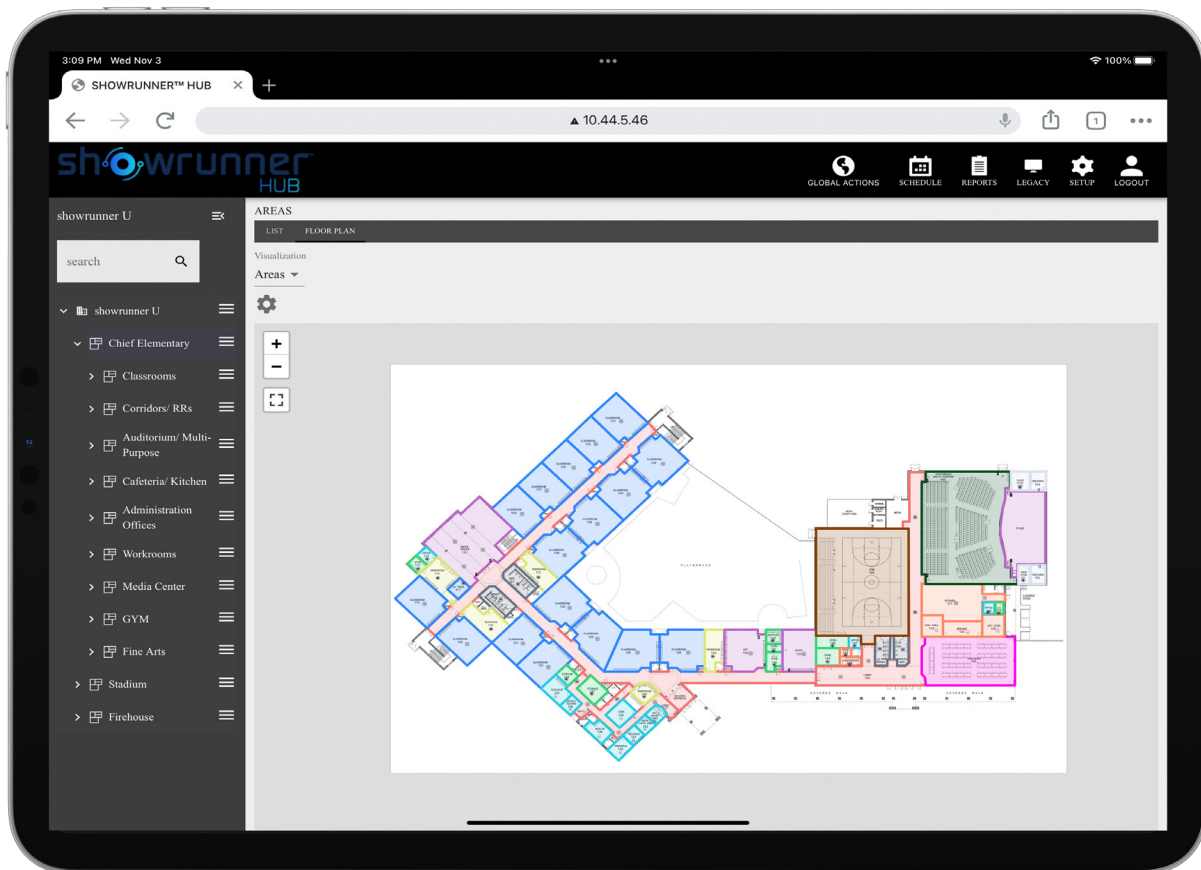# showrunner™
Order Guide

Meet More Division 26s

showrunner™ is the most advanced and adaptable
lighting control platform for Crestron® hardware ever!

Advanced and Adaptable

Don't get stuck in a box with end-user
surprise requirements

Chief Integrations
Elegant Solutions

Overview

Advanced and Adaptable

Showrunner™ is the most **Advanced** and **Adaptable** lighting control platform for Crestron® commercial lighting control hardware, ever! Adaptable means that showrunner™ keeps Agents out of a limited programming "box" as showrunner™ has met all "surprise requirements" to date. Nearly 1000 sites are being operated by showrunner™

Showrunner™ controls ZŪm Wired, ZŪm Wireless, SpaceBuilder panels, Greenlight, and other legacy Crestron® commercial lighting control devices making showrunner™ the best way to deliver the optimum solution for every new site. "Mix and Match" Crestron® technologies on a single site.

