

Crestron **IM-FTCC-B**
iMedia FlipTop Computer Center
Operations & Installation Guide



This document was prepared and written by the Technical Documentation department at:



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iMedia FlipTop Computer Center: IM-FTCC-B

Introduction

Features and Functions

- Installs flush in a tabletop surface
- Convenient cable storage
- One AC power pass-through
- One iMedia RJ-45 output connector (on the bottom side)
- Power on/off **SELECT** button and indicator
- Rotary local volume control
- Lid flips open 180 degrees for easy access
- Includes cable management kit with VGA and audio cables
- Cutout template provided
- Available in both domestic (IM-FTCC-B) and international (IMI-FTCC-B) models

Applications

The IM-FTCC-B/IMI-FTCC-B is part of the Crestron® iMedia line of network devices, room control systems and signal routing solutions. The line of IM devices includes receivers and transmitters. Consult the Crestron website for a complete and current listing of the iMedia product line.

NOTE: Composite video output of the IM-RXV1 and IM-RXV3 will not be displayed when using the IM-FTCC-B/IMI-FTCC-B.

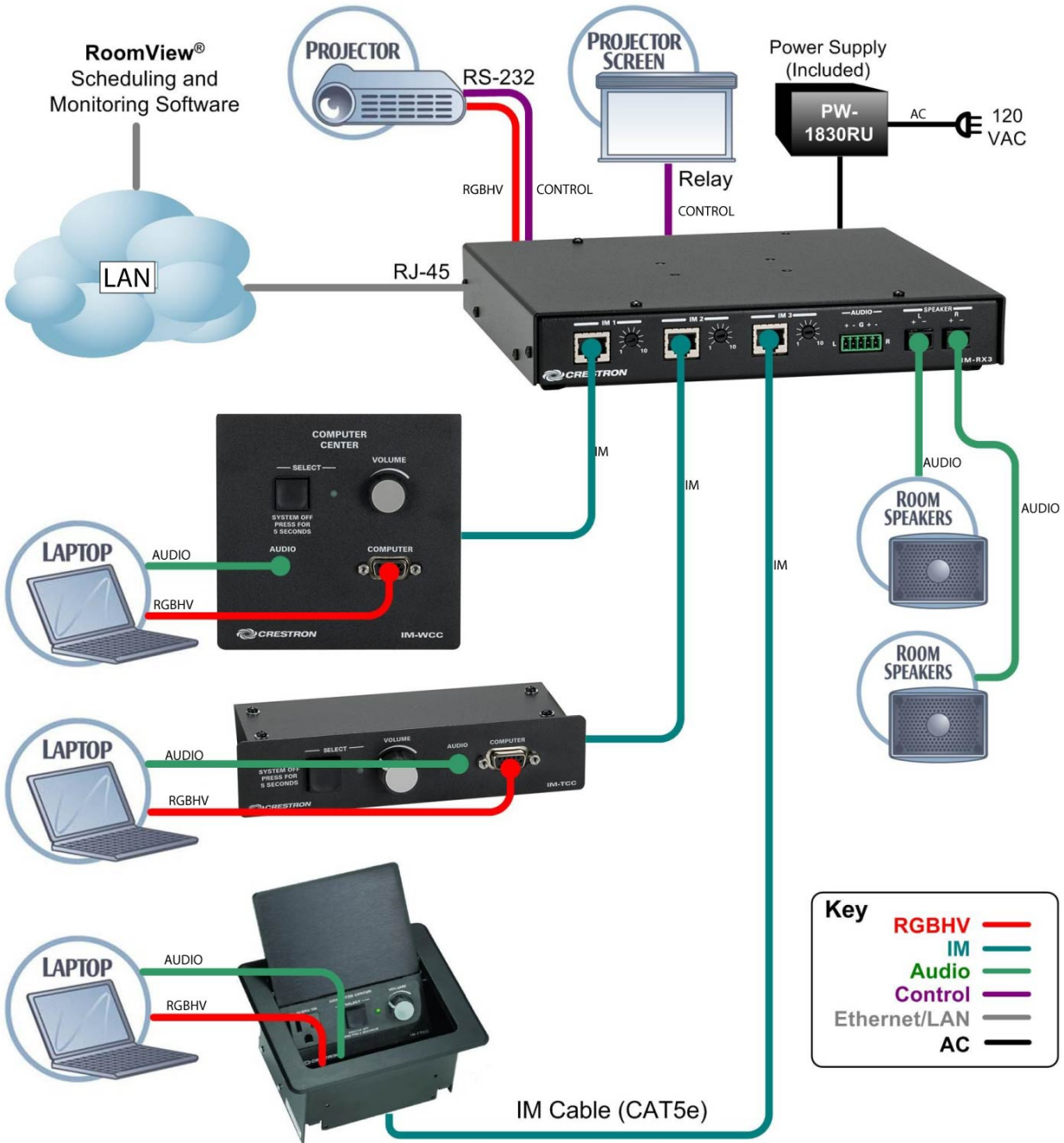
The iMedia FlipTop Computer Center is designed to install flush in a tabletop surface to provide a convenient and low profile interface solution. Beneath the flip-top lid, a recessed compartment contains easy pull-out RGB and audio cables to facilitate the connection of a single computer source. The cables stow neatly within the compartment when not in use. Excess cable simply drops out-of-sight below the box through grommets provided in the bottom plate. An additional hole is available to accommodate a third-party LAN cable if needed. A cutout template is included.

NOTE: The IM-FTCC-B and IMI-FTCC-B are not Cresnet® devices.

This device uses iMedia (IM) technology utilizing a single CresCAT-IM cable to transmit computer RGB and stereo audio signals to a single projector or plasma display. A typical XGA signal (1024 X 768 pixels at 60 Hz) can be transmitted up to 84 feet using iMedia, while higher resolutions up to 1600 x 1200 can be handled over shorter distances. Audio is transmitted digitally at 20-bit, 48 kHz resolution. To facilitate connection of audio, video, and computer equipment, all media, power and control signals are routed via a single CresCAT-IM cable for an uncomplicated installation.

The IM-FCC-B is part of a family of compatible iMedia devices, all capable of working together to put on simple to complex media presentations. The following diagram shows the interconnections.

Typical Room Installation for Media Presentation (IM-FTCC-B Is shown at Bottom)



Specifications

Specifications for the IM-FTCC-B/IMI-FTCC-B are given in the following table.

