



PERFORMANCE FIELD WATCHES™

Our Promise of Performance™ – 3 Year Warranty

Every Bertucci™ watch is carefully designed and manufactured to ensure it meets our Promise Of Performance™ to you. This is backed up by a 3 year warranty on the watch head and 1 year on the band.

In the event of a malfunction, please follow these steps (for band only, go directly to **Step 4**).

- Step 1** Determine whether the watch is in warranty. If the watch is in warranty, please follow the remaining steps. If it is NOT in warranty, please refer to the Repair or Refurbishment Program.
- Step 2** Determine whether the watch has been abused. If not abused, please follow the remaining steps. If the watch IS abused (for example, crown is not screwed down and watch is water damaged, or there is visual evidence of high impact to case or crystal), please refer to the Refurbishment or Repair Programs.
- Step 3** Please have the battery checked by a local professional jeweler or watch service. Most malfunctions are simply battery related. If the battery is good, and watch is not functioning correctly, please follow next step 4. If battery is bad, have it replaced or refer to the Battery and Band Replacement section. (Note: If battery is replaced, and there is still a malfunction, please follow **Step 4**).
- Step 4** Please return the defective watch (just the watch head, remove the band) or defective band to us for repair or exchange. Please send a note with defective watch to include: name and address, phone number, description of watch (ex. A-2T nylon) and malfunction, or use the Warranty Form (available on our web site: www.bertucciwatches.com).

Please contact us with any questions at **866-665-7327** or email us at askenzo@mhbertucci.com.

Office Hours: M–F 8:30 – 4:00, Central Standard Time, USA

Send the malfunctioning watch to:

Bertucci Consumer Service – BCS
Warranty/Refurbishment/Repair
P.O. Box 7920
Gurnee, IL 60031 USA

Battery & Band Replacement Program

Bertucci™ Watches use common batteries that are readily available. The Battery type is indicated on case back. Batteries should be replaced by a professional jeweler, watch service or use our Battery & Band Program listed below.

Bertucci™ Battery & Band Program Includes:

- 1) Cleaning debris, grease, grime, soil loads from case and crystal
- 2) Replace worn / depleted battery
- 3) Replace worn case back o-ring / gasket
- 4) Test movement function
- 5) Re-certify water resistance specifications
- 6) Replace worn band with a new band of your choice.

Please contact us at **866-665-7327** or go to www.bertucciwatches.com for the Battery & Band program details, pricing and to download the Battery & Band Form.

Genuine Bertucci™ Replacement Bands

The performance band for Bertucci™ Performance Field Watches™. Our U.S. patented DX3® bands are a unique design made for Bertucci™ watches. Bertucci™ DX3® watch bands™ are a tool-less replacement... no spring bars, or pins, or odd sizes. Just simply slide the old band out and new band in.

For a full band listing of materials and colors available see the Bands page on our web site www.bertucciwatches.com

To Order Bands: Call us at **866-665-7327** for a credit card orders or send us an email to askenzo@mhbertucci.com with the band number you would like and we can send out an email invoice using PayPal.

Refurbishment Program

Should your watch be out of warranty (more than 3 years old), damaged severely, deemed overly abused, or water damaged as a result of not screwing the crown down, we offer our refurbishment program. Please note the following details...

- a) Send the out of warranty or damaged watch head to the BCS address shown. Just send the watch head, keep your band.
- b) Include a note or download the Refurbishment Form from our web site advising nature of the problem (if known) and what type of new band you want on the refurbished watch.
- c) The note should also include your name, return address and phone number.
- d) Check made out to MH Bertucci, Inc. in the amount based on the pricing shown on our web site.
- e) We will return to you a fully refurbished watch to the address provided.

The refurbished watch includes:

- refurbished, recertified, and cleaned watch head.
- new band
- new battery
- 1 year warranty

Repair Program

Bertucci™ Watches offer a variety of repair services for your watch such as crystal replacement, and crown repair. Contact us for more information.

Care for your Bertucci™ watch

- 1) If equipped with a screw down crown, never wear the watch unless the crown (setting knob) is completely screwed/rethreaded down in order to maximize water resistance. Do not overtighten crown. (Standard crown models should be pushed in).

screwed down crown



correct

not screwed down crown



incorrect

- 2) We recommend rinsing your watch and band with fresh water after exposure to salt water, chlorinated water, chemicals or soil loads.
- 3) Never adjust crown (setting knob) when watch is wet or submerged in water.
- 4) Keep watch clean and free of debris, especially around the crown area. Use mild dish detergent & warm water with a soft brush to clean, keep crown (setting knob) screwed down or pushed in when cleaning.
- 5) If leather band is submerged in water, allow it to air dry.
- 6) Replace band if excessively worn.
- 7) If watch has stopped, bring it to a local jeweler or a professional watch service shop for battery replacement/check or send to us using one of the above programs.
- 8) Do not expose your watch to intense magnetic fields such as loudspeakers and other electromagnetic devices.
- 9) When setting your watch, handle the crown (setting knob) gently as this is a precision device.
- 10) Do not subject your watch to severe impact, avoid dropping.
- 11) If watch is an A-2 case, consider the Pro-Guard™ for added protection.