Crestron® Shading Solutions
Roller Shade and Drapery Track Systems

Design Guide
Crestron Electronics, Inc.
Original Instructions
The U.S. English version of this document is the original instructions.
All other languages are a translation of the original instructions.

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Introduction

Crestron® Shading Solutions (CSS) provide precise, quiet one-touch daylight management with a complete line of motorized window shades and drapery track systems. Shading systems allow the customer to easily regulate the lighting in a room with a simple touch of a button. Shades are energy efficient and provide UV protection, glare control, and privacy at a competitive cost. Crestron brings the same engineering excellence from its advanced control and automation solutions to its shading product line.

Purpose of This Guide

This design guide includes the following:

- How to select the correct shade or drape system for the application.
- How to measure for proper installation.
- Detailed views of product design specifications (with dimensions) for the Décor as well as Architectural mounting brackets and drapery track systems in a variety of configurations.
- Overview of the fabric styles.
- How to select fabric based on application.
- How to care for the fabric.
- Information on fabric types and how to use the fabric binder.
- How to select a power supply.
- Overview for integrating shades and drapery track systems with Crestron control systems.

Crestron Shading Solutions Benefits

Natural and Artificial Daylight Control

Protect fine furnishings and floor coverings from harmful UV rays with intelligent shading solutions. Shades can track the rising and setting of the sun to prevent extra solar heat gain in the summer and utilize its warmth in the winter for added energy efficiency. Crestron shades can also work with an entertainment system to close shades and prevent glare on a TV when it is turned on, automatically creating the ideal viewing scenario.

Security and Privacy

Automated shades provide privacy and security. Shades allow natural light in with semi-translucent shades, or use blackout shades to completely block views. In the event of a forced entry into a home, shades integrated with a security system can be set to raise automatically, allowing an intruder to be easily spotted from the outside.
Quiet Shade Motors

Crestron automated shades feature low-voltage Digital QMT® shade motors for quiet operation. Crestron shades help manage daylight in any space without disrupting activities. Refer to “Digital QMT Roller Shade Motors” on page 7 for details.

Brushless Motor Technology

The Crestron Digital QMT shade motor is the first brushless design, which translates into exceptional reliability, smoother operation, and ultra-quiet performance. It provides superior torque in a small package. Variable Speed Control (VSC) settings in one-tenth revolution increments offer an unprecedented level of precision.

Easy Installation

Crestron shades are easy to install. Brackets are easily mounted, and the motor clicks into place with no special tools required.

Right Size Guarantee

The Crestron Right Size guarantee resizes or replaces any new Crestron shade that does not fit as intended. All dealers are covered by the Right Size guarantee. The Right Size guarantee applies to shade measurement and installation issues only and cannot be used to change shade fabric, color, or hardware. A shade can be replaced only once, and the replacement must be requested within 90 days of shade delivery. If a new shade is required, Crestron will provide a new tube and fabric only.

Crestron Shading Solutions Limited Warranty

The limited warranty is applicable to Crestron Shading Solutions mounting hardware, shade fabric, Digital QMT shade motors, and QMT shade motors only. For more information, refer to the Crestron Shading Solutions Limited Warranty.

Color Match

With Crestron’s exclusive Color Match service, roller shades are now available in any color. Simply provide a Pantone® color code or a physical color sample and Crestron will do the rest. Shades can be integrated perfectly into the customers’ design schemes. No other manufacturer offers this level of customization and flexibility.

The Crestron Color Match service is ready and available in the Crestron Design Tool (CDT) for both motorized and manual roller shades. It is available in fabrics with openness factors of 1, 3, 5, and 10% as well as blackout shades. For more information, email the Crestron Color Match Service at colormatch@crestron.com.

Pattern Print

Create a custom look by printing custom graphics and logos directly on shade fabric. Custom prints are submitted through the Crestron Design Tool (CDT).
Shade Design Resources

Crestron provides the following tools to assist the user when designing shade and drapery track systems.

Crestron Design Tool Shades (CDTS) Software

The Crestron Design Tool (CDTS) is a web-based tool used for quoting and ordering Crestron roller shades and drapery tracks. The software may be used to easily create proposals for customers and place orders directly to Crestron.

Hardware Sample Case

Crestron offers two hardware sample cases that display all mounting brackets and accessories for the QMT3 series (CSA-DSK-HDWR-QMT3) and QMT5 series (CSA-DSK-HDWR-QMT5) shade hardware.

The sample cases contain brackets, end caps, fascia, and accessories for each series. Also included is a variety of color chips that show the various colors that the components are available in.
Fabric and Textile Samples

Crestron offers two fabric-sample books to view fabric options and also an online resource to order individual fabric samples.

Crestron Shades Fabric Book

The Crestron Shades Fabric Book (CSF-FABRIC-COLLECTION) elegantly shows off the complete selection of shade fabrics available from Crestron. Our Heritage, Designer, and Horizontal Sheers collections are each organized and presented in three separate stylized binders, all contained in one beautiful satchel - perfect for taking on the go to site visits and client consultations.

As fashions change, so does our fabric collection, so we’ve designed our binders to allow for easy updating. All registered owners of the Crestron Shades Fabric Book receive free updates automatically whenever new fabrics are introduced and others are retired. Individual binder pages are easily replaceable so you’ll always have the most current selection of fabrics at your fingertips.

Crestron and Hartmann&Forbes® Artisanal Shading Textiles Sample Box

The Crestron and Hartmann&Forbes Artisanal Shading Textiles Sample Box (CSF-SB-ROLLER-HF) is a collection of hand-woven textiles designed for Crestron roller shade systems. The textiles feature natural fibers that are sustainably grown and artfully hand loomed.

The sample box contains a variety of 6 x 5 in. premium textile samples grouped by color story from pure white to rich chocolate browns and grays.
Crestron Horizontal Sheer Fabric Sample Binder

The Crestron Roller Shade Fabric Sample Binder (CSF-FABRIC-COLLECTION-HSHEER) elegantly displays the horizontal sheer fabric collections in a highly stylized, eye-catching binder. The binder contains a variety of colors to suit shading needs and makes it easy to envision a particular roller shade fabric in a room. Information about the fabric is printed on the back of each sample card, including its fabric number and fenestration data.

