

Crestron **UFO-WPR-3ER**  
Waterproof Wireless LCD Remote

---

Operations Guide



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



Crestron Electronics, Inc.  
15 Volvo Drive  
Rockleigh, NJ 07647  
1-888-CRESTRON

## Regulatory Compliance

As of the date of manufacture, the UFO-WPR-3ER has been tested and found to comply with specifications for CE marking and standards per EMC and Radiocommunications Compliance Labelling.



---

### Federal Communications Commission (FCC) Compliance Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following 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.

**CAUTION:** Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

---

### Industry Canada (IC) Compliance Statement

Operation is subject to the following two conditions:

1. This device may not cause interference, and
  2. This device must accept any interference, including interference that may cause undesired operation of the device.
-

# Contents

<b>Waterproof Wireless LCD Remote: UFO-WPR-3ER</b>	<b>1</b>
Introduction .....	1
Features and Functions .....	1
Specifications .....	2
Physical Description .....	3
Setup .....	6
Identity Code .....	6
Recommended Cleaning .....	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
Programming with VisionTools .....	10
Uploading and Upgrading .....	13
Establishing Communication .....	13
Programs, Projects and Firmware .....	14
Problem Solving .....	15
Troubleshooting .....	15
Further Inquiries .....	15
Future Updates .....	15
Software License Agreement .....	16
Return and Warranty Policies .....	18
Merchandise Returns / Repair Service .....	18
CRESTRON Limited Warranty .....	18



# Waterproof Wireless LCD Remote: UFO-WPR-3ER

---

## Introduction

Its distinctive round shape and Caribbean blue skin tell you this is no ordinary remote. The waterproof UFO-WPR-3ER takes control beyond, not to another planet but to the pool, hot tub, shower or out to sea! With Crestron® Extended Range Wireless Technology, the UFO-WPR-3ER can out to the outer reaches – of your home or even your yacht.

## Features and Functions

- Waterproof handheld remote with color LCD display
- Ideal for use around the pool or hot tub, in the bath or shower or on a boat or yacht
- Floats on top of the water's surface – immersible to 10 feet (~3 meters)
- Caribbean blue rubberized exterior is easy to spot and will not slip from grip
- Includes indoor surface mountable docking station
- Optional outdoor docking station holds remote securely at any angle and wind speeds beyond 55 mph (~48 kn)
- Withstands chlorinated and salt water
- Features a large TFT active matrix color LCD display
- Provides true feedback with dynamic graphics and text
- Supports animated scrolling and “elastic fly-in” effects
- Includes tactile buttons for common functions and onscreen menu navigation
- Extensively customizable via VT Pro-e®, Systembuilder™, D3 Pro® and Adagio® Composer software
- Instant-Waking™ behavior
- Works like an IR remote - with all the benefits of 2-way RF!
- Extended range 2.4 GHz RF wireless technology
- Up to 200 Feet (~61 meters) RF range indoors, 1000 feet (~305 meters) outdoors
- Supports roaming for extended RF coverage
- Includes lanyard option for “remote on a rope” readiness

## Specifications

Specifications for the UFO-WPR-3ER are listed in the following table.

### *UFO-WPR-3ER Specifications*

SPECIFICATION	DETAILS
Power Requirements	
Battery	3.7 VDC Lithium-Ion; 1350 mAh
Usage per charge	Up to five hours (backlight on continuous), up to two weeks (typical home use)
Charging time	2 hours maximum
RF Wireless	
RF Transceiver	2-way RF, 2.4 GHz ISM Channels 11-26 (2400 to 2483.5 MHz), IEEE 802.15.4 compliant
Transmitting Power	75 mW (Ch. 11), 100 mW (Ch. 12-23), 15 mW (Ch. 24), 3.5 mW (Ch. 25), 1 mW (Ch. 26) @ High setting; 1 mW (Ch. 11-25), 0.5 mW (Ch. 26) @ Low setting
Range	100-200 feet (~30-61 meters) maximum indoor, 1000 feet (~305 meters) outdoor, subject to site-specific conditions
Gateway	Requires a CEN-HPRFGW RF Gateway (sold separately)
Roaming	Supports roaming among up to eight RF gateways
Default RF ID	03
Minimum 2-Series Control System Update File <sup>1, 2</sup>	Version 3.155.1240 or later
Environmental	
Temperature	32° to 130° F (0° to 55° C)
Humidity	10% to 100% RH (non-condensing)
Dimensions	
Diameter	5.10 in (131 mm)
Depth	1.30 in (33 mm)

1. The latest software versions can be obtained from the Crestron Web site. 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 Web site 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).

