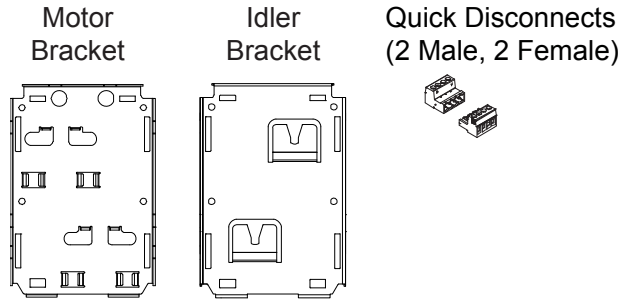


## Contents

The following items are included with the roller shade assembly to ensure proper installation.



Roller Shade (Qty. 2)

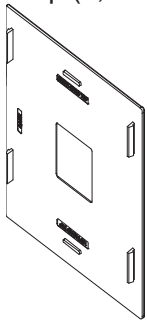


The following items are available to order with the roller shade assembly or separately.

Square Fascia (Sold Separately)



Decorative Plastic End Cap (2, Sold Separately)

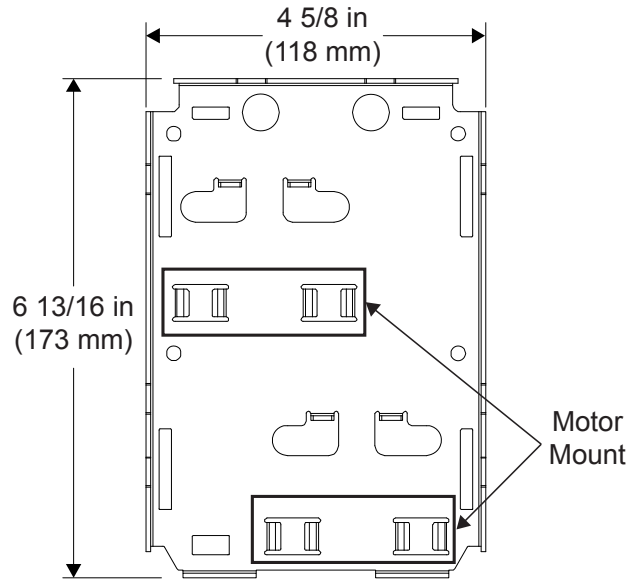


## Install Brackets and Roller Shade Assembly

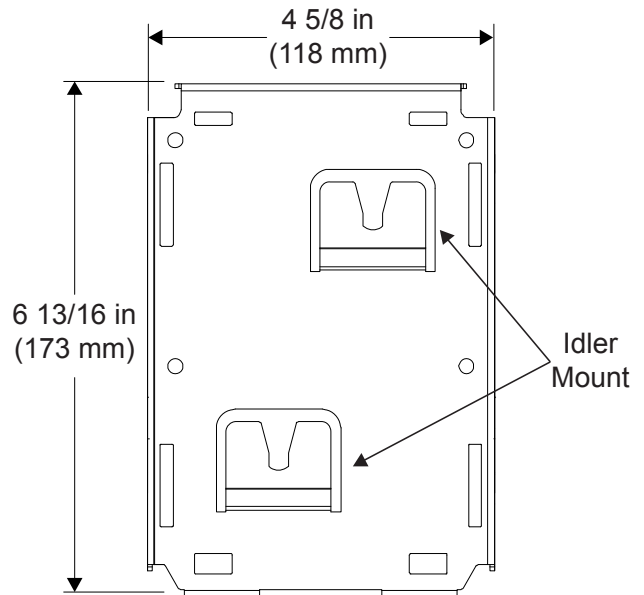
**WARNING:** If the shade is obstructed during operation, excessive torque (greater than 4.43 lbf·ft (6 N·m) may be created before the motor stops. This excessive torque can, and may cause injury if the brackets are not securely fastened in such a way that it supports at least 75 lb (34 kg). Failure to comply with the installation guide may cause injury.