IM-FTCC-B/IMI-FTCC-B Specifications

| SPECIFICATION | DETAILS |
|--|--|
| Video Formats | RGBHV (VGA), RGBS, RGsB |
| RGB Video | R/G/B: 0 dB (Unity gain, 75 Ohm termination), for 1.0 V _{p-p} max input. Input Impedance 75 Ohms. |
| Resolutions | Supports videos up to XGA @ 60 Hz vertical rate with maximum cable length of 84 feet and maximum compensation at receiver. For higher pixel resolutions (up to 1600 X 1200 pixels at 60 Hz vertical rate) refer to the chart on page 12. |
| H and V Sync | 5 V _{p-p} max into 1 K Ohm |
| Computer Associated Audio | |
| Max. Line level input | 2 V _{RMS} |
| Input Impedance | 10 K Ohm |
| Audio Analog/Digital conversion | 20-bit, 48 kHz |
| Frequency Response | 20 Hz to 20 kHz |
| Operating Temperature and Humidity | 41° to 104° F (5° to 40° C) 10 to 90% relative humidity (non-condensing) |
| Dimensions and Weight (IM-FTCC-B) | Width: 6.84 in (17.38 cm) Height: 4.63 in (11.76 cm) With Lid Closed Depth: 5.62 in (14.28 cm) Without Mounting Brackets Weight: 3.65 lbs (1.66 kg) With Cables |
| Dimensions and Weight (IMI-FTCC-B) | Width: 8.34 in (21.18 cm) Height: 5.43 in (13.79 cm) With Lid Closed Depth: 6.20 in (15.74 cm) Without Mounting Brackets Weight: 4.42 lbs (2.01 kg) With Cables |
| International Adaptors for IMI-FTCC-B Models | Refer to Appendix on page 21. |

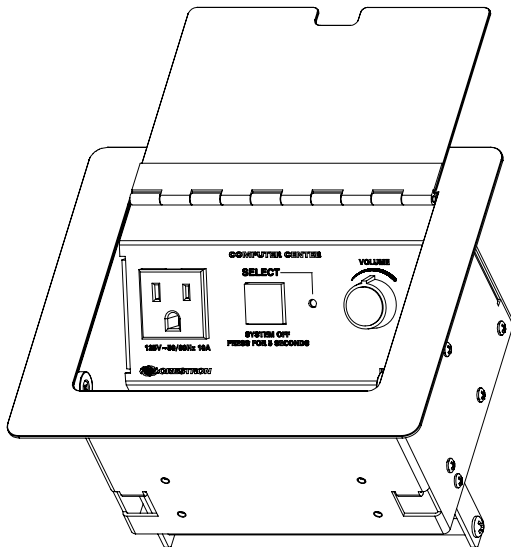
Physical Description

Beneath the flip-top lid, a recessed compartment contains RGB and audio cables to facilitate the connection of a single computer source. The recessed compartment also contains the AC outlet and the **SELECT** button. Refer to the following physical views.

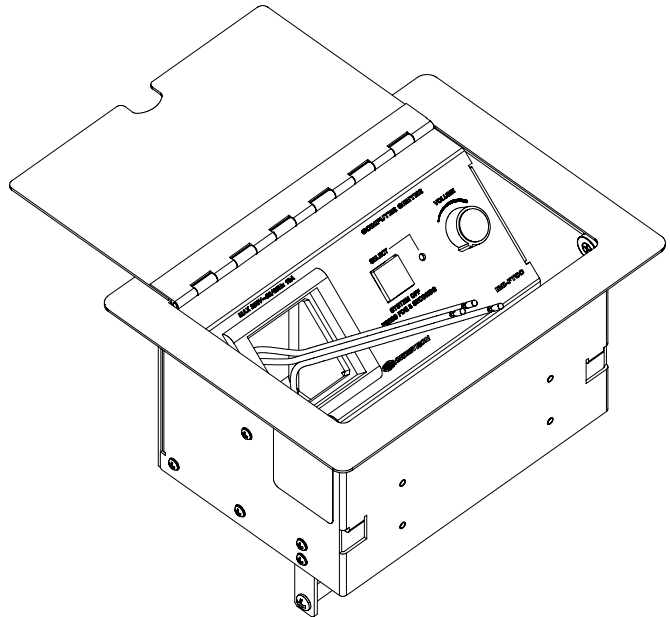
IM-FTCC-B Open View



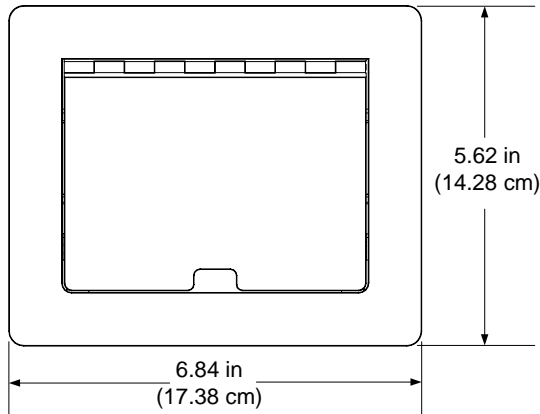
Open View (IM-FTCC-B)



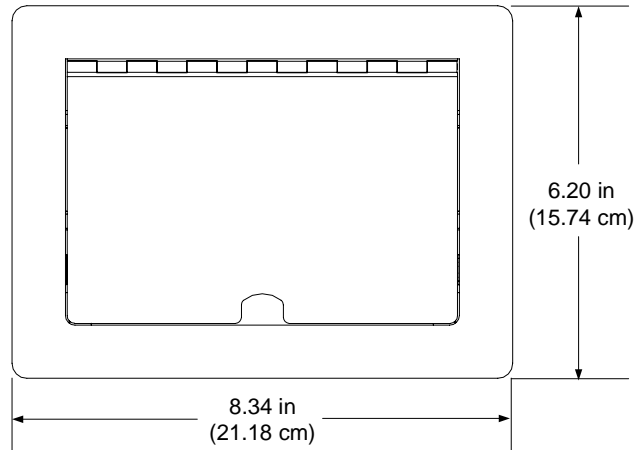
Open View (IMI-FTCC-B)



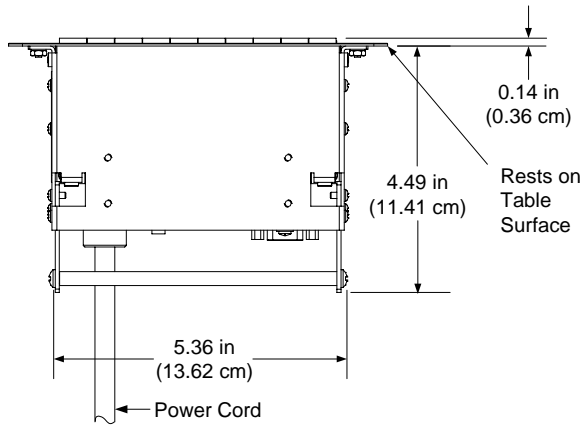
Physical Dimensions – Top View (IM-FTCC-B)