Online Fabric Binder

The online fabric binder at fabrics.crestron.com is a online resource to search Crestron's entire fabric collection. You can order up to ten 8 x 10 in. fabric samples to envision a specific shade fabric in a room. You can also identify currently available fabrics and textiles and register fabric binders.
Crestron Roller Shades

Crestron Shade Solutions offers a variety of components to assemble a roller shade that fits any application. Refer to the following sections for an overview of the available components for a Crestron Roller shade:

- Select a Crestron Roller Shade for your Application (on page 7)
- Digital QMT Roller Shade Motors (on page 8)
- Roller Shade Mounting Brackets (on page 10)
- Roller Shade Tube Options (on page 15)
- Roller Shade Mounting Options (on page 16)
- Roller Shade Accessories (on page 18)
- Roller Shade Fabrics and Textiles (on page 21)
- Specialty Roller Shades (on page 25)
- Roller Shade Measuring Guidelines (on page 27)
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Select a Crestron Roller Shade for your Application

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<td>White, Brown, Gray, Black, Almond, Bronze Antique, Brushed Nickel, Chrome</td>
<td>White, Brown, Gray, Black, Almond</td>
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<td>Ceiling/Wall/Jamb mount, 3-axis adjustability</td>
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Digital QMT Roller Shade Motors

Crestron offers a variety of Digital QMT® shade motors providing quiet, yet robust operation for Crestron roller shades. All Crestron QMT shade motors are available using Crestron's reliable Cresnet (-CN) and infiNET EX (-EX) communication.

Digital QMT shade motor features:

- Long-life brushless motor featuring Digital Quiet Motor Technology for nearly imperceptible operation
- Built-in infiNET EX® wireless communications (-EX models only)
- Built-in Cresnet® wired communications (-CN models only)
- Real-time activity monitoring and status feedback
- Local pushbutton interface for testing shades and setting shade limits
- Local diagnostic LEDs to indicate shade status
- Smooth starts and stops with programmable stop points
- Reactive features that detect and react to obstructions in shade path to avoid motor damage
- Limited Lifetime Warranty

3/4 Nm Motors

CSM-QMTDC-163 Series Shade Motors

- 3/4 Nm torque.
- For 1.625 in. (42 mm) shade tube.
- For roller shades 17.5 to 96 in. (445 mm to 2,439 mm) wide depending on fabric.
- Available models:
  - CSM-QMTDC-163-1-CN
  - CSM-QMTDC-163-1-EX
  - CSM-QMTDC-163-1-EX
4 Nm Motors

CSM-QMTDC-250-4 Series Shade Motors

- 4 Nm torque.
- For 2.50 in. (64 mm) shade tube.
- For roller shades 18 to 133 in. (458 mm to 3,379 mm) wide depending on fabric.
- Available models:
  - CSM-QMTDC-250-4-CN
  - CSM-QMTDC-250-4-EX
  - CSMI-QMTDC-250-4-EX

CSM-QMTDC-275 Series Shade Motors

- 4 Nm torque.
- For 2.75 in. (70 mm) shade tube.
- For roller shades 18 to 168 in. (458 to 4,268 mm) wide depending on fabric.
- Available models:
  - CSM-QMTDC-275-4-CN
  - CSM-QMTDC-275-4-EX
  - CSMI-QMTDC-275-4-EX

Manual Clutch

Keep the same look and feel on all your windows even if they are not all motorized. Many of Crestron's roller shade solutions are available with manual clutch operation using a bead-chain to raise and lower the shade fabric. Manually operated shades are a cost-effective alternative to motorized shades in applications where motorized shades are unnecessary or not feasible.

A manual-to-motorized upgrade kit is available which allows any single-roll manual clutch shade to be easily converted to motorized operation.
Roller Shade Mounting Brackets

Crestron offers variety of Architectural and Décor roller shade mounting brackets to fit virtually all mounting scenarios. The mounting brackets can be mounted on a wall, on a ceiling, in a pocket, or on a window jamb.

QMT3 Series Architectural Brackets

QMT3 Series Architectural hardware from Crestron is a small mounting system. The hardware offers solutions for both single and dual roll shade applications.

CSA-ARCH3-BRKT

- The [CSA-ARCH3-BRKT](#) supports a single Crestron roller shade.
- Motorized shade operation is provided by the Crestron CSM-QMTDC-163-1 Digital QMT motor.
- Brackets are left-right and up-down adjustable to ensure mounting precision and to shorten installation time by allowing the installer to make changes without removing and reinstalling the entire bracket.
CSA-ARCH3-BRKT-DUAL

- The **CSA-ARCH3-BRKT-DUAL** supports two Crestron roller shades in a compact space.
- Motorized shade operation is provided by the Crestron CSM-QMTDC-163-1 Series Digital QMT motor.
- Brackets are left-right and up-down adjustable to ensure mounting precision and to shorten installation time by allowing the installer to make changes without removing and reinstalling the entire bracket.

QMT5 Series Architectural Brackets

QMT5 Series Architectural Shade Hardware from Crestron is a mounting system that allows Crestron shades to be mounted on a wall or ceiling, or in a pocket or window jamb. The hardware offers solutions for both single roll and dual roll shade applications.

CSA-ARCH5-BRKT

- The **CSA-ARCH5-BRKT** supports a single Crestron roller shade.
- Motorized shade operation is provided by the Crestron CSM-QMTDC-250-4 or CSM-QMTDC-275-4 Series Digital QMT motor.
- Brackets are left-right and up-down adjustable to ensure mounting precision and to shorten installation time by allowing the installer to make changes without removing and reinstalling the entire bracket.

CSA-ARCH5-BRKT-DUAL

- The **CSA-ARCH5-BRKT-DUAL** supports two Crestron roller shades.
- Motorized shade operation is provided by the Crestron CSM-QMTDC-250-4 or CSM-QMTDC-275-4 Series Digital QMT motor.
- Brackets are left-right and up-down adjustable to ensure mounting precision and to shorten installation time by allowing the installer to make changes without removing and reinstalling the entire bracket.
**CSA-ARCH5-BRKT-CPLR-ANG**

- The [CSA-ARCH5-BRKT-CPLR-ANG](#) supports a single Crestron roller shade.
- Couple up to six roller shades (depends on shade width and fabric selection).
- Conforms to virtually any angled wall or window configuration.

**CSA-ARCH5-BRKT-CPLR**

- The [CSA-ARCH5-BRKT-CPLR](#) supports a single Crestron roller shade.
- Couple up to six roller shades (depends on shade width and fabric selection).

**CSA-ARCH5-BRKT-DUAL-CPLR**

- The [CSA-ARCH5-BRKT-DUAL-CPLR](#) supports dual Crestron roller shades.
- Couple two groups of up to six roller shades (depends on shade width and fabric selection).
QMT3 Series Décor Brackets

QMT3 Series Décor hardware from Crestron is a small mounting system that allows a Crestron shade to be mounted on a wall, ceiling, or window jamb where the entire shade will be exposed, giving the space a contemporary look.

