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## Crestron CSM-QMTDC Motor Replacement

The procedure in this document is for the replacement of a Crestron<sup>®</sup> Digital CSM-QMTDC roller shade motor.

### Required Tools and Materials

- Phillips head screwdriver
- Drop cloth
- Gloves

### Motor Replacement Procedure

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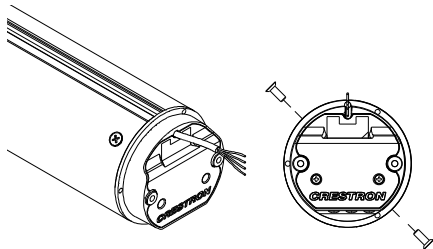
**NOTE:** It is important to perform the following procedure on a clean, dry, and flat surface to ensure that the roller shade fabric does not get damaged or dirty.

**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.

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1. Remove the roller shade from its mounting location by reversing the installation procedure. Refer to its installation guide at [www.crestron.com/manuals](http://www.crestron.com/manuals). Place the roller shade on the drop cloth.
2. Neatly unroll the fabric from the roller shade. Roll the fabric around the hem bar to keep the fabric clean and to prevent damage to the fabric. The fabric should be unrolled enough so that the entire tube assembly is shown. The fabric should not be removed.
3. Locate the two self-tapping screws on the motor end of the tube; remove the self-tapping screws using a Phillips head screwdriver. Place the screws in a safe location so that they may be reused to secure the new motor.

#### *Locate and Remove Self-Tapping Screws (Shade Fabric Not Shown)*



4. Remove the motor by firmly pulling on the motor head and sliding it out of the tube.
5. After the motor is removed, check to ensure there is no debris left inside the tube.
6. Slide the new motor completely into the roller tube and press it firmly into place. The motor should be pressed flush against the tube.
7. Reuse the two self-tapping Phillips head screws to secure the motor to roller tube. The screws are installed into the same location that they were removed from in step 3 and tap directly into the plastic housing of the motor. Tighten the self-tapping screws by hand. Do not overtighten as this may cause the screws to strip out of the motor. Refer to the illustration in step 3 for screw location details.
8. Roll the fabric back onto the tube, ensuring that the fabric is as straight as possible.
9. Reinstall the roller shade using the installation instructions in the shade's installation guide.
10. Reset the upper and lower limits before operating the shade. Refer to the CSM-QMTDC Digital QMT<sup>™</sup> Shade Motor Programming and Setup Guide (Doc. 7437) for details.
11. Fully open and close the shade a few times to ensure that the fabric rolls up and down properly.



## 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, for assistance within a particular geographic region, refer to the listing of Crestron worldwide offices at [www.crestron.com/offices](http://www.crestron.com/offices).

To post a question about Crestron products, log onto Crestron's Online Help at [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 CSM-QMTDC, 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.

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 is applicable to Crestron Shading Solutions mounting hardware, shade fabric, DIGITAL QMT shade motors and QMT shade motors. For other Crestron products, such as wall controls, interfaces and system accessories, please refer to the Crestron Standard Limited Warranty. Batteries are not warranted by Crestron under this or any other warranty. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

### Limited Warranty

Subject to the exclusions and restrictions in this warranty, Crestron warrants that if any DIGITAL QMT shade motor is found to exhibit defects in material or workmanship under normal use for the lifetime of the product or if any mounting hardware, shade fabric or QMT shade motor is found to exhibit defects in material or workmanship under normal use during the time periods listed below from the date of purchase, so long as Customer promptly notifies Crestron of the defect and, if requested by Crestron, upon return of the defective product, Crestron will, at its sole discretion, either repair the defective product or issue a credit against the purchase price of comparable replacement product purchased from Crestron as follows.

Number of Years from Date of Purchase, as Applicable	Percentage Warranted by Crestron for			
	DIGITAL QMT Motors	QMT Motors	Mounting Hardware	Shade Fabric
Up to 5	100%	100%	100%	100%
More than 5 but not more than 8	100%	50%	50%	50%
More than 8	100%	0%	0%	0%

Replacement parts provided by Crestron or, at its sole discretion, an approved vendor may be new, used, repaired, reconditioned and/or made by a different manufacturer.

### Terms and Conditions of Limited Warranty

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. Repaired or replaced equipment and parts supplied under this warranty shall be covered only by the unexpired portion of the warranty on the original purchase. This warranty is provided only to the original purchaser of the Crestron equipment and shall not extend to subsequent owners. This warranty does not cover, and Crestron is not responsible for, labor costs to diagnose, remove, repair, replace, reinstall and/or program any Crestron product.

This warranty shall be null and void, and Crestron shall have no liability under the terms of this warranty, if the product has been used in an application or environment other than that for which it was intended or if it has been subjected to misuse, abuse, accidental damage, modification, improper repair or installation procedures, reinstallation in a new location, connection to a power supply not designed for Crestron shades, use in conjunction with fabric not provided by Crestron or adverse environmental factors including incorrect line voltages, improper wiring, improperly rated fuses or circuit breakers, insufficient ventilation or incorrect temperatures or an act of God. 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. The Purchaser assumes responsibility and will hold Crestron harmless in respect of all such losses. Crestron’s liability on any claim for damages arising out of or in connection with the manufacture, sale, installation, delivery or use of the unit shall never exceed the purchase price of the unit. Crestron is not liable for any claim made by a third party or made by the Purchaser for a third party.

Further, Crestron shall have no liability for any claims of infringement of any patent, trademark, copyright or other intellectual property: if Crestron products are used in combination with other third party products or without Crestron’s express authorization; if the Crestron products were modified by anyone other than Crestron; for the use or sale of the product other than as specified and authorized in Crestron’s documentation; for the use or sale of any version of Crestron software other than the most current version.

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 or merchantability or fitness for a particular purpose. THE DURATION OF ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IS EXPRESSLY LIMITED TO THIS WARRANTY PERIOD. This warranty supersedes any and all previous warranties. Some states do not allow exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so these limitations may not apply to you. Crestron’s obligations under any implied warranties shall be limited to the terms of this express warranty.

### 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 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 product’s serial and model numbers as well as its current operating system version, if applicable. 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.

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