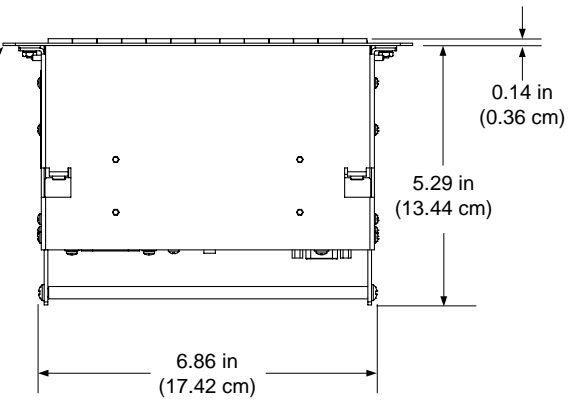
Physical Dimensions – Top View (IMI-FTCC-B)



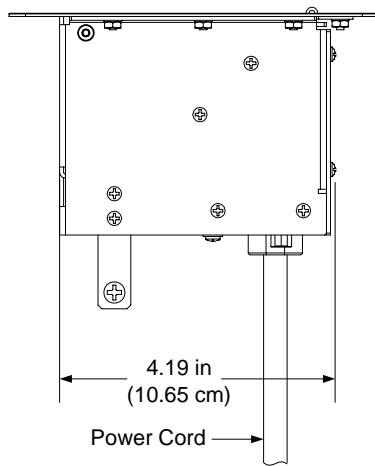
Physical Dimensions – Front View (IM-FTCC-B)



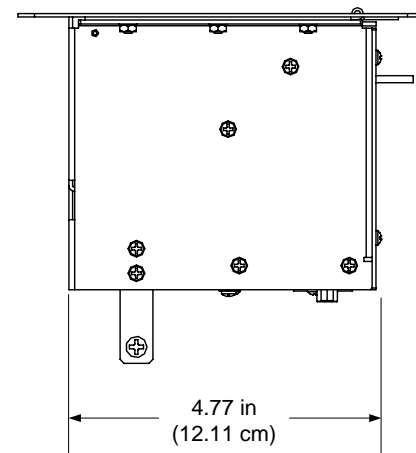
Physical Dimensions – Front View (IMI-FTCC-B)



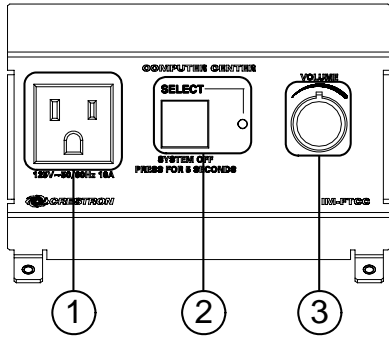
Physical Dimensions – Side View (IM-FTCC-B)



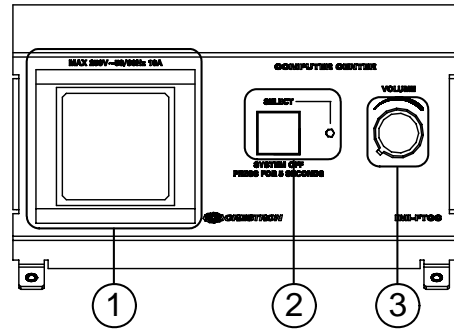
Physical Dimensions – Side View (IMI-FTCC-B)



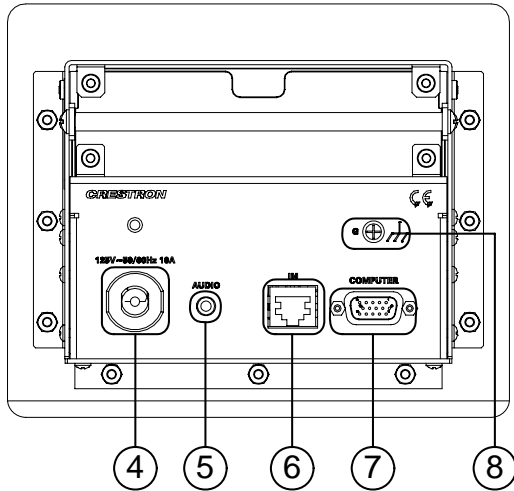
Front Face View (IM-FTCC-B)



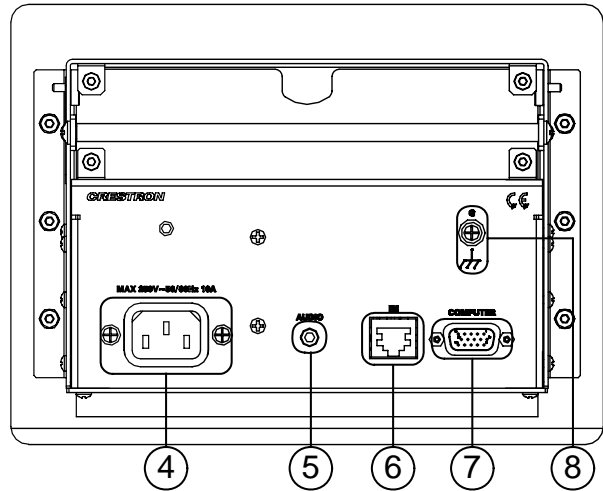
Front Face View (IMI-FTCC-B)



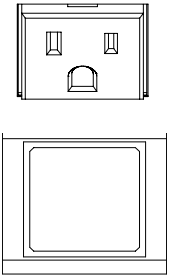
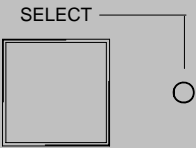
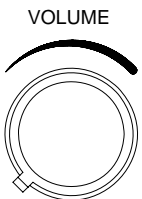
Bottom View (IM-FTCC-B)



Bottom View (IMI-FTCC-B)

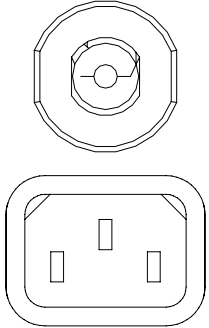

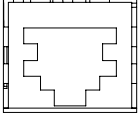
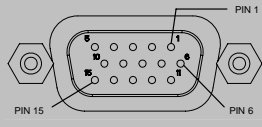



Controls, Connectors & Indicators

| # | CONNECTORS, CONTROLS & INDICATORS | DESCRIPTION |
|---|--|--|
| 1 |  | <p>125 VAC, 50 – 60 Hz., 10 amperes. This 3-prong grounded AC input socket is connected to a line cord located on the bottom side.</p> <p>250 V max, 50 to 60 Hz, 10 amperes. European, Australian, Italian, United Kingdom and French versions available. Refer to "Appendix A: International Receptacles" on page 21.</p> |
| 2 |  | <p>Selector button and indicator light. Indicator light signals the FlipTop Computer Center selected for control. Button selects inputs, including projector power on. A blinking light indicates control is changing from one FlipTop Computer Center to another. Holding the selector button in for five seconds powers down the unit.</p> |
| 3 |  | <p>Rotary local volume control; adjusting this knob sets the audio level for the local input.</p> |

