

Crestron **FSKTPS-5000/6000**

Isys™ Touchpanels

Field Service Guide



CRESTRON

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



Crestron Electronics, Inc.
15 Volvo Drive
Rockleigh, NJ 07647
1-888-CRESTRON

Contents

Field Service for Isys™ TouchPanel: FSKTPS-5000/6000	1
Nose Replacement	1
Further Inquiries	5
Return and Warranty Policies	6
Merchandise Returns / Repair Service	6
CRESTRON Limited Warranty	6

Field Service for Isys™ TouchPanel: FSKTPS-5000/6000

Nose Replacement

The new nose of the TPS panel is designed to eliminate static discharge from the speaker assembly thereby preventing possible panel damage. Simply swap the new nose for the existing nose to remedy the problem. The only tools required for the replacement include a grounding strap (or grounded workstation) and a #1 Phillips screwdriver with flexible tip.

Some touchpanels in the field have the internal base plate painted. Those touchpanels require additional materials and steps to complete the replacement task. The additional required materials are masking tape, nylon brush, a cotton swab or cloth (non-abrasive), and Bix® Stripper (or equivalent).

CAUTION: The nose and touchpanel contain electrostatic sensitive devices (ESDs). Perform the following procedure while wearing a grounding strap that is properly grounded or on a grounded workstation to avoid damaging the touchpanel.

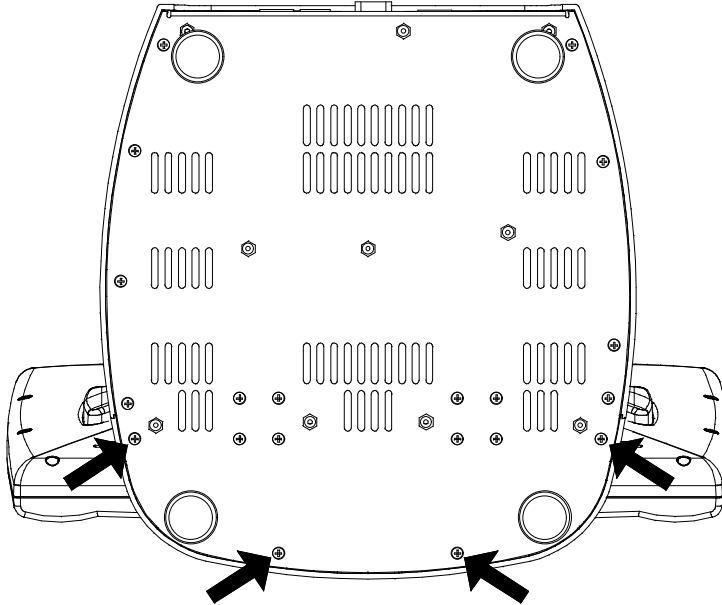
NOTE: If the angle of the touchscreen needs to be adjusted, refer to the latest revision of the TPS-5000 or TPS-6000 Operations Guide (Doc. 5863 or 5864, respectively) for instructions of how to use the touchpanel position lock buttons. The latest version of the appropriate Operations Guide can be obtained from the Downloads page (MANUAL Library) of the Crestron website (www.crestron.com). New users are required to register to obtain access to the FTP site.

NOTE: The diagrams in this procedure show a TPS-6000 touchpanel but the steps for installation into the TPS-5000 are identical.

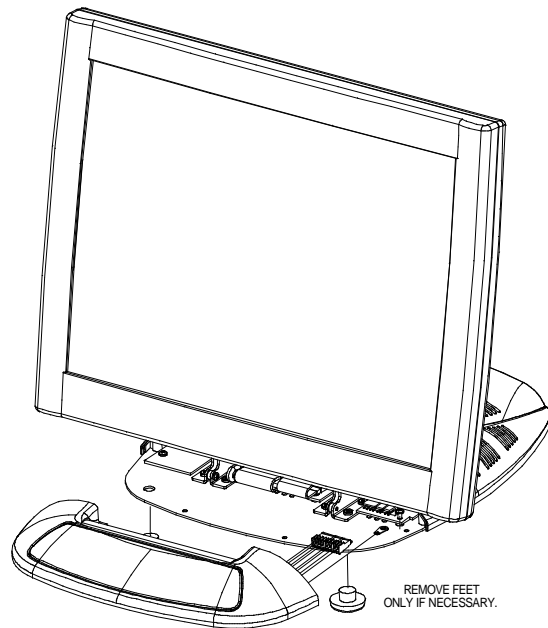
1. If the optional external power pack is utilized, disconnect the plug of the power pack from the touchpanel rear port labeled 24VDC 2A.
2. To prevent errors when re-connecting, label and disconnect all cables attached to the touchpanel rear panel ports.
3. If necessary, use the touchpanel position lock buttons to adjust the touchscreen to the maximum (most vertical/upright) angle.