Best for Upgrades

Showrunner™ is the perfect solution for upgrades on existing Crestron® installs owing to showrunner's™ deep and broad support of Creston® commercial lighting control hardware.

Chief Integrations' wiki maintains a list of Crestron® supported hardware here.

Meet More Division 26 Specs

Showrunner™ meets more DIV 26 specifications than any other Crestron® platform.

Energy Codes
Showrunner™ has met all energy codes to date and can accommodate unique local codes because showrunner™ is easily adaptable.

Floorplans and Graphic Advanced Scheduling
Showrunner™ runs floorplan based controls and graphic advanced scheduling on the 4-series processor. Competitors require expensive server based programs for these features.

Empower Local - Adaptable

The best way to speed up commercial lighting startups is to put the power to adapt to "as built" conditions and end-user wishes in the hands of the startup team. Showrunner™ makes it easy to adapt the lighting control behavior onsite without programming. End-users onsite find the UI easy to adjust on their own reducing the cost of ownership.

Showrunner™ services deliver a submittals compliant program to the be loaded on the processor by Agent technicians or a certified showrunner™ technician hired by the Crestron® Agent. Showrunner™ has several hundred thousand lines of code to accommodate customer required features. Onsite techs can easily adjust via the UI. Touch panels can be set to include just the information that an end-user requires using Master Areas configurable onsite.

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Showrunner™ Services - Accessible and Expert Services

Showrunner™ is backed by the most accessible and expert services in the Crestron® commercial lighting ecosystem. The showrunner™ team answers the phone! An expert support team is maintained to deliver on-demand support services. **The overall goal of showrunner™ is to assist Agents in selling more Crestron® hardware and starting up systems faster.**

When techs are working at a job site they need answers and action to complete the job as accurately and quickly as possible while avoiding unnecessary trips to the site. On-demand support reduces the "friction costs" of scheduling and maintaining appointment schedules. Before converting to On-Demand, scheduled appointments would change over 90% of the time, generating "high friction" costs

Showrunner™ Developed in Crestron® Hardware Lab

Chief Integrations established our Crestron® commercial lighting hardware lab in 2016. The Lab contains hardware from many generations of Crestron® commerical lighting control including the full product line of ZŪm Wired and ZŪm Wireless hardware. The showrunner™ services team has access to the hardware to assist with solving site installation issues, diagnosing hardware issues, and to answer that often-asked question: *Is it programming or something else?*

The showrunner™ services team can run the actual program used onsite in our lab on the hardware onsite to replicate reported issues to define the root cause. This process quickly delivers accurate results. Showrunner™ is a repeatable program and is rarely the cause of an issue onsite. Our goal is to assist the onsite tech in determining the root cause and rapidly find a solution.

Agents that use showrunner™ have told Chief Integrations that showrunner™ services are the most accessible and most skilled they have experienced in commercial lighting.

Reduced Friction Costs

Reducing "friction costs" throughout the commercial lighting control journey from pre-sales to post-delivery is a goal of showrunner™ and showrunner™ services.

1. Meet more Division 26 specifications with showrunner's™ well documented advanced capabilities as published on the showrunner™ wiki accessible by clicking the showrunner™ Specification Guide View button here.
2. Agents price showrunner™ themselves. Eliminates the waisted "back and forth" and time delay of the quoting process. Empowers selling.
3. Easy order process with clearly defined documents that are routinely produced for commercial lighting jobs.
4. Standard delivery timelines on which Agents can rely, no need to request delivery dates and no delays.
5. Adapt lighting controls to "as built" conditions without programming to get off the job site faster.
6. Accessible and expert services to support startup techs.
7. End-users can make many changes to lighting control behaviors themselves to reduce service costs.
8. Repeatable and proven program for confident sales presentations, startups, and operations.

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Overview

Pricing Based on Controlled Hardware

Showrunner's™ second ever price list was issued effective 10/01/2021. The percentages for showrunner™ services are unchanged from the original price list in 2019. Minimums were raised to reflect learned operating costs.

Showrunner™ is priced as a percentage of the controlled hardware Bill of Material Value at US$ distributor prices. There is no need to request quotes for showrunner™.

Showrunner™ is priced as a percentage of the extended value of the "controlled hardware" at United States dollars (US$) distributor price.

