



Getting Help

If you need assistance, please contact KVH's Agile Orders Group at agileplansorders@kvh.com.

This guide explains how to prepare a TracPhone® V11-HTS antenna system, including the antenna, ICM, and optional accessories (i.e., the Thales® VesseLINK™ 200/700 system, Iridium Pilot® system, or SAILOR® 4300 system) for shipping.

Important!

These instructions assume the equipment has been removed from the vessel and that you have access to the original packaging or the KVH shipping kit. **If all essential components are not returned, or if the equipment is damaged and/or does not function normally, you will be billed for the cost of replacement or repairs.**

Packing Steps

The complete listing of packing steps is provided below.

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Tools Required

This procedure requires the following tools:

- Phillips screwdrivers
- Electric drill and 5/8" (16 mm) bit
- Light hammer and center punch
- 5/32" hex key
- Anti-seize lubricant
- 1/2" open-end wrench
- 1/2" open-end torque wrench set to 21 in.-lbs (2.37 N-m)
- 3/4" socket/ratchet or wrench
- 7/16" socket/ratchet or nut driver
- 3/4" socket/torque ratchet capable of settings between 35 and 40 ft-lbs (47 and 54 N-m) of torque
- 7/16" open-end wrench for J4 RF terminator
- Extraction tool or equivalent for B1-to-B2 locking Ethernet jumper cable

Pack the Antenna

You **must** return the following components:



Follow the instructions below to prepare the antenna for shipping.

Step 1 - Prepare the Shipping Pallet

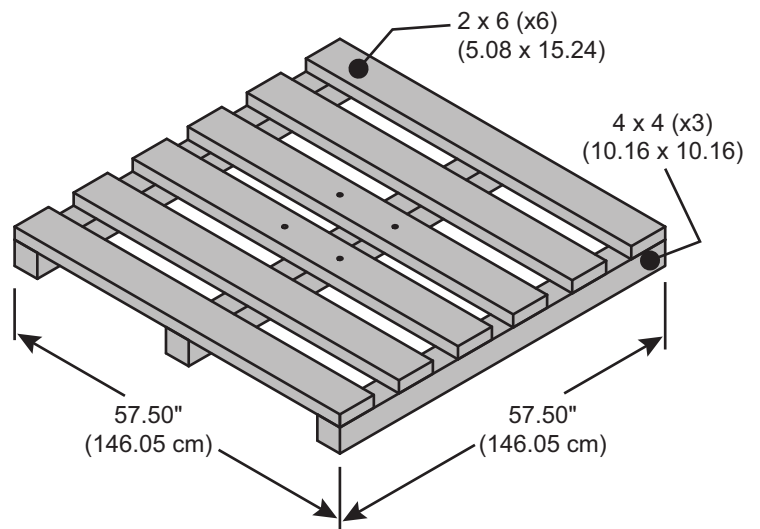
If the original shipping pallet is not available, follow these instructions to prepare a replacement.

IMPORTANT!

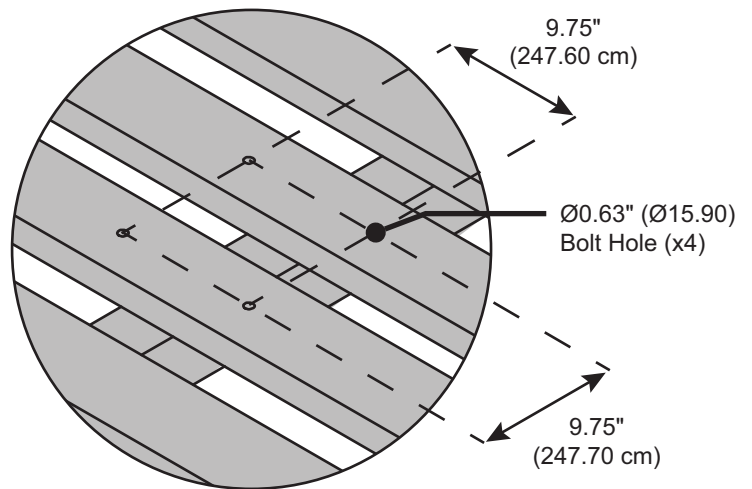
Ensure that the replacement shipping pallet is strong enough to support the weight of the antenna (240 lbs (109 kg)) and that its measurements meet or exceed the dimensions in Figure 1.