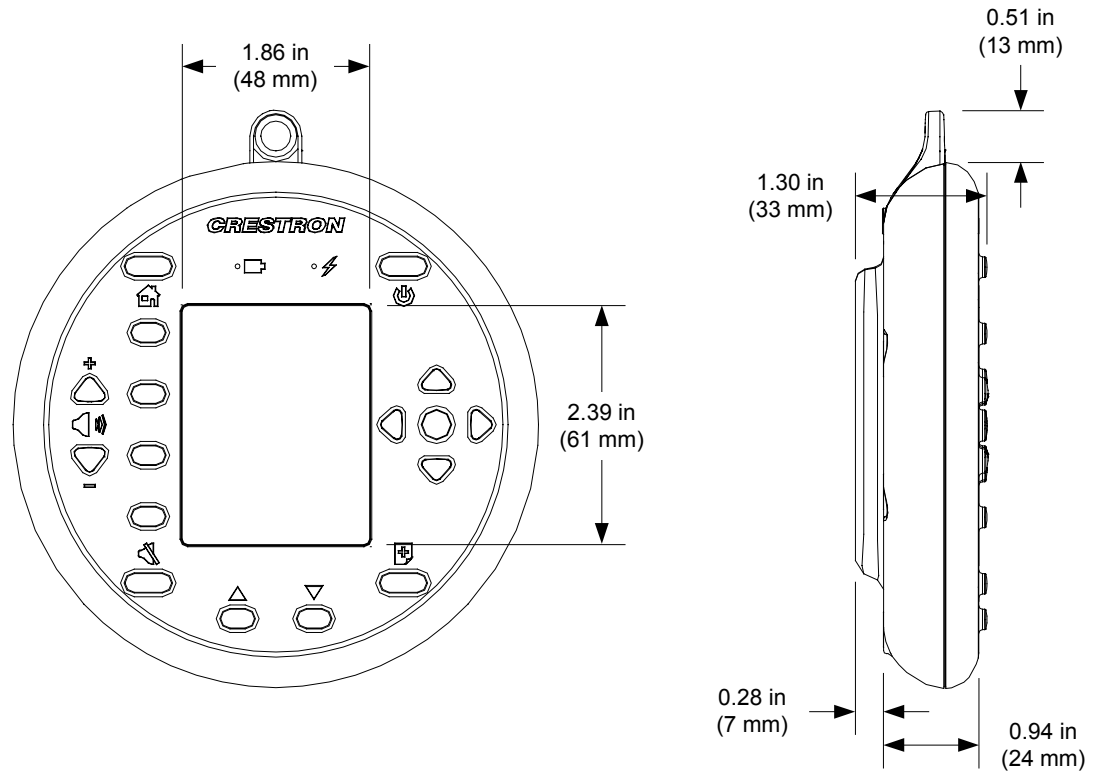
### Physical Description

This section provides information on the connections, controls and indicators available on your UFO-WPR-3ER.

