



Returning Your Hughesnet® Fusion Equipment

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Revision B
July 25, 2023

11717 Exploration Lane, Germantown, MD 20876

Phone (301) 428-5500

Why did I receive a return kit?

If you return the Hughesnet® Fusion 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.

Contents of the return kit



The return kit includes:

- Cancellation letter
- Box – for returning the equipment
- Strip of tape – to seal the box

If you need assistance

For questions or assistance, contact **Hughes Customer Care at 1-866-347-3292.**

Please read these instructions before you call.

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

Equipment to return

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

- Multipath Device and its power supply
- Wireless antenna

Note: You do *not* need to return the Ethernet cable.

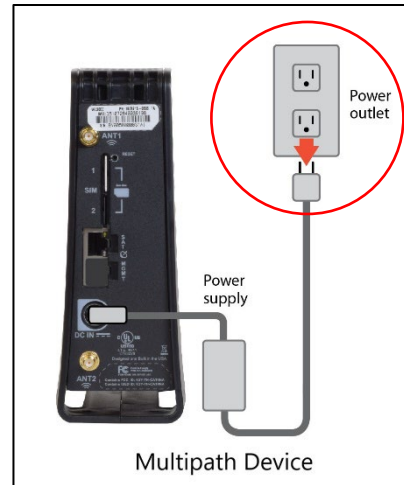
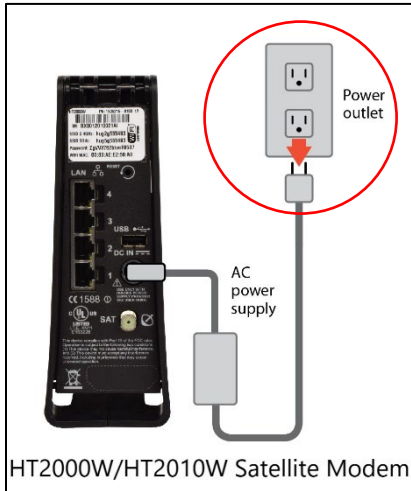


Unplugging the Multipath Device



You must completely unplug the HT2000W/HT2010W/HT3000W Hughesnet satellite modem before attempting to disconnect the Multipath Device and wireless antenna.

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

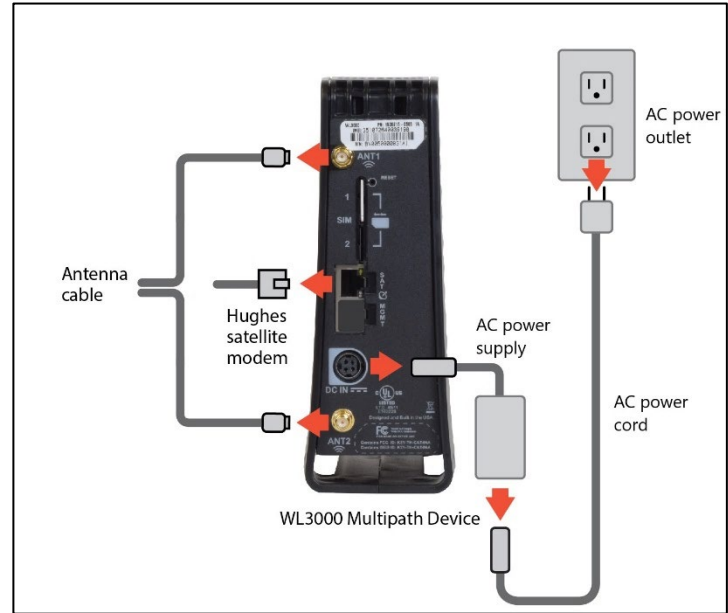


Unplugging the Multipath Device

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.

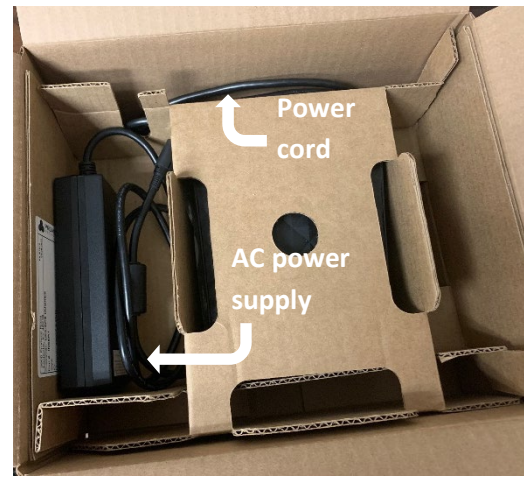
DO NOT REMOVE THE SIM CARD FROM THE DEVICE AT ANY TIME.



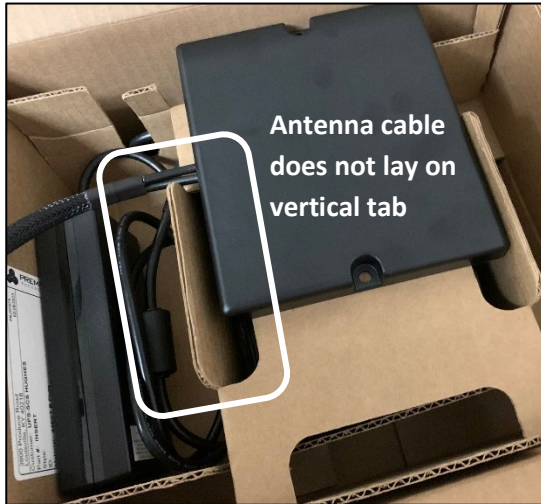
Packing the equipment for shipping

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.



1. Close the box flaps – end flaps first and then the longer flaps.
2. 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.
3. 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.

JOHN SMITH
 (907) 393-0832
 10 OAK DRIVE
 GAITHERSBURG MD 20877

2 LBS 1 OF 1
RS

SHIP: HUGHES NETWORK SYSTEMS – RETURNS
 (866) 347-3292
 TO: ATTN: MRC INCOMING
 HUGHES NETWORK SYSTEMS
 16060 INDUSTRIAL DRIVE
 GAITHERSBURG MD 20877

MD 204 9-41

UPS GROUND
 TRACKING #: 1Z 7HF 388 98 0678 2711

UPS tracking number

BILLING: 3RD PARTY
 DESC: RETURN DELIVERY
 RETURN SERVICE

REF#: 000308638989

Hughes RMA Number

Delivery No.: 008006766
 Billing Code: 6000086207060000
 CRM RMA No.: 1196017
 Originating Company: HUG

Part #: 1039075-0001

RMA No.: 000308638989

DEFFECTIVE
 Part #: 11830675-0001
 RMA No.: 000308638989

Keep this peel off section for your records.

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 8.

Track the return package

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

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