- Using a light hammer and center punch, mark the locations for the four mounting bolt holes in the pallet (see Figure 1).
- Drill a 5/8" (16 mm) hole at the four mounting bolt hole locations. Later, you will insert four 1/2"-13 bolts through these holes to secure the antenna to the shipping pallet.

Figure 1: Minimum Replacement Pallet Dimensions



Bolt Hole Close-Up



Step 2 - Attach the Antenna to the Pallet

Follow the instructions below to hoist the antenna and attach it to the shipping pallet.

- a. Using eight screws, flat washers, and lock nuts, secure the four lift brackets to the antenna (see Figure 2). Use a 5/32" hex key to keep the screws from turning, and use a 1/2" open-end torque wrench to tighten the nuts to 21 in.-lbs.
- b. Secure the crane rigging to the antenna's four lift brackets (see Figure 3). Be sure the rigging and crane are suitably rated to safely lift the 240 lbs (109 kg) antenna.



WARNING

Be sure no personnel stand underneath the antenna at any time while it is suspended in the air.

- c. Carefully hoist the antenna to the shipping pallet's location.
- d. Position the antenna over the holes drilled in the shipping pallet. Then carefully lower the antenna onto the pallet and ensure the mounting holes are aligned.
- e. Using a 7/16" socket/ratchet or nut driver, unlock the three hex latches securing each of the antenna's service hatches (see Figure 4). Then gently lower the hatches.

Figure 2: Attaching the Lift Brackets

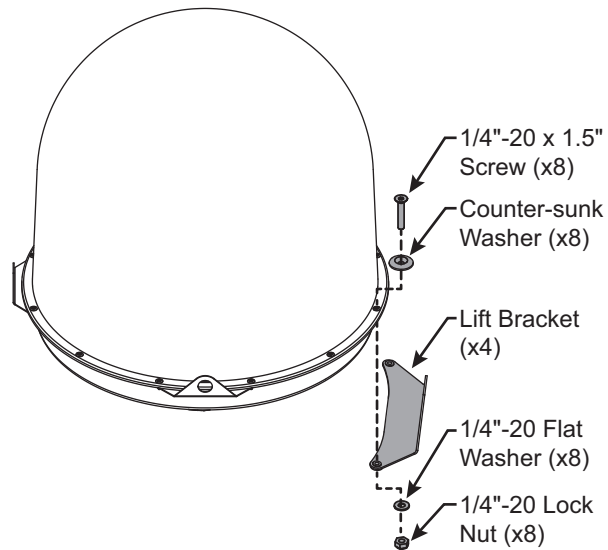


Figure 3: Crane Rigging (Example)

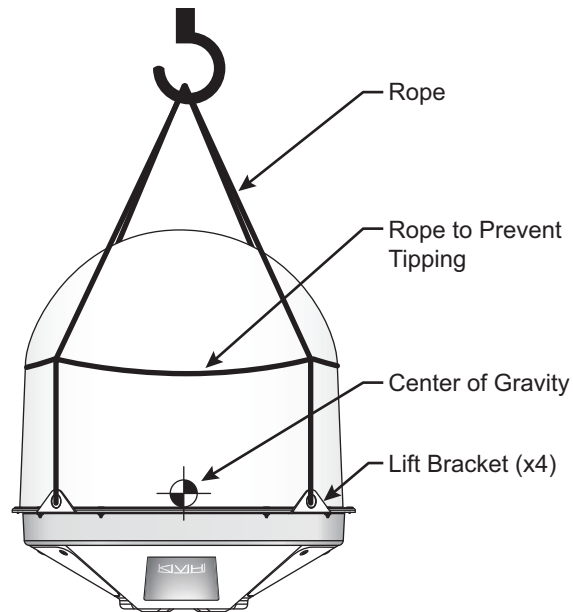
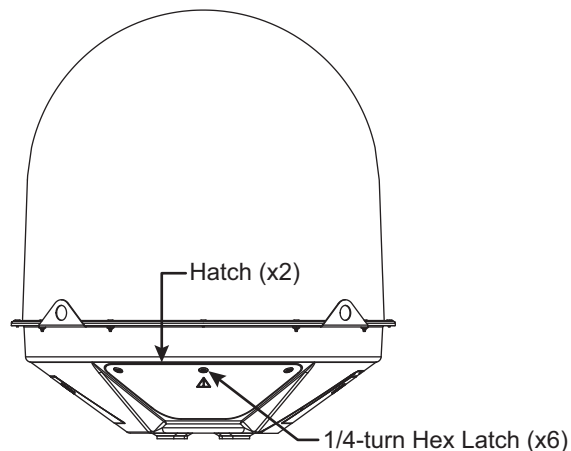


Figure 4: Service Hatch



- f. At each of the four antenna mounting holes, place a 1/2" flat washer on a 1/2"-13 bolt (apply anti-seize lubricant to the threads). Insert the bolt into the hole from above and a 1/2" T-nut from below (see Figure 5).

