Heiden HD24

Heiden Nova 2 Double Watch Winder Instruction Manual

Introduction

This manual provides detailed instructions for the setup, operation, and maintenance of your Heiden Nova 2 Double Watch Winder. Designed for automatic watches, this winder features a direct-drive brushless motor and advanced LCD digital controls, ensuring optimal care for your timepieces.



Front view of the Heiden Nova 2 Double Watch Winder, showcasing its design with two watches.

Important Safety Information

- Use only the provided AC power adapter. Using an incorrect adapter may damage the unit and void the warranty.
- Keep the device away from water, high humidity, and direct exposure to liquids.
- Do not attempt to disassemble, modify, or repair the unit yourself. Refer all servicing to qualified personnel.
- Place the winder on a stable, level surface to prevent tipping.
- Avoid exposing the winder to direct sunlight, extreme temperatures, or strong magnetic fields.
- Keep out of reach of children and pets.

Package Contents

- Heiden Nova 2 Double Watch Winder Unit
- AC Power Adapter
- Instruction Manual (this document)

Setup Guide

1. Unpacking and Placement

Carefully remove the watch winder from its packaging. Place the unit on a flat, stable surface, ensuring adequate ventilation around the device. Avoid placing it near heat sources or in enclosed spaces.



The winder with its front door open, showing the two winding modules.

2. Power Connection

Connect the provided AC power adapter to the power input port located at the rear of the winder. Plug the adapter into a standard electrical outlet. Ensure the connection is firm.



Rear view of the winder, highlighting the power input port.

3. Inserting Your Watches

Open the winder's front door. Gently compress the adjustable soft pillow and secure your automatic watch onto it. Insert the pillow with the watch into one of the winding rotors. Ensure the watch is securely seated and does not obstruct the rotor's movement. Repeat for the second watch if desired.



Close-up view of the soft, adjustable watch pillows.

Operating Instructions

The Heiden Nova 2 features independent controls for each winding rotor, allowing for customized settings for two watches simultaneously.



Detailed view of the LCD digital control panel.

Control Panel Overview

Each winding module has its own control panel with an LCD display, TPD (Turns Per Day) adjustment knob, and Direction selection knob.

1. Power On/Off

Press the circular power button on each control panel to turn the respective winding module on or off. The LCD display will illuminate when powered on.

2. Adjusting Turns Per Day (TPD)

Rotate the TPD adjustment knob (+/-) to set the desired Turns Per Day. The LCD display will show the current TPD setting. Settings are adjustable in increments of 50, ranging from 300 to 2000 TPD. Refer to your watch manufacturer's recommendations for optimal TPD.

3. Selecting Winding Direction

Rotate the Direction selection knob to choose the winding mode:

- **CW**: Clockwise rotation.
- **CCW**: Counter-clockwise rotation.
- **Bi-directional**: Alternating clockwise and counter-clockwise rotation.

Automatic Vertical Orientation

When the watch winder is at rest or turned off, the watch will automatically orient vertically to provide an optimal display position.

Maintenance

Cleaning

Wipe the exterior of the winder with a soft, dry, lint-free cloth. Do not use abrasive cleaners, solvents, or chemical sprays, as these can damage the finish. For the glass display, apply a small amount of glass cleaner to a cloth, then gently wipe the glass surface.

Watch Pillows

The soft velvet watch pillows can be gently cleaned with a lint roller or a soft brush to remove dust and debris.

Troubleshooting

Problem	Possible Cause	Solution
Winder does not turn on.	No power supply or loose connection.	Ensure the AC adapter is securely connected to the winder and a working electrical outlet. Verify the power button for the specific module is pressed.
Watch is not winding.	Incorrect TPD or direction setting; watch not properly seated.	Consult your watch manufacturer's specifications for recommended TPD and direction. Adjust settings accordingly using the control panel. Ensure the watch is securely placed on the pillow and does not obstruct the rotor's movement.

Problem	Possible Cause	Solution
Unusual noise during operation.	Watch not properly seated or internal issue.	Ensure watches are securely placed on their pillows and are not touching the winder's interior or other watches. If the noise persists, discontinue use and contact customer support.

Specifications

- **Model:** HD24-BLACK
- **Dimensions:** 13.43 x 10.55 x 9.33 inches
- **Weight:** 9.51 Pounds
- **Power Source:** Corded Electric
- **Motor Type:** Direct Drive Brushless Motor
- **TPD Settings:** 300-2000 TPD, adjustable in increments of 50
- **Winding Directions:** Clockwise, Counter-clockwise, Bi-directional
- **Display:** Back-lit LCD Digital Controls
- **Exterior Finish:** Hand-painted high gloss black
- **Interior Material:** Soft black linen
- **Watch Pillows:** Adjustable soft velvet

Warranty and Customer Support

Warranty

This Heiden Nova 2 Double Watch Winder comes with a**2-year warranty** from the date of purchase. This warranty covers manufacturing defects and malfunctions under normal use. Please retain your proof of purchase for warranty claims.

Customer Support

For any questions, troubleshooting assistance, or warranty claims, please contact Heiden customer support. Our US-based support team is available to assist you with product inquiries and technical support.

You can find contact information on the official Heiden website or through your retailer's support channels.

Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question