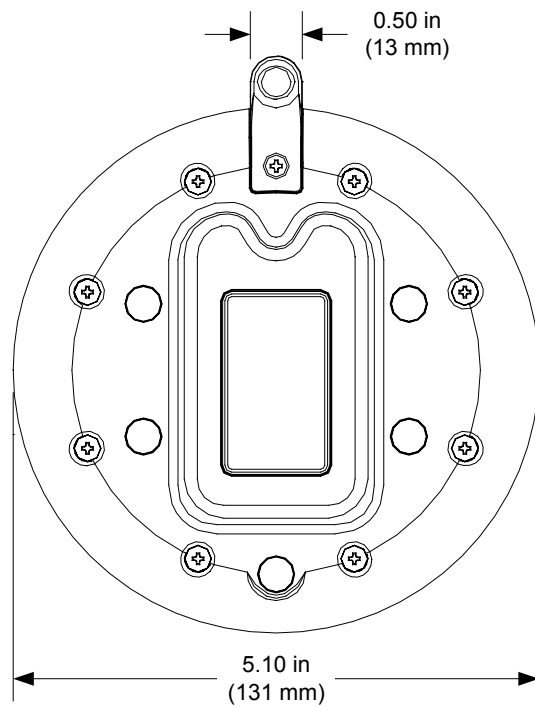
*UFO-WPR-3ER Physical View*



*UFO-WPR-3ER Overall Dimensions (Front and Side Views)*

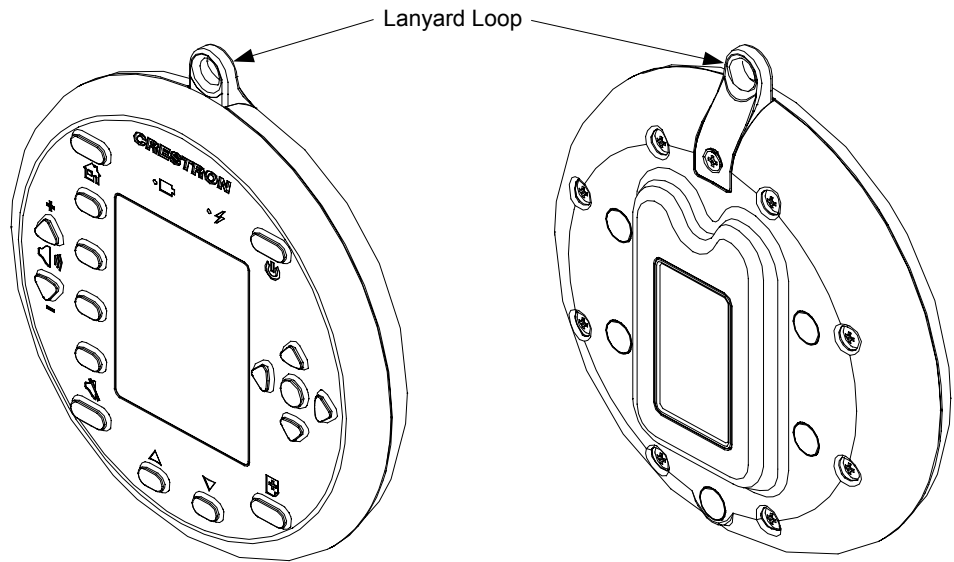


*UFO-WPR-3ER Overall Dimensions (Rear View)*

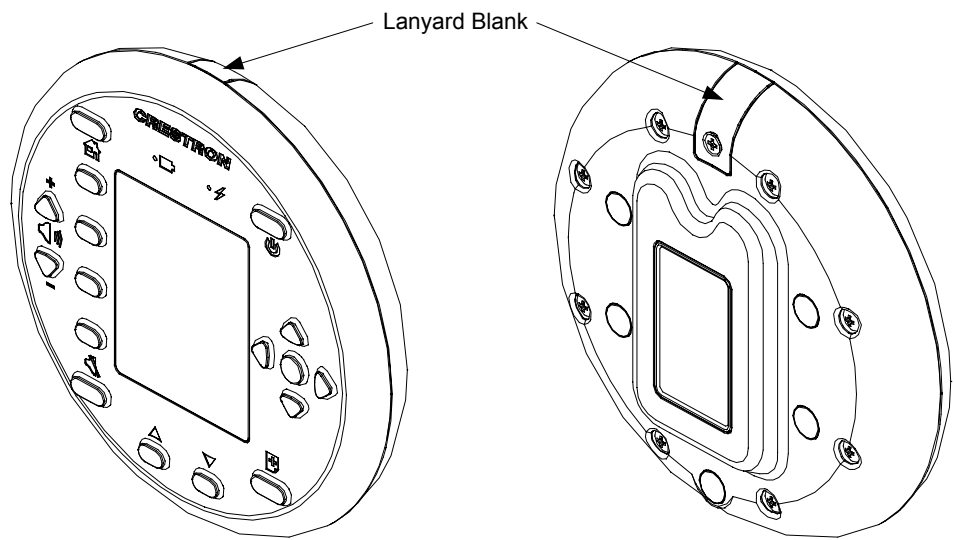




*UFO-WPR-3ER (Front and Rear Views – Shown with Lanyard Loop Attached)*



*UFO-WPR-3ER (Front and Rear Views – Shown with Lanyard Blank Attached)*



---

## Setup

### Identity Code

Every UFO-WPR-3ER communicating via RF with a Crestron control system through a CEN-HPRFGW RF gateway or directly with an MC2W control system, requires a unique RF ID. The RF ID is a two-digit hexadecimal number that can range from 03 to 12. The RF ID of the unit, set using Crestron Toolbox™, must match the RF ID specified in the SIMPL™ Windows program.

### Recommended Cleaning

Keep the surface of the remote free of dirt, dust or other materials that could degrade optical properties. Long-term contact with abrasive materials can scratch the surface, which may detrimentally affect image quality.

For best cleaning results, use a clean, damp, non-abrasive cloth with any commercially available non-ammonia glass cleaner.

---