IMPORTANT!

Make sure the bolt is long enough to fully engage the threads of the T-nut but does not protrude through the bottom of the T-nut.

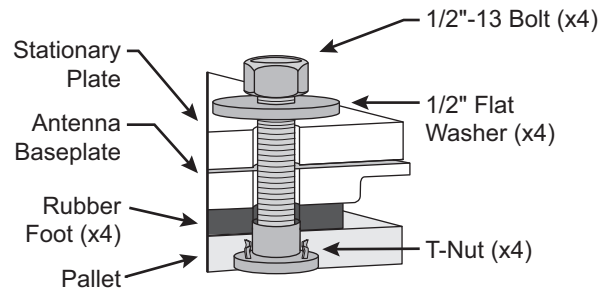


CAUTION

Observe the safe handling instructions in the safety data sheet (SDS) provided with the anti-seize lubricant.

- g. Secure each bolt through the shipping pallet and into the T-nut until the T-nut bottoms against the shipping pallet.
- h. Tighten the mounting bolts in a cross pattern until the four rubber feet on the baseplate are bottomed against the shipping pallet. KVH recommends you tighten the nuts to between 18 and 20 ft-lbs (24 and 26 N-m) of torque.
- i. Disconnect the crane rigging.
- j. Close both antenna service hatches. Secure each service hatch using the three hex latches.
- k. On a weather-protected, adhesive label, clearly write the RMA number and attach it to the radome.

Figure 5: Mounting Bolts (Side View)



Pack the ICM

You **must** return the following components:



Follow the instructions below to prepare the ICM for shipping.

- a. Remove the power cable, Wi-Fi antennas, RF terminator, Ethernet jumper cable, and strain-relief bracket from the ICM.

NOTE: Use an extraction tool to remove the locking Ethernet jumper cable from the B1 and B2 jacks.

- b. Place the ICM in a polybag. Then enclose the ICM with foam end caps (see Figure 6).
- c. Place the ICM into the shipping box. Close and seal the box.
- d. On the outside of the shipping box, clearly write the RMA number.

NOTE: Shipments received without an RMA number will be returned to you at your expense.





- e. Using Incoterms DDP, ship the TracPhone antenna and ICM to the address provided by the KVH Agile Orders Group.

Figure 6: ICM Box Ready for Shipping



Pack the VesseLINK 200 (if applicable)

The following items must be returned:

		
<p>Above Deck Unit (ADU) Quantity: 1</p>	<p>Below Deck Unit (BDU) Quantity: 1</p>	<p>AC-DC Power Supply Quantity: 1</p>
		
<p>Wi-Fi antenna Quantity: 1</p>		

Follow the instructions below to prepare the Thales VesseLINK 200 system for shipping.

- a. Place the BDU in the foam cutout in the BDU box (see Figure 7).

Figure 7: BDU in Foam Cutout



- b. Cover the BDU with the layer of protective foam (see Figure 8). Then close and seal the box.
- c. Place the ADU in the center of the ADU box. Make sure it is seated in the cutout in the base (see Figure 9).
- d. Place the cardboard collar over the top of the ADU (see Figure 10). Then close and seal the box.

Figure 8: BDU Protective Foam



Figure 9: ADU Centered in Box



Figure 10: ADU Cardboard Collar



- e. Place the BDU box in the bottom of the shipping box (see Figure 11).
- f. Place the ADU box, power supply, Wi-Fi antenna, and power cable on top of the BDU box in the shipping box (see Figure 12).
- g. Secure all the items in the box with ample packing paper or bubble wrap (see Figure 13). Then close and seal the shipping box.
- h. On the outside of the shipping box, clearly write the RMA number.
- i. Using Incoterms DDP, ship the VesseLINK 200 system to the address provided by the KVH Agile Orders Group.

NOTE: Shipments received without an RMA number will be returned to you at your expense.

