

Crestron Roller Shade Motor Replacement

Use the procedure in this document to replace a Crestron® roller shade motor. Motor replacement involves removing the roller shade from its mounted location, removing the shade fabric and removing a screw or rivet to access the motor.

To ensure that Crestron roller shades operate silently, motors are secured to the roller tube using a rivet (1/8"-D x 21/64-L flat head pop rivet) or a self-tapping screw.

Required Tools and Materials

- Drill
- 1/8" Drill bit
- Phillips head screwdriver
- Self-tapping screws (#6-18 x 5/8 Phillips)
- File or grinder (only for QMT50s originally secured with a rivet)
- Electrical tape
- Drop cloth
- Gloves

Motor Replacement Procedure

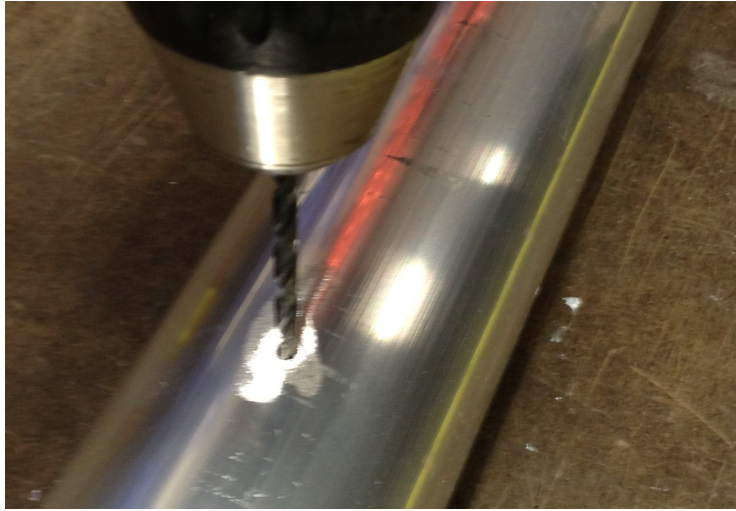
NOTE: It is important to perform the following procedure on a clean, dry and flat surface to ensure that the roller shade fabric does not get damaged or dirty.

NOTE: Wash hands before performing this procedure or wear clean gloves when handling the roller shade fabric to avoid getting the roller shade fabric dirty.

1. Remove the roller shade from its mounting location by reversing the installation instructions found in its Installation Guide, which is available from the Crestron Web site (www.crestron.com/manuals).
2. Neatly unroll the fabric from the roller shade and roll the fabric around the hem bar to keep the fabric clean and neat while replacing the motor.
3. Locate the rivet or screw in the roller tube, the location depends on motor type.
 - a. QMT50 motor
 - i. Tube measuring 2 in (51 mm) diameter, a rivet is located approximately 32 in (813 mm) from motor end of the tube.
 - ii. Tube measuring more than 2 in (51 mm) diameter, a screw is located approximately 32 in (813 mm) from the motor end in the spline groove of the tube.
 - b. QMT30 motor - Screw is located approximately 16 in (407 mm) from motor end of the tube and is located in the spline groove.
4. Remove screw using Phillips head screwdriver, or drill out the rivet using a drill with 1/8" drill bit. Retain the screw for assembly of the new motor.



Drill Out Rivet



Remove Screw



5. Pull the motor head to remove the motor from the tube.

NOTE: On some roller tubes the motor crown adaptor must also be removed in order to slide the motor out of the tube. Remove it by pressing in on the two round plastic tabs which are visible through the holes on both sides of the tube near the motor head. Refer to the following image for details.

