



Knowledge Base - Timepieces

Q. How do I know if I have a real Victorinox Swiss Army Brand Timepiece?

A. Only an authentic Victorinox Swiss Army Timepiece has the words "Swiss Army" printed right on the dial. -SA

Q. How do I know when the battery needs changing?

A. In select models, the battery end-of-life indicator signals that the battery should be replaced within two or three days. When the battery is low, the second hand stands still for 2-4 seconds, then speeds up to the correct time. This indication will last for approximately one week, then the timepiece hands stand still. -SA

Q. How do I change the battery?

A. Please bring it to one of our Authorized Service Centers. -SA

Q. What are the benefits of a hardened mineral crystal versus a sapphire crystal?

A. Hardened mineral crystals are hardened to 450 vickers. Victorinox Swiss Army exceeds the industry standards by manufacturing crystals to 900 vickers. Sapphire crystals are manufactured to a hardness of 1200 vickers. Sapphire crystals are virtually scratch-proof - only a diamond can penetrate their surfaces. -SA

Q. What is an automatic movement?

A. The movement is driven by an oscillating weight called the rotor. The movements of the arm cause the rotor to swing and this winds the mainspring automatically. No batteries required. -SA

Q. What is meant by the "jewels" in a timepiece movement?

A. Synthetic rubies, also known as jewels, are used to increase the wear resistance of a timepiece movement's moving parts. -SA

Q. What is a quartz movement?

A. The movement power is provided by a miniature battery, eliminating the need to wind the timepiece. Quartz movements provide time measurement accurate to within a few seconds per year. All Victorinox Swiss Army Timepieces are equipped with quartz movements (with the exception of the Officer's Automatic). -SA

Q. What is a ratchet bezel?

A. The bezel is the frame that surrounds the crystal. The unidirectional rotating bezel, also known as a ratchet bezel, is used for measuring elapsed time. -SA

Q. How water-resistant are Victorinox Swiss Army Timepieces?

A. Most models are rated to withstand water pressure up to 330 feet (there are some exceptions). In contrast to the term "waterproof," water resistance is not a permanent condition; it must be maintained. The crown must be fully recessed and parts such as the crystal, case, and push buttons must remain intact for the timepiece to stay water-resistant. -SA

Q. What is PVD treatment?

A. Physical Vapor Deposition, or PVD, is a process in which a powder is heated and absorbed into steel, so that if scratched, metal won't show through. This feature is unique to our Gunmetal Cavalry, and Titanium Two-Tone bracelet models. -SA

Q. What is the difference between a screw back and snap back case?

A. Some Victorinox Swiss Army Timepieces feature a stainless steel snap back case which snaps into place. Several models feature a case which screws back into place (screw back) for added durability and water resistance. -SA

Q. What are chronographs and tachometers, and what are they used for?

A. A chronograph, also known as a stopwatch, provides exact time measurement up to 1/10 of a second, to an elapsed time of 30 minutes. A tachometer offers a mathematical shortcut for measuring rates of speed over a measured course or calculating production units over a period of time. -SA

