

Crestron CGDMX-512BI  
DMX512 controller

---

Operations & Installation Guide



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



Crestron International  
Oude Keerbergsebaan 2  
B-2820 Rijmenam - Belgium  
Tel.: +32.15.50.99.50

# Crestron CGDMX-512BI

## DMX512 controller

---

## Operations & Installation Guide



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



Crestron International  
Oude Keerbergsebaan 2  
B-2820 Rijmenam - Belgium  
Tel.: +32.15.50.99.50

## Important Safety Instructions

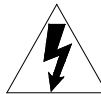
- Read these instructions.
- Keep these instructions.
- Heed all warnings.
- Follow all instructions.
- Do not use this apparatus near water.
- Clean only with dry cloth.
- Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- Only use attachments/accessories specified by the manufacturer.
- Unplug this apparatus during lightning storms or when unused for long periods of time.
- Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
- Disconnect power prior to connecting or disconnecting equipment.
- Do not install in direct sunlight.
- The apparatus must be installed in a way that the power cord can be removed either from the wall outlet or from the device itself in order to disconnect the mains power.
- Prevent foreign objects from entering the device.

### WARNING:

TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS APPARATUS TO RAIN OR MOISTURE. THE APPARATUS SHALL NOT BE EXPOSED TO DRIPPING OR SPLASHING. OBJECTS FILLED WITH LIQUIDS, SUCH AS VASES, SHOULD NOT BE PLACED ON THE APPARATUS.

### WARNING:

TO PREVENT ELECTRIC SHOCK, DO NOT REMOVE COVER. THERE ARE NO USER SERVICEABLE PARTS INSIDE. ONLY QUALIFIED SERVICE PERSONNEL SHOULD PERFORM SERVICE.



The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

### WARNING:

THIS IS AN APPARATUS WITH CLASS I CONSTRUCTION. IT SHALL BE CONNECTED TO AN ELECTRICAL OUTLET WITH AN EARTHING GROUND TERMINAL.

### IMPORTANT:

The CGDMX-512BI can be used with Class 2 output wiring.

# Contents

<b>DMX512 Controller:</b>	<b>CGDMX-512BI</b>	<b>1</b>
Introduction .....		1
Features and Functions .....		1
Applications.....		1
Specifications .....		1
Physical Description .....		2
Industry Compliance .....		5
Setup .....		6
Supplied Hardware .....		6
Hardware Hookup .....		6
Programming Software .....		7
Earliest Version Software Requirements for the PC .....		7
Programming with Crestron SystemBuilder.....		7
Programming with D3 Pro.....		7
Programming with SIMPL Windows .....		8
Example Program .....		8
Uploading .....		9
Programs.....		9
Operation .....		10
S1 Values.....		10
S2 Values.....		10
S3 Values.....		11
Problem Solving .....		13
Troubleshooting.....		13
Reference Documents.....		13
Further Inquiries .....		13
Future Updates .....		13
Software License Agreement.....		14
Return and Warranty Policies .....		16
Merchandise Returns / Repair Service .....		16
CRESTRON Limited Warranty.....		16



# DMX512 Controller: CGDMX-512BI

---

## Introduction

The CGDMX-512BI is a serial DMX512 interface which makes easy interfacing possible between a Crestron control system and lighting product using the DMX512 protocol.

Only one serial RS-232/422 port on the Crestron control system is required to communicate with the DMX512 interface.

The DMX512 interface has two separate DMX Ports, one DMX Out to send data to the DMX lighting products and one DMX In to receive and/or control data from a DMX512 Lighting console or other lighting control units.

## Features and Functions

- System integration via RS232
- 512 DMX inputs
- 512 DMX outputs
- Optimal and standard-compliant DMX512 timing

## Applications

Control of any lighting systems that is compatible with the DMX512 protocol.

## Specifications

Specifications for the CGDMX-512BI are listed in the following table.