The Dual Architectural Series Motorized Shades are mounted to the wall using the two supplied brackets. The end caps and roller shade assembly then attach to the brackets. Refer to the following illustrations for dimensions of the bracket.

*Dual Architectural Bracket – Motor Mount*



*Dual Architectural Bracket – Idler Mount*



1. Hold the roller shade assembly in the approximate mounting location and check for proper fit. If using a fascia, use the fascia to help measure proper distance between mounting brackets.



2. Ensure that the mounting points are level with each other and mark the locations of the brackets.

---

**NOTE:** If using end caps, be sure to leave enough space for end cap width.

---

3. If using end caps, attach the end caps to the mounting brackets following the stamped directional instructions on the end caps.
4. Fasten the brackets to the mounting surface using appropriate hardware for the mounting surface. Make sure the brackets are level and on a flat surface for best results.
5. If not already connected, connect the motor cable to the motor head before proceeding.

---

**NOTE:** Install the upper roller shade assembly first.

---

6. Place the idler pin of the roller shade assembly on the upper idler mount on the idler bracket.
7. Place the motor of the roller shade assembly on the upper motor mount of the motor bracket.

---

**NOTE:** If the roller shade fabric heights do not align properly, refer to the “Adjust Fabric Height” section, which starts below, for instructions to align the fabric height. The upper roller shade assembly fabric height must be adjusted before the lower roller shade assembly is installed.

---

8. Repeat steps 6 and 7 for the lower roller shade assembly.

---

## Adjust Fabric Height

---

**NOTE:** The fabric height must be adjusted on the upper roller shade assembly before the lower roller shade assembly is installed.

---

If needed, the fabric panel heights can be adjusted so that the bottom edges of the fabric panels are aligned. This procedure should be performed on only one panel at a time to minimize the amount of fabric weight that must be supported during the adjustment procedure.

1. Unlock the height adjuster mechanism located at the idler end of fabric roller assembly being adjusted by using the included coupling adjustment wrench. Turn the metal ring 1/4 turn counterclockwise when viewing the face of the metal ring.

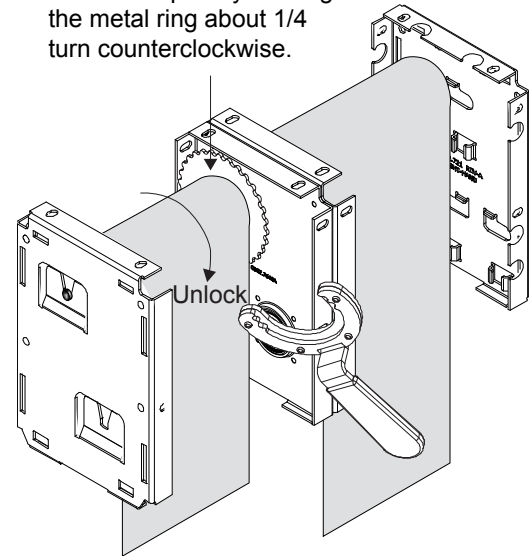
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**NOTE:** Do not use this procedure to adjust the operator end assembly. Use the limits to set the travel of the motor end of the assembly.

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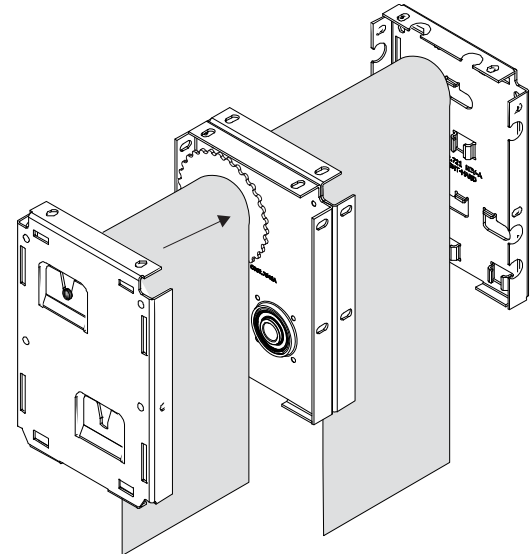
### Unlock Coupler

Unlock coupler by rotating the metal ring about 1/4 turn counterclockwise.

