

AgilePlans® by KVH

TracNet™ H30 Antenna and Ancillary Equipment Reshipping Instructions



The following instructions explain how to prepare a TracNet H30 antenna system, including the antenna, BDU, and any accessories (i.e., the KVH Link Set-top Box or Thales® VesseLINK™ 200/700 system) 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 Hub (if applicable).....	2
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Tools Required

This procedure requires the following tools:

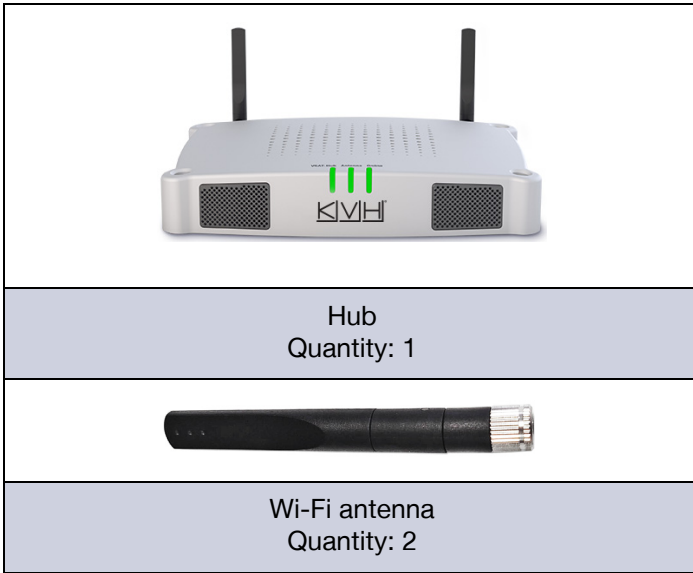
- The original packing material you received with the equipment
- Phillips screwdrivers

Figure 1: H30 Antenna System



Pack the Hub (if applicable)

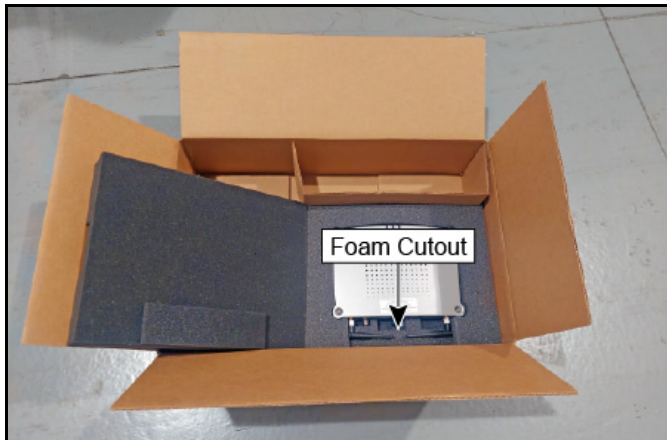
You **must** return the following components:



Follow these instructions to prepare the Hub for shipping.