*CGDMX-512BI Specifications*

SPECIFICATION	DETAILS
Fuse	Slow, 0,63mA – Type TR5
I/O 1	RS232/422 (selectable)
I/O 2	DMX512-A, terminated, 120 ohm automatic switch after power on
Timing (adjustable) Break Mark B2B	179µ 14µ 22,8ms (S2=0)
Power Supply voltage Power Consumption	85 - 265V~, 47 – 83Hz approx. 5W
Default Net ID	N/A
Minimum 2-Series Control System Update File <sup>1, 2</sup>	Version 2 or later
Environmental Temperature Humidity	41° to 104° F (5° to 40° C) 10% to 90% RH (non-condensing)
Enclosure Chassis Isolation	UL-94-V-0, heavily inflammable All I/O (DIN3 56930-2/4.2.3)
Dimensions Height Width Depth	2,24 in (5,7 cm) 4,33 in (11 cm) 7,87 in (20 cm)
Weight	1,06 lbs (0,480 kg)

1. The latest software versions can be obtained from the Crestron website. Refer to the NOTE following these footnotes.
2. Crestron 2-Series control systems include the AV2 and PRO2. Consult the latest Crestron Product Catalog for a complete list of 2-Series control systems.

---

**NOTE:** Crestron software and any files on the website are for authorized Crestron dealers and Crestron Authorized Independent Programmers (CAIP) only. New users may be required to register to obtain access to certain areas of the site (including the FTP site).

---

## Physical Description

This section provides information on the connections, controls and indicators available on your CGDMX-512BI.



*CGDMX-512BI Physical View*

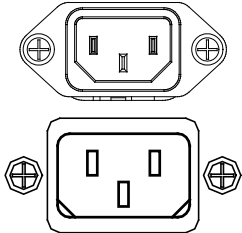


*CGDMX-512BI Overall Dimensions*





#### Connectors, Controls & Indicators

#	CONNECTORS, CONTROLS & INDICATORS	DESCRIPTION
1	DMX512 Output	[+Data(3), GND <sub>2</sub> (1), -Data(2)]
2	DMX512 Input	[+Data(3), GND <sub>1</sub> (1), -Data(2)]
3	Status LED's: Power CN COM  DMX512	Indicates that the device is powered. Indicates traffic between the Crestron processor and CGDMX-512BI. Indicates a valid DMX512 input signal.
4	RS232/422 Interface- connector to the Crestron processor	Asymmetrical or symmetrical wiring is available by Jumper J5.  TX (RS232) = pin 2      RTS (RS232) = pin 7 RX (RS232) = pin 3      CTS (RS232) = pin 8 GND <sub>3</sub> (RS232/422) = pin 5 TX- (RS422) = pin 1      RX- (RS422) = pin 9 TX+ (RS422) = pin 6      RX+ (RS422) = pin 4
S1	Rotary code switch	Set Baud rate, factory 7
S2	Rotary code switch	Set DMX512 speed, factory 1
S3	Rotary code switch	Set interface mode, factory 1
	100 – 240V ~2.4A 50/60 Hz 	(1) IEC Socket, mates with removable power cord (included)

## Industry Compliance

As of the date of manufacture, the CGDMX-512BI has been tested and found to comply with specifications for CE marking and standards per EMC and Radiocommunications Compliance Labelling.



---

### Commission (FCC) Compliance Statement

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation.

---

---

## Setup

### Supplied Hardware

The hardware supplied with the CGDMX-512BI is listed in the following table.

*Supplied Hardware for the CGDMX-512BI*

DESCRIPTION	PART NUMBER	QUANTITY
Serial Cable	N/A	1
Power Cable	N/A	1

### Hardware Hookup

- Connect the serial cable with the used serial port on the Crestron processor.
- Connect the DMX512 output with the DMX512 input of the device you want to control.
- Connect the DMX512 input with the DMX512 output of the device you want to control.
- Connect the power cord with the power connector and turn on the device.

---

## Programming Software

---

### Have a question or comment about Crestron software?

Answers to frequently asked questions (FAQs) can be viewed in the Online Help section of the Crestron website. To post a question or view questions you have submitted to Crestron's True Blue Support, log in at <http://support.crestron.com>. First-time users will need to establish a user account.

---

### Earliest Version Software Requirements for the PC

---

**NOTE:** Crestron recommends that you use the latest software to take advantage of the most recently released features. The latest software is available from the Crestron website.