Figure 11: BDU Box Placed in Shipping Box



Figure 12: ADU, Power Supply, and Wi-Fi Antenna Placed in Box







Figure 13: Packing Material



Pack the VesseLINK 700 (if applicable)

The following items must be returned:

		
<p>Above Deck Unit (ADU) Quantity: 1</p>	<p>Below Deck Unit (BDU) Quantity: 1</p>	<p>AC-DC Power Supply Quantity: 1</p>
		
<p>Wi-Fi antenna Quantity: 1</p>		

Follow the instructions below to prepare the Thales VesseLINK 700 system for shipping.

- a. Place the ADU in the center of the ADU box. Make sure it is surrounded by protective foam (see Figure 14).

Figure 14: ADU Protected in Foam Base



- b. Cover the ADU with the layer of protective foam (see Figure 15). Then close and seal the ADU box.
- c. Place the BDU in the foam cutout in the BDU box (see Figure 16).
- d. Cover the BDU with the layer of protective foam (see Figure 17). Then close and seal the box.

Figure 15: ADU Protective Foam



Figure 16: BDU in Foam Cutout



Figure 17: BDU Protective Foam



- e. Place the ADU box in the bottom of the shipping box (see Figure 18).
- f. Place the BDU box, power supply, Wi-Fi antenna, and power cable on top of the ADU box in the shipping box (see Figure 19).
- g. Secure all the items in the box with ample packing paper or bubble wrap (see Figure 20). Then close and seal the shipping box.
- h. On the outside of the shipping box, clearly write the RMA number.
- i. Using Incoterms DDP, ship the VesseLINK 700 system to the address provided by the KVH Agile Orders Group.

NOTE: Shipments received without an RMA number will be returned to you at your expense.

Figure 18: ADU Box Placed in Shipping Box



Figure 19: BDU, Power Supply, and Wi-Fi Antenna Placed in Box



Figure 20: Packing Material



Pack the SAILOR 4300 (if applicable)

You **must** return the following components:

A white, dome-shaped electronic device with the SAILOR logo and COBHAM branding.	A black, rectangular electronic device with various ports and connectors.	A black power cable with a connector on one end.
SAILOR 4300 Above Deck Unit (ADU) Quantity: 1	SAILOR 4300 Below Deck Unit (BDU) Quantity: 1	BDU power cable Quantity: 1

Follow the instructions below to prepare the SAILOR 4300 system for shipping.

Step 1 - Pack the ADU

Follow the instructions below to pack the ADU.

- a. Place the ADU in the center of the ADU box. Make sure it is seated in the cutout in the base layer of foam (see Figure 21).
- b. Enclose the ADU with the protective foam cap (see Figure 22). Then place a thin layer of foam on top so it is flush with the top of the box.
- c. Close and seal the box.

Figure 21: ADU in Box



Figure 22: ADU Protective Foam



Step 2 - Pack the BDU

Follow the instructions below to pack the BDU.

- a. Place the BDU upside down in the foam cutout in the BDU box (see Figure 23).
- b. Cover the BDU with the thick layer of protective foam (see Figure 24).
- c. In the center cutout of this thick layer of foam, place the BDU power cable. Then place a thin layer of foam on top so it is flush with the top of the box.
- d. Close and seal the box.

Figure 23: BDU in Foam Cutout

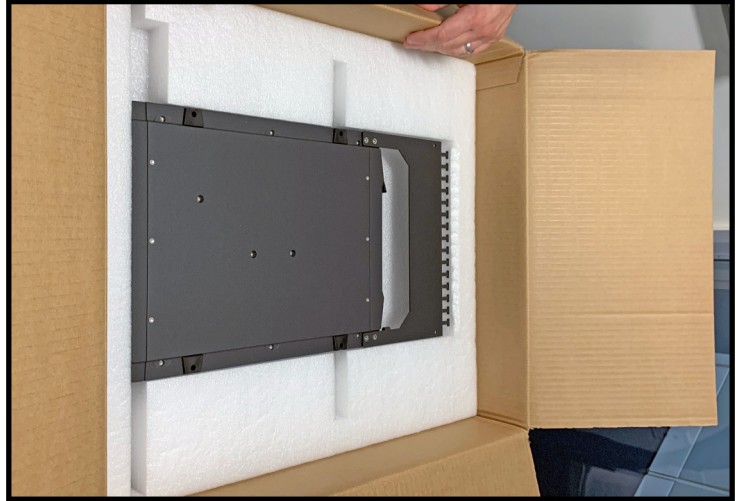


Figure 24: BDU Protective Foam



Step 3 - Pack All Components Together

Follow the instructions below to pack the ADU and BDU together.