Continued on the following page

Controls, Connectors & Indicators (continued)

| # | CONNECTORS, CONTROLS & INDICATORS | DESCRIPTION | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----|---|---|-----------------|----------|-----|----------|---|-----------|---|------------|---|-------------|----|--------|---|------------|----|------------|---|----------|----|-----------------|---|--------|----|-----------------|---|------------|----|---------------|---|--------------|----|-----------------|---|-------------|--|--|
| 4 |  | <p>This is a grounded AC socket. 125 VAC at 60 Hz. Connect the six-foot (183 cm) grounded AC line cord to supply AC power to the outlet on the topside of the IM-FTCC-B.</p> <p>This is a grounded AC socket. 250 V, 50-60 Hz at 10 A max. The IM-FTCC-B is equipped with a standard IEC-320 electrical appliance coupler. The IEC (International Electrotechnical Commission) is the international standards and conformity assessment body for all fields of electrotechnology.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | <p>AUDIO</p>  | <p>The 3.5 mm computer audio connector provides an unbalanced stereo line-level audio input. Maximum input level 2 V_{RMS} Input impedance 10k Ohms</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | <p>IM</p>  | <p>This eight-pin RJ-45 transport port allows connection of the iMedia cable. It carries audio and video signals over CresCAT-IM cable to an iMedia receiver (IM-RX1 or IM-RX3). For more information on iMedia cable length refer to the chart on page 12.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | <p>COMPUTER</p>  | <p>This female DB15HD connector is used for connecting a computer's RGB video output to the display device. A corresponding 3.5mm mini-jack is provided for the computer sound card output. Maximum input voltage 1.0 V_{p-p} (R/G/B), 5.0 V_{p-p} (H/V) Input Impedance 75 Ohms (R/G/B), 1 k Ohms (H/V) Refer to the following table for RGB DB15HD pin-assignments.</p> <table border="1" data-bbox="820 1333 1307 1732"> <thead> <tr> <th>PIN</th> <th>FUNCTION</th> <th>PIN</th> <th>FUNCTION</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Red Video</td> <td>9</td> <td>No Connect</td> </tr> <tr> <td>2</td> <td>Green Video</td> <td>10</td> <td>Ground</td> </tr> <tr> <td>3</td> <td>Blue Video</td> <td>11</td> <td>No Connect</td> </tr> <tr> <td>4</td> <td>Reserved</td> <td>12</td> <td>Monitor Sense 1</td> </tr> <tr> <td>5</td> <td>Ground</td> <td>13</td> <td>Horizontal Sync</td> </tr> <tr> <td>6</td> <td>Red Ground</td> <td>14</td> <td>Vertical Sync</td> </tr> <tr> <td>7</td> <td>Green Ground</td> <td>15</td> <td>Monitor Sense 2</td> </tr> <tr> <td>8</td> <td>Blue Ground</td> <td></td> <td></td> </tr> </tbody> </table> | PIN | FUNCTION | PIN | FUNCTION | 1 | Red Video | 9 | No Connect | 2 | Green Video | 10 | Ground | 3 | Blue Video | 11 | No Connect | 4 | Reserved | 12 | Monitor Sense 1 | 5 | Ground | 13 | Horizontal Sync | 6 | Red Ground | 14 | Vertical Sync | 7 | Green Ground | 15 | Monitor Sense 2 | 8 | Blue Ground | | |
| PIN | FUNCTION | PIN | FUNCTION | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | Red Video | 9 | No Connect | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Green Video | 10 | Ground | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Blue Video | 11 | No Connect | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Reserved | 12 | Monitor Sense 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | Ground | 13 | Horizontal Sync | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | Red Ground | 14 | Vertical Sync | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | Green Ground | 15 | Monitor Sense 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | Blue Ground | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 |  | <p>Lug for grounding your equipment.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Industry Compliance

As of the date of manufacture, the IM-FTCC-B/IMI-FTCC-B has been tested and found to comply with specifications for CE marking and standards per EMC and Radiocommunications Compliance Labelling.



NOTE: This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
 - Increase the separation between the equipment and receiver.
 - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
 - Consult the dealer or an experienced radio/TV technician for help.
-

Setup

Network Wiring

CAUTION: In order to ensure optimum performance over the full range of your installation topology, Crestron Certified Wire, and only Crestron Certified Wire, should be used. Failure to do so, may incur additional charges if support is required to identify performance deficiencies as a result of using improper wire.

CAUTION: Use only Crestron power supplies for Crestron equipment. Failure to do so could cause equipment damage or void the Crestron warranty.

IM Wiring

Using a proprietary signal routing solution, RGBHV, audio, power and control signals are all transported using a single cable solution called iMedia.

The iMedia transport system port is capable of managing computer RGB and audio signals simultaneously through one CresCAT-IM cable, simplifying installations.



Routing CresCAT-IM cable (low-skew CAT5e) is less expensive and a much simpler solution for the wiring of iMedia systems than routing multi-colored, multi-conductor coax cable. All Crestron products using the iMedia transport system are capable of sending and receiving iMedia signals via CresCAT-IM cable. Installation of any iMedia device is as simple as installing one iMedia cable from output to input. Installations are affordable, and fast.

Quantity and Packaging

- CRESCAT-IM-P-B500 is a low-skew CAT5e cable, plenum-rated, available in a 500 ft box
- CRESCAT-IM-P-SP500 is a low-skew CAT5e cable, plenum-rated, available in a 500 ft spool
- CRESCAT-IM-P-SP1000 is a low-skew CAT5e cable, plenum-rated, available in a 1000 ft spool

For more information on CresCAT and other wire products, visit the Crestron website (www.crestron.com/features/wire).

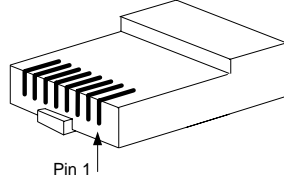
Pin Assignments

The pin assignment is based on the EIA/TIA 568B RJ-45 Jack standard.

Power is supplied to the IM transmitters via the audio circuit.

To determine which pin is number 1, hold the cable so that the end of the eight pin modular jack is facing you, with clip down and copper side up. When looking down at the copper connections, pin 1 is on the far right.

iMedia Pin Assignment

| RJ-45 Male Connector | RJ-45 Pin Number | Wire Colors | iMedia Assignment RGB & Audio |
|---|------------------|--------------|-------------------------------|
|  | 1 | White/Orange | - RGB Red |
| | 2 | Orange | + RGB Red |
| | 3 | White/Green | - RGB Green |
| | 4 | Blue | + Audio/Power |
| | 5 | White/Blue | - Audio/Power |
| | 6 | Green | + RGB Green |
| | 7 | White/Brown | - RGB Blue |
| | 8 | Brown | + RGB Blue |

NOTE: Power is supplied to pins 4 and 5 from the IM receivers.

Signal Selection

The RGB signal connected to the IM transmitter is delivered to the display device (e.g., projector) via the RGBHV output of an IM receiver. Each IM transmitter possesses a **SELECT** button, which activates that input. The receiver automatically routes the last activated input to the RGB output and deactivates any prior selection. In addition, the display's power and input selection commands can be controlled via the IR or COM port.