1. Place the Hub in the protective foam cutout in the Hub box.

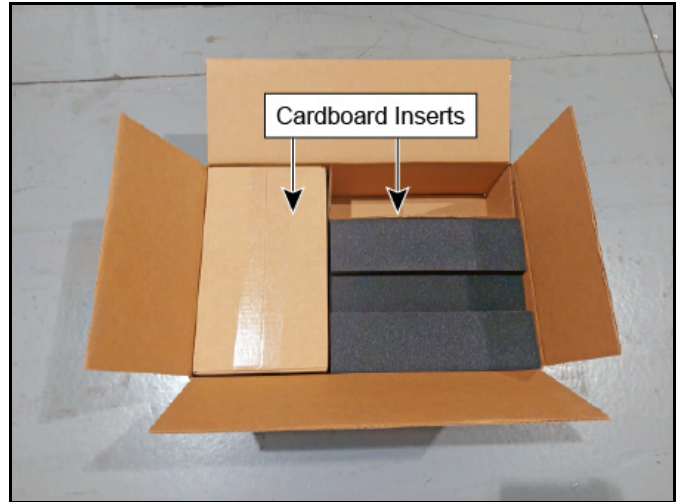
Figure 2: Hub in Foam Cutout



2. Cover the Hub with the layer of protective foam.

3. Place cardboard inserts around the Hub to prevent damage in transit.

Figure 3: Hub Box with Cardboard Inserts

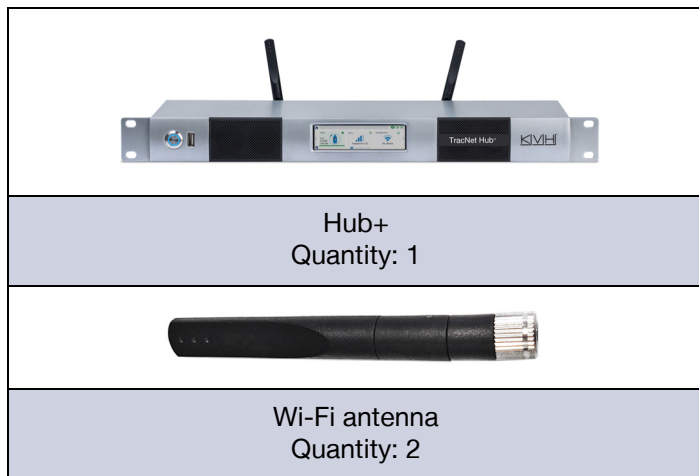


4. Set aside any accessories to be packed at a later time.
5. Close and seal the Hub box.

The Hub is now ready to pack with the antenna as described in [“Pack the Antenna” on page 4](#).

Pack the Hub+ (if applicable)

You **must** return the following components:



Follow the steps below to prepare the Hub+ for shipping.

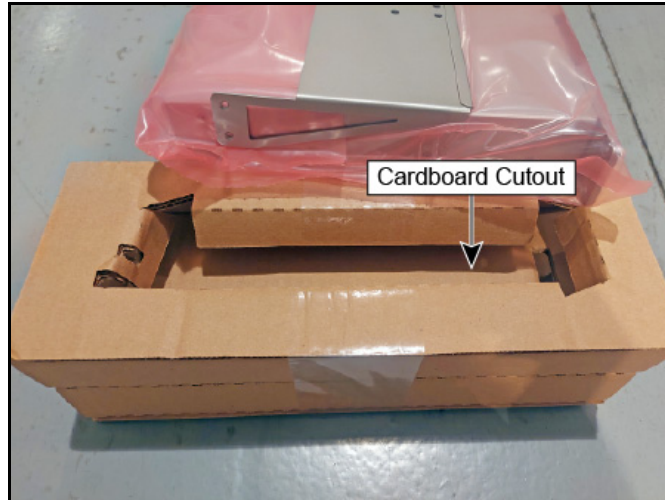
1. Remove the Wi-Fi antennas from the Hub+.
2. Cover the Hub+ with an ESD bag.
3. Place the strain relief bracket over the top of the Hub+.

Figure 4: Hub+ with Bracket



4. Line up the Hub+ with the inserts in the cardboard cutouts.

Figure 5: Hub+ Cardboard Cutout



5. Place the Hub+ in the center of the Hub+ box.

Figure 6: Hub+ in Box



6. Place the Wi-Fi antennas in a sealed ziplock bag and place the bag on top of the Hub+.
7. Set aside any other accessories to be packed at a later time.
8. Close and seal the box.
9. The Hub+ is now ready to pack with the antenna as described in [“Pack the Antenna” on page 4](#).

Pack the Antenna

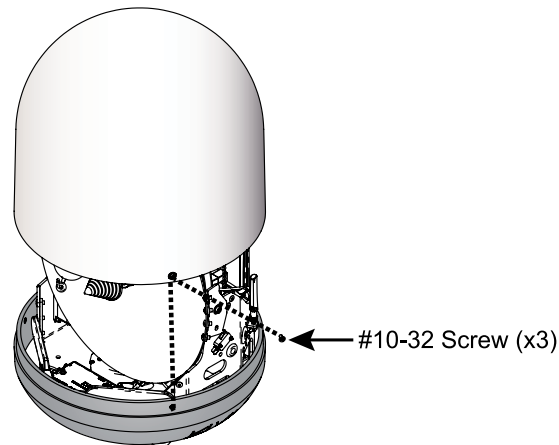
You **must** return the following components:



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.

