

The bracelet is detached from the watch case.  
The case is opened and the movement removed.  
The case is then completely disassembled.

The movement is dismantled and each component is ultrasonically cleaned in specially formulated solutions.

A Rolex watchmaker closely examines each individual component of the movement and identifies which components require replacement. Only genuine replacement parts supplied directly by Rolex Headquarters in Switzerland are used.

Using the most advanced lubricants, each functional component of the movement is carefully lubricated to minimise friction and prevent wear. This ensures that the movement of your Rolex timepiece will continue to perform accurately.

The heart of your Rolex watch movement is its balance wheel, which has a frequency of over 690,000 beats per day. To ensure timekeeping precision, the watchmaker meticulously adjusts the balance wheel and electronically tests its timing accuracy.

Your Rolex is then thoroughly tested and carefully observed over a period of several days to verify its performance.

The same keen attention to detail that is devoted to servicing the movement of your Rolex also goes into servicing its case and bracelet. After initial cleaning, the case and bracelet of your watch are closely examined and any worn or damaged components replaced with genuine Rolex parts.

Your case and bracelet are then expertly refinished and ultrasonically cleaned to restore lustre.

The case is carefully reassembled and all the seals replaced to guarantee waterproofness.

The watch case is rigorously tested to ensure it meets pressure-resistance requirements. The three-step process – a vacuum test, a compression test and a condensation test – will reveal the presence of even the smallest amount of moisture inside the case.

Rigorous quality checks are carried out at each stage of the servicing process. During the final check, the power reserve, timing accuracy and aesthetic appearance of your watch are verified one last time against manufacturing specifications to guarantee the highest possible standard of quality.

After a complete service, your Rolex is covered by a two-year Service Guarantee. This guarantee excludes any damage or deterioration that results from an accident or from mishandling of the watch.

Any intervention by a non-Rolex-authorized third party or the addition of any non-Rolex-manufactured parts or accessories will void the Service Guarantee.