CSA-DECOR3-BRKT

- The **CSA-DECOR3-BRKT** supports a single Crestron roller shade.
- Motorized shade operation is provided by the Crestron CSM-QMTDC-163-1 Series Digital QMT motor.
- Brackets are left-right and up-down adjustable to ensure mounting precision and to shorten installation time by allowing the installer to make changes without removing and reinstalling the entire bracket.

QMT5 Series Décor Brackets

QMT5 Series Décor hardware from Crestron is a stylish mounting system that allows a Crestron shade to be mounted on a wall, ceiling, or window jamb where the entire shade will be exposed, giving the space a contemporary look.
CSA-DECOR5-BRKT

- The **CSA-DECOR5-BRKT** supports a single Crestron roller shade.
- Motorized shade operation is provided by the Crestron CSM-QMTDC-250-4 Series Digital QMT motor.
- Brackets are left-right and up-down adjustable to ensure mounting precision and to shorten installation time by allowing the installer to make changes without removing and reinstalling the entire bracket.

CSA-DECOR5-BRKT-CPLR

- The **CSA-DECOR5-BRKT-CPLR** supports a single Crestron roller shade.
- Couple up to six roller shades (depends on shade width and fabric selection).
Roller Shade Tube Options

Crestron offers several shade tube options to accommodate a wide array of roller shade widths and shade fabric weights. When multiple shade tube sizes are used in the area, all roller shades can be upgraded to the larger tube size to keep a similar aesthetic across the shades.

- The QMT3 Series Architectural and Décor hardware utilize a 1.625 in. shade tube to support the shade fabric.
- The QMT5 Series Architectural and Décor hardware utilize a 2.50 in. or 2.75 in. shade tube to support the shade fabric. The 2.75 in. shade tube allows heavier fabric to be used and reduce the amount of deflection in the system.
- The QMT5 Series Architectural and QMT5 Series Décor hardware when used with couplers uses the 2.50 in. shade tube.
- Roman shades utilize a 2.50 in. shade tube to support the shade fabric.
Roller Shade Mounting Options

There are three different mounting options available for each mounting bracket.

Inside Mount

The mounting brackets are installed within the window frame. They can be mounted to the jamb or the header.

Shade accessories such as fascia, top/back cover, and end caps may be used to conceal the mounting hardware.

Outside Mount

The mounting brackets are installed outside of the window frame. They can be mounted to the wall or the ceiling.

Shade accessories such as fascia, top/back cover, and end caps may be used to conceal the mounting hardware.
Pocket Mount

The mounting brackets can be installed inside of a pocket to conceal the entire shade assembly. A prefabricated pocket may be purchased from Crestron, or a pocket may be custom built to fit the mounting brackets. The prefabricated pocket can be installed using either the inside mount or outside mount method.
Roller Shade Accessories

Blackout Accessories

Crestron offers blackout accessories to ensure that blackout shades have no light leaking through the edges of the shade assembly. They are available for use with any shade bracket. The blackout accessories are ordered as needed.

U-channel

The U-channel (CSA-ARCH-BO-CHANNEL-U) is used on the sides of shades for blackout applications. The U-channel comes in 2-1/2 in. (64 mm) and 1-1/2 in. (38 mm) widths. The mounting surface of the U-channel has a grooved line for easy drilling and for reducing the need for a center punch. The opposite side of the U-channel is smooth. Plugs are available to conceal holes in the channel. Use a 3/8 in. drill bit for the plugs.

H-Channel

The H-channel (CSA-ARCH-BO-CHANNEL-H) is used between two shades for blackout applications. The H-channel is 5 in. (127 mm) wide. The mounting surface of the H-channel has grooved lines for easy drilling and for reducing the need for a center punch. The opposite side of the H-channel is smooth. Plugs are available to conceal holes in the channel. Use a 3/8 in. drill bit for the plugs.

Sill Angle

The sill angle (CSA-ARCH-BO-SILL) is used for blackout applications by preventing light leaks along the bottom of the shade. The sill angle is used in conjunction with a blackout hem bar. The side of the sill angle contains a grooved line for easy drilling and for reducing the need for a center punch.

Wool Pile

The wool pile comes in two sizes and is available in black and white. Small wool piles are installed in U- or H-channels and large wool piles are installed in pockets. The wool pile is used to help block light from a room. Wool pile is preinstalled when side-channel or pockets are included as part of the shade assembly.
Channel Cap

H-channels and U-channels come with caps (CSA-ARCH-BO-CHANNEL-CAP) to provide a clean finish on the cut ends. The channel caps can fit the 2-1/2 in. (64 mm) or 1-1/2 in. (38 mm) channel widths. The channel caps press into place. Four channel caps come with the H-channel; two channel caps come with the U-channel.

Fascia Options

The fascia is used to conceal the front and bottom of the shade bracket. The lip on the bottom of the fascia also helps conceal the shade roller tube. The fascia snaps onto the tabs of the mounting bracket. The fascia is available square or round and is designed to fit single brackets (CSA-ARCH5-BRKT) and dual brackets (CSA-ARCH5-BRKT-DUAL). A smaller square fascia is designed for manual shades (CSA-ARCH5-BRKT-MAN).

End Cap Options

Decor End Caps

Decorative end caps are placed over the mounting brackets to conceal mounting hardware. End caps are provided in a variety of colors.

Architectural End Caps

Architectural end caps conceal the end of the bracket when the sides are exposed. The end caps can be used with square or curved fascia and the top and back cover. The end caps are available square or round and are designed to fit single brackets (CSA-ARCH5-BRKT) and dual brackets (CSA-ARCH5-BRKT-DUAL).

Top/Back Cover

The top and back cover allow the Architectural shade hardware to be concealed when the shade is viewed from above and when the shade can be viewed from outside the window. Top and back covers are available for single Architectural brackets (CSA-ARCH3-TBC and CSA-ARCH5-TBC) and dual Architectural brackets (CSA-ARCH5-TBC-DUAL).
Pocket

Prefabricated pockets reduce the need for custom framing for the shade and allow an easy installation. A single pocket (CSA-ARCH5-POCKET and CSA-ARCH3-POCKET) and a dual pocket (CSA-ARCH3-POCKET-DUAL) are available for installations where the pocket cannot be built into the window frame (retrofit applications). The inside of the pocket contains grooved lines for easy drilling and for reducing the need for a center punch. Pockets are available with a tile lip that supports the edge of a ceiling tile.

Flap

The flap (CSA-ARCH5-FLAP) is an accessory that attaches to the inside of the pocket from the room or window side of the pocket. It blocks the opening at the bottom of the pocket so that the shade and hardware cannot be seen. The flap can also attach to a hanger.

Hanger

Hangers are designed to mount to the edge of a custom fabricated pocket to hold a pocket flap. The hanger should be mounted inside the pocket. The hanger with a tile lip is used where there is a drop ceiling. The side of the hanger contains a grooved line for easy drilling and for reducing the need for a center punch.