## 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 Web site. To post a question or view questions you have submitted to Crestron's True Blue Support, log in at [www.crestron.com/support](http://www.crestron.com/support). 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 Web site ([www.crestron.com/software](http://www.crestron.com/software)).

---

Crestron provides an assortment of Windows®-based software tools to develop a customized system. Use Crestron SystemBuilder™, D3 Pro® or SIMPL Windows to create a program to control the UFO-WPR-3ER. 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.

### 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 Web site 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

**NOTE:** While SIMPL Windows can be used to program the UFO-WPR-3ER, it is recommended to use SystemBuilder software for configuring a system.

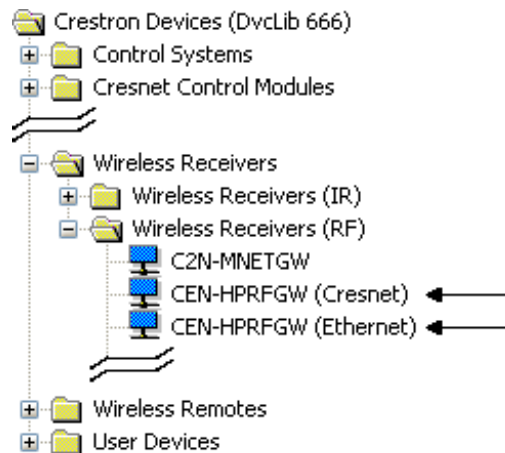
SIMPL Windows is Crestron's premier software for programming Crestron control systems. It is organized into two separate but equally important "Managers": Configuration and Program.

### Configuration Manager

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

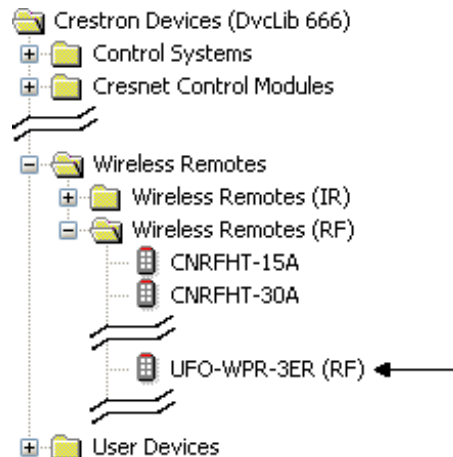
1. To incorporate the UFO-WPR-3ER into the system, first drag the CEN-HPRFGW from the Wireless Receivers | Wireless Receivers (RF) folder of the *Device Library* and drop it in the *System Views*.

