



SETTING TIME & SIZING

FOSSIL
GROUP

OVERVIEW

Have you ever wondered how to size a watch? Or how to make sure your guest's watch is set to the right time? This module will teach you how to set the time on variety of watch styles.

You'll also learn how to make every watch fit perfectly so you can ensure your guests are receiving an exceptional experience.



SETTING THE TIME

Setting the time and date on a watch might seem pretty easy, but just in case, let's review how to do this on an analog watch. Remember, you should always make sure the watch is set to the correct time before presenting it to the guest and after sizing the watch.

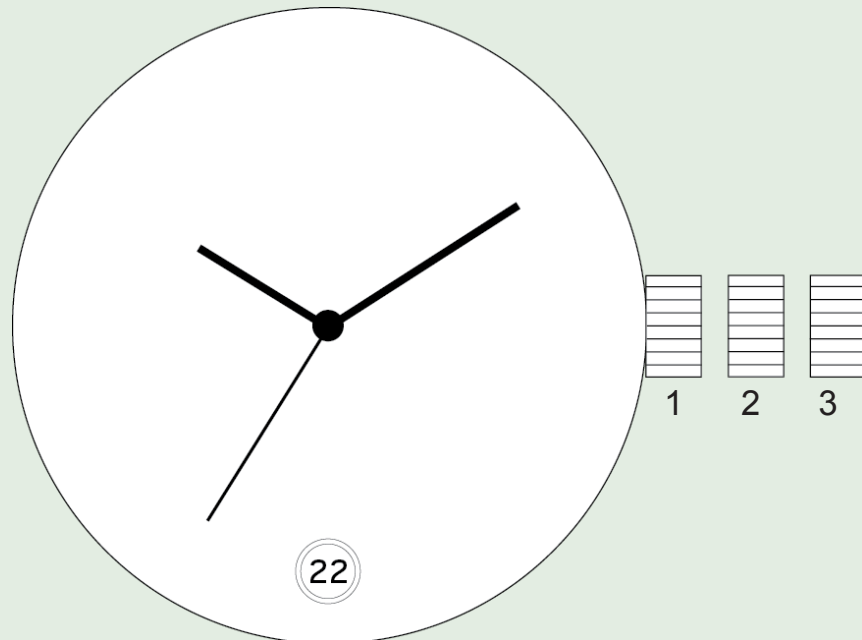
ANALOG THREE-HAND DATE MOVEMENT

SETTING THE TIME

1. Pull crown out to position 3.
2. Turn crown clockwise to set hour and minute hands.
3. Return crown to position 1.

SETTING THE DATE

1. Pull crown out to position 2.
