

Returning Your Hughesnet® Leased Equipment

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Why did I receive a return kit?

If you return the Hughesnet® equipment you leased, then 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.

You will be charged a partial fee for any equipment not returned. See the separate letter enclosed in the box for further information.

Hughes recommends that you hire a professional installer to remove the radio. See If you need assistance on page 6 for details.

If you decide to remove the radio yourself, you are liable for any damage caused to the equipment.

Contents of the return kit

The return kit includes:

- Cancellation letter
- Box – for returning the equipment
If you are returning the modem and the Multipath Device or Mesh Wi-Fi Node you will receive an overpack box with two inner boxes.
- Strip of tape – to seal the box
- Pre-paid UPS return label found inside the box

Tools needed

You will need the following tools to complete the task:

- Heavy duty wire or cable cutters
- 7/16 inch wrench (if you cannot loosen SAT connector cable attached to the modem by hand)
- 1/4 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.



HT2000W/HT2010W/HT3000W modem and equipment

Return the following equipment for the HT2000W/HT2010W/HT3000W modem as shown, including:

- Radio
- HT2000W/HT2010W/HT3000W modem and AC power supply
- ATA and its AC power supply (if applicable)

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

Note: Returning the Wi-Fi Booster and/or the ATA is optional.



WL3000 Multipath Device

Return the following equipment with the WL3000 Multipath Device as shown, including:

- Device and its AC power supply
- Antenna

Note: You do *not* need to return the LAN cable that connects this device to the modem.

Note: If you are returning the HT2000W/HT2010W/HT3000W modem and the WL3000 device, you will receive two boxes within an overpack box. Use either box and follow the packing instructions to pack the devices.



Mesh Wi-Fi Node

Return the following equipment with the Mesh Wi-Fi Node as shown, including:

- Device and its AC power supply

Note: You do *not* need to return the LAN cable that connects this device to the modem for initial syncing.

Note: If you are returning the HT2000W/HT2010W/HT3000W modem and the Mesh Wi-Fi Node, you will receive two boxes within an overpack box. Use either box and follow the packing instructions to pack the devices.



Unplugging the modem

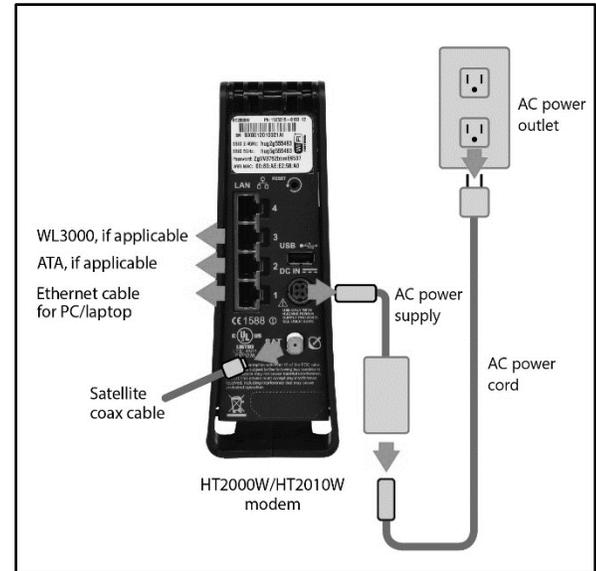
Note: You must completely unplug the modem using the steps below before attempting to disconnect the radio from the satellite antenna. Failure to do so could result in exposure to RF radiation, which could cause injury to the eyes or other injury.

Unplug the AC power cord from the power outlet first to avoid static electricity discharge that could shock you and/or damage the modem.

The figure to the right shows the connections for the HT2000W/ HT2010W. The same connections apply for the HT3000W modem.

To unplug the HT2000W/HT2010W/HT3000W modem:

1. First unplug the power plug from the power outlet, as shown.
2. Unplug the Ethernet cable(s) from the modem.
3. Unplug the AC power supply from the modem.
4. Unscrew the satellite coax cable from the modem.
5. Unplug the AC power cord from the AC power supply.