Video Resolution and Cable Length

The receiver can accomplish frequency compensation on each input to achieve correct operation. This compensation scheme is effective for CresCAT-IM cables as long as the maximum skew of 15 ns per 100 m is not exceeded.

NOTE: For proper operations and performance of every iMedia system, always use CresCAT-IM cable.

Maximum Resolution and Cable Length

| RESOLUTION | REFRESH RATE (HZ) | PIXEL RATE (MHZ) | PIXEL TIME (NS) | MAX LENGTH (FEET) |
|-----------------------|-------------------|------------------|-----------------|-------------------|
| VGA (640 X 480) | 60 | 25.18 | 39.7 | 218.5 |
| | 72 | 31.50 | 31.7 | 174.6 |
| | 85 | 36.00 | 27.8 | 152.8 |
| SVGA (800 X 600) | 56 | 36.00 | 27.8 | 152.8 |
| | 72 | 50.00 | 20.0 | 110.0 |
| | 85 | 56.25 | 17.8 | 97.8 |
| XGA (1024 X 768) | 60 | 65.00 | 15.4 | 84.6 |
| | 70 | 75.00 | 13.3 | 73.3 |
| | 85 | 94.50 | 10.6 | 58.2 |
| SXGA (1280 X 1024) | 60 | 108.00 | 9.3 | 50.9 |
| | 75 | 135.00 | 7.4 | 40.7 |
| | 85 | 157.50 | 6.3 | 34.9 |
| UXGA (1600 X 1200) | 60 | 162.00 | 6.2 | 34.0 |
| | 70 | 189.00 | 5.3 | 29.1 |
| | 85 | 229.50 | 4.4 | 24.0 |

Installation

Cable Management Kit

The IM-FTCC-B and IMI-FTCC-B are shipped with a cable management kit that includes a cable management plate, a 6-foot VGA cable and a 6-foot audio cable.

Tools Required

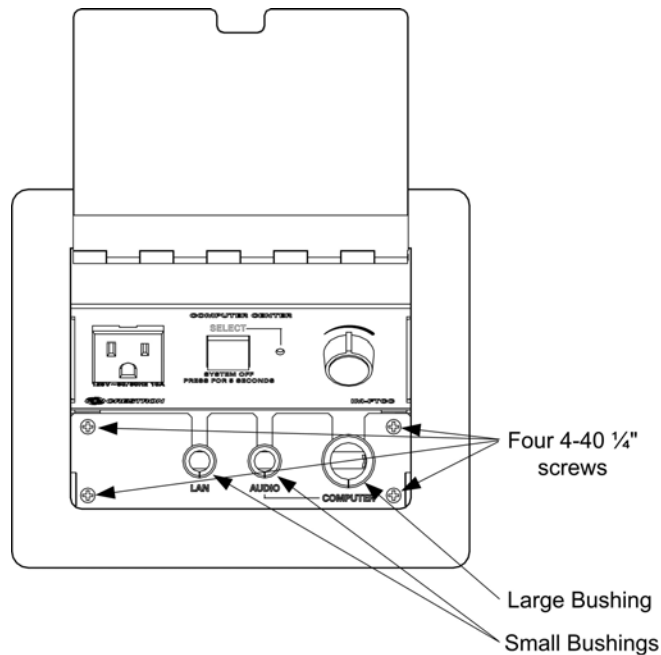
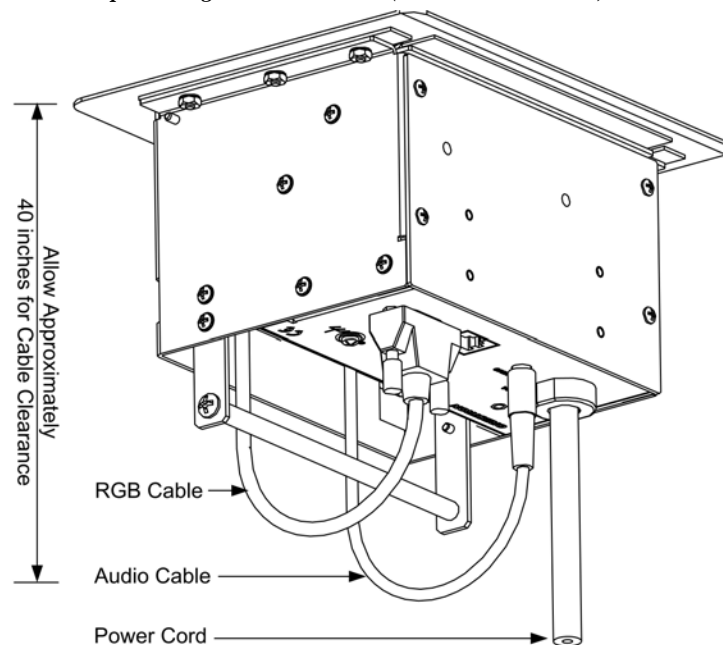
- Phillips screwdriver
- Small flat-blade screwdriver (for connecting the VGA cable)

Parts Supplied with Cable Management Kit

| PART DESCRIPTION | QUANTITY |
|---|-----------------|
| Small Cable Bushing, 5/16 inch ID, 0.5 inch OD | 2 |
| Large cable Bushing, 0.55 inch ID, 0.80 inch OD | 1 |
| Cable Support Plate | 1 |
| 4-40 ¼ inch Phillips Head Screws | 4 |
| Computer RGB Cable, VGA to VGA, 6 ft long | 1 |
| Computer Audio Cable, 3.5 mm Stereo, 6 ft long | 1 |
| Tie Wraps | 3 |

The cable support plate must be installed before mounting the IM-FTCC-B or IMI-FTCC-B to a surface. The cables are looped through the cable support plate.

1. Place the bushings on the cables (three bushings supplied). Use the large bushing for the VGA cable.
2. Thread the cables through the appropriate slot on the plate.
3. Snap the bushings into the plate slots.
4. Feed all the excess cable through the opening.
5. Attach the plate using the four #4 x 1/4 black screws.
6. Connect the cables to the appropriate connector on the bottom of the IM-FTCC-B/IMI-FTCC-B.
7. The cables may be secured to the bottom bar using tie wraps.

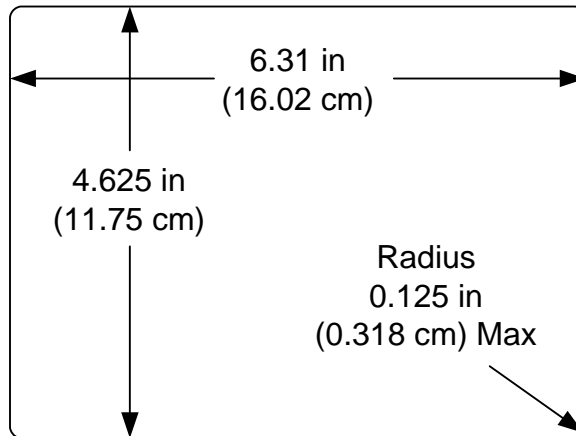
Cable Plate Installation (IM-FTCC-B Shown)*Cable Loops Through the Cable Plate (IM-FTCC-B Shown)*

NOTE: Ensure that the cables have sufficient clearance to enable smooth movement. Allow approximately 40 inches (102 cm) from the top surface of the FlipTop box mounting to surface.