4. To prevent scratching of the screen, place the touchpanel facedown onto a padded surface.
5. While holding the touchpanel nose in place, use a #1 Phillips screwdriver to loosen and remove the **four** screws that secure the touchpanel nose. Refer to the diagram below.

Remove Touchpanel Nose Screws



6. Place the touchpanel upright on the work surface.
7. As shown on the next page, slide the nose forward to expose the three connectors and grounding strap that connects the nose to the motherboard.
8. Carefully disconnect three cables.
9. Use the touchpanel position lock buttons to adjust the touchscreen to the minimum (most horizontal/down) angle.
10. Use the flexible tip Phillips screwdriver to loosen and remove the grounding strap secured by the grounding screw.
11. Re-install the grounding screw.

Remove Touchpanel Nose

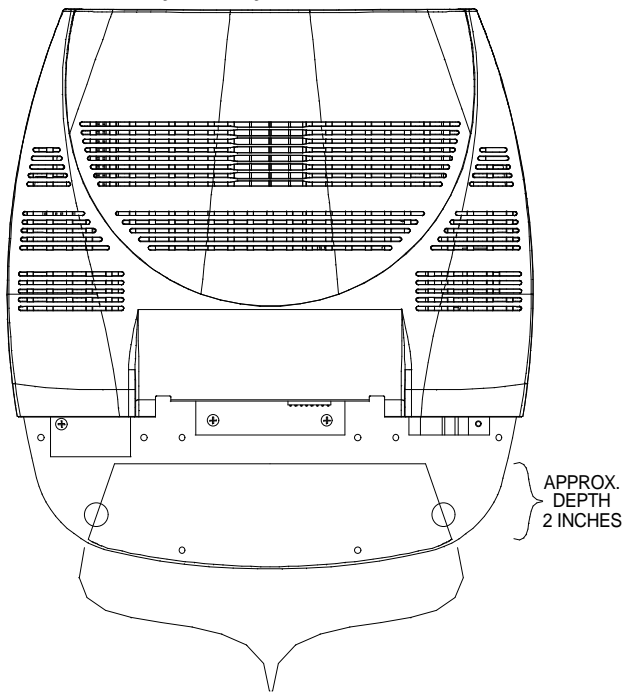
NOTE: Steps 12 through 20 only need to be completed if the internal base plate is painted and replacing the panel is not a valid option. Please contact customer support for additional information. If the internal base plate has no paint, continue with step 21.

12. Remove two front rubber feet from the touchpanel base plate.
13. Slightly lift the panel from the bench exposing the external side of the base plate. To avoid stripper material from damaging external side of the base plate, place strips of masking tape over the two holes that housed the rubber feet and the two smaller screw holes in between them.

WARNING: Bix Stripper is an irritant to skin, eyes, and respiratory tract. Skin and eye protection required. Avoid repeated or prolonged contact. Good ventilation is required. If misting or vapors occur, use NIOSH approved organic vapor air purifying respirator. Observe all warnings and cautions supplied by the manufacturer.

