

AgilePlans® by KVH

TracPhone V30 Antenna and VSAT-Hub Reshipping Instructions



The following instructions explain how to prepare a TracPhone V30 antenna system, including the antenna, VSAT-Hub, and any accessories for shipping.

Getting Help

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

IMPORTANT!

These instructions assume the equipment has been removed from the vessel and that you have access to the original packaging. **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

- Pack the VSAT-Hub 2
- Pack the Antenna 3

Tools Required

This procedure requires the following tools:

- The original packing material you received with the equipment
- Phillips screwdrivers

Figure 1: V30 Antenna System



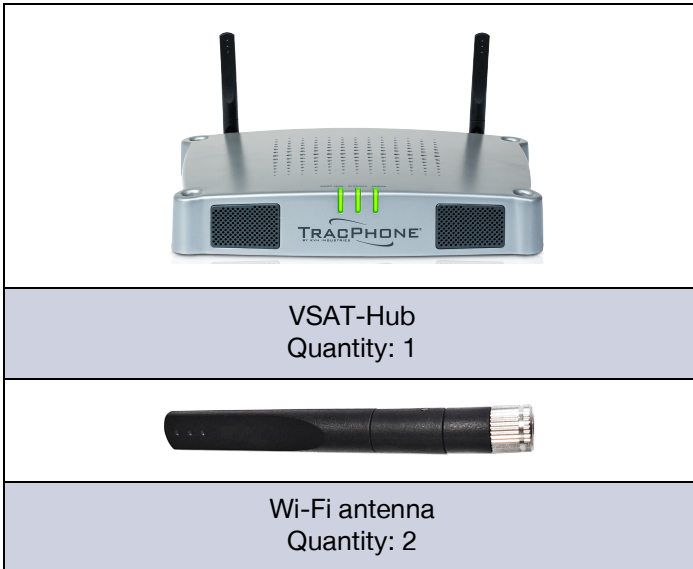
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Pack the VSAT-Hub

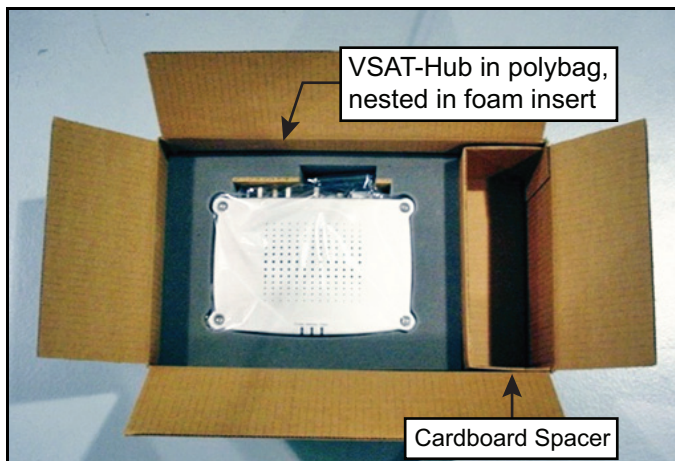
You **must** return the following components:



Follow these instructions to prepare the VSAT-Hub for shipping.

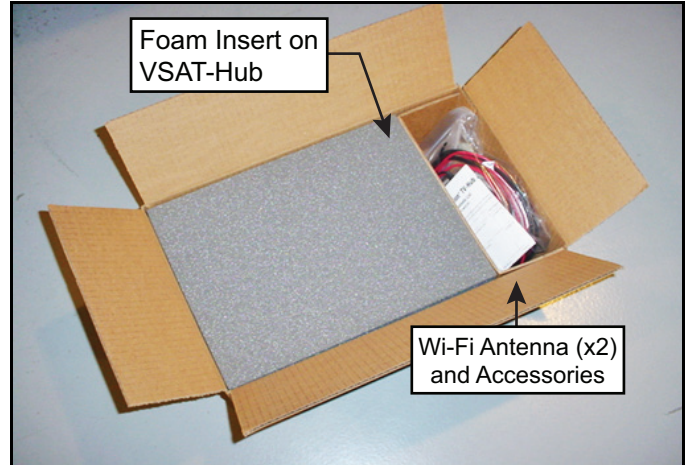
1. Remove the power cable and Wi-Fi antennas from the VSAT-Hub.
2. Place the VSAT-Hub in a sealed ziplock bag or polybag.
3. Nest the VSAT-Hub in the foam insert molded to secure the VSAT-Hub during shipment.

