Guide To Returning Your Satellite Modem and Radio Assembly

Model: HN7000S

The HughesNet modem with power supply and radio must be returned to Hughes, in good condition, within 45 days of your termination. You are not required to return, and Hughes is not obligated to de-install or pay for the de-installation of the antenna, mount or any cables.

You can disconnect and remove the equipment yourself, or hire a professional installer to remove it.

Safety while removing a radio assembly

Observe the following precautions when removing a satellite antenna radio assembly. This manual also includes additional safety alerts where appropriate concerning specific procedures.

⚠️ DANGER
- The satellite antenna may be installed on a roof, on the side of a house or other building, or where a ladder is required to access the radio assembly.
- If the antenna is on a roof or requires a ladder for access, Hughes recommends that you have a professional installer remove the radio assembly.
- If you remove the radio assembly yourself, observe all ladder safety precautions.

If you must work on a roof or use a ladder to access the radio assembly on the satellite antenna, follow these precautions to prevent personal injury or death:
- Walk only on sound roof structures.
- Use appropriate safety equipment (for example, a lifeline), depending on the work location.
- Follow all safety precautions from the manufacturers of all safety equipment and other equipment used.

⚠️ DANGER
- To avoid electric shock, stay at least 20 ft from power lines.
- If any part of the antenna or mount assembly comes in contact with a power line, call your local power company to remove it. Do not try to remove it yourself.

Failure to heed these warnings could result in serious injury or death.

⚠️ WARNING

Do not work in high wind or rain or if a storm, lightning, or other adverse weather conditions are present or approaching.
Before you begin...

This document provides instructions on how to de-install and return your equipment. You must:

- Disconnect and remove the satellite modem
- Disconnect and remove the radio assembly from the antenna
- Pack and ship the equipment

What equipment do I return?

- The satellite modem (Figure 1), with:
  - Pedestal base
  - Power supply
- The radio assembly (Figure 2)

Satellite modem refers to the indoor unit. The satellite modem is connected to your computer and to the outside radio assembly, as shown in Figure 2. The radio assembly is part of the outside satellite antenna (sometimes referred to as a dish).

You do not need to return small hardware such as nuts, bolts, washers, and screws.
Consider the antenna location
To remove the radio assembly, you have to go to your outside satellite antenna. Depending on where the antenna is located, you may want to have a professional installer remove the radio assembly. For additional information, see *If your antenna is on a roof or requires a ladder to access . . .* on page 5.

Packing materials
To pack the equipment for shipping you will need:
- A corrugated cardboard box, undamaged, with the following minimum dimensions:
  - Height: 12 inches
  - Width: 12 inches
  - Length: 24 inches

Note: The dimensions given above are guidelines. For example, some boxes with a length shorter than 24 inches might be large enough, depending on the height and/or width of the box and the placement of the equipment in the box.

- Bubble wrap packing material (enough to nearly fill the box)
- Packing tape
- Shipping label

If you have questions . . .
If you have questions or need help, call Hughes Customer Care, toll-free, at 1-866-347-3292.

Disconnecting the satellite modem
You *must* disconnect the satellite modem before you remove the radio assembly.

⚠️ WARNING

You must completely disconnect the satellite modem before disconnecting the radio from the satellite antenna. Failure to completely disconnect the indoor equipment may result in exposure to radio frequency energy.

1. Unplug the satellite modem power cord from the power outlet or surge protector. Refer to Figure 3 as you disconnect the modem.

⚠️ CAUTION

Do not unplug the DC power cord from the modem until after you have disconnected the AC power cord from the surge protector or power outlet.
2. Unplug the DC power cord from the satellite modem.
3. Disconnect the receive cable from the satellite modem. You may need to use a 7/16-inch wrench. If the cable connector is warm, let it cool first.
4. Disconnect the transmit cable from the satellite modem.
5. Disconnect the Ethernet cable from the satellite modem and from the computer.

Keep these parts together:
- Satellite modem and pedestal base
- Power supply

Note: Some power supplies have a detachable power cord. If your power supply has a detachable power cord, please return it with the power supply.

The satellite modem is now ready to be packed.

**Removing the radio assembly**

This section contains instructions for disconnecting and removing the radio assembly from the outside satellite antenna. Removing the radio assembly requires just a few main steps:

1. Remove the cables from the radio assembly.
2. Loosen the bolts that hold the assembly in place.
3. Remove the radio assembly.

This section describes these steps in detail.
You must determine what kind of radio assembly you have so you can find the correct instructions for removing it. The radio assembly types are illustrated in *Determining your radio type* on page 5.

**If your antenna is on a roof or requires a ladder to access . . .**

You can disconnect and remove the radio assembly yourself, or have a professional installer remove it. If you remove the equipment yourself, you must be aware of the following safety information:

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**WARNING**

- The satellite antenna may be installed on a roof, on the side of a house or other building, or where a ladder is required to access the radio assembly.
- If the antenna is on a roof or requires a ladder for access, Hughes recommends you have a professional installer remove the radio assembly.
- If you remove the radio assembly yourself, observe all ladder safety precautions.
- Watch out for power lines. Stay at least 20 ft from power lines. Do not touch or contact them in any way.

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Before proceeding, make sure you have disconnected the Ethernet cable and satellite connections as explained in the previous section.

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**WARNING**

- You must completely disconnect the satellite modem before disconnecting the radio from the satellite antenna.
- Failure to completely disconnect the satellite modem may result in exposure to radio frequency energy.

