides. If it is not, slightly move the bottom of the clock to the left or right until the clicking sound is even.

## Adjust the speed of the clock



6 If the clock runs too fast, take off the pendulum and slightly move down the leaf/shield. Hang back in the pendulum and try the clock. If it still runs too fast, repeat the aforementioned.

If the clock runs too slowly, take off the pendulum and slightly move up the leaf/shield. Hang in the pendulum and try the clock. If it still runs too slowly, repeat the step.



Some of our have a screw pendulum. The speed of the clock is regulated by the length of the pendulum. The pendulum length can be changed by turning the adjustment nut on the bottom of the pendulum.

If the clock is running too fast, the pendulum is too short. You must lengthen the pendulum by loosening the nut (counter clockwise).

If the clock is running too slow, the pendulum is too long. You must shorten the pendulum by tightening the nut (clockwise).

## Winding the clock



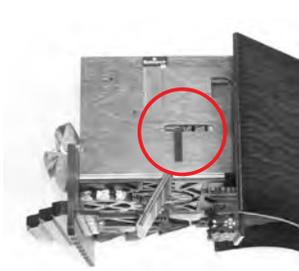
### Wind up

You wind 1-day cuckoo clocks by just pulling the chains at the end where there is the ring until the hooks with the weights on are all the way up to the bottom panel of the clock.

You wind 8-day cuckoo clocks basically in the same way. You might just want to lift the weight with one hand while you pull the chain with the other. You do not need to let the weights go down all the way. You can wind it whenever you like.

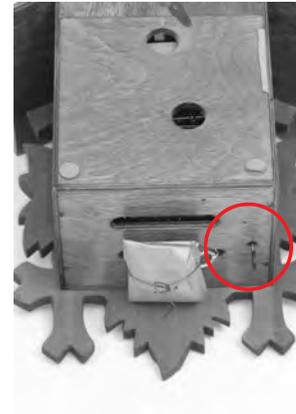
## Switch off sound

E



Each cuckoo clock (despite models 80/1 and 1/4) has a handle to keep the clock silent. The handle is either at the bottom of the clock or at its left side when hanging on the wall.

To silence the clock you have to push the handle up/in. To listen to the sound again you have to pull the handle or push it down. Do not move the silencing handle while the cuckoo calls or the music plays.



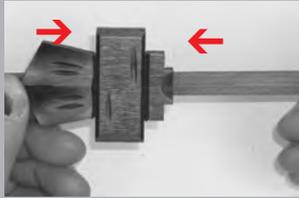
**Night off**

## Removing the clock from the wall

a) If you want to remove the cuckoo clock from the wall, please make sure that the weights are totally pulled up.

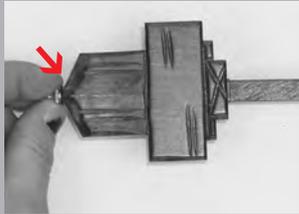
b) Otherwise the chains may come off the turning gears inside the clock.

c) Then take off weights, pendulum, and top carved piece (only traditional carved cuckoo clock), and bar the cuckoo door by pushing down the bolt. Then you may take the clock from the wall.



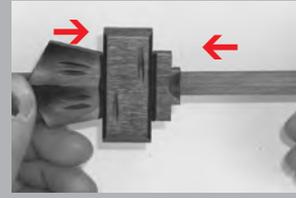
### 1 Clock loses time

The pendulum moves too slowly. To correct that, take off the pendulum, slightly move up the wooden leaf/shield, and hang the pendulum back on. Then push the pendulum to the side to make it run. If the clock still loses time, repeat the aforementioned.



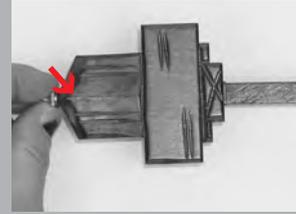
### Screw Pendulum:

The speed of the clock is regulated by the length of the pendulum. The pendulum length can be changed by turning the adjustment nut on the bottom of the pendulum. If the clock is running too slow, the pendulum is too long. You must shorten the pendulum by tightening the nut (clockwise).



### 2 Clock gains time

The pendulum moves too fast. To correct that, take off the pendulum, slightly move down the leaf/shield, put the pendulum back on, and make the clock run. If the clock still gains time, repeat the aforementioned.