Figure 2: Foam End Caps for the VSAT-Hub



4. Place the VSAT-Hub into the VSAT-Hub box. Then cover the VSAT-Hub with the remaining foam insert.

Figure 3: VSAT-Hub Box Ready for Shipping



5. Place the Wi-Fi antennas and any other accessories in a sealed ziplock bag and place the bag in the free compartment next to the VSAT-Hub. Set the power cables aside. You will pack the power cables in the antenna accessories box in the next section.
6. Close and seal the VSAT-Hub box.

The VSAT-Hub is now ready to pack with the antenna as described in the next section.

Pack the Antenna

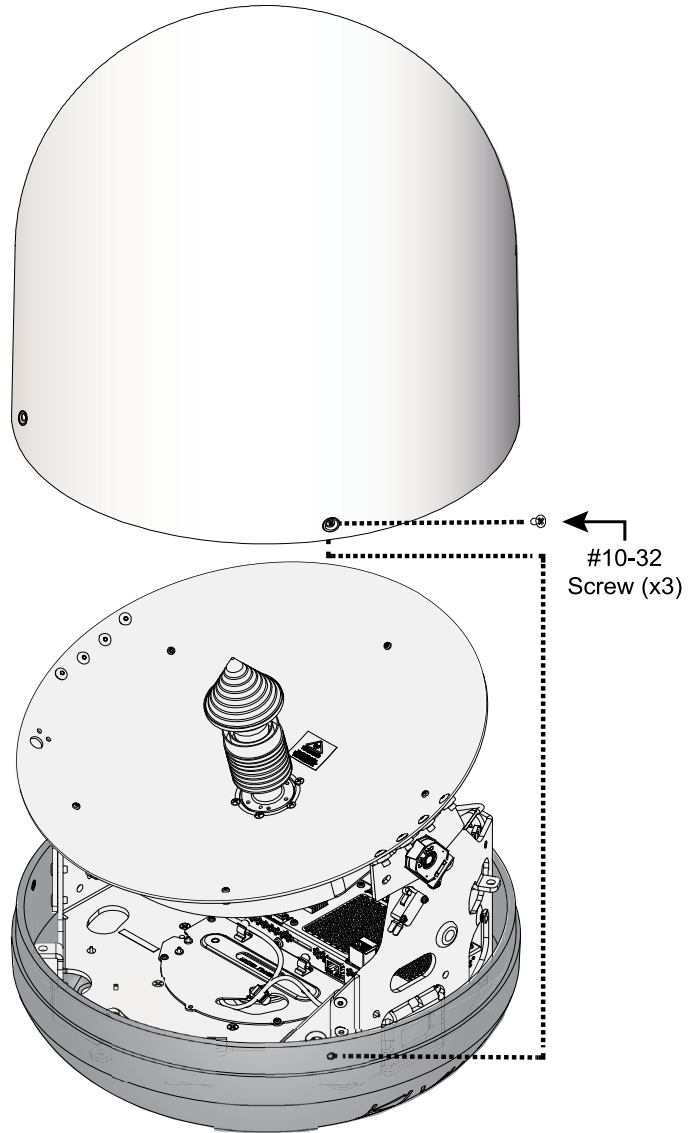
You **must** return the following components:



Follow these instructions to prepare the antenna for shipping.

1. Remove the three #10-32 screws securing the radome to the baseplate. Carefully lift the radome straight up until clear of the antenna assembly and set it aside in a safe place.