---

Crestron has developed an assortment of Windows®-based software tools to develop a controlled system. You can create a program to control the CGDMX-512BI using the Crestron programming tools D3 Pro™ or SIMPL Windows. Customers whose focus is on lighting systems may prefer to use the D3 Pro software since it is designed especially for creating lighting and environmental system control applications. Customers already familiar with SIMPL Windows who are including a lighting system as part of an overall control system project may prefer to continue using SIMPL Windows. For the minimum recommended software versions, visit the Version Tracker page of the Crestron website ([www.crestron.com/versiontracker](http://www.crestron.com/versiontracker)).

### Programming with Crestron SystemBuilder

Crestron SystemBuilder is the easiest method of programming but does not offer as much flexibility as SIMPL Windows. For additional details, download SystemBuilder from the Crestron website and examine the extensive help file.

### Programming with D3 Pro

Crestron's D3 Pro lighting software provides all the tools necessary to create a complete Crestron lighting system for residential applications. The lighting system includes the control system logic program, touchpanel projects and keypad programming, documentation and real-time lighting adjustment capabilities.

As with all Crestron software, D3 Pro provides extensive right-click and drag-and-drop functionality in addition to convenient keyboard shortcuts for frequently used functions and commands.

Programming is organized into six system **Views** of the lighting system, each providing a moveable toolbox of devices such as interfaces, fixtures and control modules. You can add a device to your system simply by selecting it from one of the toolboxes and dragging it to a room. The available toolboxes differ depending on the View but all Views include a "General" toolbox that allows you to add areas and rooms at any time.

## Programming with SIMPL Windows

SIMPL Windows is Crestron's premier software for programming Crestron control systems. It is organized into two separate but equally important "Managers".

### *Configuration Manager*

Configuration Manager is the view where programmers "build" a Crestron control system by selecting hardware from the *Device Library*.

- To incorporate the CGDMX-512BI into the system, drag the CGDMX-512BI from the User module | Product module folder after copying the modules to the User macro folder or the same folder where the project is stored

### *Program Manager*

Program Manager is the view where programmers "program" a Crestron control system by assigning signals to symbols.

The symbol can be viewed by double clicking on the icon or dragging it into *Detail View*. Each signal in the symbol is described in the SIMPL Windows help file (**F1**).

The CGDMX-512BI module should be placed in the user database specified in the SIMPL Windows software.

## Example Program

An example program for the CGDMX-512BI is available from the Crestron website ([www.Crestron.eu](http://www.Crestron.eu)).

## Uploading

Crestron recommends using the latest programming software and that each device contains the latest firmware to take advantage of the most recently released features. However, before attempting to upload or upgrade it is necessary to establish communication. Once communication has been established, files (for example, programs) can be transferred to the control system.

### Programs

Program files may be distributed from programmers to installers or from Crestron to dealers. One has the option to upload programs via the programming software. For details on uploading, refer to the SIMPL Windows help file.

If a SIMPL Windows program is provided, it can be uploaded to the control system using SIMPL Windows or Crestron Toolbox.

## Operation

The CGDMX-512BI uses three rotary switches to set up the device. Rotary switch S1 is used to set the baud rate, S2 sets the DMX512 speed and S3 the interface mode.

### S1 Values

Baud rate COM interface [set by S1]

0	1	2	3	4	5
1200	2400	4800	9600	14400	19200
6	7	8	9		
28800	<b>38400</b>	76800	115200		

The interface type - symmetrical RS422 or asymmetrical RS232 is selectable by Jumper J5 as printed on pcb. (here RS422 = RS485)  
(Factory setting RS232)

### S2 Values

The DMX512 data are processed by the CGDMX-512BI interface with an optimal and standard-compliant DMX512 timing.

If problems should appear like flickering or short black outs, the connected lighting devices may be not able to receive DMX512 data with optimum timing.

In this case the CGDMX-512BI includes a RETIMER section to adjust the DMX512 timing to slower DMX devices.