### Screw Pendulum:

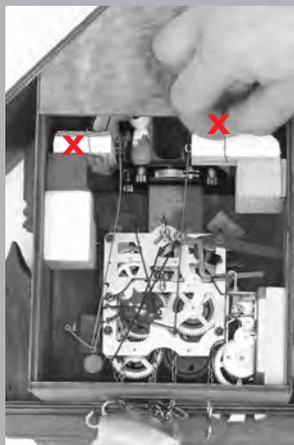
The speed of the clock is regulated by the length of the pendulum. The pendulum length can be changed by turning the adjustment nut on the bottom of the pendulum. If the clock is running too fast, the pendulum is too short. You must lengthen the pendulum by loosening the nut (counter clockwise).



### 3 Clock loses time constantly

If the clock keeps losing time even though you have moved up the leaf/shield, then the leaf/shield is not properly fixed to the pendulum stick. Take off the pendulum, put it face down on a thick newspaper or cloth, take a small hammer, and carefully hit on the black metal holders that they tighter hold the pendulum stick.

Caution! You may hit your fingers with the hammer which may cause injuries. Hang the pendulum back on and push it to the side to make it run.



### Cuckoo does not call

1. You may have forgotten to remove the clamps that secure the bellows during transportation. Pull up the weights completely. Take off weights, pendulum, and top carved piece (only traditional carved cuckoo clocks). Put a newspaper or cloth on a table, put the clock face down on the newspaper/cloth, push up the small bolt that sets free the back lid, take a screwdriver and put it in the hole on the top end of the back lid (next to the bolt), and pull open the lid. Then, pull out the clamps that stick around the bellows. 8-day clocks with music only have one clamp.



2. You may have forgotten to unbar the cuckoo door. Push up the bolt that blocks the cuckoo door.



3. The night-off handle may not be in the correct position. The clock has a manual night-off handle. It is either underneath the cuckoo clock cabinet (shaped like a ring) next to the hook of the left weight or at the left wall (shaped like a bar). If you move this up (push it), you can turn the cuckoo off. If you move it down (pull it), the cuckoo calls on the half hour and on the hour.



Try the clock by moving the minute (long) hand to the next half/full hour and see whether the cuckoo calls. If that does not help immediately, try to move the bar several times up and down (in and out), and move the minute hand on the next half/full hour

If the cuckoo still does not call, gently pull the right weight (it is the weight for the cuckoo) a little bit and try again by moving the minute hand (long hand) on the half/full hour.

4. If none of the above help, please follow the next steps:

Wind clock up by pulling up all weights.

Take off weights, pendulum and top part.

Take clock from the wall and gently shake it in different positions, also upside down.

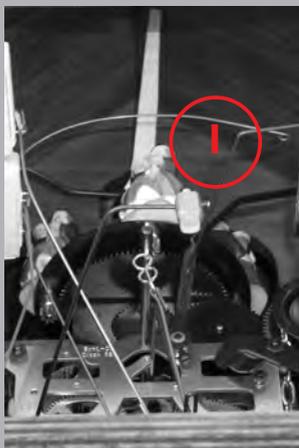
Make sure to hold the clock at the bottom panel and at the roof, otherwise you might either break the carvings/figurines or the clock might fall out of your hands.

Hang the clock back on the wall and put all parts back on.

Move minute hand (long hand) to the next half/full hour and check if the cuckoo now calls.

### 14 Cuckoo door stays open

1. Try if you can easily close the door by hand. If so, the clock does not hang in the right angle on the wall. Make sure that the clock's back wall is parallel to the wall where it hangs, i.e. in a right angle to the earth surface. To smoothe the working of the door put a little oil on the door's hinges.



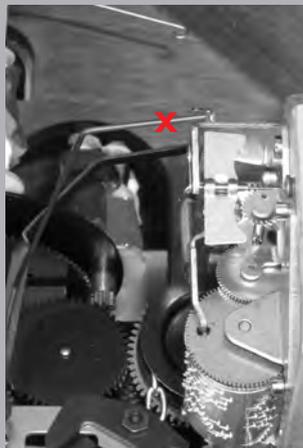
2. If you cannot easily close the door by hand, completely pull up the weights, take off the weights and pendulum, open the back lid (see "cuckoo clock manual" #2a) and check in the open back if the wire that is marked with a red ① is underneath the cuckoo's tail. If not, please move it underneath the tail. Close the back lid, hang the clock back on the wall, and put all parts back on.



### 15 Chain does not stay pulled up

Pull chain from other weight so that the weight is completely up, and then take off that weight. Secure this chain by putting the packing wire through the uppermost part of the chain so that it will not come off of the gear. Turn the clock upside down, take the gear for the fallen chain, and attempt to wind the chain back around the gear. To get the gear to turn and pull the chain back through, pull the chain at one end to see if it turns. The chain gear will allow you to turn it in one direction, and the other direction will be blocked. Please try it to see which direction the gear wheel should be turned. If necessary, hook for weight and the ring on the other end of the chain should be taken off and then put back on.