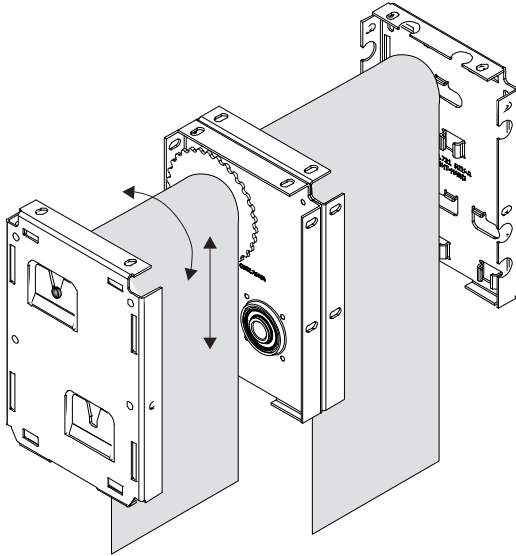


2. Push the roller shade assembly towards the motor end of the unit, the roller shade assembly moves approximately 3/16 in (5 mm). The roller shade assembly moves back in place when the assembly is released.

### Push Roller Shade Assembly towards Motor End



3. Rotate the roller shade assembly in either direction to raise or lower the fabric panel until it is even with the motor end of the roller shade assembly.

*Adjust Fabric Height*

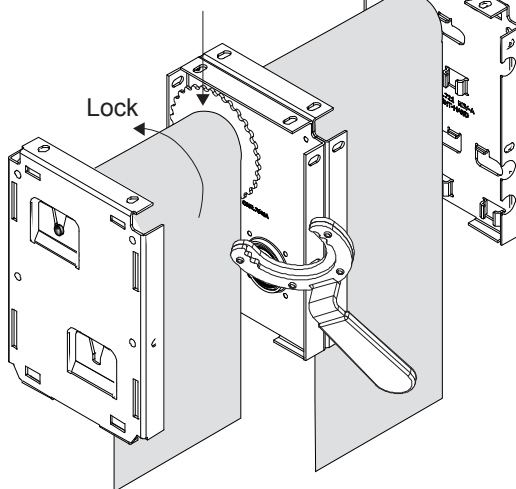
4. Allow the roller shade assembly that is being adjusted to move back away from the motor end and check the position of the fabric panels.

**CAUTION:** Ensure that the locking ring is fully tightened following height adjustment. Make sure to use the included coupling adjustment wrench to grip the locking ring. Tighten the locking ring until it is fully locked and it cannot rotate any further.

5. Tighten the metal ring by using the included coupling adjustment wrench to rotate it approximately 1/4 turn clockwise.

*Lock Coupler*

Lock coupler by rotating the metal ring about 1/4 turn clockwise.



6. Follow the procedure in “Install Brackets and Roller Shade Assembly”, which starts on page 1, to install the lower roller shade assembly.

---

## Mount Fascia (Optional)

If the assembly was received with a fascia, attach it by pressing the fascia onto the fascia attachments. The fascia snaps into place.

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## Wiring

For information on wiring this device, refer to the latest version of the Crestron Roller Shades and Interfaces Wiring Guide (Doc. 7516), which is available from the Crestron Web site ([www.crestron.com/manuals](http://www.crestron.com/manuals)).

---

## Programming and Setup

Before the roller shade can be operated the device must be programmed and set up.

For information on programming and setup of this device, refer to the latest version of the Crestron Roller Shades and Interfaces Programming & Setup Guide (Doc. 7361).

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## 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](http://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](http://www.crestron.com/onlinehelp)). First-time users must establish a user account to fully benefit from all available features.

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## Future Updates

As Crestron improves functions, adds new features and extends the capabilities of the Dual Architectural Series Motorized Shades, 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](http://patents.crestron.com).

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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:

- 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.
- 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.
- 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.
- 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.
- 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.
- 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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