S2	BREAK ( $\mu$ s)	MAB ( $\mu$ s)	DATA ( $\mu$ s)	MBB ( $\mu$ s)	description
0	176	12	44	0	B2B 22,8ms !
<b>1</b>	<b>176</b>	<b>12</b>	<b>48</b>	<b>0</b>	<b>48 <math>\mu</math>s per byte</b>
2	176	12	48	176	48 $\mu$ s & MBB 176 $\mu$ s
3	176	12	52	0	52 $\mu$ s
4	176	18	52	176	52 $\mu$ s & MBB 176 $\mu$ s
5	176	18	56	0	56 $\mu$ s
6	176	18	56	352	56 $\mu$ s & MBB 352 $\mu$ s
7	176	18	64	352	64 $\mu$ s & MBB 352 $\mu$ s (30 frames / second)
8	176	18	77	528	77 $\mu$ s & MBB 528 $\mu$ s (25 frames / second)
9	176	18	96	528	96 $\mu$ s & MBB 528 $\mu$ s (20 frames / second)

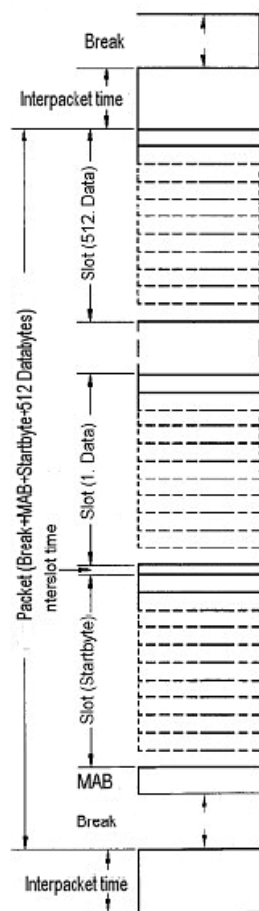
MAB = Mark after Break

MBB = Mark before Break

B2B = Break to Break



DMX timing diagram

**DMX512 timing****Packet (22,7ms):**

includes Break, MAB, startbyte and up to 512 data bytes.

**Interpacket time:**

time between two frames

**Slot (44µs):**

1 start-bit, data-byte (8Bit), 2 stop-bits

**Interslot time:**

time between two data bytes

**S3 Values**

MODE	SHORTFORM / DESCRIPTION
0	TX DMX512 only XSIG values received from CMP - transmitted as DMX512 values. No DMX512 Input.
1	<b>RX/TX DMX512 + message on change</b> XSIG values received from CMP - transmitted as DMX512 values. ! every Data change on a single DMX512 channel will be transmitted to CMP as an 4 byte XSIG value.
2	<b>RX/TX DMX512, HTP Merge</b> HTP merge between DMX512-IN and CMP-values to DMX Output. ! HTP configuration is changeable by CMP (HTP, LTP, Excl., each channel separately). ! after Power-On or xFC (Interface-Reset) the CGDMX-Interface returns to HTP all channels.
3	<b>RX/TX DMX512, HTP Merge + message on change</b> HTP merge between DMX512-IN and CMP-values to DMX Output. ! every data change on a single DMX512 channel will be transmitted to CMP as an 4 byte XSIG value. ! HTP configuration is changeable by CMP (HTP, LTP, Excl., each channel separately). ! after Power-On or xFC (Interface Reset) the CGDMX-Interface returns to HTP on all channels.

