Returning Your HughesNet Leased Equipment

Why did I get a return kit from Hughes?

If you return the HughesNet equipment you leased, you can avoid being charged a fee for unreturned equipment. These instructions explain how to uninstall the equipment, pack it, and return it to Hughes in the box you have received.

Return all items shown in **Figure 1 (radio, power supply, and HT2000W modem)**. If you return only some of the equipment you will be charged a partial fee. For details, see the letter enclosed in the box.

Hughes recommends that you hire a professional installer to remove the radio. See the **If you need assistance** section for details.

If you decide to remove the radio yourself, you are liable for any damage you may cause to the equipment during removal.

Figure 1: Equipment to return

You do not need to return the antenna, antenna mount, or the cables that connect the radio (outside) to the modem or the modem to your computer. Hughes is not obligated to uninstall or pay for removal of these items.

> **Important: Before removing any equipment, read all safety information indicated by** ⚠ CAUTION **or** ⚠ DANGER

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The return kit includes:

- **A box** – for returning the equipment
- **Strip of tape** – to seal the box
- **Pre-paid UPS return label**
- **UPS packing slip** (UPS Supply Chain Solutions – Pick Slip) found inside the box. This will be sent back with equipment so please save.

Note: This **UPS packing slip** will be referenced later on Panel 7 of this document.

Tools needed

- Heavy duty wire or cable cutters
- 7/16 inch wrench (if you cannot loosen SAT connector cable attached to the modem by hand)
- ¼ inch Phillips head screwdriver

If you need assistance

For questions or assistance hiring a professional installer to remove your HughesNet equipment, contact Hughes Customer Care at 1-866-347-3292.

Please read these instructions before you call.

Disconnect the modem

To disconnect the modem, follow steps 1, 2, and 3 below.

⚠ **CAUTION**   ⚠   ⚠

You must completely disconnect the modem before attempting to disconnect the radio from the satellite antenna. Failure to do so could result in exposure to RF radiation, which could cause injury to the eyes or other injury.

Unplug the AC power cord from the power outlet or surge protector first, as shown in **Figure 2** to avoid static electricity discharge that could shock you and/or damage the modem.

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1. **Unplug the power plug from the surge protector or power outlet first (circled in red).**
2. Unplug the Ethernet cable from the modem.
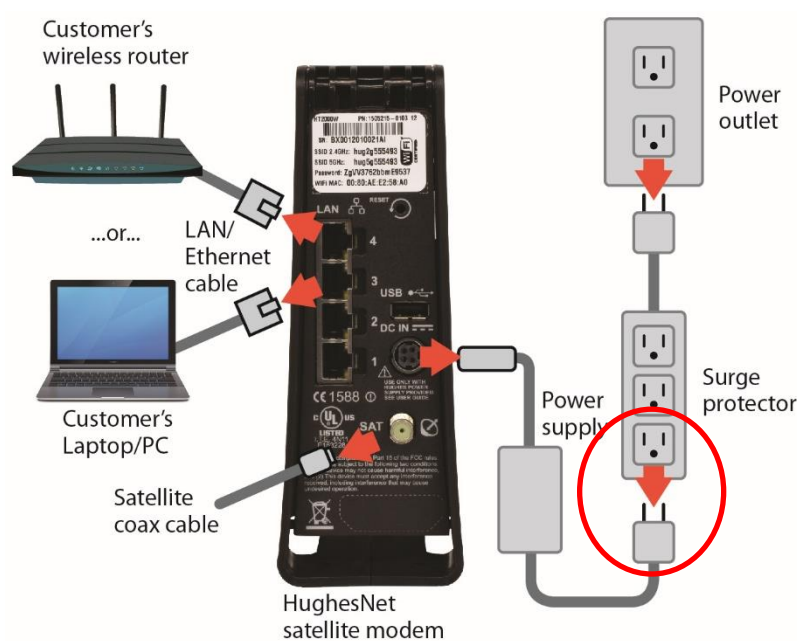3. Unplug all other cables from the modem.

Figure 2: Disconnecting cables from the modem

Read this safety information before removing the radio

To remove the radio, you must go to the roof or other satellite antenna location. Working on a roof may involve potential safety hazards, as explained below.