Hanger with Tile Lip

The pocket flap hanger with tile lip is designed to mount to the edge of a custom fabricated pocket to hold a pocket flap. It also has a lip to support ceiling tiles. The side of the hanger contains a grooved line for easy drilling and for reducing the need for a center punch.

Pocket End Cap

Pocket end caps are available for use with pockets that are not recess-mounted and will be exposed to the room.
Roller Shade Fabrics and Textiles

Crestron offers a variety of fabric colors with an array of fabric properties that suit every space and budget. Crestron offers shade fabrics that are certified environmentally safe, recyclable and eco-friendly, mold- and bacteria-resistant, PVC-free, lead-free, and fire-retardant.

Fabric Characteristics

Crestron offers fabric in sheer, translucent and blackout.

Sheer Fabric

Sheer fabrics are transparent and transmit light so that objects or images are clearly seen through the weave. These fabrics provide solar protection and a reduction in solar heat gain. They also allow natural light into the room and provide glare control.

Translucent Fabric

Translucent fabrics are semi-transparent and transmit diffused light so that objects or images that are seen through the weave appear without great detail. These fabrics provide solar protection and a reduction in solar heat gain. They also allow natural light into the room and provide glare control.
Blackout Fabric
Blackout fabrics provide advanced light blockage so that no objects or images are seen through the weave. These fabrics provide a dramatic reduction in solar heat gain and eliminate glare.

Fenestration Data
Fenestration data is used by designers to assist them when choosing a fabric. Fenestration data includes the following:

- **Solar Transmittance (Ts):** The ratio of total solar energy that contacts the shade fabric and is allowed through the fabric and into the space.
- **Solar Reflectance (Rs):** The ratio of total solar energy that contacts the shade fabric and is reflected away from the space.
- **Solar Absorbance (As):** The ratio of total solar energy that contacts the shade fabric and is absorbed into the shade fabric.

**NOTE:** The sum of Ts, Rs, and As will always be 100.

- **Visible Transmittance (Tv):** The ratio of total solar energy that is allowed to pass through the shade fabric. The value is the amount of glare that is seen through the shade fabric. For example, a Tv value of 2% indicates that 98% of glare is reduced.
- **Openness Factor (OF):** The OF is the percentage of open space in the fabric. The percentage determines how much light, heat, and glare the fabric allows to enter. A high OF factor lets in more light than a lower OF factor. UV blocking shades do not provide privacy at night.
Hem Bar Styles

The hem bar on a Crestron roller shade provides weight at the bottom of the fabric so that the fabric hangs straight and travels up and down smoothly on the tube. Hem bars are available in three different styles: Open Pocket, Sealed Pocket, and Exposed Blackout.

Open Pocket Hem Bar

The open pocket hem bar is an appropriate choice for when the designer does not want to add any additional detail to the bottom of the drawn shade. The pocket has an opening on each end providing a simple finish to the shade. The hem bar is taped to the fabric inside of the pocket to prevent the hem bar from moving.

Optional end caps may be ordered for an elegant finish to an open pocket.

Sealed Pocket Hem Bar

The sealed pocket hem bar is intended for use with single-sided seamable fabrics. The sealed pockets enclose the weighted hem bar making them ideal for schools and homes with small children. However, the pinched end is less desirable with designers.
Exposed Blackout Hem Bar

The exposed blackout hem bar is intended for use in blackout applications. The hem bar blocks light from leaking in through the bottom of the roller shade fabric. The exposed blackout hem bar is available in almond, black, brown, gray, and white.

Fabric Railroading

When the desired roller shade width is larger than the shade fabric width, railroading the shade fabric is an option to meet the desired shade width. Railroading the shade fabric rotates the shade fabric, and any associated pattern in the shade fabric, 90 degrees.

Seams

If the shade fabric is railroaded and the window height is larger than the width of the fabric, multiple pieces of fabric must be connected which creates a seam in the shade fabric.

When placing multiple roller shades in the same room, if one shade needs to be railroaded with a seam all other shades should be railroaded. This creates a consistent view amongst the shades in the room. Seams can be specified for non-railroaded shades in the same room at no extra cost.

When possible, align seams with window hardware or a mullion.

Vertical seams are not allowed on roller shades because they create an uneven roll on the tube, causing telescoping or tracking. Telescoping or tracking occurs when the fabric is walking along the tube as the shade is being rolled up.
Batten

When shade fabrics are very tall or very wide, the shade fabric may curl along the edges. To provide stability for the shade or to prevent edge curling, battens may be sealed into the fabric.

When possible, align battens with window hardware or a mullion.

Battens are typically spaced evenly throughout the length of the shade fabric. Custom batten location requests, and extra battens, can be made so that battens can be placed to suit the architecture. When using side channels, it is important to eliminate the curl.

Specialty Roller Shades

In addition to roller shades, Crestron offers Crestron Horizontal Sheers, Crestron Roman Shades, and Cable Guided Shades.

Crestron Horizontal Sheers

The Crestron Horizontal Sheers (CS-SHADE-ROLLER-HSHEER) add beauty, convenience, and comfort to any interior space. Horizontal fabric vanes float between two layers of sheer, knitted fabric. The horizontal sheer can be raised for an unobstructed view and lowered to soften the view. When the horizontal sheer is lowered, the vanes can be tilted to increase the natural light levels or to provide privacy.

- Horizontal sheers are available for windows up to 8 ft x 8 ft (2.4 m x 2.4 m).
- Vane fabrics are available in 36 decorative colors and patterns with a choice of 25 light filtering and 11 room darkening options.
- The large 2.5 in. (64 mm) vanes provide ~1.25 in. (~32 mm) view-through when tilted open.
- Universal mounting brackets allow inside mount within a window jamb or outside mount to the window casing, wall, or ceiling surface.
- Decorative curved front fascia with matching fabric insert. Available with a top and back cover and recessed pocket mounting options. All concealment options feature snap-fit extruded aluminum.
Roman Shades

Roman shades use a variety of fabric folds, such as flat, cascade, relaxed, or pleated, to provide an elegant look to the space.

Roman shades give windows the softness and style of draperies, but with less bulk.

Similar to other Crestron roller shades, roman shades can be used as aesthetically as the focal point of the room or functionally to block out sunlight.

Crestron offers Romanshades as a kit that can be provided to a local workroom to have the perfect Roman shade created for you. Alternatively, contact the Crestron Shade Support Team at 1-855-53-SHADE (1-855-537-4233) or shades@crestron.com to purchase a fully fabricated Roman shade.