#### Locating the CEN-HPRFGW in the Device Library



2. Next, drag the UFO-WPR-3ER from the Wireless Remotes | Wireless Remotes (RF) folder of the *Device Library* and drop it on the CEN-HPRFGW gateway in the *System Views*.

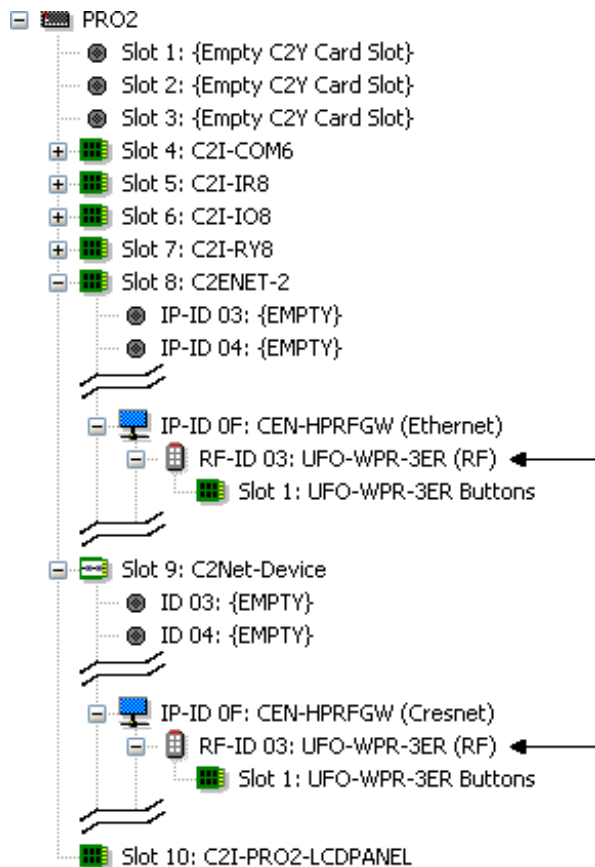
#### Locating the UFO-WPR-3ER in the Device Library



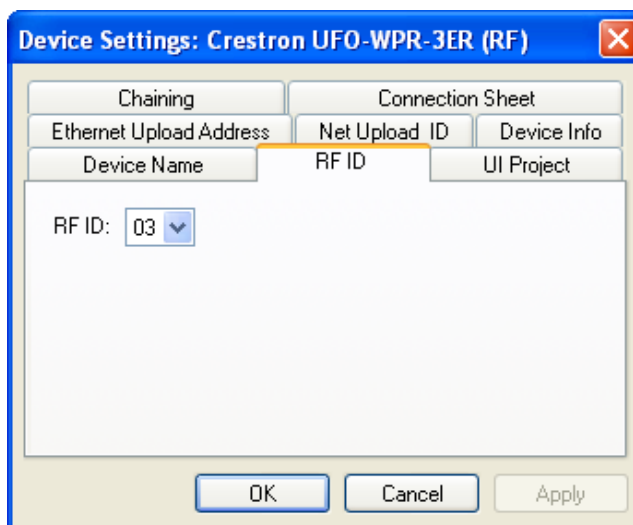
The system tree of the control system displays the device in the appropriate slot with a default RF ID as shown in the following illustration.

**NOTE:** The illustration below show two possible gateway connections: Ethernet and Cresnet. A single CEN-HPRFGW should be on either Ethernet or Cresnet but not both.

**C2ENET-2 and C2Net Devices, Slot TBD**



3. If additional UFO-WPR-3ER devices are to be added, repeat step 2 for each device. Each UFO-WPR-3ER is assigned a different RF ID number as it is added.
4. If necessary, double click a device to open the “Device Settings” window and change the RF ID, as shown in the following illustration.

*“Device Settings: Crestron UFO-WPR-3ER (RF)” Window*


---

**NOTE:** The ID code specified in the SIMPL Windows program must match the RF ID of each unit. Refer to “Identity Code” on page 6.

---

### 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).

## Programming with VisionTools

Screens should be created in Crestron VisionTools® (VT Pro-e®). There are no special programming requirements to use the functions of the UFO-WPR-3ER in a room control system.