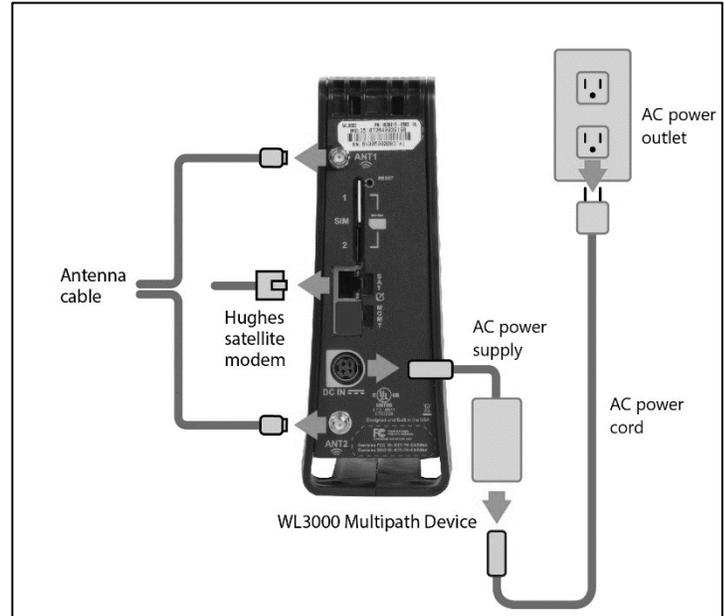


Unplugging the Multipath Device

To unplug the WL3000 device:

1. First unplug the power plug from the power outlet, as shown.
2. Unplug the Ethernet cable from the device.
3. Unplug the AC power supply from the device.
4. Unscrew the antenna cables.
5. Unplug the AC power cord from the AC power supply.

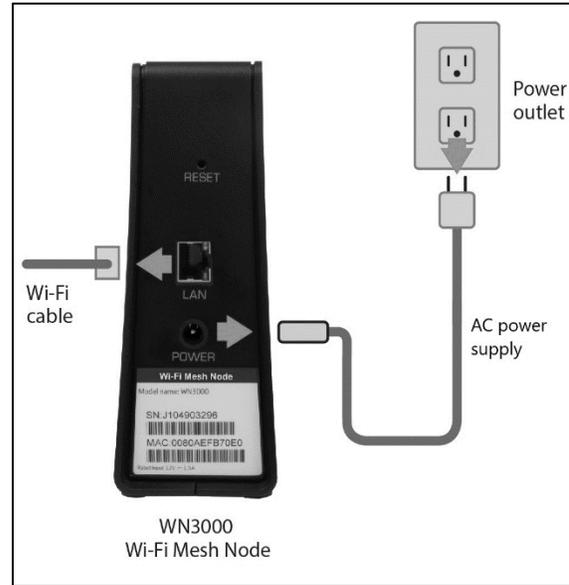
DO NOT REMOVE THE SIM CARD FROM THE DEVICE AT ANY TIME.



Unplugging the Mesh Wi-Fi Node

To unplug the Mesh Wi-Fi Node:

1. First unplug the power plug from the power outlet, as shown.
2. Unplug the AC power supply from the Mesh Wi-Fi Node.



Disconnecting the radio

To disconnect and 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.



Make sure the modem is completely unplugged (as instructed) 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.



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.

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.

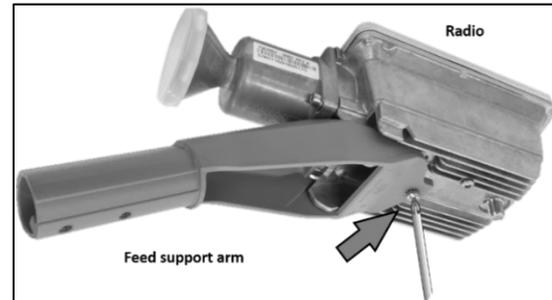
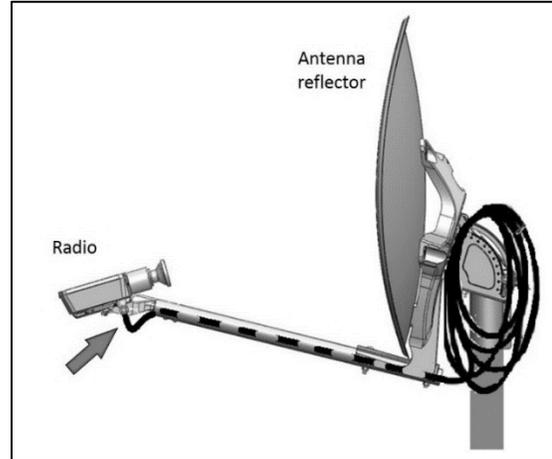
If you work on a roof, tower, or other high structure, or use a ladder or scaffold to access the work site, follow these precautions to prevent personal injury or death:

- Do *not* try to remove the radio 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.

To disconnect and remove the radio:

1. Go to the satellite antenna location. Follow all precautions listed in the safety message above.
2. Cut the cable at the location indicated by the arrow shown in the top figure. Cut as close as you can to the metal connector.
3. Use a ¼ inch Phillips head screwdriver and remove the screw at the bottom of the radio as indicated by the arrow in the bottom figure.
4. Lift the radio upward until it is removed.

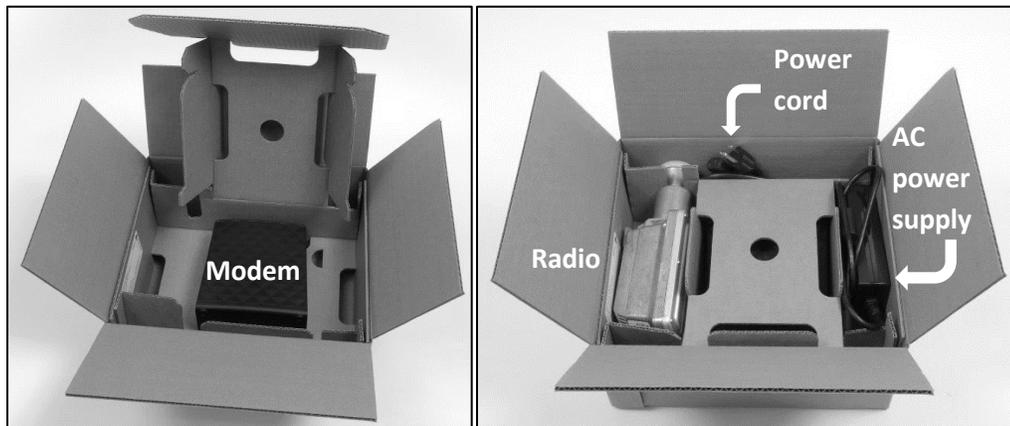
Note: The radio is the only outdoor part you need to return.



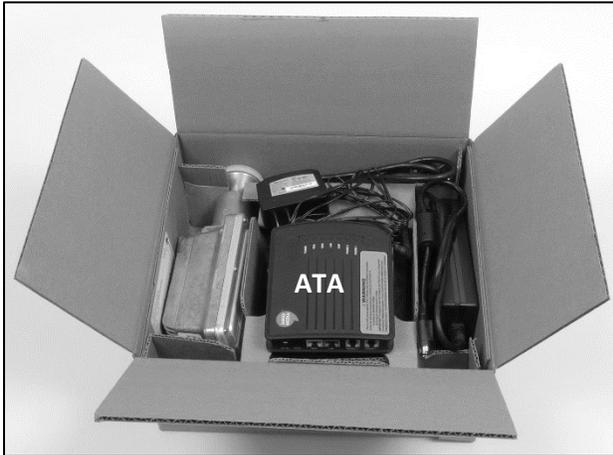
Packing the HT2000W/HT2010W/HT3000W equipment for shipping

1. Place the open box on a flat surface.
2. Lift the door of the middle compartment as shown.
3. Place the modem into the middle compartment as shown and close the door.
4. Place the radio in the larger side compartment as shown.
5. Place the AC power supply in the second largest compartment and place the AC power cord in the smaller compartment as shown.

Note: The AC power cord must be disconnected from the AC power supply.