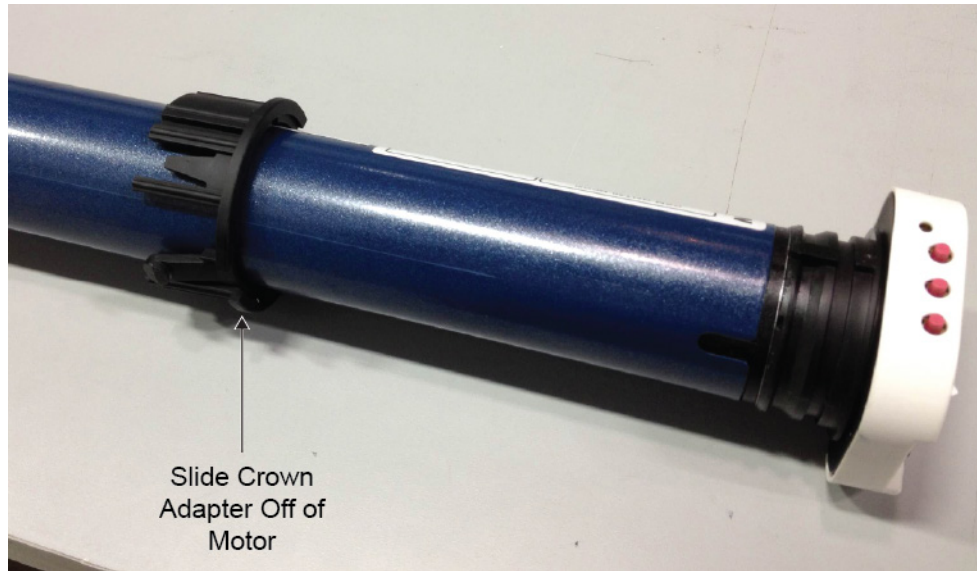
Remove Motor (Shown With Motor Crown Adaptor)

6. Ensure that all metal shavings and debris are shaken or blown out of the tube prior to reassembly. Metal shavings and debris may cause noise if left inside.
7. Remove the drive adaptor by removing the Phillips screw and cap from the drive end of the motor.
8. Attach the drive adaptor to the replacement motor using the original screw.

NOTE: Some tubes use a crown adaptor; remove it from the original motor and transfer it to the replacement motor.

Remove Drive Adaptor

Remove Crown Adapter



9. Slide the new motor (and motor crown if previously removed) into the roller tube and use the screw removed during step 4 to secure the replacement motor to the roller tube. The screw goes into the plastic drive wheel of the motor.

Tighten Screw



NOTE: If the motor was originally riveted into the roller tube, use a #6-18 x 5/8" Phillips head self-tapping screw (not supplied).

10. Recess the screws so that the head of the screw does not leave a dimple in the fabric. If it is not possible to get the screw flush with the tube, use a file or grinder to smooth it down. Refer to the illustrations that follow for details.

Recess Screw



Grind Screw Flush



11. Ensure the area is clean of debris and roll the fabric back onto the tube.
12. Refer to the Installation Guide that was supplied with the roller shade and install the shade back in its original position.
13. Roll the shade completely open and closed a few times in order for the fabric to re-center itself on the roller tube.

Further Inquiries

To locate specific information or resolve questions after reviewing this guide, contact Crestron's True Blue Support at 1-888-CRESTRON [1-888-273-7876] or refer to the listing of Crestron worldwide offices on the Crestron Web site (www.crestron.com/offices) for assistance within a particular geographic region.

To post a question about Crestron products, log onto the Online Help section of the Crestron Web site (www.crestron.com/onlinehelp). First-time users must 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 Roller Shade Motor Replacement, 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 Web site periodically for manual update availability and its relevance. Updates are identified as an “Addendum” in the Download column.

The specific patents that cover Crestron products are listed at patents.crestron.com.

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This document was written by the Technical Publications department at Crestron.
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Crestron Shading Solutions Standard Limited Warranty

This limited warranty (“Warranty”) is applicable to (a) Crestron Shading Solutions control system shade fabric, shade mounting hardware including tracks and roller tubes, and shade motors (collectively “Hardware”) and (b) Crestron Shading Solutions control system wall controls, interfaces and system accessories, (“External Components” and , with the Hardware the “Shading Solutions System”). Batteries are excluded from External Components and are not covered under this warranty. Customer acknowledges and agrees that use of the Shading Solutions System, or any part thereof, constitutes acceptance of all terms and conditions of this Warranty.