### Multi-Mode Objects

*Multi-mode objects offer high-performance programming!*

The single most advanced VT Pro-e high performance programming technique involving the UFO-WPR-3ER is the concept of multi-mode objects. A multi-mode object (i.e. button, legend, etc.) is an object drawn on a VT Pro-e page that can have one or more active and inactive visible settings (*modes*).

For examples, refer to [www.crestron.com/exampleprograms](http://www.crestron.com/exampleprograms) and search for multi-mode object examples. This file contains the VT Pro-e touchpanel files and SIMPL Windows files that illustrate the high-performance capabilities of multi-mode objects.

### Bit Depth and File Size

A balance of performance and quality can be achieved by using VT Pro-e to configure the size of graphics in a project. Read this section to learn about bit depth and how to maximize the quality and performance of a UFO-WPR-3ER project.

Bit depth refers to the number of memory bits used to store color data for each pixel in a raster image. A touchpanel raster image consists of a rectangular grid of picture elements (pixels). Each pixel uses the same amount of memory to store its color data. The amount of memory is called the bit depth of the image.

Greater bit depths are required to represent finer gradations of color. Increasing bit depth necessarily increases file size. A black and white drawing requires only one bit per pixel to store all the available color information. Using a 32-bit per pixel bit depth for a black and white image increases the file size 32 times without adding anything to the black and white image quality.

In an 8-bit per pixel system, the associated 8-bits of video memory for every screen pixel contain a value referring to a location in an 8-bit color table. In this way any one of the specific 256 color table locations is assigned to a pixel.

A 16-bit highcolor system is considered sufficient to provide life-like colors. It is encoded using 5-bits to represent red, 5-bits to represent blue and (since the human eye is more sensitive to the color green) 6-bits to represent 64 levels of green. These can therefore be combined to provide 65,536 mixed colors ( $32 \times 32 \times 64 = 65,536$ ).

In a 24-bit graphics display, the video memory allocates 24 bits for each pixel on the screen enabling each pixel to take on any one of a possible 16.7 million colors. Each 24-bit value is composed of 8-bits for red, 8-bits for green and 8-bits for blue. These triplets of 8-bit values are also referred to as the red, green and blue color planes. A 24-bit image is actually composed of three component images which combine to create the truecolor picture. The reason this is called truecolor is that this is near the maximum number of colors the human eye is able to detect.

Truecolor images are sometimes represented by a 32-bit value. The extra 8-bits do not enhance the precision of the color representation but act as an alpha channel that represents pixel translucence. 32-bit truecolor has become popular on the computer desktop to provide effects such as translucent windows, fading menus and shadows.

In graphics intensive applications such as touchpanels, raising or lowering the color depth of the displayed graphics can achieve a balance of performance and quality. Lower color depths do not require as much frame buffer memory or display bandwidth, allowing them to be generated and displayed more quickly. Increasing color depth results in higher color quality at the expense of display speed and responsiveness. By using mostly 8-bit or 16-bit graphics and holding 32-bit graphics to a minimum (e.g. for a family photo, etc.), you can create a sophisticated project that will fit in the memory space provided and have the touchpanel remain very responsive.

#### *Relationship of Bits to Colors*

NUMBER OF BITS	NUMBER OF COLORS
1 bit	Black and White
2 bits	4 Colors
4 bits	16 Colors
8 bits	256 Colors
16 bits	65,536 Colors (Highcolor)
24 bits	16.7 million Colors (Truecolor)
32 bits	16.7 million Colors plus Transparency