2. Turn crown clockwise to set date.
3. Return crown to position 1.



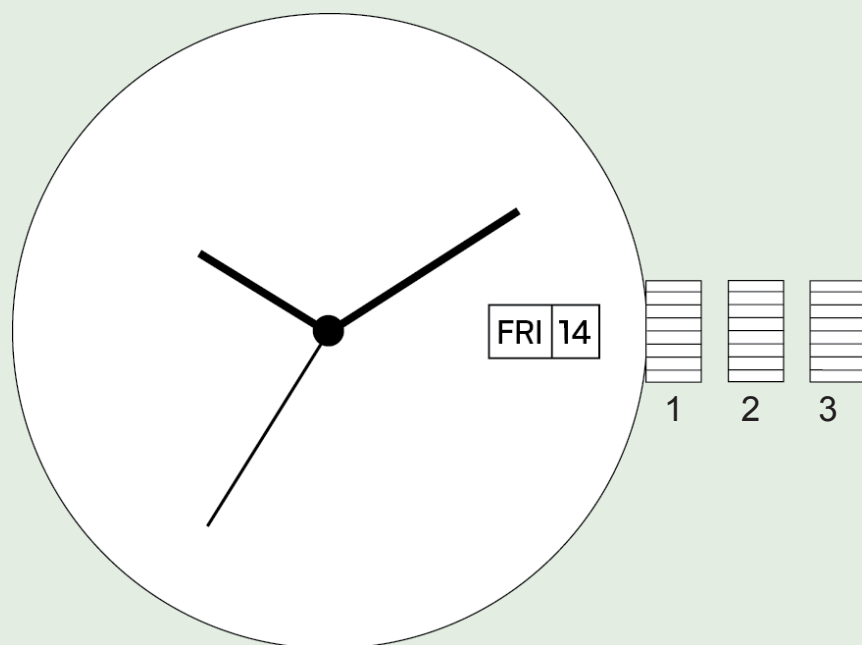
ANALOG THREE-HAND DAY/DATE MOVEMENT

SETTING THE TIME

1. Pull crown out to position 3.
2. Turn crown clockwise to set hour and minute hands.
3. Return crown to position 1.

SETTING THE DAY/DATE

1. Pull crown out to position 2.
2. Turn crown clockwise to set date. Set to previous date.
3. Turn crown counter-clockwise to set to previous day.
4. Pull crown out to position 3.
5. Turn crown clockwise to set hour and minute hands.
6. Return crown to position 1.



MULTIFUNCTION MOVEMENT

SETTING THE TIME AND DAY

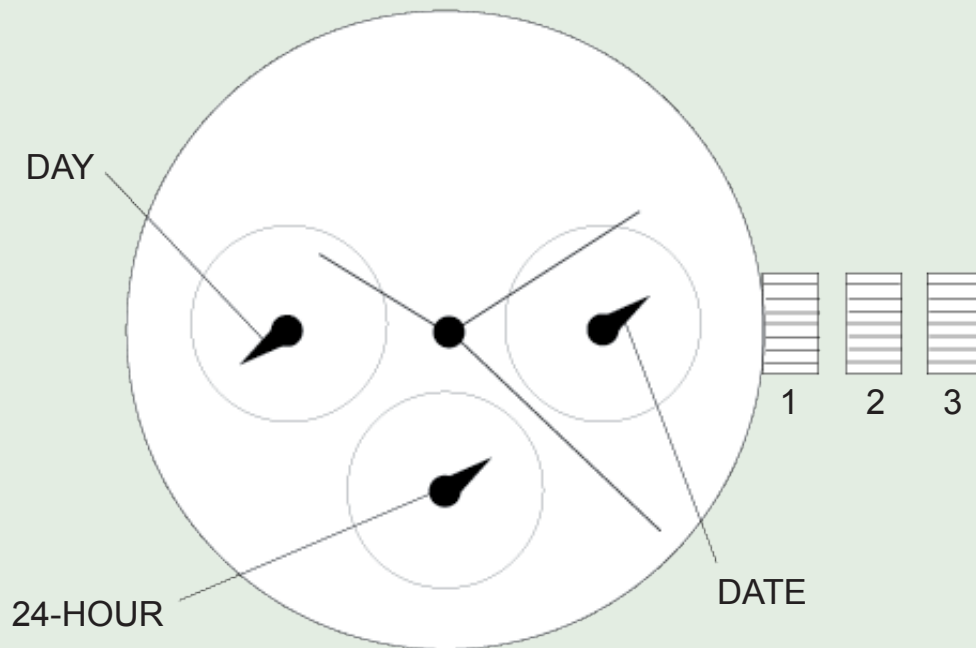
1. Pull crown out to position 3.
2. Turn clockwise to advance hour and minute hands.
3. The hand showing days of the week will also move with the hour and minute hands. Keep turning until you have reached the desired day.