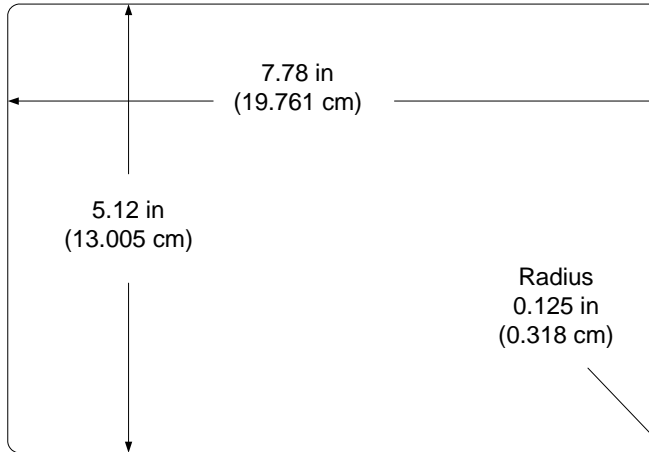
Mounting to Surface

The IM-FTCC-B/IMI-FTCC-B is designed to mount in a horizontal surface, such as a desk top, lectern, or podium. The following diagram illustrates the required opening size to accommodate the IM-FTCC-B/IMI-FTCC-B. Use the supplied template to make the cutout.

Cutout Dimensions for IM-FTCC-B (4007291)



Cutout Dimensions for IMI-FTCC-B (4007909)

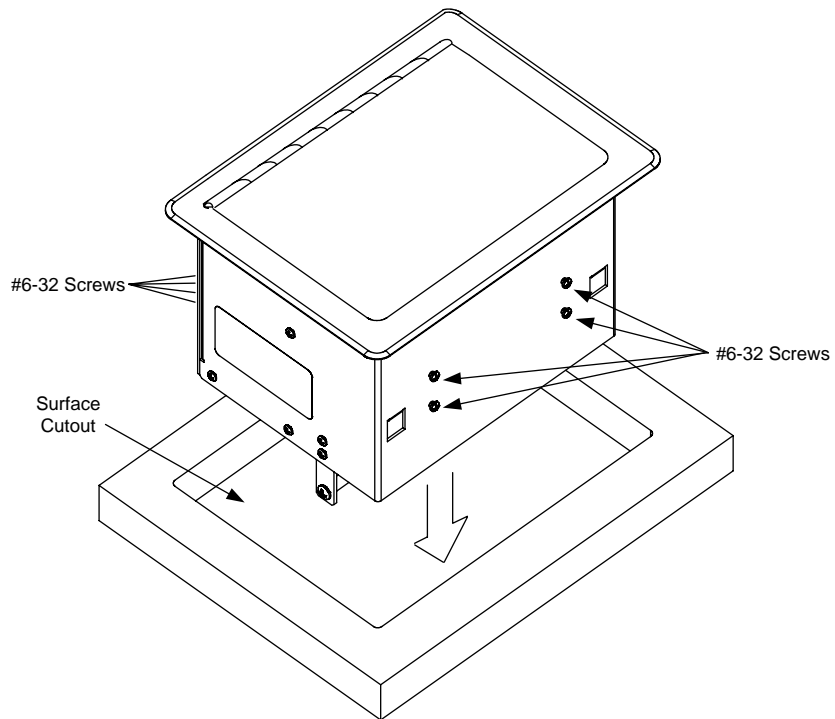


NOTE: Before inserting the IM-FTCC-B or the IMI-FTCC-B in the mounting hole, ensure that all required cables have been installed.

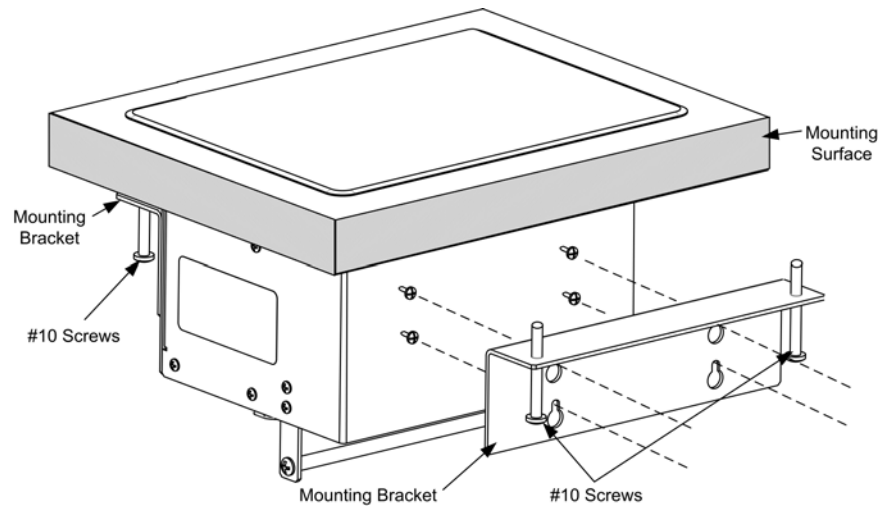
Mounting Parts Supplied with the IM-FTCC-B/IMI-FTCC-B

| PART DESCRIPTION | QUANTITY |
|----------------------------------|-----------------|
| Screw #6-32, Pan Head, Phillips | 8 |
| Screw #10-32, Pan Head, Phillips | 4 |
| Mounting Bracket | 2 |

1. Install the eight supplied #6-32 screws, but do not tighten (four on the front side and four on the rear side). These will be used to secure the front and rear mounting brackets.
2. Position the IM-FTCC-B/IMI-FTCC-B in the mounting hole.

Mounting Bracket Screw Locations

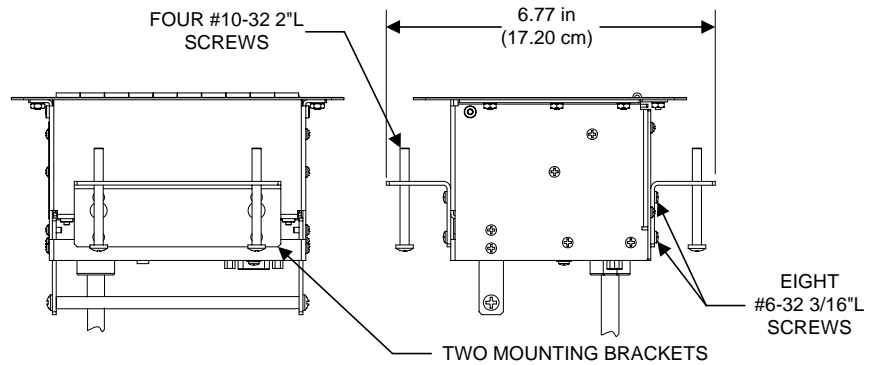
3. Install the four #10-32 screws in the mounting brackets (two screws per bracket). Refer to the following diagram.
4. Slide the mounting brackets over the #6-32 screws and tighten the #6-32 screws.