Cable Guided Shades

The Crestron Cable Guided Shades (CS-SHADE-ROLLER-CABLEGUIDED) use Crestron QMT5 Series Architectural and Décor shade hardware (CSS-ARCH5 and CSS-DECOR5) mounting hardware and a set of cables to guide roller shades on an angle.

As part of a complete engineered shading solution, it provides a cable-guided tracking solution to prevent the shade fabric from swaying and allows for installation on angled windows.

It is compatible with inside, outside, and pocket mounted roller shades up to 10 ft (3 m) wide or 10 ft (3 m) long when using the 2.50 in. tube, and 13 ft (4 m) or 10 ft (3 m) long when using the 2.75 in. tube. Cable guided shade assemblies accommodate windows pitched inwardly or outwardly at up to 20 degrees from vertical.

The cable-guided option employs a pair of tensioned steel cables running vertically at either side of the shade fabric. A specially weighted hem bar with slotted end caps glides up and down the cables as the shade is raised and lowered. Small decorative anchors attach the cables at the bottom to the windowsill, window jamb, or floor. Precision brackets or blocks mount at the top to the window header, window jamb, or ceiling. Adjustable cable fittings allow for proper tensioning of each cable to ensure smooth travel and minimal sag.

NOTE: The shade fabric does not retract fully when raised. At its upper limit, the hembar and some amount of fabric remains visible. Not compatible with blackout options. A minimum 1-1/4 in. (32 mm) light gap is expected.
Roller Shade Measuring Guidelines

Take the measurements for roller shades after the window is fully finished, this allows window casing, mounting pocket, window sill, window hardware, and other obstructions to be taken into consideration. Log shade measurements as width by height.

How to Measure Single Roller and In-Line Coupled Roller Shades

Use the [Shade Measuring Worksheet - Single Roller and In-Line Coupled Shades](#) for additional information when measuring shades, to log the measurements, and to submit the measurements.

When measuring for single roller or in-line coupled shade, note the following:

- Inspect the window and the area around the window for window hardware (knobs, sills, etc.) that may prevent the smooth travel of the shade.
- Verify that the window frame, window sill, and the window header are level, and then measure all designations.
- Measure the location where the brackets will be mounted.
- Measure the shade height and width in three different locations. Log the smallest value.
- For outside mount shades, measure the bracket-to-bracket (B2B) width (1) or the fabric width (3) and the shade height (2).
- For inside mount shades, measure the bracket-to-bracket (B2B) width (4), shade height (6), and depth (5)
- When placing an order for an inside mount shade in CDT, the user will be asked if Crestron should adjust the bracket-to-bracket measurement. If Yes is selected, an 1/8 in. deduction will be made on all roller shades that were specified as inside mount.
How to Measure Angled Coupled Shades

Use the [Shading Solutions Measuring Worksheet - Angle Coupled Shades](#) (PDF) (Doc. 7925) for additional information when measuring shades, to log the measurements, and to submit the measurements.

When measuring for an angled coupled shade, note the following:

- Check that all window frames are level and plumb with each other.
- Check that the surface is flat before measuring angles.
- Inspect the window and the area around the window for window hardware (knobs, sills, etc.) that may prevent the smooth travel of the shade.
- Measure the location where the brackets will be mounted.
- Measure the shade height and width in three different locations. Log the smallest value.
- If the brackets are not installed, measure the shade width (B-1, B-2, B-3, etc), the inside angles (θ-1, θ-2, etc.), and the shade height (A).
- If the brackets are installed, measure the bracket-to-bracket width (B2B-1, B2B-2, B2B-3, etc). Measure to the outside of the brackets.
- Angled coupled shades are not configurable with any top treatments (fascia, pocket, etc.). A custom-built pocket is suggested to have a (5 in. depth x 6 in. height) minimum inside dimension for the custom pocket.
Installation Dimensions

QMT3 Series Architectural Brackets

CSA-ARCH3-BRKT

QMT3 Series Architectural Bracket in a Blackout Configuration

CSA-ARCH3-BRKT-DUAL
CSA-ARCH3-BRKT-DUAL with Square Fascia and Top and Back Cover

CSA-ARCH3-BRKT-DUAL with Curved Fascia and Top and Back Cover

QMT3 Series Dual Architectural Pocket with Flap, Hanger, and Tile Lip
CSA-ARCH3-BRKT-DUAL in a Blackout Configuration

QMT5 Series Architectural Brackets

CSA-ARCH5-BRKT

QMT5 Series Architectural Pocket with Flap, Hanger, and Tile Lip
CSA-ARCH5-BRKT with Square and Curved Fascia and Top and Back Cover

CSA-ARCH5-BRKT in a Blackout Configuration

CSA-ARCH5-BRKT-DUAL
CSA-ARCH5-BRKT-DUAL with Square and Curved Fascia and

CSA-ARCH5-BRKT-CPLR-ANG

CSA-ARCH5-BRKT-CPLR

CSA-ARCH5-BRKT-DUAL-CPLR
QMT3 Series Décor Bracket

CSA-DECOR3-BRKT

QMT5 Series Décor Brackets

CSA-DECOR5-BRKT

CSA-DECOR5-BRKT-CPLR
Creating Custom Pockets for QMT3 Series Architectural Brackets

CSA-ARCH3-BRKT in a Custom Pocket

Fabric in up position

Pocket width 3.5 in. (89 mm)

Flap 1.75 in. (44 mm)

Pocket height 3.5 in. (89 mm)

Fabric in down position
CSA-ARCH3-BRKT-DUAL in a Custom Pocket

Fabric in up position (Front)

Fabric in up position (Rear)

Pocket height 6.5 in. (164 mm)

Rack 1.75 in. (44 mm)

Pocket width 4.5 in. (114 mm)

Fabric in down position (Front)

Fabric in down position (Rear)
Creating Custom Pockets for QMT5 Series Architectural Brackets

CSA-ARCH5-BRKT in a Custom Pocket
CSA-ARCH5-BRKT-DUAL in a Custom Pocket

Pocket height
10 in.
(254 mm)

Flap
1.75 in.
(44 mm)

Pocket width
7 in.
(178 mm)

Fabric in down position (Front)

Fabric in down position (Rear)
Crestron Drapery Track

Crestron Shading Solutions (CSS) provide precise, quiet one-touch daylight management with a complete line of motorized drapery track systems. Drapery track systems add a soft, graceful touch to any décor and allow the customer to easily regulate the lighting in a room with a simple touch of a button. Draperies are energy efficient and provide UV protection, glare control, and privacy at a competitive cost.

Crestron brings the same engineering excellence from its advanced control and automation solutions to its shading product line.

