Shading Solutions

Best practices

Crestron Electronics, Inc.

CRESTRON.

Contents

Shading Solutions

This document provides the best practices to follow for designing and installing Crestron shades and drapery track systems.

Designing and specifying

When designing or specifying a Crestron shade or drapery track system, adhere to the following:

- Do not take the final window measurements until all the trim is installed and construction around the windows is complete.

- Measure the width of the shade or drapery track system where it will be mounted (top of window). It is likely that the window frame is not perfectly square, so be sure to measure the top, middle, and bottom widths of the window frame.

- Make sure that there is blocking behind the location where the shades and drapery track system will be mounted, or make note of the type of shade mounting surface, so that the installer can plan to bring the appropriate fasteners.

- Talk to the owner or designer when outside mounting a shade, if the window has trim decide whether to cover the trim completely with fabric, half of it, or any other portion.

- Take into consideration obstructions in the window opening, and above and below the window (crank handles, baseboards, and tilting windows, etc.) to ensure that the shade does not snag while moving.

- Look for and take note of HVAC ductwork. Air blowing directly on a shade or drapery track system may affect performance. Prolonged exposure to heat may also damage the fabric.

- Each shade requires a dedicated power supply output. Only one shade is to connect to a CSA-PWS40 power supply, and only one shade is to connect to any output of the CSA-PWS10S power supply. There is a maximum of 10 shades per power supply.

- Make sure, if using Cresnet® cable, the maximum distance from the shade or drapery track system to the power supply is 130 ft. For Cresnet HP cable, the maximum distance from the shade or drapery track system to the power supply is 500 ft.

- Verify, when selecting a fabric, that the usable roll width can accommodate the window size.

- Verify, if mounting the shade in the jamb or a pocket, that the selected bracket will fit in the space provided.

Ordering

When ordering Crestron shades or drapery track systems, adhere to the following:

- Do not order shades or drapery track systems before it is necessary. Because they can be damaged if left lying around, shades and drapery track systems are typically the last technology to install.

- Measure multiple times and take the final measurements after all trim work and painting is complete. Keep in mind that even though the Crestron Right Size Guarantee covers measuring errors, it may take up to 21 days to receive a replacement.

- Review the window for deductions on inside mount shades in the Crestron Design Tool (CDT). Either use CDT, or calculate the deductions yourself before entering the dimensions.

- Order fascia and the top and back cover separately. Order the fascia and top and back cover at a longer length than required so that the metal extrusions can be cut on-site for a perfect fit.

Shipping and receiving

When shipping and receiving Crestron shades or drapery track systems, adhere to the following:

- Note that the maximum box length sent via UPS is limited. If the shade or drapery track system is more than approximately 92 inches, shipping via motor freight is necessary. In most cases, this means the products cannot ship overnight. In cases where it is possible to ship overnight, the shipping fees may be cost prohibitive.

- When shades or drapery track systems are shipped to or received at a home that is under construction, a semitruck may not be able to deliver to the house. The truck may need to be met at the street.

- Remember that someone needs to be present at the shipping location to receive the shades.

- If there are several shades delivered on a pallet, be prepared to use a forklift to get the shades off the truck. If a forklift is not available at the time of delivery, it may be necessary to break the pallet down by hand to unload the cartons off the truck. If lift gate service is required, please let Shade Support know when placing the order.

- Do not stand shade cartons on the ends; this could wrinkle or damage the fabric.

- Check to be sure that long shades or drapery track systems can be maneuvered around the location. Remember that shades or drapery track systems may not fit in elevators or up staircases.

Installing

When installing Crestron shades or drapery track systems, adhere to the following:

- Do not install shades or drapery track systems when construction is still occurring at the location. If it is absolutely necessary to perform shade or drapery track system installation work while construction is going on, do the following:

  - Leave the paper wrapping on the package.

  - Mount all brackets and terminate wires with connectors.

  - Wait for construction to be completed, and then go back and mount shades. The mounting and plugging in of the shade or drapery track system takes only a few minutes.

- Make sure that the painting at the location is complete; there have been cases when shades are painted after being installed.

- Do the following if metal fascia is used (provided with the shades):

  - Clip the fascia onto the brackets prior to installation and use the fascia to space the brackets the proper distance apart.

  - Mark holes for brackets, remove the fascia, and then mount the brackets. This will ensure a perfect fit.

- Mount shades and drapery track systems level for optimal performance.

- Note that if shades are mounted in a wall-mount application (where the shade is to be installed above the window), and depending on the thickness of the trim, either shim the bracket away from the wall or reverse-roll the shade so that the shade clears the trim.

- Make sure that the wiring is properly dressed. If the wire or connector touches the shade tube at all, it will make noise while the shade is moving. If a connector is rubbing against the shade fabric, damage to the fabric may occur.

- Ensure the following, after the shade is hung:

  - Note that the default limits are set at the factory based on the dimensions provided, but will most likely need adjustment. Do not raise or lower the shade completely without being in the room. Someone needs to physically be in front of the shade with the ability to stop the operation of the motor, if necessary.

  - Check for telescoping. The first time the shade travels up after installation is the most critical time to verify the shade is traveling straight. Telescoping is adjusted at the factory, but many things can cause telescoping. It is important to fix the problem before damage to the fabric occurs. All Crestron shade brackets have adjustments built in to minimize telescoping, but sometimes shim tape is used.

  - Check the shade for frayed edges and trim, as necessary. Frayed edges are not a manufacturing defect. This happens from simply handling the shade. It is most common with PVC coated fiberglass fabrics.

- Return to the work site (after 30 days) to check limits, telescoping, and trim for any frayed edges. Repeat the process again after 90 days.

Programming

When programming Crestron shades or drapery track systems, adhere to the following:

- Be sure that shade or drapery track system motors are running on the most recent Crestron firmware.

- Use dedicated Open and Close buttons to control shades or drapery track systems. The first press of the button sends the shade or drapery track system to the open or closed limit. A second press of the button stops the shade or drapery track system.

- Check if button real estate is at a premium at the location, and if so use a single button for control. An Open/Stop and Close/Stop control is how a typical garage door opener works and easily understandable.

- Do not control shades that are not in view, because there may be an object left on a windowsill or another obstruction that prevents the shade or drapery track system from moving freely. This could result in damage to the fabric, or damage to the obstruction.

For more information

To locate specific information or resolve questions after reviewing this guide, contact Crestron at: 888-CRESTRON (888-273-7876) or access the Crestron General Inquiries web page.

For information on CSS, access the Crestron Design Tool webpage.

To contact Crestron Shade Support, call: 855-53-SHADE (855-537-4233).