"Controlled Hardware" is Crestron® lighting control products on the single line "riser", mesh networks and/or other topology that interactes with showrunner™.

Devices typically **excluded** from extended value of the controlled hardware are:

- GLPP's - standalone and attached devices
- GLPP Remotes
- Steinel Remotes
- Steinel wall switches
- EPCs

- GLS-PLS-120/277
- FP-1s
- Zūm standalone hardware in rooms (areas) not interacting with showrunner™

Optional Additional Features to Meet More Division 26 Requirements

Fixed Pricing Reduces Price of Average showrunner™ Job Cost

Feature prices are changed from percentage to fixed prices on the 10/01/2021 price list. Fixed pricing reduces the average price of showrunner**™** jobs and benefits larger jobs. Fixed prices also reduce the % of controlled hardware as the amount of controlled hardware grows. Larger jobs with additional features have a lower percentage of showrunner™ cost.

Additional features demanded by the market have been added to the Additional Features list. Chief Integrations invested in these features to enable Agents to sell more Crestron® hardware by meeting more Division 26 specifications.

BACnet integration for less than 50 points has become standard and no charge (must be specified in initial order).

New Features for Service Costs Only

New features have been added to reflect the service cost of providing those features that were never contemplated when the showrunner™ services pricing percentages were originally set: A/V integration support and DMX/Pharos support, for example. Agents that don't need these services need not purchase.

Experienced techs can avoid these charges by handling the service and support requirements themselves (see feature service description below).

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showrunner™ Service Levels

SR-1 | showrunner™ plus Configuration (Requires Certified Tech)

➤ The **SR-1** service is for Agents with showrunner™ certified techs or Agents hiring certified techs
- Showrunner™ is configured per the documents provided by Agent (see showrunner™ Order From for required documents)
- Showrunner™ is delivered electronically, no later than 2 weeks from order date
- Expedited delivery is available for additional fee
- Phone and email support for unique circumstances that may arise

SR-2 | showrunner™ plus Configuration, Remote Deployment Support with Troubleshooting

➤ The **SR-2** service is for non-certified showrunner™ techs with experience starting up showrunner™ sites that require troubleshooting assistance
- SR-1 services are included
- Deployment support is the loading and verification that showrunner™ is functioning on specification
- Minor "as built" modifications
- Troubleshooting Assistance
  - Determine hardware/installation issues vs. programming
  - Verification of hardware installation status
  - Guidance on solutions to lighting control issues
  - Demonstrating showrunner™ configuration adaptations using the showrunner™ UI
  - Remote connection to onsite computer (properly equipped by onsite tech) - Link
- Onsite Tech "Must Haves":
  - Ability to troubleshoot low voltage wiring (check 0-10V values, DALI bus power, Cresnet power). Meter required
  - Cresnet toolbox software on a computer connected to the internet, including ethernet and USB cables
- Support Hours
  - 6:00AM to 5:00PM Pacific time
  - Monday to Friday
  - Phone: 866-630-3655 Option 1
  - Email: Support@chiefintegrations.com

SR-3 | showrunner™ plus Configuration and Remote Startup

➤ The **SR-3** service is for inexperienced technicians and projects where a technician may not be able to be onsite (so long as qualified person is onsite)
- SR-2 services and onsite tech "Must Have" requirements are included
- Onsite tech will act as "eyes and ears" for Chief Integrations showrunner™ services technician and
  - Facilitate communication with electrical contractor or whomever is responsible for the installation
  - Manage onsite technology including establishing and maintaining an internet connection for the onsite computer

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showrunner™ Service Levels

SR-3 | showrunner™ plus Configuration and Remote Startup (continued)

- ○ SR-3 is a scheduled service
    - • Minimum of 3-day notice after configured showrunner™ is delivered per standard or expedited service
    - • Consistent assistance will be provided by showrunner™ services tech, subject to breaks and hours of operation
    - • Service shall progress at the pace of achievement on the job site for corrections of installation issues and the availability of information
- ○ Onsite Tech Must Have:
    - • Ability to troubleshoot low voltage wiring (check 0-10V values, DALI bus pwer, Cresnet power). Meter required
    - • Cresnet toolbox software on a computer connected to the internet, including ethernet and USB cables
    - • The ability to communicate in English verbally and in writing with the showrunner™ services tech.
- ○ Support Hours
    - • 6:00AM to 5:00PM Pacific time
    - • Monday to Friday
    - • Phone: 866-630-3655 Option 1
    - • Email: Support@chiefintegrations.com

