



## CUSTOMER SERVICE TYPES OF SERVICES

Hello everyone,

The TAG Heuer Customer Service covers a wide range of services we can conduct on our customers' watches. Here is a rundown of what they consist of.

### **Battery replacement**

In the case the battery of a TAG Heuer quartz watch need to be replaced during the warranty period, only the authorized customer service can perform this task and therefore guarantee that the international warranty will still be valid.

The battery can also be replaced by our service center outside the warranty period.

### **The 2 categories of service**

First of all, there are two main types of service: M1 and M2, in order of increasing complexity.

M1 maintenance services for mechanical watches includes the following actions: cleaning and lubricating the balance wheel and escapement, verifying the movement, and checking various watch functions.

The same M1 maintenance for quartz watches includes replacing the battery and checking all the functions and parameters of the movement.

As for the complete overhaul of mechanical and quartz watches– that's M2 – our teams take the mechanism apart completely, clean it, replace any worn-out components, lubricate the parts, adjust the movement's rate and refurbish the case.

Moreover, all maintenance levels include cleaning the case and metal bracelet and replacing all gaskets for complete water resistance.

Note that both services M1 and M2 are covered by a 12-month warranty.

### **Taking care of the timepiece.**

For the restoration and maintenance of vintage watches, we turn to our master watchmakers in Switzerland, who are capable of the most complex restoration work.

As the water resistance of a watch cannot permanently be guaranteed, it is recommended that the water resistance (Key word: "should be") is tested regularly and depending on the activity of the customer.

Finally, keep in mind that an old and defective battery should be replaced quickly, as it can damage the watch's movement.

Thank you, and see you soon !