Limited Warranty

Subject to the exclusions and restrictions and for the periods of time described in this Warranty, Crestron warrants that the Shading Solutions System will be free from manufacturing defects under normal use. If any manufacturing defect exists in any Hardware or External Component during the periods of time identified below from the date of shipment by Crestron, as long as Customer promptly notifies Crestron of the defect and, if requested by Crestron, upon the return of the defective part(s), Crestron will, at its option, either repair the defective part(s), or provide comparable replacement part(s) or issue a credit to the Customer against the purchase price of comparable replacement part(s) purchased from Crestron as noted in the schedule below.

Number of Years from Date of Shipment, as applicable	Percentage Warranted by Crestron for Hardware
Up to 5	100%
More than 5 but not more than 8	50%
More than 8	0%

Crestron warrants that External Components, excluding batteries, will be free from manufacturing defects under normal use from date of shipment by Crestron for a period of (a) one (1) year as to the power supplies, (b) ninety (90) days as to touch screen displays and overlay components, (c) three (3) years as to other External Components. Replacement parts for the Shading Solutions System provided by Crestron or, at its sole discretion, an approved vendor may be new, used, repaired, reconditioned and/or made by a different manufacturer.

EXCLUSIONS AND RESTRICTIONS

This Warranty does not cover, and Crestron and its suppliers are not responsible for:

1. Damage, malfunction, or inoperability diagnosed by Crestron or a Crestron approved third-party as being caused by normal wear and tear, abuse, misuse, incorrect installation, neglect, accident, interference, or adverse environmental factors.
Such environmental factors shall include, but not be limited to: (a) use of incorrect line voltages; (b) improperly rated fuses or circuit breakers; (c) failure to install, maintain, and operate the System pursuant to the operating instructions provided by Crestron; (d) failure to comply with the applicable provisions of the National Electrical Code and Safety Standards of Underwriters Laboratories; (e) use of incompatible devices or accessories; (f) improper or insufficient ventilation; (g) unauthorized repairs or adjustments; (h) vandalism including a virus or computer hacker; (i) acts of God, such as fire, lightning, flooding, tornado, earthquake, hurricane or other problems beyond Crestron’s control; or (j) failure to maintain equipment under the specified ambient temperature limits.
2. On-site labor costs to diagnose issues with, and to remove, repair, replace, adjust, reinstall and/or reprogram the Shading Solutions System or any of its components.
3. Components and equipment external to the Shading Solutions System, such as, but not limited to: (a) lamps, sockets, and fixtures; (b) fixture wiring between ballasts and lamps; (c) building wiring between the dimmer panels and lamps; (d) wiring between the control panels; (e) audio-visual equipment; and (f) other non-Crestron equipment such as motion detectors.
4. The cost of repairing or replacing other property that is damaged when the Shading Solutions System does not work properly, even if the damage was caused by the Shading Solutions System.
5. Any loss of software or data. Customer has sole responsibility to properly back up all data on any other storage device(s) in the Shading Solutions System.
6. Repairs required due to malfunctions caused by non-Crestron supplied software.

EXCEPT AS EXPRESSLY PROVIDED IN THIS WARRANTY, THERE ARE NO EXPRESS OR IMPLIED WARRANTIES OF ANY TYPE, INCLUDING ANY IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR MERCHANTABILITY.

CRESTRON DOES NOT WARRANT THAT THE SHADING SOLUTIONS SYSTEM WILL OPERATE WITHOUT INTERRUPTION OR BE ERROR FREE.

NO CRESTRON AGENT, EMPLOYEE, OR REPRESENTATIVE HAS ANY AUTHORITY TO BIND CRESTRON TO ANY AFFIRMATION, REPRESENTATION, OR WARRANTY CONCERNING THE SHADING SOLUTIONS SYSTEM.