- Q.** What degree of quality testing do Victorinox Swiss Army Timepieces undergo?
- A.** Each new timepiece series undergoes multiple quality control tests in an independent laboratory in Switzerland. Each individual timepiece is put through its own visual inspection, time test, and water resistance test. -SA
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- Q.** Where can I get my timepiece repaired?
- A.** Please send it to one of our Authorized Service Centers for assessment and repair. -SA
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- Q.** How can I tell if I have a large or small timepiece?
- A.** All of our timepieces are universal, but we do have several styles that have Small sizes if that suits you better. If the timepiece comes in large and small our website will distinguish those particular timepieces. -SA
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- Q.** Where can I get a timepiece catalog to place an order?
- A.** We do not have a consumer catalog at this point in time, most of our product-line can be viewed on the website. -Swiss Army
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- Q.** Do I need to mail in my timepiece for a simple battery replacement?
- A.** Yes, we do suggest that your Victorinox Swiss Army timepiece be sent to an Authorized Service Center for battery changes and repairs. Taking your timepiece to an Unauthorized Jeweler will void the warranty.
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- Q.** Are Victorinox Swiss Army Timepieces shock resistant?
- A.** All Victorinox Swiss Army timepieces are shock resistant. -Swiss Army
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- Q.** Why can't a jeweler change the battery?
- A.** Our timepieces must be repaired by an Authorized Service Center to prevent voiding the warranty.
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- Q.** How should I pack my timepiece if I need to send it out for repairs?
- A.** Please pack your timepiece in a secure box and send to us via U.S. Mail Certified, UPS or Federal Express. Please include a note describing what is wrong with the timepiece, your warranty and a copy of the original sales receipt. Also include your name with return address and a daytime telephone number on the inside of the package. -Swiss Army
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- Q.** Do you have an 800# for service?
- A.** The toll free telephone number is 1-800-442-2706. -Swiss Army
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- Q.** What does the T SWISS T stand for on the bottom of my timepiece?
- A.** This coding denotes the fact that the timepiece dial and hands contain Tritium. This is used for the glow-in-the-dark feature. -Swiss Army
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- Q.** My timepiece says it's water resistant to 330 feet (100 meters). Why is it Ok for swimming and not for diving?
- A.** Most models are rated to withstand water pressure up to 330 feet or 100 meters (there are some exceptions). In contrast to the term "waterproof," water resistance is not a permanent condition; it must be maintained. The crown must be fully recessed and parts such as the crystal, case, and push buttons must remain intact for the timepiece to stay water-resistant. -Swiss Army
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- Q. I have an automatic movement in my timepiece. Does it need to be sent in for adjustment occasionally?
- A. There is no need to have our automatic Victorinox Swiss Army timepieces adjusted. However, in the event that the timepiece is losing time it should be sent to us or an Authorized Service center. -Swiss Army
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- Q. Do you make a timepiece with an alarm?
- A. Yes there are several Victorinox Swiss Army timepiece made with an alarm, please see the following timepieces on our website: Startech 2000 #24506, Startech 3000 #24455 and # 24456. Excursion #24503, Hunter Mach II and Hunter Mach III. In addition there is also a collection of several Travel Alarm Clocks. Also the Voyager pocketknife is equipped with an alarm clock. - Swiss Army
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- Q. How do I set a time and date with a screw-down crown? Here are the directions to follow to set both the date and time.
- A. A. Using the thumb and forefinger, apply mild pressure on crown while rotating toward you until crown releases. B. Pull out crown to position. Turn the crown away from you until the date showing the day before the desired setting. C. Pull out the crown to the fully extended position and rotate toward you. When midnight is reached, the date will advance to the desired date. Continue to turn the crown until the desired time is set. Remember, the date advanced at 12:00 midnight, not 12:00 noon. D. After setting, push in the crown then press and screw down away from you until it is sealed tight into position. The date and position are now set. E. To set time alone, release crown (refer to A) and then follow instruction point D. -Swiss Army
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- Q. Can I have my timepiece repaired outside the United States?
- A. Please consult our international dealer locator at the web site www.victorinoxswissarmy.com - Swiss Army
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- Q. Can I replace a timepiece crystal only?
- A. Yes, but you should contact an Authorized Service Center to be sure there is no additional damage to your timepiece.
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- Q. What is the difference between Victorinox Swiss Army Timepieces and Wenger? Which displays the Victorinox Swiss Army emblem?
- A. For starters the emblems are different: Victorinox Swiss Army's is the shape of a shield, as Wengers' is square with rounded corners. Wenger is not affiliated with Victorinox Swiss Army, Inc. in any way. Victorinox is the Original Swiss Army knife. For distinction; Victorinox Swiss Army pocket knives will always say Victorinox on the main blade. Our Victorinox Swiss Army timepieces will say Victorinox Swiss Army on the dial of the timepiece. There are a few discontinued models that may say Victorinox on the face. On the back of our timepieces it will also describe the water resistancy in measurements of "feet" or "meters". If you have any questions on the Authenticity of your timepiece, please feel free to call our Victorinox Swiss Army Consumer Service Department at 1-800-442-2706. -Swiss Army
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- Q. Where can I purchase a Victorinox Swiss Army timepiece outside of the U.S.?
- A. Please consult our international dealer locator at the web site www.victorinoxswissarmy.com - Swiss Army
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- Q. I would like to replace a leather band with a bracelet, where can I get one?
- A. All the bands should be displayed on the Victorinox Swiss Army web site under accessories. If you do not see a band on the web site to match, please call Victorinox Swiss Army Consumer Services at 1-800-442-2706. -Swiss Army
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