SR-4 | showrunner™ Configuration and Onsite Startup

- ➤ The **SR-4** service includes SR-1 plus
    - ○ Chief Integrations showrunner™ services tech will be onsite at the jobsite to:
        - • Perform the entire lighting control startup including
        - • Train Agent onsite techs, and/or
        - • Add capacity for starting up lighting controls, and/or
        - • Add expertise for starting up lighting controls
    - ○ Written Requirements
        - • SR-1 required documents
        - • showrunner™ Services Agreement in force
        - • Master Services Agreement in force
        - • Signed Statement of Work in force

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showrunner™ Service Levels

SR-1U | showrunner™ plus Configuration to Upgrade an Existing Lighting Control program with SR-1 Level Documentation

➢ **SR-1U** is the same service for upgrade Crestron controls projects as SR-1 as long as documentation as required by SR-1 can be provided for SR-1U
  ○ Controlled hardware includes the original Bill of Materials (BOM) value plus and minus changes
    • Example: Existing processor subtracted from total and new processor added to total controlled hardware.
    • Repeat for each hardware change to obtain controlled hardware and new accurate BOM
  ○ BOM pricing at the time of the original order is used for "controlled hardware" calculation

SR-2U | showrunner™ plus Configuration, Remote Deployment Support, and Troubleshooting Assistance to Upgrade an Exisiting Lighting Control System

➢ **SR-2U** is the most common service for upgrade projects for Crestron controls as documentation meeting the specifications for SR-1 are not available
  ○ Showrunner™ certified Agents and techs order SR-2U even though certified for SR-1
  ○ Source documents are often:
    • Existing program source code (SIMPL Windows or D3 Pro)
    • Bill of Materials obtained from Crestron or End-user
    • BOM pricing at the time of the original order is used for "controlled hardware" calculation
    • Changes to BOM to get a new accurate BOM
    • Original or outdated documentation
  ○ Includes SR-2 services
  ○ Controlled hardware is calculated as described in SR-1U

SR-3U | showrunner™ plus Configuration and Remote Startup Upgrade to Replace Existing Lighting Control Program

➢ **SR-3U** includes:
  ○ SR-2U
  ○ SR-3 as described above

SR-4U | showrunner™ plus Configuration and Onsite Startup Upgrade to Replace Exisiting Lighting Control Program

➢ **SR-4U** requires a quotation and includes:
  ○ SR-4 as described above
➢ SR-4 documentation required as modified by SR-2U

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Additional Features

Floorplans

- ➢ **SR-FP0** - Floorplan Image Agent Configured (per page) - 4-Series Processor Recommended
  - ○ A page is a single image to display, typically appearing on submittals drawings as a single drawing
  - ○ Floorplans operate on the showrunnerHUB™ UI
    - • Computer browser
    - • Tablet browser, mobile
    - • NOT on touch panel yet
  - ○ Floorplan Capabilities
    - • Pinch, Zoom, Pan
    - • Tap area to "popup" area controls
    - • Area status displayed by shading the area
    - • Floorplan views
      - ◦ Area Overall
      - ◦ Area Tags
      - ◦ Area Occupancy Status
      - ◦ Area Light Intensity
      - ◦ Area Energy Usage, requires SR-EM
  - ○ Agent provides source documents per page
    - • .dwg (vector)
    - • .pdf with floor plan in vector format
    - • .svg (vector)
    - • .png
    - • .jpg
    - • Note: Quality of image provided is quality of image displayed - vector formats are preferred
  - ○ Agent configures the floor plan
    - • Uses tools on showrunnerHUB™ Floorplan screen to draw areas and place sensors/keypads
    - • Areas are configured by selecting the area name from a drop down of areas
      - ◦ Areas are setup by Chief Integrations per documents provided by Agent with showrunner™ order
    - • Keypad and sensors can be placed in ares for reference
      - ◦ Interactive data
        - • On the roadmap
        - • When available simply update showrunner™
      - ◦ Tap a device and controls will "pop up" for device
        - • Currently supports Loads, Partitions Sensors, and Occupancy Sensors
        - • When available simply update showrunner™
- ➢ **SR-FP1** - Floorplan Image Fully Configured (per page) - 4-Series Processor Recommended
  - ○ Same as SR-FP0
  - ○ Chief Integrations configures the floor plan
    - • Uses tools on showrunnerHUB™ screen to draw areas and place sensors
    - • Chief Integrations will draw the area and label areas
      - ◦ Based on documents provided with the order
    - • Chief Integrations will place keypad and sensors in area for reference
      - ◦ Interactive data
        - • On the roadmap
        - • When available simply update showrunner™
      - ◦ Tap a device and controls will "pop up" for device
        - • On the roadmap
        - • When available simply update showrunner™

