

AgilePlans® by KVH

TracNet™ Coastal Antenna and Hub

Reshipping Instructions



The following instructions explain how to prepare a TracNet Coastal antenna system, including the antenna and Hub, if applicable, for shipment.

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

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Items Required

This procedure requires the following items:



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

Figure 1: TracNet Coastal Antenna System



Pack the Hub (if applicable)

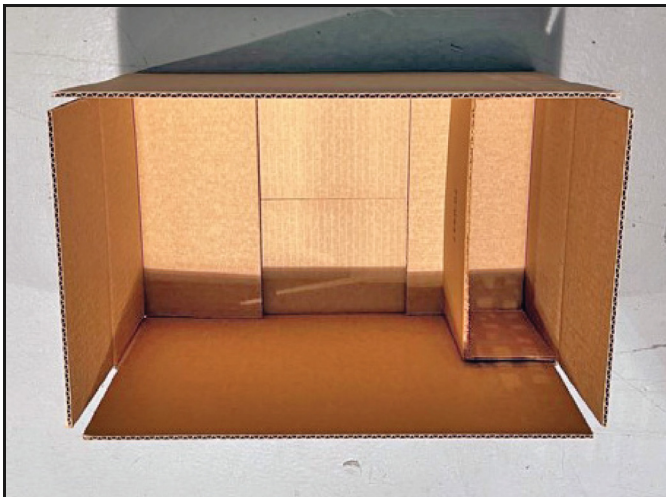
You **must** return the following components:

	
Hub Quantity: 1	
	
Wi-Fi antenna Quantity: 2	

Follow these instructions to prepare the Hub for shipping.

1. Place a cardboard insert in the Hub box.

Figure 2: Hub Box with Cardboard Insert



2. Fold in the Hub's antennas as shown in Figure 3. Then place two cardboard inserts around the Hub.

Figure 3: Hub with Cardboard Inserts in Box



3. Place the Hub in the Hub box. Then close and seal the Hub box.

The Hub is now ready to pack with the antenna as described in [“Pack the Antenna” on page 3](#).

Pack the Antenna

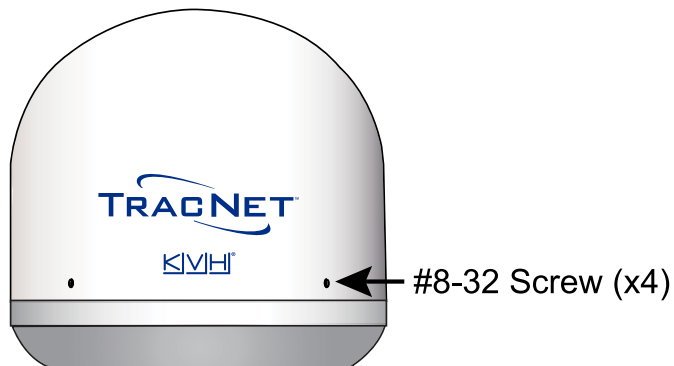
You **must** return the following components:



Follow these instructions to prepare the antenna for shipping.

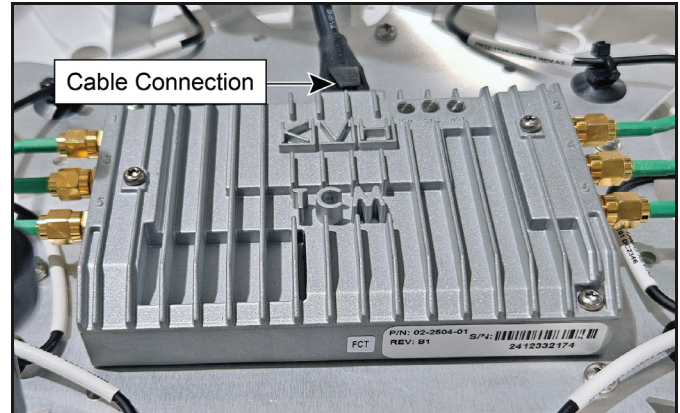
1. Remove the four #8-32 screws securing the radome to the baseplate. Carefully lift the radome straight up until clear of the antenna assembly and set it aside in a safe place.

Figure 4: Radome Screws



2. Unplug the Ethernet cable from the TCM and remove the tie-wrap securing it to the frame.

Figure 5: Ethernet Cable Location



3. Extract the push-in grommet from the frame and feed the Ethernet cable out through the cable entry hole. Then reinstall the push-in grommet.
4. Reinstall the radome onto the antenna. Secure it in place with the four #8-32 screws you removed earlier (see Figure 4).
5. Cover the antenna with a plastic bag.

Figure 6: Antenna in Plastic Bag



6. Place cardboard inserts around the antenna.

Figure 7: Antenna with Cardboard Inserts



7. Place cardboard inserts in the bottom of the antenna shipping box.

Figure 8: Cardboard Inserts in Antenna Box



8. Place the Hub box or a suitable empty cardboard box in the antenna shipping box

Figure 9: Hub Box in Antenna Box



9. Place the antenna in the antenna shipping box. Then close and seal the antenna shipping box.

Figure 10: Antenna in Antenna Shipping Box



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

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