SETTING THE DATE

1. Pull crown out to position 2.
2. Turn clockwise to advance the date hand.
3. Push crown back to position 1.

24-HOUR SUB-DIAL SETTING

1. The 24-hour hand moves correspondingly with the hour and minute hands.



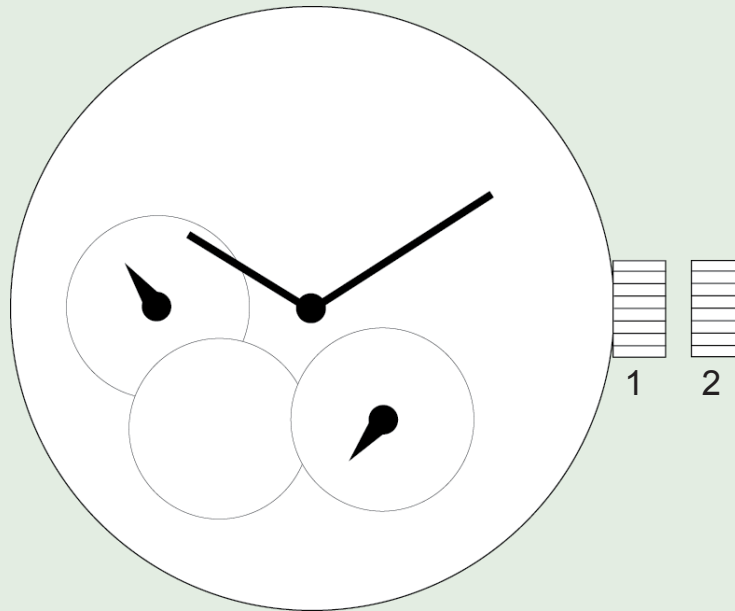
AUTOMATIC THREE-HAND DATE MOVEMENT

WINDING

If the watch has completely stopped, turn the crown clockwise approximately 40 times (or until you feel resistance) in position 1. When fully wound, the timepiece has a power reserve of approximately 40 hours. This movement obtains the power to wind itself by the movement of your wrist. There is no battery.