6. If you are returning an ATA, place the ATA and its AC power supply on top of the modem compartment.
7. If you are returning a Wi-Fi Booster, place the booster and its AC power supply on top of the modem compartment. Insert the booster's stand into the front slot to ensure it lays flat in the box.



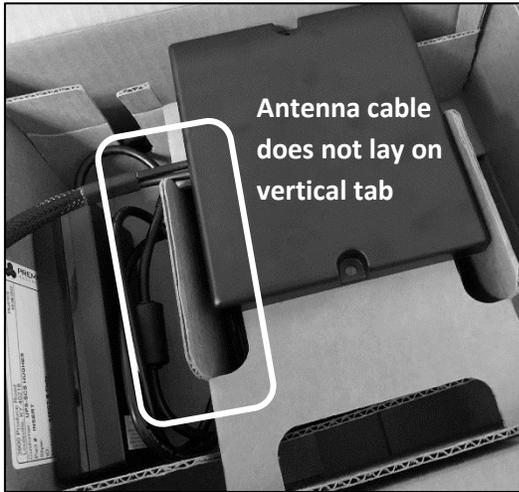
Packing the WL3000 Multipath Device equipment for shipping

1. Place the open box on a flat surface.
2. Lift the door of the middle compartment as shown.
3. Place the device in the middle compartment as shown.
4. Place the AC power supply in the largest compartment and place the AC power cord in one of the smaller compartments as shown.

Note: The AC power cord must be disconnected from the AC power supply.

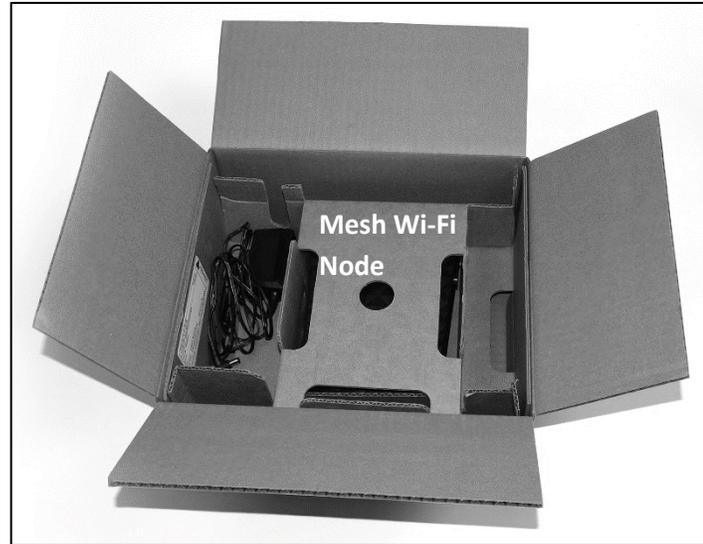


5. Place the antenna on top of the device once the door is closed.
6. Ensure the cord does not lay on the vertical tab as shown.
7. Coil the cable in the box as shown.



Packing the Mesh Wi-Fi Node equipment for shipping

1. Place the open box on a flat surface.
2. Lift the door of the middle compartment.
3. Place the Mesh Wi-Fi Node into the middle compartment and close the door as shown.
4. Place the AC power supply in any of the compartments as shown.
5. If you are returning more than one mesh node:
 - a. Remove the corrugated insert in the box.
 - b. Place the Mesh WiFi Nodes and the AC power supplies in the box.
 - c. Place packaging material around the units to prevent movement.



Prepare box(es) for shipping

1. If you received more than one return box and an overpack box, please place the two smaller boxes inside the overpack box.
2. Close the box flaps – end flaps first and then the longer flaps.
3. 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.
4. Place the included return label on the box so that it covers the old label.

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.



Shipping the package

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

Note: The box will *not* fit in a UPS drop box.

Note: Some 3rd party UPS drop-off centers may charge a small fee for drop offs. Call ahead to determine if your local drop-off center charges for drop-offs.

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.

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:

- The UPS Store
- UPS customer centers
- UPS Alliance locations
- Authorized shipping outlets



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

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 on page **21**.

Track the return package

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