Crestron drapery track offers a variety of components to assemble a roller shade that fits any application. Refer to the following sections for an overview of the available components for a Crestron drapery track:

- Determining the Proper Drapery Track System (on the next page)
- Mounting Options (on page 41)
- Arm Types (on page 42)
- Splicing (on page 43)
- Track Styles (on page 44)
- Fabric Types (on page 47)
- Draw Types (on page 47)
- Measuring Guidelines (on page 50)
- Dimensions (on page 51)
Determining the Proper Drapery Track System

Every drapery track system has a draw configuration and arm style. Draw configuration refers to the point or points on the track where the draperies are opened. Fabric can be opened using a left or right draw application. Fabric can also be opened using a center draw, asymmetric draw, or a multiple draw for spaces that require more than one opening.

Drapery fabrics are pleated into a pinch pleat or Ripplefold style to suit any décor.

Depending on their individual characteristics, drapery fabrics are pleated into one of several styles. The pinch pleat, and Ripplefold drapery styles are both supported by Crestron drapery track systems. The carriers from which the draperies hang attach to the fabric in patterns specifically designed to flatter the pleat style. The master carrier arm is also designed to complement the pleat style and draw configuration. For example, center-draw draperies with a pinch pleat often use an overlap arm where the fabric meets for an illusion of continuity when in the closed position. Ripplefold draperies with a center draw achieve a different aesthetic with arms that butt up against one another when the draperies are closed.

NOTE: To cover windows wider than 32 ft (9.8 m), multiple drapery tracks should be used.
Mounting Options

Drapery track system hardware can be mounted to a ceiling, on a wall, or inside a custom pocket (built by the customer).

Ceiling Mount

Use cam-lock mounting brackets (CSA-DRP-CAM-LOCK) to secure the drapery track directly to the ceiling. The cam-lock mounting brackets have a handle that rotates to secure the drapery track to the bracket. If necessary, the drapery track can be secured directly to the ceiling with screws.

Wall Bracket

Adjustable "L" brackets secure the drapery track system to a wall. The adjustable "L" brackets are available in single-track (CSA-DRP-BRKT) and dual-track (CSA-DRP-BRKT-DUAL) mounting configurations. The "L" brackets are not intended for use in a pocket.

The "L" brackets can be adjusted to ensure that the drapery track is properly positioned on the wall.

Pocket Mount

Customer fabricated pockets can be created to fully conceal the drapery track system. The drapery track system can be mounted in a pocket using cam-lock mounting brackets or screws.
Arm Types

Drapery track arms are available to cover a variety of different draw and fabric styles. The overlap arms prevent light from entering through the gap in the fabric. Butt arms have no overlap and prevent flat areas in the fabric and are best for one-way draw applications. Butt arms may not prevent light from shining through in a center-draw configuration.

- Center Draw Over/Underlap Arm (Pinch Pleat and Ripplefold)
- Center Draw Butt Arm (Ripplefold)
- One-Way Butt Arm (Ripplefold)
- Extended Over/Underlap Arm (Ripplefold)
- Extended Over/Underlap Arm (Pinch Pleat)
- One-way Arm (Pinch Pleat)
Splicing

To provide a convenient solution for shipping and installing long drapery tracks, drapery tracks can be spliced. When a drapery track is spliced, it is shipped in shorter sections and then assembled at the installation site to create a full length track. When spliced, a drapery track can be made up to 32 ft (9.8 m) in length.

Drapery Track Splicing Rules:

- No more than two splices should be used on one track length.
- Splices can only be made along straight sections. A minimum of 10 in. (254 mm) of straight section is required on both sides of a splice on any curved, S curved, or bent sections of a track.
- The recommended splice location for center and asymmetric draw is at the draw location. The recommended splice location for a one-way draw is furthest away from the motor.
- The maximum drapery track length is 32 ft (9.8 m) with splices.
- The maximum drapery track length without a splice is 20 ft (6 m).
- The maximum width of a drapery track shipping container is 5 ft (1.5 m). Bent and curved tracks may require additional splices to meet the shipping container constraints.

**NOTE:** Splices create a slight gap in the drapery track. As the carriers travel across the gap in the drapery track, a slight click may be heard.
Track Styles

Crestron Drapery Tracks are available in straight track, bent track, and curved track configurations that conform to virtually any wall configuration. The Drapery Tracks are made of aluminum and available in white or brown.

<table>
<thead>
<tr>
<th>Drapery Track Length</th>
<th>Straight Track</th>
<th>Single Bend</th>
<th>Dual Bend</th>
<th>Curved</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 to 20 ft (0 to 6 m)</td>
<td>175 lbs (79 kg)</td>
<td>110 lbs (50 kg)</td>
<td>80 lbs (36 kg)</td>
<td>80 lbs (36 kg)</td>
</tr>
<tr>
<td>20 to 32 ft (6 to 9.8 m)</td>
<td>145 lbs (66 kg)</td>
<td>100 lbs (45 kg)</td>
<td>80 lbs (36 kg)</td>
<td>80 lbs (36 kg)</td>
</tr>
</tbody>
</table>

Straight Track

The straight track is used in most applications where the window that the drapery fabric is covering is flat and on the same plane. The straight track allows the fabric to travel in a straight line. Straight tracks can be spliced to create a longer track.

Bent Track

Bent drapery tracks can be installed in any application that requires a bend in any location of a straight track. A bent track can be installed in a bay window, or wrapped around the corner of a room.

NOTE: Bent tracks have a minimum bend radius of 19 in. (483 mm).

A standard bent track uses 45° and 90° bends in the track. For nonstandard bends, submit a template that can be used by our production facility to match the layout of your room. For information on drapery track templates, refer to the CSA-DRAPERY-TEMPLATE-KIT Instruction Guide (PDF) (Doc 7821).

Drapery Track with a 45° Bend

The 45° bend drapery track has a minimum bend radius of 19 in. (483 mm).
Drapery Track with a 90° Bend

Drapery Track with a 90° Double Bend

Drapery Track with a 45° Double Bend

**NOTE:** Double bend tracks may incorporate a splice along the middle section for ease of shipping.
Curved Track

Curved drapery tracks can be installed in any application that has a continuously curved window. This allows smooth coverage of a curved window, a curved wall, and for other applications where a bent or curved track is needed. A standard curved track can be built in lengths up to 20 ft (6 m). Custom bends are also available.

**NOTE:** The curved drapery track has a minimum arc radius of 10 ft (3 m).

Templates are required for all curved drapery tracks. To submit a template, refer to the [CSA-DRAPERY-TEMPLATE-KIT Instruction Guide](PDF) (Doc 7821).