Figure 4: Radome Screws



NOTE: Due to the snug fit, some contact between the radome's sealing gasket and the antenna mechanism is normal.

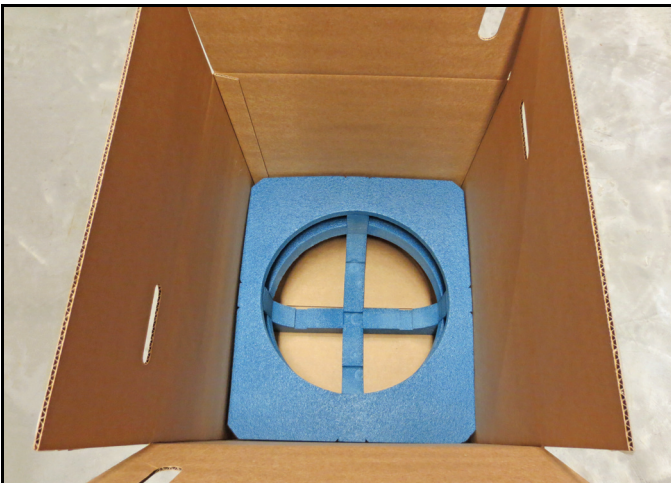
2. Reinsert the foam shipping restraint(s) you saved from the antenna's initial installation into the antenna frame, to keep the reflector and frame from moving during shipment.
3. Reinstall the radome onto the antenna. Secure it in place with the three #10-32 screws you removed in step 1.
4. Cover the antenna with a radome bag.

Figure 5: Antenna in a Radome Bag



5. Prepare the inner antenna box by placing the base layer of protective foam in the bottom of the box.

Figure 6: Protective Foam Inside Inner Antenna Box



6. Place the antenna in the center of the inner antenna box. Make sure it is seated in the cutout in the base layer of protective foam.

Figure 7: Antenna Inside Inner Box



7. Enclose the antenna with the protective foam cap.

Figure 8: Antenna Protected by Foam



8. Close and seal the box.

Figure 9: Sealed Inner Antenna Box



9. Place the inner antenna box in the bottom of the antenna shipping box.

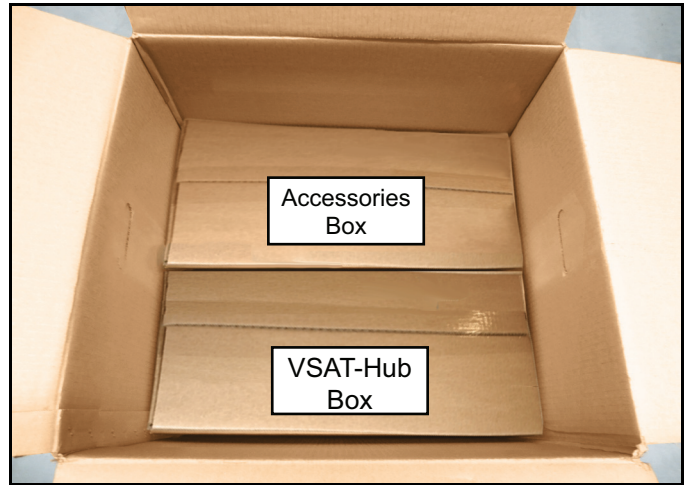
Figure 10: Inner Antenna Box Inside Shipping Box



10. Place any accessories in the accessories box.
11. Close and seal the accessories box.

12. Insert the VSAT-Hub and accessories boxes in the shipping box on top of the inner antenna box. Separate the VSAT-Hub and the accessories boxes with the cardboard spacer or several layers of bubble wrap to fill the remaining space and secure the boxes in place.

Figure 11: Identical VSAT-Hub and Accessories Boxes



13. Close and seal the antenna shipping box.

Figure 12: Sealed Antenna Shipping Box



14. On the outside of the shipping box, clearly write the RMA number.

Using your personal freight collect account, ship the antenna and VSAT-Hub 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.