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Additional Features

DMX

➢ **SR-DMX** - DMX Support and Troubleshooting Services
  ○ Showrunner™ is standard with DMX Controls
  ○ SR-DMX is a service to assist techs with DMX startup
  ○ Agent orders <u>only if</u> tech will require assistance
  ○ If Agent does not include on the original order then the After Order price applies if tech requires assistance
➢ **SR-P100** - Pharos Programming less than 100 Loads
  ○ Showrunner™ is standard with Pharos integrations capabilities
  ○ SR-P100 is a service for Chief Integrations to configure a Pharos controller
  ○ Agent orders <u>only if</u> tech will require assistance
  ○ If Agent does not include on the original order then the After Order price applies if tech requires assistance
  ○ Agent to provide:
    • Tech for eyes onsite and onsite communication
    • Tech with internet access to a computer connected to the lighting control processor of Pharos directly as required
    • Pharos properly installed and verified "on-line"
    • The following information for programming
      ◦ Fixture manufacturer/model
      ◦ Load schedule
      ◦ Fixture types (RGB, RGBW, etc.)
      ◦ Logical load groupings
➢ **SR-P1K** - Pharos Programming 100-1000 loads
  ○ Same as SR-P100
➢ **SR-PU** - Pharos programming 1000+ loads
  ○ Quoted price
  ○ Service and Agent requirements will be included in the statement of work
➢ **SR-P5** - Pharos "Show"
  ○ Requires SR-P100, SR-P1K or SR-PU
  ○ Chief Integrations will:
    • 1 Create timelines and triggers
    • 2 Create up to 10 timelines (shows)
  ○ Agent shall provide
    • Written sequences for shows
    • Trigger criteria for each timeline

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Additional Features

Schedule

➢ Review the showrunner™ UI Walkthrough on www.chiefintegrations.com/agents for feature details
➢ **STD**
  ○ Schedule can be set to repeat on any day(s) of the week
  ○ Graphic view of schedules
  ○ Color coded
  ○ Robust action set for events provides complete customization
➢ **SR-AS** - Advanced Scheduling
  ○ Note: The Calendar Tab indicates that Advanced Scheduler is licensed
  ○ Schedule future events by calendar day or range of days
  ○ Set schedules for an extended period and enjoy peace of mind
  ○ Create customer calendars for each use case
  ○ Graphics View of Schedules
  ○ Tags for Areas to control via a particular schedule
    • Apply one or more tags to individual areas to schedule by Tag
  ○ Popular Use Cases
    • School Calendars
    • Courthouse and Government facilities
    • Stadiums
    • Retail
    • Healthcare
    • DMX lighting colors for milestone events (examples)
      ◦ Healthcare
        • Breast cancer awareness (Pink)
        • Sepsis week (Red)
      ◦ Malls/Retail
        • Display local team colors for milestone events (examples)
          ◦ Halloween colors
          ◦ Holiday colors
  ○ Human Centric Lighting
    • Circadian
    • CCT
    • Tunable white
  ○ Alter Device Behavior and Scenes by Schedule
    • Occupancy sensor timeouts can be set by schedule
    • Scenes can be set by schedule
    • Keypads can be enabled / disabled by schedule
    • Keypads can control different areas by schedule

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Additional Features

Schedule (continued)