SETTING THE TIME

1. Pull crown out to position 2.
2. Rotate clockwise or counter-clockwise to set time.
3. Return crown to position 1.

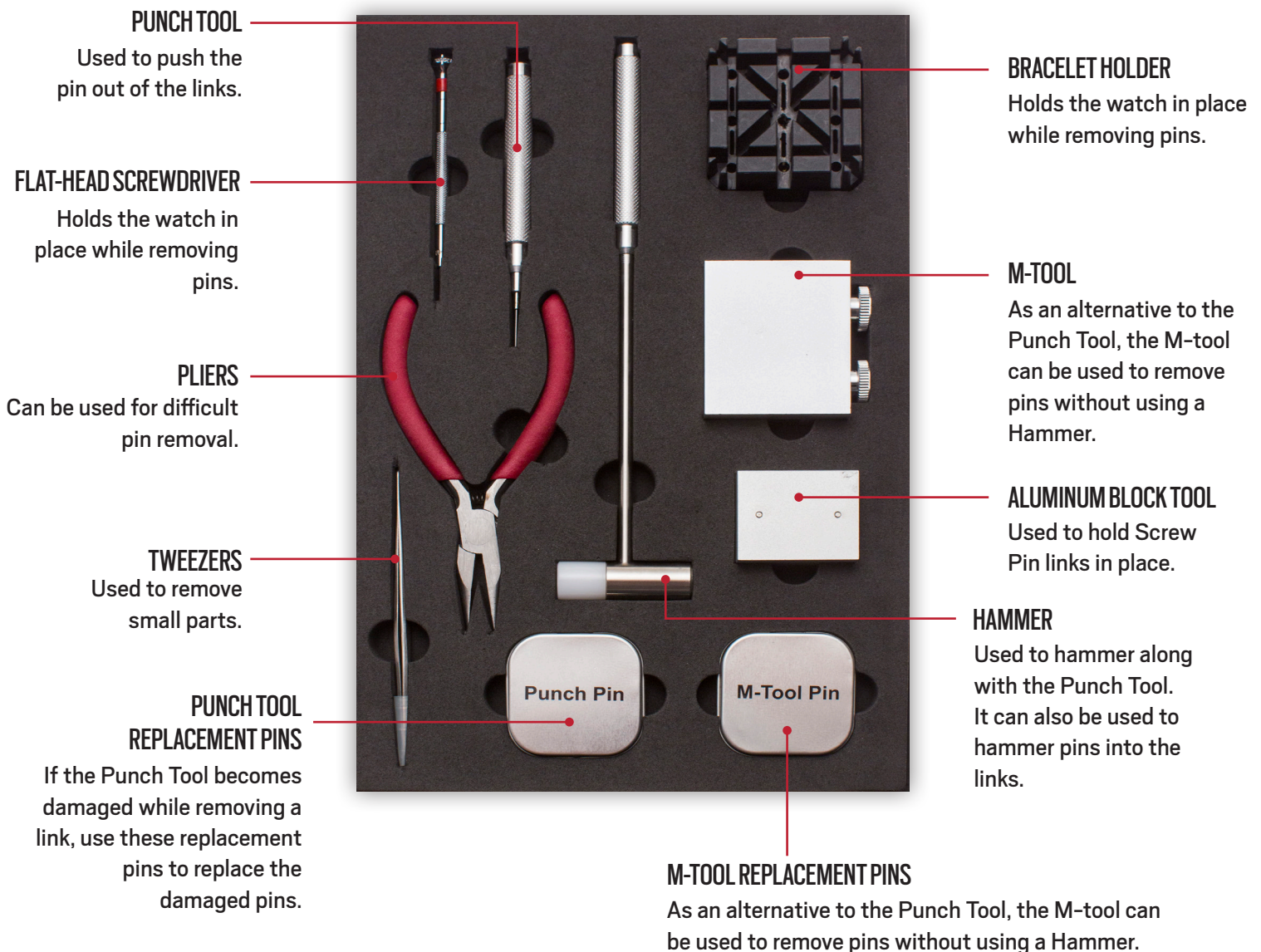


TAKE NOTE

Avoid changing the date on your watch between 10pm and 2am. The automatic movement automatically changes the date during this time, so any manual setting could cause damage to the movement.

SIZING TOOLS

Now that the guest has purchased the watch you must ensure that it fits them— properly as you wrap up the experience. Often times, a guest will need to have the bracelet on their new watch adjusted to fit the size of their wrist. Let's start with looking at all the pieces that make up the watch sizing toolkit.



did you
KNOW

The M-Tool can be used to size links in a watch bracelet instead of the hammer and bracelet holder.
NOTE: The M-Tool must be used when sizing a Swiss-made watch.

WATCH SIZING

Having the right tools is important, but knowing how and when to remove links is essential. Watch sizing can be summed up in just four simple steps.



Identify the link type



Remove the initial pin



Determine custom fit for your guest



Remove final links and reassemble

Now that you've reviewed the tool kit and learned the four steps to sizing a watch, it's time to learn how to do it! Although there are many different types of watch links out there, we're only going to focus on the four styles Fossil offers. They are: hairpin links, smartpin links, pin & tube links and screw pin links.

HAIRPIN LINKS

If the watch bracelet only has one arrow it's a hairpin link. It got its name because the pin itself resembles a hairpin. The arrow indicates which direction to push the pin out. To remove pins from the band, you'll need:

- Bracelet Holder
- Punch Tool
- Hammer



REMOVING LINKS



1

Position the bracelet in the holder with arrows pointing downward.



2

Insert the punch tool into the link and with the metal end of the hammer, gently hammer until the hairpin falls out of the bracelet.



3

Separate the links and repeat the process to remove the next link.

REASSEMBLING THE BRACELET



1

Position both sides of the bracelet together with arrows pointing upward.



2

Tightly hold links together and gently add the narrow end of the pin into the bracelet. *Please note: The V-Shape or wider end of the pin will be visible above the bracelet until hammered into place.*



3

Insert the bracelet into the holder. Using the silicone end of the hammer, gently hammer the hairpin into position until it is flush with the bracelet.

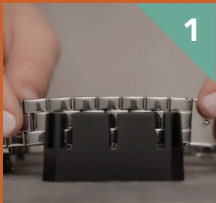
SMARTLINK PINS

If the bracelet only has two arrows facing away from each other, you are dealing with a smartlink pin. It is similar to the hairpin link, except the pin can be removed from either side. To remove pins from the band, you'll need:

- Bracelet Holder
- Punch Tool
- Hammer



REMOVING LINKS



1 Position the bracelet in the bracelet holder.



2 Insert the punch tool into the link and with the metal end of the hammer, gently hammer until the smartlink pin falls out of the bracelet.



3 Separate the links and repeat the process to remove the next link.

REASSEMBLING THE BRACELET



1 Position both sides of the bracelet together.



2 Tightly hold links together and add the pin into the bracelet.



3 Insert the bracelet into the holder. Using the silicone end of the hammer, gently hammer the pin into position until it is flush with the bracelet.