⚠ **CAUTION**   ⚠

Make sure the modem is completely disconnected (as instructed in panel 3) before attempting to disconnect the radio assembly from the satellite antenna. Failure to do so could result in exposure to RF radiation, which could cause injury to the eyes or other injury.

⚠ **DANGER**   ⚠ ⚠ ⚠

Hughes recommends you contact a professional installer to disconnect and uninstall the equipment, especially if the antenna is on a roof or other high structure or requires a ladder to access. Consider safety and possible damage to the equipment.

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Removing the radio may involve potential hazards involving electricity, radio frequency (RF) radiation, and, depending on the antenna location, may involve working on a roof or other high structure.

If you work on a roof, tower, or other high structure, or use a ladder or scaffold to access the work site, follow these precautions to prevent personal injury or death:

- Do not try to remove the radio (this includes all steps in panel 5) while you are on a ladder or scaffold.
- Walk only on sound roof structures.
- Use safety equipment (for example, a lifeline) appropriate for the work location.
- Follow the manufacturer's safety precautions for all safety equipment used.
- **To avoid electric shock, stay at least 20 ft. from power lines.**
- If any part of the antenna or antenna mount comes in contact with a power line, call your local power company to remove it. **Do not try to remove it yourself.**
- Do not work in high wind or rain or if a storm, lightning, or other adverse weather conditions are present or approaching.

Remove the radio

1. Go to the antenna location. Follow all precautions listed in panel 4.
2. Cut the cable at the location indicated by the arrow. **Cut as close as you can to the metal connector.**
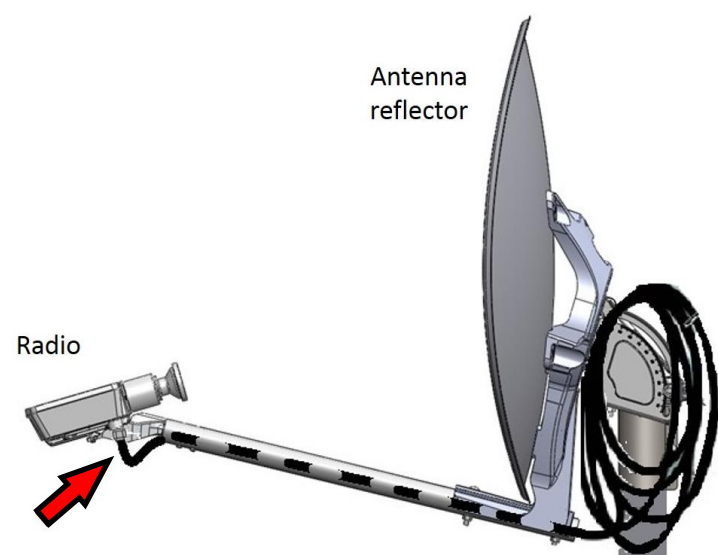

Figure 3: Radio and antenna

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3. Use a ¼ inch Phillips head screwdriver and remove the screw at the bottom of the radio as shown in **Figure 4** (indicated by the arrow).
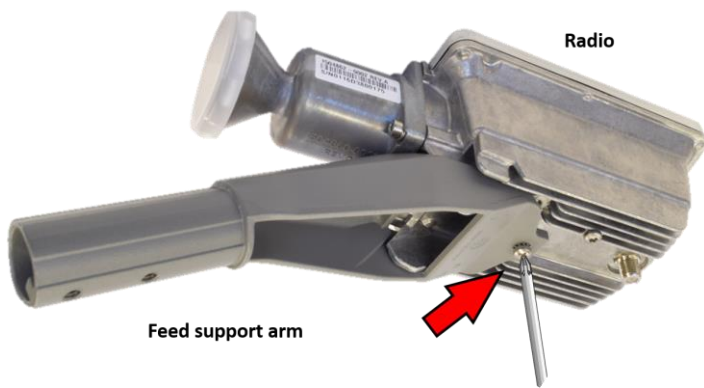4. Lift the radio upward until it is free.

Figure 4: Removing the radio from the feed support arm

Note: The radio is the only outdoor part you need to return.

Pack the equipment for shipping

Note: An HT1100 is demonstrated here, but the process is the same for the HT2000W.