- Popular Use Cases Example of Modifying Device Behavior
  - Example of 4 Scheduled Day Parts in a Downtown Office Building
    1. Operating Hours
       - Occupancy sensors set to 10-minute time out
       - Recall scene "ON" for common areas
       - Keypads disabled in common areas
    2. After Hours
       - Occupancy sensors set to 20-minute time out since less traffic to keep sensors "on"
       - Recall a dimmer scene in common areas
       - Keypads enabled
    3. Janitorial Hours
       - Occupancy set to 5-minute time out
         - Particularly popular in high rise buildings in densely populated cities. Neighbors are often residential high rise homes and 5 minute time out reduces light pollution making the building a better neighbor
       - ON scene is 100%
       - Keypads enabled for <u>smaller areas</u> or <u>fewer groups</u> of areas
    4. Security Hours
       - Occupancy set to 5-minute time out
       - ON scene is 100%
       - Keypads control <u>large groups</u> of areas for light
       - keypads are all enabled
  - Tags for Areas to Control via Schedule
    - Apply one or more tags to individual areas
    - Establish schedules for tags
    - Fast way to create schedules
    - Flexible way to control groups of Areas

BACnet

- ➤ **SR-BNI** - BACnet Integration less than 50 points showrunner™ standard
  - Standard on Crestron processor
  - See BACnet details on Chief Integrations wiki here
- ➤ **SR-BNI50** - BACnet Integration 50 points or more
  - Additional license required from Crestron
  - 500 points maximum
    - Maximum points depends on hardware
  - See BACnet details on Chief Integrations wiki here

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Additional Features

A/V

- **SR-AVC** - Integrate Crestron to RS-232 A/V Control Hardware
  - EISC process is standard with showrunner™ and can be updated in real-time using the showrunner™ UI
  - SR-AVC is for support only
  - Agents should order if they will need support implementing SR-AVC or if a conference call will be requested or an integrator will contact Chief Integrations with questions
- **SR-AVN** - Integrate Non-Crestron A/V Control Hardware
  - SR-AVN is for support only
  - Agents should order if they will support implementing SR-AVN or if a conference call will be requested or an integrator will contact Chief Integrations with questions

Fusion

- **SR-CFI** - Fusion Integration "hooks" in showrunner™
  - Provides the capability to connect Crestron® Fusion software to showrunner™
  - Fusion hooks in showrunner™ to allow integration with Crestron® Fusion
  - Must follow Crestron® Fusion room quantity rules per processor
  - Fusion Time Clock is not presently supported, discuss with Chief Integrations if needed
  - Provides Room Scene Recall/Save, individual load status, and occupancy status
- **SR-CFIC** - Configuration of Crestron® Fusion
  - Chief Integrations configures Crestron Fusion per the specification
  - Quote may include:
    - Conference calls
    - Participation in verifying customer requirement
    - Verification of architecture
    - Remote or Onsite
  - Agent arranges with Crestron to install Fusion Server if onsite hosted or configure Fusion Cloud server
  - *Requires SR-CFI

Shades

- **SR-SDC** - Shades Integrations for Crestron® Shades
  - Shade control hardware shall be included in the "controlled hardware" total
  - SR-SDC is for support services
  - After Order pricing applies if not ordered with the original order
  - Included in RSD File: Up/Down/Stop
  - Presets Coming soon
- **SR-SDN** - Shades Integrations for NON-Crestron® Shades
  - This is an add-on for 3rd party shades and required if any 3rd party shades are used
  - Shade control hardware shall be included in the "controlled hardware" total - when applicable
  - After Order pricing applies if not ordered with the original order

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Additional Features

Human Centric

- **SR-DW** - Dynamic White and Fixture CCT Calibration
  - Dynamic White control hardware shall be included in the "controlled hardware" total $ amount
  - SR-DW is for support and software
  - Standard showrunner™ includes the controls for SR-DW
  - Agents should order only if they will need support implementing SR-DW or if a conference call will be requrested or an integrator will contact Chief Integrations with questions
  - After Order pricing applies if not ordered with the original order
- **SR-HC** - SolarSync and Circadian Schedule Support
  - SolarSync and Circadian control hardware shall be included in the "controlled hardware" total $ amount
  - SR-HC is for support and software
  - Standard showrunner™ includes the controls for SR-HC
  - After Order pricing applies if not ordered with the original order

Central Control

- **SR-CCPX** - is for the aggregations of multiple processors to create a single control point for all processors
  - SR-CCPX includes:
    - showrunner's™ programmatic capability
    - showrunner™ service team configuration time
    - Remote support of tech during deployment
    - Adjustments to match the "as built" condition

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