MODE	SHORTFORM / DESCRIPTION
4	<b>RX/TX DMX512, LTP Merge</b> LTP merge between DMX512-IN and CMP-values to DMX Output. ! LTP configuration is changeable by CMP (HTP, LTP, Excl. , each channel separately). ! after Power-On and xFC (Interface Reset) the CGDMX-Interface returns to LTP all channels.
5	<b>RX/TX DMX512, LTP Merge + message on change</b> LTP merge between DMX512-IN and CMP-values to DMX Output. ! every data change on a single DMX512 channel will be transmitted to CMP as an 4 byte XSIG value. ! LTP configuration is changeable by CMP (HTP, LTP, Excl. , each channel separately). ! after Power-On and xFC (Interface Reset) the CGDMX-Interface returns to LTP all channels.
6	<b>processing with configuration 0, Merge</b> reads complete 512 byte configuration from non volatile memory how to process values from DMX IN with CMP values to DMX Output. (MERGE -HTP, -LTP, -Excl., may set for each channel, see channel processing flags). ! after Power-On and xFC (Interface Reset) the CGDMX-Interface returns to process config stored in "config0".
7	<b>processing with configuration 1, Merge</b> reads complete 512 byte configuration from non volatile memory how to process values from DMX IN with CMP values to DMX Output. (MERGE -HTP, -LTP, -Excl., may set for each channel, see channel processing flags). ! after Power-On and xFC (Interface Reset) the CGDMX-Interface returns to process config stored in "config1".
MODE	SHORTFORM / DESCRIPTION
8	<b>Auto fade all channel</b> Test - all DMX channels are fade between 0-100%. ! the values are also send to CMP as 4 Byte XSIG analog values.
9	<b>all channel 75%</b> Test - all DMX channels will set to 75%. ! the values are also send to CMP as 4 Byte XSIG analog values.

---

## Problem Solving

### Troubleshooting

The following table provides corrective action for possible trouble situations. If further assistance is required, please contact a Crestron customer service representative.

#### *CGDMX-512BI Troubleshooting*

TROUBLE	POSSIBLE CAUSE(S)	CORRECTIVE ACTION
Device does not function.	Device is not communicating with the processor.	Check the serial connection
	Device is not receiving power	Check the power source and the power cord
Loss of functionality due to electrostatic discharge.	Improper grounding.	Check that all ground connections have been made properly.

### Reference Documents

The latest version of all documents mentioned within the guide can be obtained from the Crestron website ([www.crestron.com/manuals](http://www.crestron.com/manuals)). This link will provide a list of product manuals arranged in alphabetical order by model number.

#### *List of Related Reference Documents*

DOCUMENT TITLE
2-Series Control Systems Reference Guide

### Further Inquiries

If you cannot locate specific information or have questions after reviewing this guide, please take advantage of Crestron's award winning customer service team by calling Crestron at +32-15-509920.

You can also log onto the online help section of the Crestron website ([www.crestron.com/onlinehelp](http://www.crestron.com/onlinehelp)) to ask questions about Crestron products. First-time users will need to 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 CGDMX-512BI, 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.

---

## Software License Agreement

This License Agreement (“Agreement”) is a legal contract between you (either an individual or a single business entity) and Crestron Electronics, Inc. (“Crestron”) for software referenced in this guide, which includes computer software and as applicable, associated media, printed materials and “online” or electronic documentation (the “Software”).

BY INSTALLING, COPYING OR OTHERWISE USING THE SOFTWARE, YOU REPRESENT THAT YOU ARE AN AUTHORIZED DEALER OF CRESTRON PRODUCTS OR A CRESTRON AUTHORIZED INDEPENDENT PROGRAMMER AND YOU AGREE TO BE BOUND BY THE TERMS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, DO NOT INSTALL OR USE THE SOFTWARE.

IF YOU HAVE PAID A FEE FOR THIS LICENSE AND DO NOT ACCEPT THE TERMS OF THIS AGREEMENT, CRESTRON WILL REFUND THE FEE TO YOU PROVIDED YOU (1) CLICK THE DO NOT ACCEPT BUTTON, (2) DO NOT INSTALL THE SOFTWARE AND (3) RETURN ALL SOFTWARE, MEDIA AND OTHER DOCUMENTATION AND MATERIALS PROVIDED WITH THE SOFTWARE TO CRESTRON AT: CRESTRON ELECTRONICS, INC., 15 VOLVO DRIVE, ROCKLEIGH, NEW JERSEY 07647, WITHIN 30 DAYS OF PAYMENT.

### LICENSE TERMS

Crestron hereby grants You and You accept a nonexclusive, nontransferable license to use the Software (a) in machine readable object code together with the related explanatory written materials provided by Crestron (b) on a central processing unit (“CPU”) owned or leased or otherwise controlled exclusively by You and (c) only as authorized in this Agreement and the related explanatory files and written materials provided by Crestron.

