INTRODUCING

THE MASTERCARE PROGRAMME

A NEW STANDARD OF GUARDIANSHIP FOR EXCEPTIONAL COLLECTIONS

KEY FACTS:

- **An exclusive preservation programme:** offered to eligible clients to optimise the long-term preservation of their Jaeger-LeCoultre timepieces, combining continuous monitoring and preventive maintenance through the expertise of the Maison's master watchmakers
- **Highly secure watchkeeping**: an offering available only at the historic cradle of Jaeger-LeCoultre, the Manufacture-Atelier in Le Sentier
- **A tailored client journey:** an unprecedented service in the watch industry, enriched by exclusive Manufacture experiences and quarterly updates keeping collectors intimately connected to their timepieces

Jaeger-LeCoultre introduces MasterCare, a new exclusive service based at its Manufacture-Atelier in Le Sentier, in Switzerland's Vallée de Joux. Created for the Maison clients or owners of its precision timepieces, this exclusive guardianship programme enables owners to entrust their most treasured watches to the Maison for long-term preservation within a highly secure facility at the Manufacture-Atelier.

Through regular monitoring and preventive care, MasterCare ensures that clients can retrieve their watches at any time in optimal working conditions. As watches become ever more technically sophisticated, the risk of improper use can also rise, even for high-precision mechanical timepieces.

MASTER CARE: AN INNOVATIVE SERVICE FOR CLIENTS WITH HIGH-VALUE COLLECTIONS

Preserving heritage, inspiring generations: Since its founding in 1833, Jaeger-LeCoultre has continually sought to preserve not only the technical excellence of its creations, but also the emotional and cultural value they represent for generations of collectors. Today, the Maison extends this commitment beyond the creation of exceptional timepieces with MasterCare, an exclusive programme dedicated to preserving the most remarkable Jaeger-LeCoultre collections.

Care where craftsmanship began: Based at the Manufacture-Atelier in Le Sentier, in the heart of Switzerland's Vallée de Joux, MasterCare offers collectors the opportunity to entrust their treasured Jaeger-LeCoultre watches to the very place where they were conceived, developed and crafted. Within a highly secure environment, every timepiece remains under the care of Jaeger-LeCoultre's master watchmakers and technical experts, ensuring that every watch continues to perform according to the

Manufacture's exacting standards while preserving the integrity of its mechanical heritage. Designed for collectors seeking the highest level of care, MasterCare offers an exceptional approach to watch care, defined by uncompromising attention and a long-term commitment to each timepiece. Rather than intervening only when maintenance becomes necessary, the programme is built around continuous guardianship, helping preserve the long-term performance, reliability and longevity of every watch.

CONTINUOUS CARE AT THE HEART OF THE MANUFACTURE-ATELIER

A commitment to longevity: Admission of each timepiece to the programme follows a dedicated qualification process, including verification of its authenticity and ownership, a review of its service history and, upon deposit at the Manufacture-Atelier, a technical assessment by a Jaeger-LeCoultre watchmaker, documented with photographs, to confirm its condition and suitability for the programme. Throughout its stay, every timepiece benefits from winding, chronometry testing, timing verification throughout its power reserve and comprehensive functional checks. These assessments ensure that every complication continues to perform according to Jaeger-LeCoultre's exacting standards. The Maison may recommend preventive or corrective interventions tailored to each watch. These services may include complete movement disassembly and reassembly, cleaning, lubrication, adjustment, replacement of worn components, refinishing of the case or bracelet, strap replacement and all quality controls performed at the Manufacture-Atelier before a watch returns to its owner.

A personalised service with every collection: Clients may leave their watches at the Manufacture-Atelier for extended periods. During their stay, they receive personalised quarterly reports detailing the condition, chronometric performance and maintenance status of each watch. Should the Manufacture-Atelier identify the need for additional servicing during its regular assessments, the client is contacted before any intervention is undertaken. Every technical decision therefore remains transparent and tailored to the timepiece.

AN EXPERIENCE BEYOND WATCHMAKING

MasterCare extends beyond technical preservation to create an immersive Maison experience. Dedicated Client Experience, Hospitality and Watchmaking teams accompany collectors throughout their visit to the Manufacture-Atelier in Le Sentier, with the highest level of attention and discretion. Clients are offered the possibility to discover the Manufacture-Atelier through private visits, watchmaking workshops, presentations of the Maison's latest creations and curated lunches in exclusive settings.

PRACTICAL INFORMATION

MasterCare will be introduced in 2026, progressively debuting on 16 November 2026. Offered exclusively at the Jaeger-LeCoultre Manufacture-Atelier in Le Sentier, the service is reserved for Jaeger-LeCoultre

timepieces (from highly complicated creations to more classic models) and provides a dedicated and highly personalised experience. Access to the programme is offered on a fee basis and subject to availability as well as a prior qualification process, ensuring the highly exclusive nature of the service. Each application is carefully reviewed, including the client's relationship and track record with the Maison, as well as key information relating to the timepieces, such as their condition and proof of ownership. Acceptance into the programme is confirmed only once these requirements have been successfully verified and remains at the sole discretion of Jaeger-LeCoultre.

Rooted in a tradition of restoration and watch care spanning over 193 years, MasterCare carries forward Jaeger-LeCoultre's enduring commitment to preserving exceptional timepieces for generations to come.

ABOUT JAEGER-LECOULTRE – THE WATCHMAKER OF WATCHMAKERS™

Since 1833, driven by an unquenchable thirst for innovation and creativity and inspired by the peaceful natural surroundings of its home in the Vallée de Joux, Jaeger-LeCoultre has been distinguished by its mastery of complications and the precision of its mechanisms. Known as the Watchmaker of Watchmakers™, the Manufacture-Atelier has expressed its relentlessly inventive spirit through the creation of more than 1,400 different calibres and the award of more than 430 patents. Harnessing over 190 years of accumulated expertise, Jaeger-LeCoultre's watchmakers design, produce, finish and ornament the most advanced and precise mechanisms, blending passion with centuries-old savoir-faire, linking the past to the future, timeless but always up with the times. Bringing together 82 ateliers, 108 crafts and 235 techniques – including 69 signature techniques – the Manufacture-Atelier creates fine timepieces that combine technical ingenuity with aesthetic beauty and a distinctively understated sophistication.

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