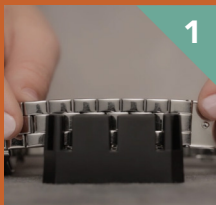
PIN & TUBE LINKS

If the watch bracelet has no arrows, it's a pin and tube bracelet. Named after the two components that make up the link—a pin and tube. Pin and tube links can be removed from either direction. To remove pins from the band, you'll need:

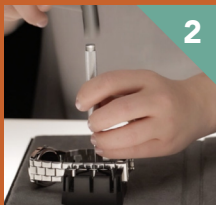
- Bracelet Holder
- Punch Tool
- Hammer



REMOVING LINKS



1 Position the bracelet in the bracelet holder.



2 Insert the punch tool into the link and with the metal end of the hammer, gently hammer until the pin falls out of the bracelet.



3 Separate the links and push the punch tool into the remaining links. Repeat the process to remove the next link.

REASSEMBLING THE BRACELET



1 Re-insert the tube. Then position both sides of the bracelet together.



2 Tightly hold links together and add the pin into the bracelet.



3 Insert the bracelet into the holder. Using the silicone end of the hammer, gently hammer the pin into position until it is flush with the bracelet.

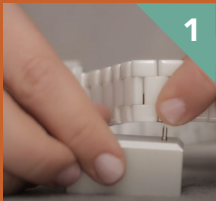
SCREW PIN LINKS

If the bracelet has small screws on the outside of the band, you're dealing with screw pin links. A screw pin link includes screws that hold the pin in place. The screws indicate which links can be removed. To remove pins from the band, you'll need:

- Aluminum Block Tool
- Flat-head screw driver
- Tweezers



REMOVING LINKS



1 Place the block base on a hard, flat surface. Line up the head of the screw with the blade on the aluminum block.



2 Using the screwdriver, turn the screw counter-clockwise to loosen the pin. The screw will fall out once you have unscrewed it enough.

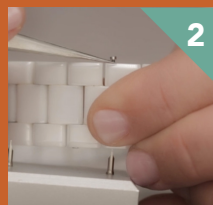


3 With the tweezers, remove the tube from the links. A second screw will fall out from the other side of the link. Repeat the process to remove the next link.

REASSEMBLING THE BRACELET



1 Position both sides of the bracelet together and re-insert the screw tube.



2 Next, use the tweezers to place one of the screws into the link.



3 With the flat-head screw driver, turn the screw clockwise until flush with the band. Repeat the last two steps for the screw on the other side of the link.

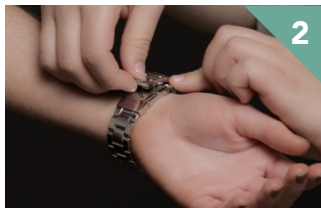
SIZING TO THE GUEST

Alright, you've got watch sizing down, but do you know how to figure out how many links your guest needs removed?

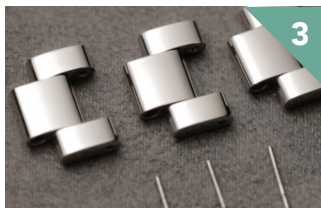
The steps below show you how to avoid all the guess work for both yourself and your guest.



1 Remove the pin from the six o'clock side and separate the band.



2 Find the comfort point on the guest's wrist and determine the number of links to be removed and size their watch based on the pin type.



3 Once you've removed the correct number of links, make sure to ask the guest to try the watch on to ensure they like the new fit. Return the links and pins to the guest in case they need to add links later.