**NOTE:** Splices are not recommended on a curved track.

Drapery Track with a 10 ft (3 m) Arc Radius

The S Curve drapery tracks can be made only by splicing two bends together and must have a straight section at each end of the curves where they meet in order to place the splice. There must be a minimum of 10 in. (254 mm) of straight track before and after the splice in S Curve drapery tracks. The minimum radius for a continuous curve is 10 ft (3 m).

S Curve
Fabric Types

The fabric for Crestron Drapery Track systems is provided by your local drapery fabric supplier. Fabric can be designed to be hung using a pinch pleat style or ripplefold style.

Pinch Pleat

The pinch pleat style has a pleated look created by a pinched, consistent gathering of fabric at the top of the drapery panel. The pin-on hooks, inserted into the back of the pleats, hang from the carriers on the drapery track.

Ripplefold

The Ripplefold style uses snap tape sewn directly on the back of the drapery panel. The drapery panel snaps directly to the carriers on the drapery track. Snap carriers are available in 80%, 100%, or 120% fullness. The distance between the carriers strung together defines the fullness.

Ripplefold Drapery Fullness

- **120% Fullness**: 2.25 times the width of the window
- **100% Fullness**: 2 times the width of the window
- **80% Fullness**: 1.75 times the width of the window

Draw Types

Drapery track draw styles are available for almost any application or room shape. The draw configuration refers to the point or points on the track where the draperies can be opened.

- **Left Draw** - Drapery fabric opens from the right to the left. The motor is mounted on the left end of the drapery track.
- **Right Draw** - Drapery fabric opens from the left to the right. The motor is mounted on the right end of the drapery track.

- **Center Draw** - Drapery fabric opens from the middle of the drapery track. The fabric on the left travels to the left, the fabric on the right travels to the right. The motor is mounted on either the right or left end of the drapery track.

- **Dual Draw** - A left draw drapery track and a right draw drapery track are installed next to each other. Drapery fabrics open from the middle of the drapery track. The fabric on the left drapery track travels to the left, the fabric on the right drapery track travels to the right.
• **Asymmetric Draw** - Similar to center draw, but the fabric opening is not centered on the track. The fabric on the left travels to the left, the fabric on the right travels to the right. The motor is mounted on the right or left end of the drapery track.

**NOTE:** The asymmetric draw (where the drapery is wider on one side) may be more appropriate for a window that is not centered on the wall. This draw style will only fully open for the shorter distance of travel between the master carrier and the end of the track. The multiple draw may be more appropriate for one long track that is used for two individual window openings.
## Measuring Guidelines

Refer to the information below when measuring for a drapery track system:

- Measure the drapery track width at the top of the window where the drapery track system will be mounted.
- Check each window frame for level and plumb.
- To accommodate the stackback width when mounted in a pocket, the track must be centered in a space at a minimum of 6.5 in. (165 mm) wide for single tracks and 11 in. (280 mm) for dual tracks in order for the drapery to move freely.
- Drapery tracks should be mounted at least 3.5 in. (89 mm) from the wall.
- Inspect the window and the area around the window for obstructions (knobs, sills, etc.) that may block the travel of the drapery.
- Consider the drapery stackback when measuring for a drapery track system. Drapery stackback is the amount of wall space that is needed for the drapery fabric on one or both sides of a window. If the track cannot be extended, it is important to let the customer know how much of the window will be covered by stackback.
- For a drapery track that measures greater than 20 ft (6 m) in length, a splice is required. A splice is when one long track is broken up into two or more shorter tracks. For more information on drapery track splicing, refer to the "Splicing" on page 43.
- If using an asymmetric draw drapery track, consider the drapery track location. An asymmetric draw is when the drapery is wider on one side. For more information, refer to the “Draw Types” on page 48.
- If a curved or bent drapery track is to be used, refer to Track Styles (on page 44) and to the CSA-DRAPERY-TEMPLATE-KIT Instruction Guide (PDF) (Doc. 7821).

For more information, refer to the Shade Measuring Worksheet: Drapery System (PDF) (Doc. 7922) located on the CSS web page.
Dimensions

The dimensions for parts of the Drapery Track system are shown in the following illustrations.

Arm Dimensions

Center Draw Over/Underlap Arm

Center Draw Butt Arm (Ripplefold)

One-Way Arm (Pinch Pleat)

One-Way Butt Arm (Ripple Fold)
**Extended Over/Underlap Arm (Ripple Fold)**

![Diagram](image)

**NOTE:** The Extended Over/Underlap Arm (Ripple Fold) will extend 0.7 in. (18 mm) past the end of the drapery track.

**Extended Over/Underlap Arm (Pinch Pleat)**

![Diagram](image)

**NOTE:** The Extended Over/Underlap Arm (Pinch Pleat) will extend 1.5 in. (38 mm) past the end of the drapery track.
Drapery Track Ceiling Mount Configurations

This section provides several different types of ceiling mounted drapery tracks.

**One Way Pinch Pleat Arm Ceiling Mount Drapery Track - Top and Front Views**

![Diagram of One Way Pinch Pleat Arm Ceiling Mount Drapery Track]

NOTE: Additional brackets may be required in the stackback area under heavy load conditions.
One Way Ripplefold Butt Arm Ceiling Mount Drapery Track - Top and Front Views

NOTE: Additional brackets may be required in the stackback area under heavy load conditions.
Center Draw Pinch Pleat Arm Ceiling Mount Drapery Track - Top and Front Views

NOTE: Additional brackets may be required in the stackback area under heavy load conditions.
Center Draw Ripplefold Butt Arm Ceiling Mount Drapery Track - Top and Front Views

NOTE: Additional brackets may be required in the stackback area under heavy load conditions.
Drapery Track Wall Mount Configurations

This section provides several different types of wall mounted drapery tracks.

One Way Pinch Pleat Wall Mount Drapery Track - Top and Front Views

**NOTE:** Additional brackets may be required in the stackback area under heavy load conditions.
One Way Ripplefold Butt Arm Wall Mount Drapery Track - Top and Front Views

NOTE: Additional brackets may be required in the stackback area under heavy load conditions.
Center Draw Pinch Pleat Arm Wall Mount Drapery Track - Top and Front Views

5.8 in. (147 mm) 5 in. (126 mm) 12–32 in. (305–813 mm)

2.6 in. (65 mm) 2.4 in. (61 mm)

1.3 in. (34 mm) 1.6 in. (41 mm)

Maximum drapery track length = 32 ft (9.8 m)

NOTE: Additional brackets may be required in the stackback area under heavy load conditions.
**Center Draw Ripplefold Butt Arm Wall Mount Drapery Track - Top and Front Views**

NOTE: Additional brackets may be required in the stackback area under heavy load conditions.

**Dual Spacing Wall Mount Drapery Track**

NOTE: Additional brackets may be required in the stackback area under heavy load conditions.
Wiring and Power

Use Cresnet cable and Crestron power supplies when installing and connecting shades and drapes. Refer to the following wiring and power supply options.