**PLEASE DO NOT USE BRUTE FORCE -  
Treat your clock gently.**



### 16 Grinding noise while music plays

What could have happened is that the wire holding the propeller of the music box was bent accidentally. You must be two people to fix that.

- a) Wind up clock by pulling up all weights.
- b) One person lifts clock carefully from the wall, weights and pendulum still attached.
- c) The other person opens the back lid of the clock and slightly bends up the black wire which is marked with a red **X** on the picture.
- d) The front person moves the minute hand (long hand) to next full hour while the back person checks if the music movement starts working after the cuckoo's call.
- e) If the music box starts playing before or during the cuckoo's call, you bent the wire too far up. Bend it down a little and try the clock again (see d)
- f) When the music starts after the cuckoo stopped calling, hang the clock back on the wall.



### 17 Music interferes with cuckoo

What could have happened is that the wire holding the propeller of the music box was bent accidentally. You must be two people to fix that.

- a) Wind up clock by pulling up all weights.
- b) One person lifts clock carefully from the wall, weights and pendulum still attached.
- c) The other person opens the back lid of the clock and slightly bends down the black wire which is marked with a red **X** on the picture.
- d) The front person moves the minute hand (long hand) to next full hour while the back person checks if the music movement starts working after the cuckoo's call.
- e) If you hear a grinding noise, see there.
- f) When the music starts after the cuckoo stopped calling, hang the clock back on the wall.

### 18 Cuckoo calls early/late

Check if the cuckoo calls at the same time distance to the half and the full hour. If so, the minute hand must have been moved incorrectly. To solve that problem, slowly move the minute hand forwards.

As soon as you hear the clock beginning to chime, immediately stop moving the hand. Then loosen the bolt/screw that fixes the hands to the clock's face until you can move the minute hand freely without moving the clockwork. Put the minute hand on the time determined by the chime you just heard and tighten the bolt fixing the hands to the clockwork. Now, the clock should work correctly.

### 19 Cuckoo does not correspond to set time

If at the full hour the cuckoo does not call the hour (it calls more or less often than the hour indicates), slowly move the minute hand forwards. As soon as you hear the clock beginning to chime, immediately stop moving the hand, and count how many times the cuckoo calls, move the hour hand (short hand) on that hour and push it a little bit towards the clock's face.

**Example: If clock cuckoos 5 times move hour hand on 5 o'clock.**

### 20 Hour hand falls always back on 6 o'clock.

Slowly move the minute (long hand) hand forwards. As soon as you hear the clock beginning to chime, immediately stop moving the hand, and count how many times the cuckoo calls, move the hour hand (short hand) on that hour and push it a little bit towards the clock's face. Example: If clock cuckoos 5 times move hour hand on 5 o'clock.

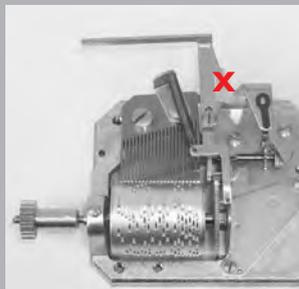
### 21 Clock stops running

1. Make sure that all the weights are pulled up. If a weight does not stay pulled up, see Chain does not stay pulled up.
2. Check that nothing interferes with the pendulum. If the clock hangs in a room where it is exposed to a strong current or breeze, either block the current or hang the clock in a different room where there is no wind.
3. Check that the clock hangs straight by listening to the ticking sound. Push the pendulum until you hear the clockticking. If you do not hear an even tic-tac to both sides, slightly tilt the clock to the side until the tic-tac is even and regular. You enhance your hearing skills by putting a wooden stick to the bolt that holds the hands and to you ear.
4. Make sure that the pendulum does not rub at the clock case. If so, put the clock in an upright position, parallel to the wall, i.e. in a right angle to the earth surface.

5. Wrapping material or dust could be in the clock's movement. Pull the chains completely up. Take off weights, pendulum and top part (only traditional carved cuckoo clocks). Take clock from the wall and gently shake it in different positions, also upside down.

**Make sure to hold the clock at the bottom panel and at the roof, otherwise you might either break the carvings/figurines or the clock might fall out of your hands.**

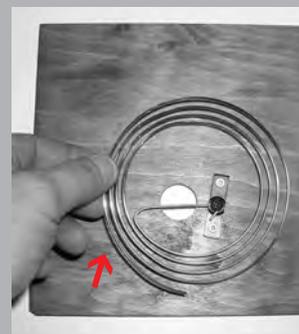
Hang the clock back on the wall and put all parts back on.