If this software requires payment for a license, you may make one backup copy of the Software, provided Your backup copy is not installed or used on any CPU. You may not transfer the rights of this Agreement to a backup copy unless the installed copy of the Software is destroyed or otherwise inoperable and You transfer all rights in the Software.

You may not transfer the license granted pursuant to this Agreement or assign this Agreement without the express written consent of Crestron.

If this software requires payment for a license, the total number of CPUs on which all versions of the Software are installed may not exceed one per license fee (1) and no concurrent, server or network use of the Software (including any permitted back-up copies) is permitted, including but not limited to using the Software (a) either directly or through commands, data or instructions from or to another computer (b) for local, campus or wide area network, internet or web hosting services or (c) pursuant to any rental, sharing or “service bureau” arrangement.

The Software is designed as a software development and customization tool. As such Crestron cannot and does not guarantee any results of use of the Software or that the Software will operate error free and You acknowledge that any development that You perform using the Software or Host Application is done entirely at Your own risk.

The Software is licensed and not sold. Crestron retains ownership of the Software and all copies of the Software and reserves all rights not expressly granted in writing.

### OTHER LIMITATIONS

You must be an Authorized Dealer of Crestron products or a Crestron Authorized Independent Programmer to install or use the Software. If Your status as a Crestron Authorized Dealer or Crestron Authorized Independent Programmer is terminated, Your license is also terminated.

You may not rent, lease, lend, sublicense, distribute or otherwise transfer or assign any interest in or to the Software.

You may not reverse engineer, decompile or disassemble the Software.

You agree that the Software will not be shipped, transferred or exported into any country or used in any manner prohibited by the United States Export Administration Act or any other export laws, restrictions or regulations (“Export Laws”). By downloading or installing the Software You (a) are certifying that You are not a national of Cuba, Iran, Iraq, Libya, North Korea, Sudan, Syria or any country to which the United States embargoes goods (b) are certifying that You are not otherwise prohibited from receiving the Software and (c) You agree to comply with the Export Laws.

If any part of this Agreement is found void and unenforceable, it will not affect the validity of the balance of the Agreement, which shall remain valid and enforceable according to its terms. This Agreement may only be modified by a writing signed by an authorized officer of Crestron. Updates may be licensed to You by Crestron with additional or different terms. This is the entire agreement between Crestron and You relating to the Software and it supersedes any prior representations, discussions, undertakings, communications or advertising relating to the Software. The failure of either party to enforce any right or take any action in the event of a breach hereunder shall constitute a waiver unless expressly acknowledged and set forth in writing by the party alleged to have provided such waiver.

If You are a business or organization, You agree that upon request from Crestron or its authorized agent, You will within thirty (30) days fully document and certify that use of any and all Software at the time of the request is in conformity with Your valid licenses from Crestron of its authorized agent.

Without prejudice to any other rights, Crestron may terminate this Agreement immediately upon notice if you fail to comply with the terms and conditions of this Agreement. In such event, you must destroy all copies of the Software and all of its component parts.

### **PROPRIETARY RIGHTS**

**Copyright.** All title and copyrights in and to the Software (including, without limitation, any images, photographs, animations, video, audio, music, text and “applets” incorporated into the Software), the accompanying media and printed materials and any copies of the Software are owned by Crestron or its suppliers. The Software is protected by copyright laws and international treaty provisions. Therefore, you must treat the Software like any other copyrighted material, subject to the provisions of this Agreement.

**Submissions.** Should you decide to transmit to Crestron’s website by any means or by any media any materials or other information (including, without limitation, ideas, concepts or techniques for new or improved services and products), whether as information, feedback, data, questions, comments, suggestions or the like, you agree such submissions are unrestricted and shall be deemed non-confidential and you automatically grant Crestron and its assigns a non-exclusive, royalty-free, worldwide, perpetual, irrevocable license, with the right to sublicense, to use, copy, transmit, distribute, create derivative works of, display and perform the same.

**Trademarks.** CRESTRON and the Swirl Logo are registered trademarks of Crestron Electronics, Inc. You shall not remove or conceal any trademark or proprietary notice of Crestron from the Software including any back-up copy.