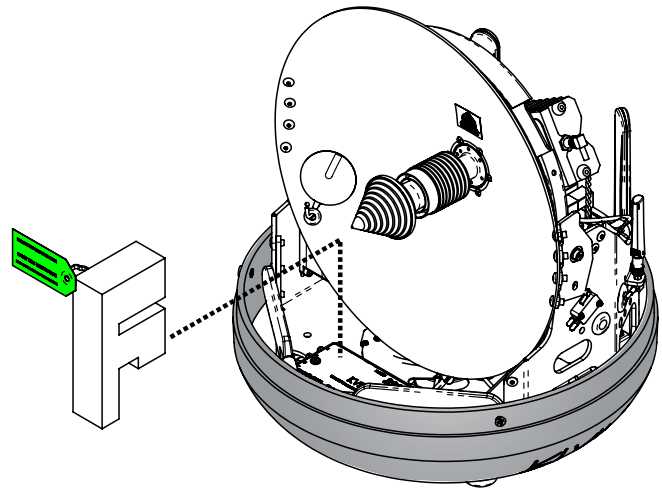
Figure 7: Radome Screws



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.

Figure 8: Foam Shipping Restraint



3. Reinstall the radome onto the antenna. Secure it in place with the three #10-32 screws you removed earlier (see Figure 7).
4. Cover the antenna with a radome bag.

Figure 9: Antenna in Radome Bag



5. Prepare the inner antenna box by placing the base layer of protective foam in the bottom of the 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 10: Protective Foam Inside Inner Antenna Box



7. Enclose the antenna with the protective foam cap.

Figure 11: Antenna Protected by Foam



8. Close and seal the box.

Figure 12: Sealed Inner Antenna Box



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

Figure 13: Inner Antenna Box Inside Shipping Box



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

12. Place the BDU and accessories boxes in the shipping box on top of the inner antenna box.

Figure 14: BDU and Accessories Boxes in Shipping Box






13. Close and seal the 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 Hub or Hub+ to the address provided by the KVH Agile Orders Group.

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

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 VesseLINK 200 for shipping.

1. Place the BDU in the foam cutout in the BDU box.

Figure 15: BDU in Foam Cutout



2. Cover the BDU with the layer of protective foam. Then close and seal the box.

Figure 16: BDU in Protective Foam



3. Place the ADU in the center of the ADU box. Make sure it is seated in the cutout in the base.

Figure 17: ADU Centered in Box



4. Place the cardboard collar over the top of the ADU. Then close and seal the box.

Figure 18: ADU Cardboard Collar



5. Place the BDU box in the bottom of the shipping box.

Figure 19: BDU Box Placed in Shipping Box



6. Place the ADU box, power supply, Wi-Fi antenna, and power cable on top of the BDU box in the shipping box.

Figure 20: ADU, Power Supply, and Wi-Fi Antenna Placed in Box



7. Secure all the items in the box with ample packing paper or bubble wrap. Then close and seal the shipping box.

Figure 21: Packing Material







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

Using your personal freight collect account, ship the VesseLINK 200 system to the address provided by the KVH Agile Orders Group.

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

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.

1. Place the ADU in the center of the ADU box. Make sure it is surrounded by protective foam.

Figure 22: ADU Protected in Foam Base



2. Cover the ADU with the layer of protective foam. Then close and seal the ADU box.

Figure 23: ADU in Protective Foam



3. Place the BDU in the foam cutout in the BDU box.

Figure 24: BDU in Foam Cutout



4. Cover the BDU with the layer of protective foam. Then close and seal the box.

Figure 25: BDU Protective Foam



5. Place the ADU box in the bottom of the shipping box.

Figure 26: ADU Box Placed in Shipping Box



6. Place the BDU box, power supply, Wi-Fi antenna, and power cable on top of the ADU box in the shipping box.

Figure 27: BDU, Power Supply, and Wi-Fi Antenna Placed in Box



7. Secure all the items in the box with ample packing paper or bubble wrap. Then close and seal the shipping box.

Figure 28: Packing Material



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

Using your personal freight collect account, ship the VesseLINK 700 system to the address provided by the KVH Agile Orders Group.

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