1. Place the open box on a flat surface.
2. Place the radio in the larger side compartment and the power supply in the smaller, as shown in **Figure 5**.

Figure 5: Radio and power supply in box

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3. Lift open the door of the middle compartment, as shown in **Figure 6**.

Figure 6: Open middle compartment door

4. Place the modem into the middle compartment, as shown in **Figure 7**.

Figure 7: Place modem in middle compartment

5. Close the door onto the modem and fold the cardboard tab over the notch (red arrow) to lock the door, as shown in **Figure 8**.

Figure 8: Close door and fold over locking tab

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Pack the equipment – continued

6. Place the **UPS packing slip** in the box on top of the door of the middle compartment.
7. Close the box flaps – end flaps first and then the longer flaps.
8. Apply the strip of tape provided in the return kit to the top of the box, lengthwise, to seal the small separation between the longer flaps.
9. Place the return label to Hughes Network Systems on the box so it covers the old label with your address on it.
   (The return label is included in the box.)

Note: Record the return material authorization (RMA) number, as well as the tracking number if you want to track the return shipment. The RMA number and tracking number both appear on the UPS return label, as shown in **Figure 9**.
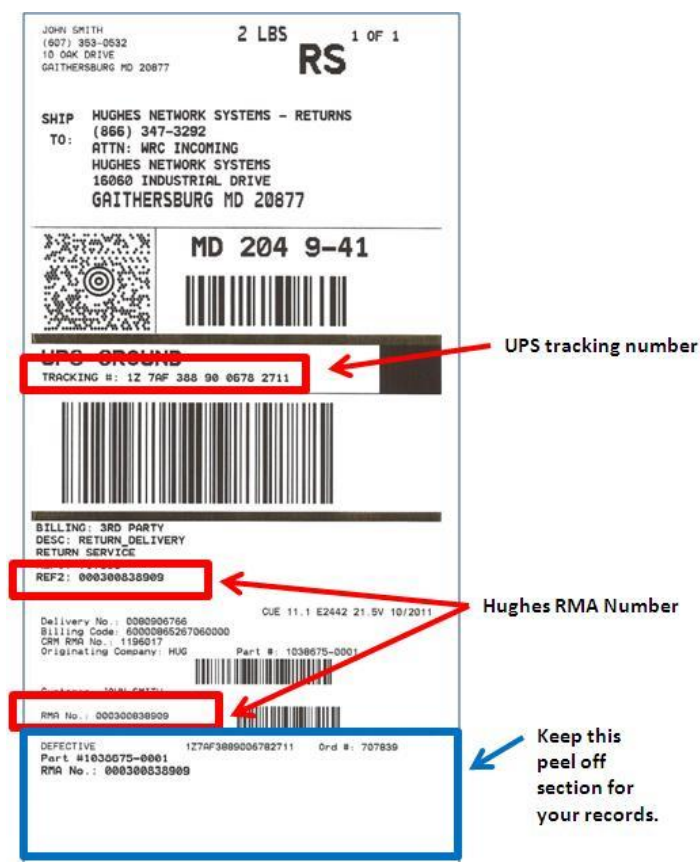

Figure 9: Return label example showing locations of RMA number and tracking number

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Ship the package

To ship the equipment, take the box to any *staffed UPS location* **or** give the box to any UPS driver.

You can find UPS locations online at www.ups.com/dropoff.

1. Enter your address.
2. Select the type of location you want to search for. Staffed UPS locations include those designated as:
   a. The UPS Store
   b. UPS customer centers
   c. UPS Alliance locations
   d. Authorized shipping outlets

3. Click the **Select** button and the locations of the preferred centers will be displayed on a map.

- Do *not* take the box to a UPS drop box – it will not fit.
- If a pickup is required, call UPS at 1-800-742-5877. Say "send a package" and then "schedule a pickup." Be prepared to give the full UPS tracking number.

Check return shipment status

You can check the status of your return shipment online at http://rmastatus.hughesnet.com. You will need your site account number (SAN) or RMA number. The RMA number appears on the return label, as shown in **Figure 5**.

Track the return package

You can track the return package online at www.ups.com with the tracking number.

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