Mounting Bracket Installation

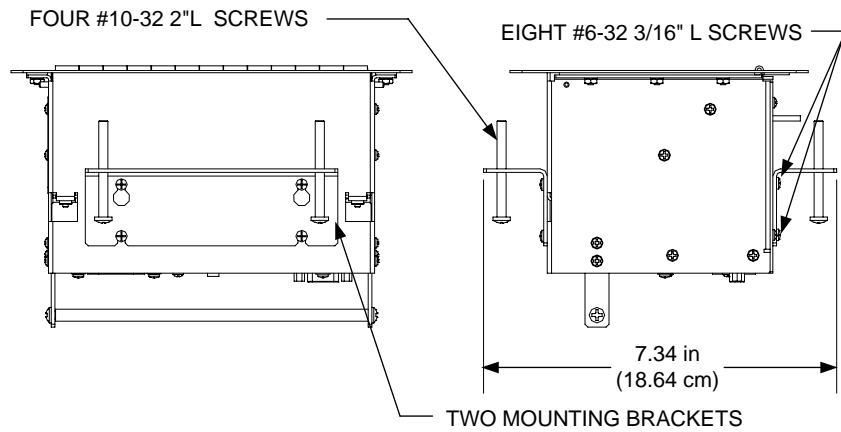
5. Turn the four #10 screws equally until they contact the underside of the mounting surface.

NOTE: Do not over-tighten the #10 screws as this may damage the surface and/or the unit.

Mounting Brackets Installed - IM-FTCC-B



Mounting Brackets Installed - IMI-FTCC-B



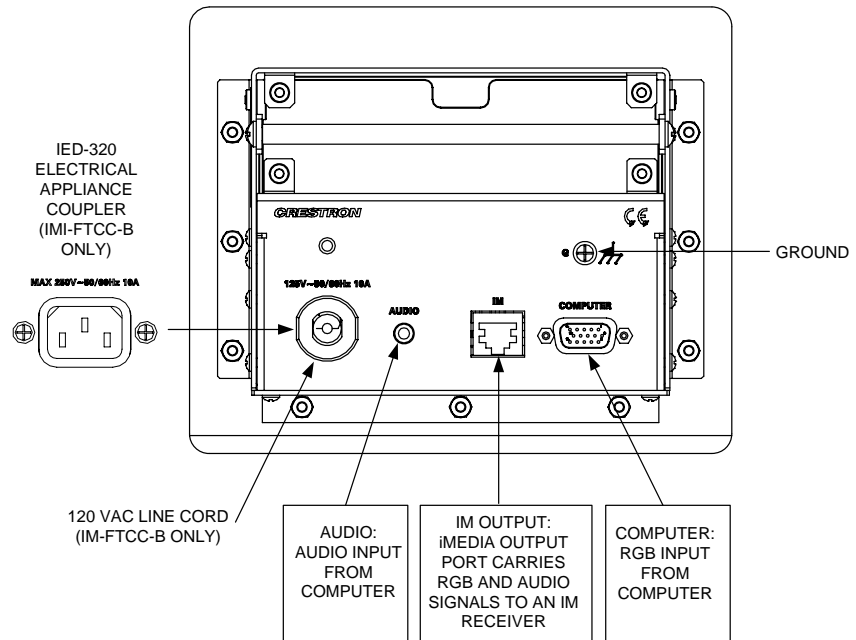
Hardware Hookup

Refer to the following hookup diagram and, aside from attaching power last, complete the connections in any order.

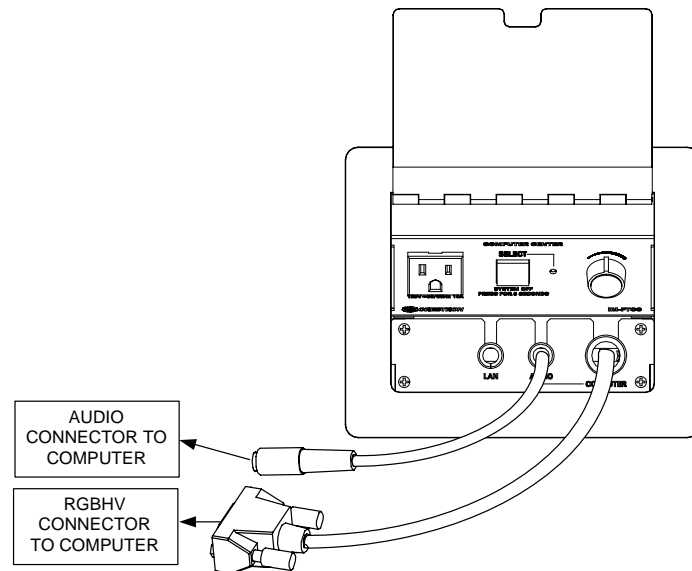
NOTE: To prevent overheating, do not operate this product in an area that exceeds the environmental temperature range listed in the specifications table. Consideration must be given if installed in a closed or multi-unit rack assembly, inside a closed desk, or in a closed podium since the operating ambient temperature of these environments may be greater than the room ambient. Contact with thermal insulating materials should be avoided on all sides of the unit.

NOTE: The maximum continuous current from equipment under any external load conditions shall not exceed a current limit that is suitable for the minimum wire gauge used in interconnecting cables. The ratings on the connecting unit's supply input should be considered to prevent overloading the wiring.

Underside Connections



Computer Connections (IM-FTCC-B Shown)



System Configuration

Refer to the latest version of the Operations and Installation Guide for the IM receivers, available from the Crestron website (<http://www.crestron.com/manuals>) for detailed IM system configuration instructions.

Operation

Up to three iMedia transmitters can be installed in an iMedia system. Pressing the **SELECT** button on any iMedia transmitter makes that input active, overriding the previously selected input. The **SELECT** button also may be used to power on the projector. Holding the **SELECT** button for five seconds powers down the system. Indicator light stays on for selected computer center. Blinking light indicates control is changing from one computer center to another.

The rotary **VOLUME** control turns clockwise to increase volume and counterclockwise to decrease it.

Cables may be stored neatly beneath the lid when not in use to keep out debris and dust. The lid includes a pass-through slot, allowing operation with lid closed. The lid opens 180 degrees, allowing operation with full access to controls inside.

Problem Solving

Troubleshooting

The following table provides corrective action for possible trouble situations. If further assistance is required, please contact a Crestron customer service representative.