- a. Place the ADU box in the bottom of the shipping box (see Figure 25).
- b. Place the BDU box on top of the ADU in the shipping box (see Figure 26).
- c. Close and seal the shipping box.
- d. On the outside of the shipping box, clearly write the RMA number.
- e. Using Incoterms DDP, ship the SAILOR 4300 system to the address provided by the KVH Agile Orders Group.

NOTE: Shipments received without an RMA number will be returned to you at your expense.

Figure 25: ADU Box Placed in Shipping Box





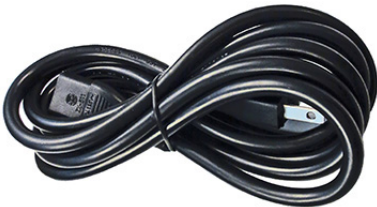


Figure 26: BDU Box Placed in Shipping Box



Pack the Iridium Pilot (if applicable)

You **must** return the following components:

		
<p>Iridium Pilot Above Decks Equipment (ADE) Quantity: 1</p>	<p>Iridium Pilot Below Decks Equipment (BDE) Quantity: 1</p>	<p>Iridium OpenPort Captain Handset Quantity: 1</p>
		
<p>BDE power module Quantity: 1</p>	<p>BDE power adapter cable Quantity: 1</p>	

Follow the instructions below to prepare the Iridium Pilot system for shipping.

Step 1 - Pack the ADE

Follow the instructions below to pack the ADE.

- a. Place the ADE in the ADE box.
- b. Enclose the ADE with the protective foam cap (see Figure 27). If the box does not include protective foam, protect the antenna with bubble wrap.
- c. Close and seal the box.

Figure 27: ADE in Box (Foam Cap Shown)



Step 2 - Pack the BDE

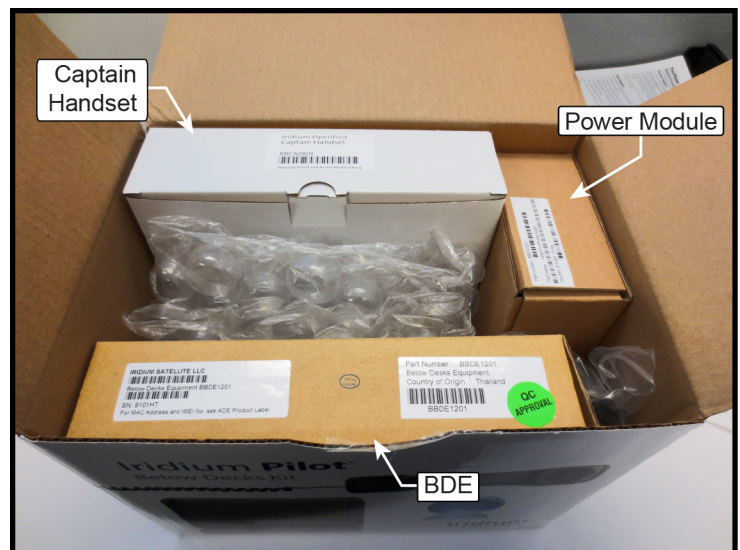
Follow the instructions below to pack the BDE, Captain handset, and power module.

- a. Place the BDE, power module, and handset into individual polybags, foam bags, or ziplock bags (see Figure 28).
- b. Pack the BDE, power module, and handset into their individually labeled boxes. Then arrange all four boxes in the Below Decks Kit box and secure the boxes in place with bubble wrap (see Figure 29).
- c. Close and seal the box.

Figure 28: Iridium System Component in Foam Bag (Example)



Figure 29: Below Decks Kit Box



Step 3 - Pack All Components Together

Follow the instructions below to pack the ADE, BDE, and all remaining accessories together.

- a. Place the ADE box in the bottom of the shipping box (see Figure 30).
- b. If you are returning the mounting bracket, place it in the Mounting Kit box.
- c. Place the BDE power adapter cable and any other accessories in the accessories box (see Figure 31).
- d. Arrange the Mounting Kit box, Below Decks Kit box, and accessories box in the shipping box so that they are secure during transit.
- e. Close and seal the shipping box.
- f. On the outside of the shipping box, clearly write the RMA number.
- g. Using Incoterms DDP, ship the Iridium system to the address provided by the KVH Agile Orders Group.

NOTE: Shipments received without an RMA number will be returned to you at your expense.

Figure 30: ADE Box Placed in Shipping Box



Figure 31: Belowdecks Components

