



*Advancing the Art, Science and Business of Horology*

## **The American Watchmakers-Clockmakers Institute Releases New Spare Parts Policy**

This new policy replaces the previous spare parts policy which approved of manufacturers restricting parts sales only to “reasonably qualified persons.” Many manufacturers continue to restrict parts, even to “qualified persons” harming the profession and reducing the quality of service available to consumers.

*The American Watchmakers-Clockmakers Institute stands in support of all watchmakers and timepiece owners.*

*We declare that the best way for manufacturers to provide service to their customers is to support a diversified service network which includes independent watchmakers, retailers, and service centers and to allow customers to choose where they would like their timepiece serviced. Manufacturers who freely distribute technical information, brand specific tools, and training to interested watchmakers will improve the service experience for their customers and create both goodwill and loyalty. Watchmakers who deliver high quality customer service by adhering to the standards and practices of the American Watchmakers-Clockmakers Institute will, in turn, earn the loyalty of their customers.*

*We encourage all watchmakers whether self-employed, working in a retail environment, or employed by the manufacturer, to strive for excellence and abide by the standards and practices set forth by AWCI. Access to genuine spare parts is critical to this endeavor and as such we call upon manufacturers and distributors of timepieces to make spare parts available at fair and reasonable prices to all watchmakers.*

In addition to our new spare parts policy the American Watchmakers-Clockmakers Institute would like to encourage all members to adhere to our standards and practices. Many manufacturers have placed tool and equipment requirements as conditions to receiving spare parts. While the American Watchmakers-Clockmakers Institute does not support these conditions and requirements, we do promote the highest standards of workmanship and we expect our members to exercise these standards. This includes but is not limited to:

- meeting or exceeding manufacturer’s recommended service procedures
- using genuine parts when available
- pressure testing water resistant watches to the depth rating specified by the manufacturer
- restoring modern chronometer grade watches to chronometer standards
- refinishing cases wherever possible
- and providing a complete explanation of the scope of repair and/or restoration.

Signed by,  
American Watchmakers-Clockmakers Institute  
Board of Directors

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