

AgilePlans® by KVH

Starlink™ Equipment Reshipping Instructions



The following instructions explain how to prepare a Starlink antenna system, including the antenna, wedge mount, and below deck equipment (power supply, Wi-Fi router, and Ethernet adapter) for shipping.

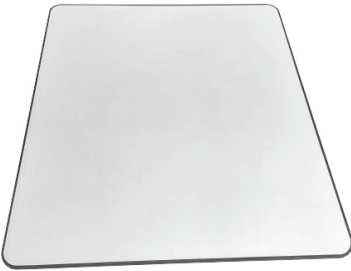




Getting Help

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.**

The following items must be returned:

		
<p>Starlink antenna Quantity: 1</p>	<p>Wedge mount Quantity: 1</p>	<p>Power supply Quantity: 1</p>
		
<p>Wi-Fi router Quantity: 1</p>	<p>Ethernet adapter Quantity: 1</p>	

Follow the instructions below to prepare the antenna and below deck equipment for shipping.

1. Place the plastic insert in the bottom of the antenna shipping box.
2. Place the power supply, Wi-Fi router, and their associated cables into the openings in the plastic insert.

Figure 1: Power Supply and Wi-Fi Router in Plastic Insert



3. Position the mounting template or a suitable cardboard sheet on top of the plastic insert.

Figure 2: Mounting Template in Shipping Box



4. Place the Starlink antenna facing down on top of the mounting template with the four mounting holes facing up.

Figure 3: Starlink Antenna Facing Down



5. Place the plastic cover on top of the antenna.

Figure 4: Plastic Cover in Shipping Box



6. Close and seal the antenna shipping box.

Figure 5: Sealed Antenna Shipping Box



7. Place the antenna shipping box in the bottom of the KVH shipping box.
8. Place the wedge mount in the wedge mount shipping box. Then close and seal the box.

Figure 6: Sealed Wedge Mount Shipping Box



9. Place the Ethernet adapter in the Ethernet adapter shipping box. Then close and seal the box.

Figure 7: Sealed Ethernet Adapter Shipping Box



10. Position the wedge mount and Ethernet adapter shipping boxes on top of the antenna shipping box in the KVH shipping box.
11. Insert an empty cardboard box in the KVH shipping box to fill the additional space.
12. Secure all items in the KVH shipping box with ample packing paper. Then close and seal the box.

Figure 8: KVH Shipping Box with Packing Paper



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

If returning with a TracNet H30: Using your personal freight collect account, ship the Starlink system to the address provided by the KVH Agile Orders Group.

If returning with a TracNet H60 or H90: Using Incoterms DDP, ship the Starlink 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.