### **Musical Clock (8 TMT, MT Clocks) stops running at five minutes before the hour.**

If the clock stops running at five minutes before the hour the rubber on the brass lever of the musical movement is too far back. Wind up all three weights. Take off the weights and pendulum. Put clock face down on a thick newspaper or cloth. Push up the small bolt that sets free the back lid, take a screwdriver and put it in the hole on the top end of the back lid (next to the bolt), and pull open the lid.

At the brass lever next to the music box you can see a rubber. Move the rubber a little bit forward.



### **Chime does not sound clear**

1. Make sure that you removed the transportation paper. Put clock face down on a thick newspaper or cloth. Push up the small bolt that sets free the back lid, take a screwdriver and put it in the hole on the top end of the back lid (next to the bolt), and pull open the lid. Pull the paper from the chime wire. Close the lid, hang the clock back on the wall, and put on all the parts.

2. Check if the chime touches the back wall. Open the back lid (see #1 above). Put the back lid on a table in an upright position. If the chime wire touches the back wall, take the wire and slightly pull it opposite from the wall until it slightly bends and does not touch the wall anymore. Close the back lid, hang the clock back on the wall, and put back the removed parts.



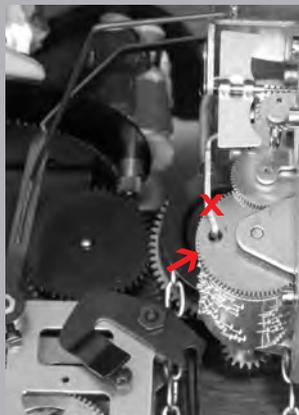
3. If the chime still makes a rattling sound, pull the chains completely up. Take off weights, pendulum and top part (only traditional carved cuckoo clocks). Take the clock from the wall. Put clock face down on a thick newspaper or cloth. On the lower side of the back lid you see a round hole. Behind the hole you see part of the gold plaited chime wire. Take a screwdriver, put it in the hole and slightly bend down the chime wire.

Put the clock back on the wall and put back removed parts.



#### **Clock does not chime**

Pull the chains completely up. Take off weights, pendulum and top part (only traditional carved cuckoo clocks). Take the clock from the wall. Put clock face down on a thick newspaper or cloth. On the lower side of the back lid you see a round hole. Behind the hole you see part of the gold plaited chime wire. Take a screwdriver, put it in the hole and slightly bend up the chime wire. Put the clock back on the wall and put back removed parts.



## 25 Music does not stop

You must be two people to fix that.

- Wind up clock by pulling up all weights.
- One person lifts clock carefully from the wall, weights and pendulum still attached.
- The other person opens the back lid of the clock and slightly bends the golden bar **X** to the left or to the right so that it fall into that hole (marked with a dart) to stop the music.
- The front person moves the minute hand (long hand) to next full hour while the back person checks if the music movement stops after one song and then hang the clock back on the wall.



## 26 Cuckoo calls only once.

Pull up the weights completely. Take off weights, pendulum, and top carved piece (only traditional carved cuckoo clocks).

Put a newspaper or cloth on a table, put the clock face down on the newspaper/cloth, push up the small bolt that sets free the back lid, take a screwdriver and put it in the hole on the top end of the back lid (next to the bolt), and pull open the lid. Take a screwdriver and push the black metal, called rak (marked with a red dart) down. Close back lid, hang clock back on the wall and put all parts back on.

**27**  
**1-day clock is not running 24 hours**

Clock is hanging too low. Please hang clock that high so that the chains do not touch the bottom.

**28**  
**7-day clock is not running 1 week.**

Clock is hanging too low. Please hang clock that high so that the chains do not touch the bottom.

**29**  
**Clock makes a slight noise about 5 minutes before the hour.**

A technical function in the clockwork is preparing the next clock striking function. This is a normal function and not a defect.

**30**  
**Only one weight move down.**

The clock weights move steadily downward when all of the clock functions are operating. If you have turned the cuckoo call switch to OFF (or cuckoo/music), then the weights for those functions will not move.

**31**  
**Weights does not go together down.**

This is a normal function and not a defect.

**This list is a collection of frequently asked questions about the functioning of cuckoo clocks. If none of these remedies help, please send an email to [info@house-of-black-forest-clocks.com](mailto:info@house-of-black-forest-clocks.com) or a fax to ++ 49 (0)7833-7724.**