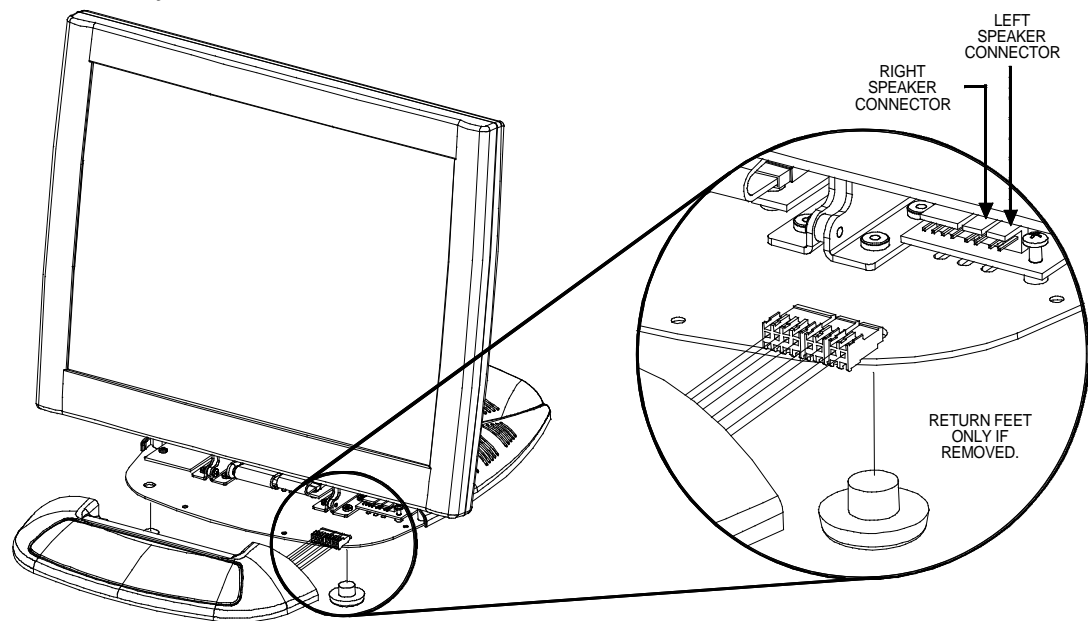
CAUTION: Do not allow Bix stripper to come into contact with internal components, cabling, or other plastic material of the touchpanel. Doing so can damage the material and may prevent the touchpanel from operating normally.

14. Use the nylon brush and dab a generous coat of the Bix Stripper onto an interior area of the touchpanel base plate as defined in the diagram on the next page.

Remove Paint from Defined Area

REMOVE PAINT FROM THIS INTERIOR AREA.

15. Check for dry spots; apply stripper to those areas again.
16. Wait a few minutes while the stripper lifts (bubbles) the paint from the metal surface.
17. Use a cotton swab or cloth (non-abrasive) to wipe away the loose paint from the interior face of the base plate.
18. Repeat steps 14 through 17 if any paint remains in the defined area.
19. Remove the masking tape from the exterior face of the base plate and carefully remove excess stripper and loose paint caught in the holes.
20. Re-insert the two rubber feet into the appropriate holes of the base plate.

Installation of New Nose

21. Attach the three cables from the new nose to the proper connectors on the panel. For example, the left speaker wire (marked L) from the new nose connects to the connector on the panel marked 'left speaker connector' in the diagram, above.
22. Carefully slide the new nose onto the panel.
23. Hold the nose in place and position the touchpanel facedown onto a padded surface to prevent scratching of the screen.
24. Re-install the **four** base cover screws to **finger-tight** then, using a Philips screwdriver, tighten an additional **1/8-turn**.
25. Re-connect all cables attached to the touchpanel rear panel ports and apply power.

Further Inquiries

If after reviewing this Field Service Guide, you cannot locate specific information or have questions, please take advantage of Crestron's award winning customer service team by calling:

- In the US and Canada, call Crestron's corporate headquarters at 1-888-CRESTRON [1-888-273-7876] or 1-201-767-3400.
- In Europe, call Crestron International at +32-15-50-99-50.
- In Asia, call Crestron Asia at +852-2341-016.
- In Latin America, call Crestron Latin America at +525-260-4336.

For local support from exclusive Crestron factory-trained personnel call:

- In Australia, call Soundcorp at +613-9488-1555.
- In New Zealand, call Amber Technologies at +649-410-8382.

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 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, Cresskill, 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 Cresnet products, denoted by a "CN" prefix model number, to be free from manufacturing defects in materials and workmanship for a period of three (3) years from the date of shipment to purchaser. Disk drives and any other moving or rotating mechanical parts are covered for a period of one (1) year. CRESTRON warrants all its other products for a period of one year from the defects mentioned above, excluding touchscreen display components which are covered for 90 days. Incandescent lamps are completely excluded from Crestron's Limited Warranty. 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.

CRESTRON shall not be liable to honor warranty terms 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 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 makes no other warranties nor authorizes any other party to offer any warranty, expressed or implied, including warranties of merchantability for this product. This warranty statement supersedes all previous warranties.

Trademark Information

All brand names, product names, and trademarks are the sole property of their respective owners. Windows is a registered trademark of Microsoft Corporation. Windows95, Windows98 and WindowsNT are trademarks of Microsoft Corporation.

This page intentionally left blank.



Crestron Electronics, Inc.
15 Volvo Drive Rockleigh, NJ 07647
Tel: 888.CRESTRON
Fax: 201.767.7576
www.crestron.com

Field Service Guide – DOC. 5956
05.01

Specifications subject to
change without notice.