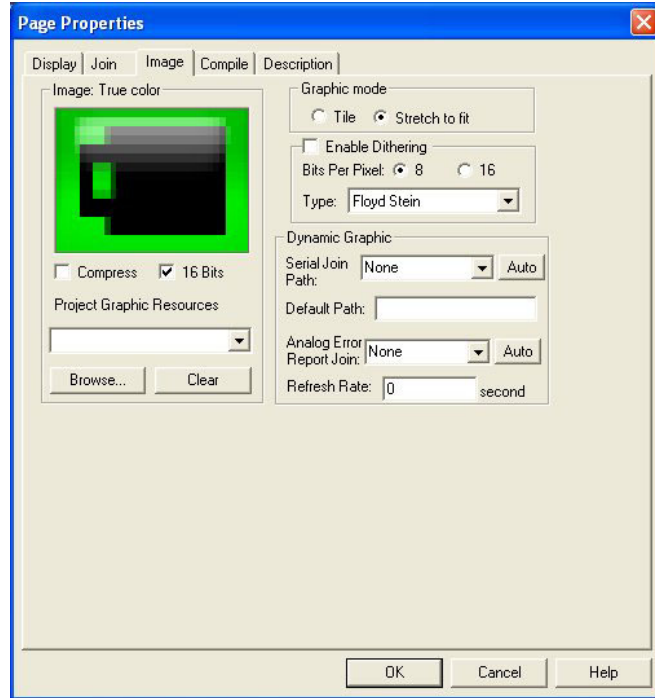
When creating a VT Pro-e project you can elect to compress and reduce the image size in the “Page Properties” window for the entire page and/or perform the same function of reducing the image size using the “Image Properties” window. A reduction in image size will save a considerable amount of memory space for your project.

In VT Pro-e, the **Compress** checkbox permits the image to be compressed when compiling. The **16 Bits** checkbox converts a 24-bit or 32-bit image to 16 bits. This conversion to a 16-bit image may cause the loss of some subtle shading. To compensate for this, use the dithering to simulate the original shading. Check your

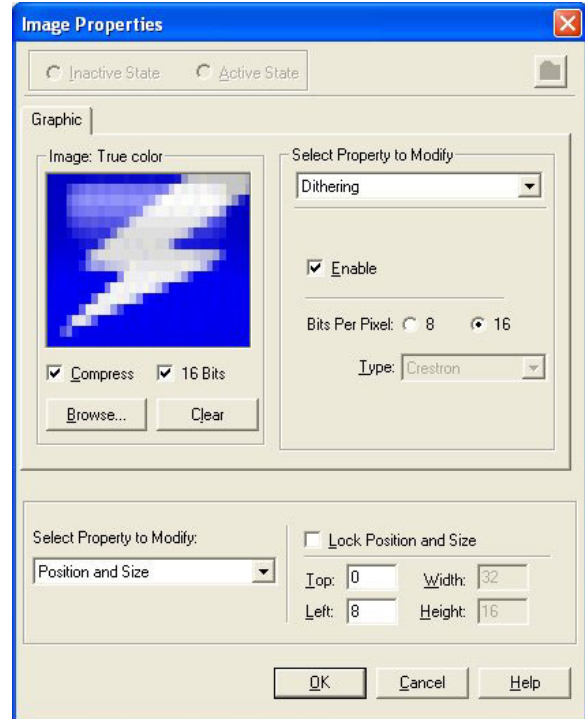
image with each of the available dithering types to determine which will deliver the best quality image.

Dithering type selection can be accessed from the “Page Properties” or “Image Properties” windows in VT-Pro-e. Refer to the following illustrations.