### **GOVERNING LAW**

This Agreement shall be governed by the laws of the State of New Jersey, without regard to conflicts of laws principles. Any disputes between the parties to the Agreement shall be brought in the state courts in Bergen County, New Jersey or the federal courts located in the District of New Jersey. The United Nations Convention on Contracts for the International Sale of Goods shall not apply to this Agreement.

### **CRESTRON LIMITED WARRANTY**

CRESTRON warrants that: (a) the Software will perform substantially in accordance with the published specifications for a period of ninety (90) days from the date of receipt and (b) that any hardware accompanying the Software will be subject to its own limited warranty as stated in its accompanying written material. Crestron shall, at its option, repair or replace or refund the license fee for any Software found defective by Crestron if notified by you within the warranty period. The foregoing remedy shall be your exclusive remedy for any claim or loss arising from the Software.

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 as 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 or license code altered, defaced, improperly obtained or removed.

Notwithstanding any agreement to maintain or correct errors or defects, Crestron shall have no obligation to service or correct any error or defect that is not reproducible by Crestron or is deemed in Crestron’s reasonable discretion to have resulted from (1) accident; unusual stress; neglect; misuse; failure of electric power, operation of the Software with other media not meeting or not maintained in accordance with the manufacturer’s specifications or causes other than ordinary use; (2) improper installation by anyone other than Crestron or its authorized agents of the Software that deviates from any operating procedures established by Crestron in the material and files provided to You by Crestron or its authorized agent; (3) use of the Software on unauthorized hardware or (4) modification of, alteration of or additions to the Software undertaken by persons other than Crestron or Crestron’s authorized agents.

ANY LIABILITY OF CRESTRON FOR A DEFECTIVE COPY OF THE SOFTWARE WILL BE LIMITED EXCLUSIVELY TO REPAIR OR REPLACEMENT OF YOUR COPY OF THE SOFTWARE WITH ANOTHER COPY OR REFUND OF THE INITIAL LICENSE FEE CRESTRON RECEIVED FROM YOU FOR THE DEFECTIVE COPY OF THE PRODUCT. THIS WARRANTY SHALL BE THE SOLE AND EXCLUSIVE REMEDY TO YOU. IN NO EVENT SHALL CRESTRON BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES OF ANY KIND (PROPERTY OR ECONOMIC DAMAGES INCLUSIVE), EVEN IF A CRESTRON REPRESENTATIVE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR OF ANY CLAIM BY ANY THIRD PARTY. CRESTRON MAKES NO WARRANTIES, EXPRESS OR IMPLIED, AS TO TITLE OR INFRINGEMENT OF THIRD-PARTY RIGHTS, MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, OR ANY OTHER WARRANTIES, NOR AUTHORIZES ANY OTHER PARTY TO OFFER ANY WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY FOR THIS PRODUCT. THIS WARRANTY STATEMENT SUPERSEDES ALL PREVIOUS WARRANTIES.

---

## 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 an authorized CRESTRON dealer. Only authorized CRESTRON dealers may 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, 6 Volvo Drive, Rockleigh, 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 products to be free from manufacturing defects in materials and workmanship under normal use for a period of three (3) years from the date of purchase from CRESTRON, with the following exceptions: disk drives and any other moving or rotating mechanical parts, pan/tilt heads and power supplies are covered for a period of one (1) year; touchscreen display and overlay components are covered for 90 days; batteries and incandescent lamps are not covered.

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.

CRESTRON shall not be liable to honor the terms of this warranty 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 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. CRESTRON is not liable for any claim made by a third party or made by the purchaser for a third party.

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.

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 of merchantability or fitness for a particular purpose. Any implied warranties that may be imposed by law are limited to the terms of this limited warranty. 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. Windows95/98/Me/XP/Vista and WindowsNT/2000 are trademarks of Microsoft Corporation.*





**Crestron International, Inc.**  
Oude Keerbergsebaan 2  
B-2820 Rijmenam - Belgium  
Tel: 0032/(0)15 50 99 34  
Fax: 0032/(0)15 50 99 40  
[www.crestron.eu](http://www.crestron.eu)

---

**Operations & Installation Guide – DOC. 0003**

Specifications subject to  
change without notice.