UNLESS AN AFFIRMATION, REPRESENTATION OR WARRANTY MADE BY AN AGENT, EMPLOYEE OR REPRESENTATIVE IS SPECIFICALLY INCLUDED HEREIN, OR IN STANDARD PRINTED MATERIALS PROVIDED BY CRESTRON, IT DOES NOT FORM A PART OF THE BASIS OF ANY BARGAIN BETWEEN CRESTRON AND CUSTOMER AND WILL NOT IN ANY WAY BE ENFORCEABLE BY CUSTOMER.

IN NO EVENT WILL CRESTRON OR ANY OTHER PARTY BE LIABLE FOR EXEMPLARY, CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, CONFIDENTIAL OR OTHER INFORMATION, OR PRIVACY; BUSINESS INTERRUPTION; PERSONAL INJURY; FAILURE TO MEET ANY DUTY, INCLUDING OF GOOD FAITH OR OF REASONABLE CARE; NEGLIGENCE, OR ANY OTHER PECUNIARY OR OTHER LOSS WHATSOEVER), NOR FOR ANY REPAIR WORK UNDERTAKEN WITHOUT CRESTRON’S WRITTEN CONSENT ARISING OUT OF OR IN ANY WAY RELATED TO THE INSTALLATION, DEINSTALLATION, USE OF OR INABILITY TO USE THE SHADING SOLUTIONS SYSTEM OR OTHERWISE UNDER OR IN CONNECTION WITH ANY PROVISION OF THIS WARRANTY, OR ANY AGREEMENT INCORPORATING THIS WARRANTY, EVEN IN THE EVENT OF THE FAULT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, BREACH OF CONTRACT OR BREACH OF WARRANTY OF CRESTRON OR ANY SUPPLIER, AND EVEN IF CRESTRON OR ANY OTHER PARTY WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

NOTWITHSTANDING ANY DAMAGES THAT CUSTOMER MIGHT INCUR FOR ANY REASON WHATSOEVER (INCLUDING, WITHOUT LIMITATION, ALL DIRECT DAMAGES AND ALL DAMAGES LISTED ABOVE), THE ENTIRE LIABILITY OF CRESTRON AND OF ALL OTHER PARTIES UNDER THIS WARRANTY ON ANY CLAIM FOR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE MANUFACTURE, SALE, INSTALLATION, DELIVERY, USE, REPAIR, OR REPLACEMENT OF THE SHADING SOLUTIONS SYSTEM, OR ANY AGREEMENT INCORPORATING THIS WARRANTY, AND CUSTOMER’S SOLE REMEDY FOR THE FOREGOING, WILL BE LIMITED TO THE AMOUNT PAID TO CRESTRON BY CUSTOMER FOR THE SHADING SOLUTIONS SYSTEM. THE FOREGOING LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS WILL APPLY TO THE MAXIMUM EXTENT ALLOWED BY APPLICABLE LAW, EVEN IF ANY REMEDY FAILS ITS ESSENTIAL PURPOSE.

To Make A Warranty Claim

To make a warranty claim, promptly notify Crestron within the warranty periods described above by calling the Crestron Technical Support Center at 1-888-CRESTRON. Crestron, in its sole discretion, will determine what action, if any, is required under this Warranty.

Most Shading Solutions System problems can be corrected over the phone through close cooperation between Customer and a Crestron technician. To better enable Crestron to address a warranty claim, please have the Shading Solutions System’s serial and model numbers, its current operating system version, and the brand names and models of any peripheral devices (such as a modem) used with the Shading Solutions System available when making the call.

If Crestron, in its sole discretion, determines that an on-site visit or other remedial action is necessary, Crestron may send a representative or coordinate the dispatch of a representative from a Crestron approved vendor, to Customer’s site, and/or coordinate a warranty service call between Customer and a Crestron approved vendor.

All on-site labor costs incurred to diagnose any problems with the Shading Solutions System and to repair, replace or adjust (at Crestron’s option) the Shading Solutions System to restore it to normal operation will be paid by customer at the then current service price unless covered by a separate Crestron Support and Maintenance Plan.

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