Wiring

- Use Cresnet cable for power and communication.
- The maximum Cresnet cable length between the power supply and a QMT shade and drape motor:
  - **Cresnet Cable**: 130 ft (39.5 m) maximum.
  - **Cresnet HP Cable**: 500 ft (152 m) maximum.
- Each QMT shade and drape motor requires a dedicated power supply output.
  - Do not daisy-chain QMT shade and drape motors.
  - The QMT shade and drape motor must be home-run from the power supply.

Power Supplies

Use a Crestron power supply to power Crestron QMT Shade and Drape motors. Crestron offers a single-motor power supply and a ten-motor power supply.

Single-Motor Power Supply

The Crestron **CSA-PWS40** (domestic) and **CSAI-PWS40** (international) are outlet-mountable power supplies that provide power for a QMT Shade or Drape motor. Single-motor power supplies are especially useful when providing power from a local outlet to an inﬁNET EX wireless motor.

Ten-Motor Power Supply

The **CSA-PWS10S-HUB-ENET** Power Supply powers up to 10 Crestron QMT Shade or Drape motors. It features an Ethernet to Cresnet bridge and a built-in, 5-segment Cresnet hub.

Up to six CSA-PWS10S-HUB-ENET power supplies can be daisy chained to accommodate a large number of shade motors in the building.
Ordering Guidelines

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

- Do not order shades or drapery track systems before it is necessary, as 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 and at a longer length than required so that the metal extrusions can be cut on-site for a perfect fit.
Installation Guidelines

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

- Do not install shades or drapery track systems when construction is still in progress. If it is absolutely necessary to perform shade or drapery track system installation work while construction is in progress:
  - Leave the paper wrapping on the package.
  - Mount all brackets and terminate wires with connectors.
  - Install the shade or drape fabric after construction is complete. Mounting the fabric and making power and data connections is a fast process that only takes a few minutes.

- Make sure that the painting at the location is complete to avoid getting paint on the shade fabric.

- For optimal performance, take care to mount shades and drapery track systems so that they are level.

- To ensure a perfect fit when installing shades with Crestron fascia that is provided with the shade:
  1. Secure the brackets to the fascia and then hold the bracket and fascia assembly in the desired installation location.
  2. Mark the location of both brackets.
  3. Remove the bracket from the fascia and then mount the brackets.

- For wall-mount applications, the thickness of the trim may require shimming the bracket away from the wall or reversing the roll of the shade so that the fabric does not contact the trim.

- Make sure that all wiring is properly dressed. Wires or connectors that make contact with the shade tube or fabric will make noise and potentially damage the fabric.

- After the shade is hung:
  - The factory set defaults will likely need to be adjusted. Do not raise or lower the shade without being able to monitor the shade. If necessary, someone needs to be in front of the shade with the ability to stop the motor.
  - 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 telescoping may still occur if the shade is not level. 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 may need to be used.
  - Check the shade for frayed edges and, if necessary, trim the frays. Frayed edges are not a manufacturing defect. Fraying occurs from handling shades and is most common with PVC coated fiberglass fabrics.

- Return to the work site after 30 and 90 days to check limits, telescoping, and trim frayed edges.
Shipping and Receiving Shades

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

- The maximum box length sent via UPS is limited. If the shade or drapery track system is more than 92 in. long, 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.
- Splices can be used to split drapery tracks for shipping purposes.
- 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.
- Install the shades within 2-3 weeks of receipt. Keeping the shades in their original cartons may create impressions on the fabric. Impressions typically “hang out” over time when the shade is hung in the window or can be coaxed with a hair dryer.
Fabric Care and Maintenance

How to Clean Fabric

Refer to the care instructions for the fabric to determine the appropriate cleaning methods. Consult a reputable dry cleaner when fabric requires dry cleaning.

Roller Shade Fabric Edge Fray

Some shading fabrics are manufactured using PVC coated fiberglass yarns. During the cutting process the PVC coating is melted together on the shade edges. Inevitably, some fiberglass strands may not be completely sealed. Over time, the fiberglass strands can fray slightly and become noticeable. Simply trim away frayed fibers.

While the bigger more noticeable frays are trimmed by the manufacturer at the factory, smaller frays can reappear during shipping, installation, or over time from daily operation. But don't worry, with a pair of scissors this is an easy problem to fix. With your fingers, fluff the fabric edge so that all frays are visible, then simply trim them away with your scissors.

Detailing the Cut Edges

Primarily noticeable on dark fabrics, white fiberglass yarns may be visible even after you’ve trimmed the frayed edges. With a permanent marker you can easily color the white fiber ends so they blend in with the fabric. For best results use a quick drying marker. Black, brown, or gray markers generally blend in best with most dark fabrics.

If you have a two-colored fabric, make sure to select a marker color that matches the lighter colored fabric. Test a hidden spot first to ensure that the colors match. To prevent markers from bleeding onto the fabric and staining the edge of the shade, go slowly and handle your markers with care.

Minimizing Fraying

It’s important to give your shades a clear path in which to operate. By keeping your shade fabric from rubbing on other objects, unwanted fraying can be minimized or prevented. Telescoping, as mentioned above, can also increase fraying - particularly when the fabric edge starts rubbing against the shade brackets.
Support

Crestron Customer Support
Crestron Shading Solutions is backed by experienced field service engineers for 24/7 technical and customer support available at 1-888-CRESTRON (1-888-237-7876).

Crestron Shade Support
Residential dealers and partners who need assistance with order status, technical support, or any post-sales service and support needs, should contact the Crestron Shade Support Team at 1-855-53-SHADE (1-855-537-4233) or email shades@crestron.com.
Glossary

Deflection:
As a shade increases in width, the metal tube begins to sag due to the diameter of the tube and the weight of the fabric.

"V" or "V-ing", "A" or "A-ing":
When deflection is present in the tube, the fabric sags and produces a "V" or "A" shape typically in the center of the shade.

Ripple/Wave:
Vertical ripples in the fabric. Adding battens to the shade can help.

Curling/Cupping:
The edges of the fabric panel curl. It starts out normal at the top near the tube, becomes more pronounced toward the middle of the panel, and then lessens as it gets closer to the hembar. Adding battens to the shade can help.

Twisting:
Typically visible on tall and narrow shades where the fabric twists vertically.

Telescoping:
The tendency for a shade fabric to not roll up perfectly square with the shade tube. The fabric will telescope to the right or left and hang over the side of the tube. All shades are adjusted at the factory to ensure proper tracking. Actual installation conditions may prevent the shade from tracking properly. The levelness of the mounting surface is the most common cause of telescoping.
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