did you KNOW

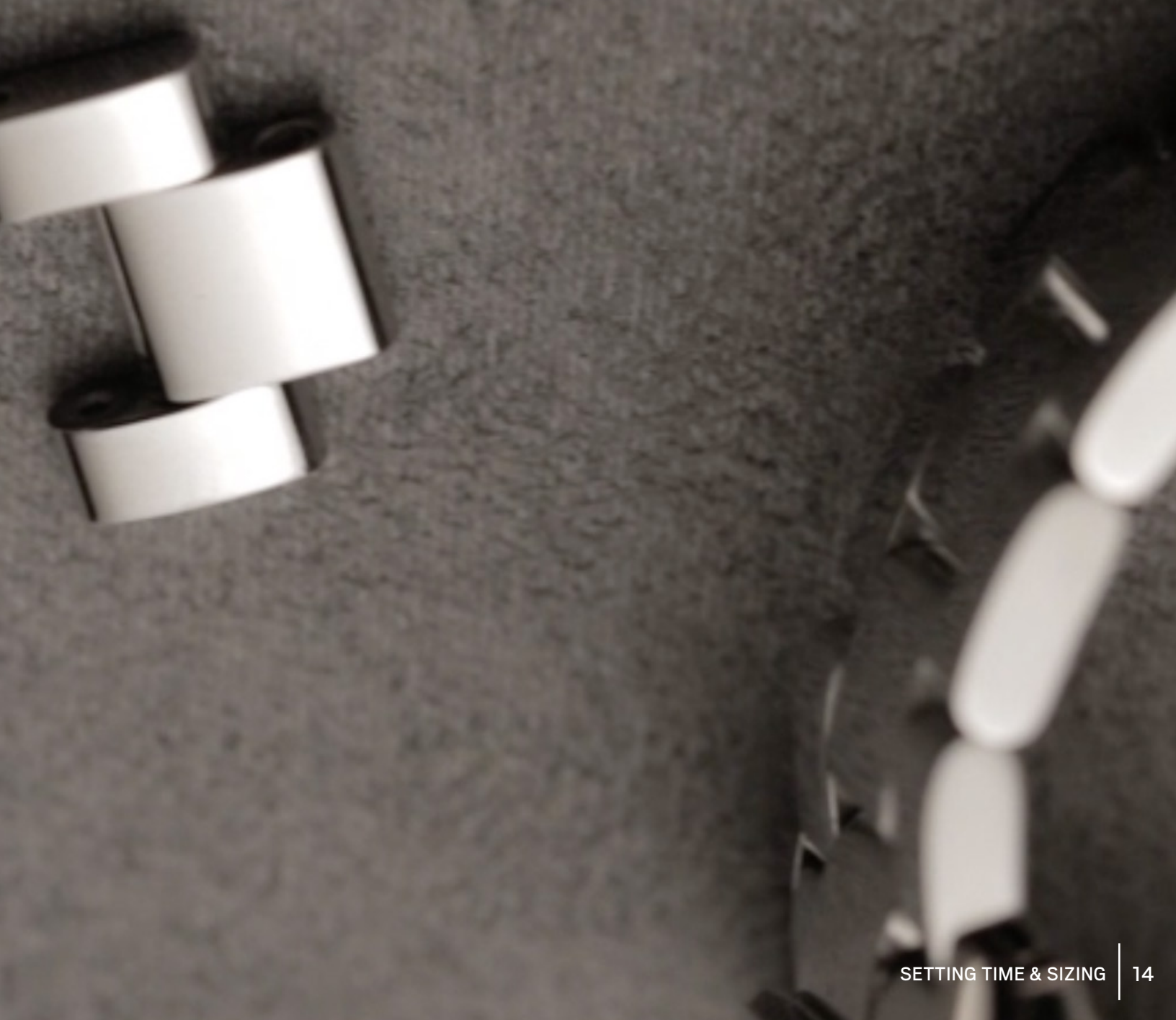
Some guests may need to add links instead of remove them. Since you may not have extra links in your store, guests can order two additional links, at no charge, from Fossil Group's service center, Metro Service Center. Simply provide them Metro Service Center's contact number or refer them to Fossil's website. Each additional link adds approximately 1/2 an inch to the watch band.

MAKE IT MEMORABLE

Want to know how to take a watch sizing and turn it into a visit your guest will remember? Show how much you appreciate them by:

- Removing any plastic from their new watch
- Ensuring the proper date and time is set on their current watch
- Polishing their new and/or current watch

The smallest things make a huge impression. That's how you make a memory!



WRAP UP

Now that you have completed this module you should be able to easily identify the four major pin types for bracelets and properly size them for your guest. We encourage you to practice putting your new knowledge into action everyday.



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