IM-FTCC-B/IMI-FTCC-B Troubleshooting

| TROUBLE | POSSIBLE CAUSE(S) | CORRECTIVE ACTION |
|--|------------------------------|--|
| PWR LED does not illuminate. | Not receiving power. | Verify that the iMedia cable and the AC cable are properly attached. |
| | Improper power supply. | Only use Crestron power supplies. |
| No video output displayed. | Incorrect cable connection. | Verify computer cable connection. |
| | | Verify iMedia output cable connection is secure. |
| Video from RGB source is garbled or no output. | Incorrect cable connections. | Verify 15-pin computer cable connection. Verify iMedia output cable connections. |
| | | Verify maximum iMedia cable length. |
| Button does not function when pressed. | Incorrect cable connection. | Verify that the iMedia output cable connection is secure. |
| Other functions operate, but there is no control of the projector. | Connections to projector. | Verify cable wiring and connections between receiver and projector. |

Further Inquiries

If you cannot locate specific information or have questions after reviewing this guide, please take advantage of Crestron's award winning customer service team by calling the Crestron corporate headquarters at 1-888-CRESTRON [1-888-273-7876]. For assistance in your local time zone, refer to the Crestron website (www.crestron.com) for a listing of Crestron worldwide offices.

You can also log onto the online help section of the Crestron website to ask questions about Crestron products. First-time users will need to establish a user account to fully benefit from all available features.

Future Updates

As Crestron improves functions, adds new features, and extends the capabilities of the IM-FTCC-B/IMI-FTCC-B, additional information may be made available as manual updates. These updates are solely electronic and serve as intermediary supplements prior to the release of a complete technical documentation revision.

Check the Crestron website periodically for manual update availability and its relevance. Updates are identified as an "Addendum" in the Download column.

Appendix A: International Receptacles

| PART NUMBER | DESCRIPTION | COUNTRIES |
|-------------|--|---|
| 6003287 | PWR-AU-B POWER RECEPTACLE, AUSTRALIA, 250V, 10A, BLK | Australia, Fiji, New Zealand, Papua New Guinea |
| 6003288 | PWR-EU-B POWER RECEPTACLE, EUROPEAN "SCHUKO", 250V, 16A, BLK | Austria, Azerbaijan, Belarus, Bosnia and Herzegovina, Brunei, Bulgaria, Burundi, Cape Verde, Chad, Croatia, Czech Republic, Egypt, Eritrea, Finland, Georgia, Germany, Greece, Greenland, Guinea-Bissau, Hungary, Iceland, Jordan, Kazakhstan, Korea (South), Kyrgyzstan, Liechtenstein, Luxemburg, Macedonia, Monaco, Montserrat, Morocco, Mozambique, Netherlands, Netherlands Antilles, New Caledonia, Norway, Poland, Portugal, Reunion, Romania, Russia, San Marino, Senegal, Serbia and Montenegro, Slovenia, Spain, Suriname, Sweden, Syria, Tunisia, Turkey, Ukraine, Vietnam |
| 6003289 | PWR-IT-B POWER RECEPTACLE, ITALIAN, 250V, 16A, BLK | Chile, Ethiopia, Italy, Libya |
| 6003290 | PWR-UK-B POWER RECEPTACLE, UK, 250V, 13A, BLK | Anguilla, Bahrain, Botswana, Burma (Myanmar), Cyprus, Dominica, Falkland Islands (Malvinas), Gambia, Ghana, Gibraltar, Hong Kong, Iraq, Ireland, Kenya, Kuwait, Liberia, Malawi, Malaysia, Malta, Mauritius, Nigeria, Northern Ireland, Oman, Qatar, St. Kitts-Nevis, St. Lucia, St. Vincent, Seychelles, Sierra Leone, Singapore, Sudan, Tanzania, Uganda, United Arab Emirates, United Kingdom, Yemen, Zambia, Zimbabwe |
| 6003291 | PWR-FR-B POWER RECEPTACLE, FRENCH, 250V, 16A, BLK | Algeria, Belgium, Cameroon, Central African Republic, Comoros, Congo Democratic Republic, Djibouti, France, French Guiana, Gabon, Guadeloupe, Guinea, Indonesia, Madagascar, Mali, Martinique, Togo |

Return and Warranty Policies

Merchandise Returns / Repair Service

1. No merchandise may be returned for credit, exchange, or service without prior authorization from CRESTRON. To obtain warranty service for CRESTRON products, contact an authorized CRESTRON dealer. Only authorized CRESTRON dealers may contact the factory and request an RMA (Return Merchandise Authorization) number. Enclose a note specifying the nature of the problem, name and phone number of contact person, RMA number, and return address.
2. Products may be returned for credit, exchange, or service with a CRESTRON Return Merchandise Authorization (RMA) number. Authorized returns must be shipped freight prepaid to CRESTRON, 6 Volvo Drive, Rockleigh, N.J. or its authorized subsidiaries, with RMA number clearly marked on the outside of all cartons. Shipments arriving freight collect or without an RMA number shall be subject to refusal. CRESTRON reserves the right in its sole and absolute discretion to charge a 15% restocking fee, plus shipping costs, on any products returned with an RMA.
3. Return freight charges following repair of items under warranty shall be paid by CRESTRON, shipping by standard ground carrier. In the event repairs are found to be non-warranty, return freight costs shall be paid by the purchaser.

CRESTRON Limited Warranty

CRESTRON ELECTRONICS, Inc. warrants its products to be free from manufacturing defects in materials and workmanship under normal use for a period of three (3) years from the date of purchase from CRESTRON, with the following exceptions: disk drives and any other moving or rotating mechanical parts, pan/tilt heads and power supplies are covered for a period of one (1) year; touchscreen display and overlay components are covered for 90 days; batteries and incandescent lamps are not covered.

This warranty extends to products purchased directly from CRESTRON or an authorized CRESTRON dealer. Purchasers should inquire of the dealer regarding the nature and extent of the dealer's warranty, if any.

CRESTRON shall not be liable to honor the terms of this warranty if the product has been used in any application other than that for which it was intended, or if it has been subjected to misuse, accidental damage, modification, or improper installation procedures. Furthermore, this warranty does not cover any product that has had the serial number altered, defaced, or removed.

This warranty shall be the sole and exclusive remedy to the original purchaser. In no event shall CRESTRON be liable for incidental or consequential damages of any kind (property or economic damages inclusive) arising from the sale or use of this equipment. CRESTRON is not liable for any claim made by a third party or made by the purchaser for a third party.

CRESTRON shall, at its option, repair or replace any product found defective, without charge for parts or labor. Repaired or replaced equipment and parts supplied under this warranty shall be covered only by the unexpired portion of the warranty.

Except as expressly set forth in this warranty, CRESTRON makes no other warranties, expressed or implied, nor authorizes any other party to offer any warranty, including any implied warranties of merchantability or fitness for a particular purpose. Any implied warranties that may be imposed by law are limited to the terms of this limited warranty. This warranty statement supersedes all previous warranties.

Trademark Information

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Specifications subject to
change without notice.