*VT Pro-e “Page Properties” Window – Bit Depth Selection*



*VT Pro-e “Image Properties” Window – Bit Depth Selection*





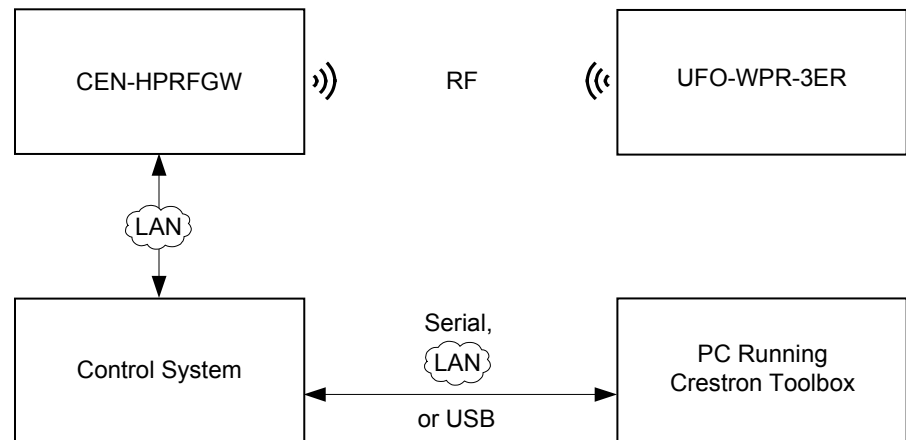
## Uploading and Upgrading

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, projects or firmware) can be transferred to the control system (and/or device). Finally, program checks can be performed (such as changing the device ID or creating an IP table) to ensure proper functioning.

### Establishing Communication

Use Crestron Toolbox for communicating with the UFO-WPR-3ER; refer to the Crestron Toolbox help file for details. There is a single method of communication: indirect communication.

#### *Indirect Communication*



UFO-WPR-3ER connects to the CEN-HPRFGW (Gateway), which connects to control system via Ethernet.

Establish communication between the PC and the control system as described in the latest version of the 2-Series Control Systems Reference Guide (Doc. 6256).

## Programs, Projects and Firmware

Program, project or firmware files may be distributed from programmers to installers or from Crestron to dealers. Firmware upgrades are available from the Crestron Web site as new features are developed after product releases. One has the option to upload programs and projects via the programming software or to upload and upgrade via the Crestron Toolbox. For details on uploading and upgrading, refer to the SIMPL Windows help file, VT Pro-e help file or the Crestron Toolbox help file.

### *SIMPL Windows*

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

### *VT Pro-e*

Upload the VT Pro-e file to the remote using VT Pro-e or Crestron Toolbox.

### *Firmware*

Check the Crestron Web site to find the latest firmware. (New users may be required to register to obtain access to certain areas of the site, including the FTP site.)

Upgrade UFO-WPR-3ER firmware via Crestron Toolbox.

1. Establish communication with the UFO-WPR-3ER and display the “System Info” window.
2. Select **Functions | Firmware...** to upgrade the UFO-WPR-3ER firmware.

## 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.

#### *UFO-WPR-3ER Troubleshooting*

TROUBLE	POSSIBLE CAUSE(S)	CORRECTIVE ACTION
Remote is not communicating with gateway.	Remote RF ID does not match RF ID of the SIMPL program.	Use Crestron Toolbox to poll the network. Check the RF ID for the remote and ensure its RF ID matches the RF ID in the SIMPL program.
Intermittent response from CEN-HPRFGW during communication with remote.	Remote is out of range.	Position the remote within operating range or relocate the CEN-HPRFGW. Refer to "Specifications" on page 2.
Intermittent response from CEN-HPRFGW during communication with remote.	Remote is out of range.	Position the remote within operating range or relocate the CEN-HPRFGW. Refer to "Specifications" on page 2.
Multiple remotes only operate one at a time.	Multiple remotes are set to the same RF ID.	Use Crestron Toolbox to poll the network. Check the RF ID for the remote and ensure its RF ID matches the RF ID in the SIMPL program.

### 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 1-888-CRESTRON [1-888-273-7876].

You can also log onto the online help section of the Crestron Web site ([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 UFO-WPR-3ER, additional information may be made available as manual updates. These updates are solely electronic and serve as intermediary supplements prior to the release of a complete technical documentation revision.

Check the Crestron Web site periodically for manual update availability and its relevance. Updates are identified as an "Addendum" in the Download column.

---

## 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 or 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 Web site 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.

This page is intentionally left blank.



**Crestron Electronics, Inc.**  
15 Volvo Drive Rockleigh, NJ 07647  
Tel: 888.CRESTRON  
Fax: 201.767.7576  
[www.crestron.com](http://www.crestron.com)

---

**Operations Guide – DOC. 7124**  
**(209311)**  
**12.10**  
Specifications subject to  
change without notice.