

PREREQUISITES FOR ROLEX SPARE PARTS ACCOUNT

The following prerequisites must be met prior to Rolex considering a spare parts application for processing.

Professional Education

The applicant must be a skilled watchmaker who is qualified, in Rolex's opinion, to perform repairs and service on Rolex products. Individuals must, at the minimum, be a Certified Watchmaker with the American Watchmakers-Clockmakers Institute (AWCI)*, and are required to maintain an active membership with this organization. AWI certifications obtained prior to August 2005 are not acceptable and will need to be upgraded. Other types of formal watchmaker training or certification from an accredited or equivalent educational institution may, however, also be acceptable based on further evaluation at Rolex's discretion.

Workshop Conditions

The workshop must be in a clean air environment. Air conditioning is strongly recommended. The workshop layout must provide adequate space for the work bench, spare parts storage, tools and testing equipment. The cleaning and polishing equipment must be separate from the watch service area. Sample workshop designs may be obtained through the AWCI.

Tools and Equipment

Minimum required equipment must include: Case Opener, Timing Machine, Amplitude Meter, Crystal-Bezel Press, Cyclomat Final-Test, Demagnetizer, Jewelling Tool, Staking Set, 2-Speed Polishing Machine, Ultrasonic Cleaning Tank, Watch Cleaning Machine and Water-Resistance (wet) Tester.

Cleanliness and Organization

The workshop needs to be very clean and well organized. Access to a fax machine is necessary to send spare part orders to Rolex. A computer with software designed to support spare parts inventory management and customer jobs tracking is highly recommended.

* This organization offers certification exams and continuous education programs in support of technical proficiency development. Log on to www.awci.com or call (866) 367-2924.

Frequently asked questions regarding AWCI Certification

Question: Will watchmakers with existing spare parts accounts have to obtain AWCI Certification?

Answer: Yes, at this time the deadline is December 2010. Individuals are being advised to sign up as soon as possible. Classes are limited and filled on a first come first served basis.

Question: I currently have a spare parts account with Rolex and need to get the AWCI certification. Will I be able to continue to purchase spare parts from Rolex while I'm preparing for the certification exam?

Answer: Yes, if the timeframe seems reasonable and does not extend past the 2010 deadline.

Question: I would like to prepare myself better for Quartz Watch and Chronograph repair before I take the exam. Is there any training available?

Answer: Yes, there are training courses available through the AWCI. To see a list of the courses that are offered you can access: <http://www.awci.com/services/continue-edu.php> . For Additional information, please contact AWCI Education Coordinator, Nancy Wellmann nwellmann@awci.com or call (866) 367-2924, ext. 303.

Question: My repair shop has three watchmakers including myself. Will we all have to have the AWCI Certification in order to keep our Rolex account?

Answer: Yes. AWCI certification is required for all your watchmakers who work on Rolex watches.

Question: Where will watchmakers have to go to obtain AWCI Certification?

Answer: AWCI has several exams scheduled throughout the year in various US locations. The current capacity is 12 persons per exam. You can check the certification schedule online by accessing <http://www.awci.com/calendar.php> . For additional information, please contact AWCI Education Coordinator, Nancy Wellmann nwellmann@awci.com or call (866) 367-2924, ext. 303.

Question: How much does the certification cost?

Answer: For pricing please contact AWCI Education Coordinator, Nancy Wellmann nwellmann@awci.com or call (866) 367-2924, ext. 303.

Question: Is the AWCI Certification necessary for watchmakers who work at Official Rolex Jewelers?

Answer: Watchmakers who are employed by Official Rolex Jewelers receive training and periodic technical updates from Rolex which includes work quality evaluations during each training session. Additional training is recommended as needed, including AWCI certification or other specific remedial courses that are available. Ideally, every professional watchmaker today, including those who work at Official Rolex Jewelers, should obtain the additional credential of AWCI Certification as an indication of proficiency that has now become an industry standard.