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**Tools you will need**

To disconnect and remove the radio assembly, you need the following tools:

<table>
<thead>
<tr>
<th>Tools</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>(2) 1/2-inch wrenches</td>
<td>To remove the bolts from the radio assembly.</td>
</tr>
<tr>
<td>1/4-inch Phillips head screwdriver or 3-mm Allen wrench</td>
<td>To remove the radio assembly from the feed horn.</td>
</tr>
<tr>
<td>Electrical tape</td>
<td>If you might use the satellite modem’s cables in the future, you will need electrical tape to seal the connectors at the antenna location (outside).</td>
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**Determining your radio type**

Determine what type of radio assembly you have, so you can find the instructions for removing it:

1. Look at your antenna and radio assembly and use Figures 4 and 5 to determine what type of radio assembly you have.
2. When you find the figure that looks like your radio assembly, look below the figure to see which section explains how to remove your radio assembly.

Note: The type A and type B radio assemblies are actually the same; the difference is the antenna and how they are mounted. (See Figures 4 and 5.)

Figure 4: Type A radio assembly (consists of radio, transmitter, and waveguide)

For type A radio assembly, see Removing a type A radio assembly on page 7.

Figure 5: Type B radio assembly (consists of radio, transmitter, and waveguide)
For type B radio assembly, see *Removing a type B radio assembly* on page 8.

**Removing a type A radio assembly**

Follow these steps to remove a type A radio assembly:

1. Use a 7/16-inch wrench to loosen and remove the two cables from the connectors at the two locations indicated by the arrows in Figure 6.

   *Optional:* If you think you might use the cables in the future, wrap the cable connector ends tightly with electrical tape to keep water out.

   ![Figure 6: Where to loosen cables (type A)](image)

2. Use a ½-inch wrench to remove the bolt from underneath the feed horn. The bolt to be removed is indicated by an arrow in Figure 7. It passes through the feed tube, near the end of the feed tube.

   ![Figure 7: Remove bolt from under feed horn (type A)](image)
3. Hold the transmitter so it doesn't fall while you remove the two bolts (shown in Figure 9) from the top of the feed tube, above the transmitter. Use a ½-inch wrench.

![Figure 8: Removing two bolts from the feed tube (type A)](image)

4. Remove the radio assembly.
   The waveguide, transmitter, and feed horn are all attached.

   Note: You are not required to return the feed horn, but you are advised to leave it on the radio assembly because it is difficult to remove.

The radio assembly is now ready to be packed. You do not need the instructions in the rest of this section; go to Packing and shipping the equipment on page 10.

**Removing a type B radio assembly**

Follow these steps to remove a type B radio assembly:
1. Use a 3/16-inch wrench to loosen and remove the two cables from the connectors at the two locations indicated by the arrows in Figure 9.  
Optional: If you think you might use the cables in the future, wrap the cable connector ends tightly with electrical tape to keep water out.

2. Use a ½-inch wrench to loosen and remove bolts 1 and 2 as shown in Figure 10.

3. Hold the radio assembly so it will not fall, and use a ½-inch wrench (or two wrenches if necessary) to loosen and remove the nut and bolt below the feed horn. This nut and bolt are identified by the number 3 in Figure 10.

4. Remove the radio assembly. The waveguide, transmitter, and feed horn are all attached.

Note: You are not required to return the feed horn, but you are advised to leave it on the radio assembly because it is difficult to remove.

The radio assembly is now ready to be packed.
Packing and shipping the equipment

Before you begin packing, make sure you have everything you need:

- The satellite modem, with pedestal base and power supply
- The radio assembly
- Packing materials (see Packing materials for a complete list)

You can pack the equipment to be returned yourself, or you can pay a shipping or packing materials company to pack it for you. The rest of this section gives instructions for packing the equipment yourself. Even if you have someone pack the equipment for you, see the address and important instructions in Step 11.

When you pack the equipment for shipping, observe the following guidelines:

- Make sure the satellite modem and radio assembly are adequately protected with bubble wrap.
- Include enough bubble wrap and pack it tightly enough so parts do not touch or shift. Leave at least 2 inches of space filled with bubble wrap between all adjacent parts.

Packing the satellite modem

1. Place the box on a flat surface, and open the top of the box.
2. Cover the bottom of the box with at least 1 inch of bubble wrap.
3. Wrap the radio assembly in bubble wrap.
4. Lay the radio assembly on the layer of bubble wrap. Lay the radio assembly diagonally if necessary to make it fit, as shown in Figure 11.
5. Add bubble wrap in the spaces next to the radio assembly so the top of the bubble wrap is roughly level.
6. Add 1 to 2 inches of bubble wrap over the radio assembly.
7. Wrap the satellite modem, pedestal, and power supply in bubble wrap.

Figure 11: Radio assembly wrapped in bubble wrap
8. Place the wrapped indoor equipment in the box, on top of the radio assembly, on its side (so it takes up the least amount of space.) See Figure 12.

![Figure 12: Satellite modem wrapped in bubble wrap](image)

9. Fill the box with bubble wrap, packed tightly enough to keep the equipment from shifting while it is in transit.

10. Close the shipping box and tightly seal it with packing tape.

![Note: Use only packing tape to seal the box.](image)

11. Using a shipping label, clearly address the box to:

   Hughes Network Systems, LLC  
   RMA #000000000 [Replace zeros with the Return Material Authorization (RMA) number provided by Hughes Customer Care.]  
   Shipping Point 4004  
   16060 Industrial Drive  
   Gaithersburg, MD 20877

   **Important:** In place of RMA #000000000, as shown above, you must include the RMA number given to you by Hughes Customer Care by phone or by e-mail. If you do not include the RMA number, your package may be delayed. If you do not have an RMA number, call Hughes Customer Care at 1-866-347-3292.

12. Place the shipping label on the broad side of the shipping box.
13. Take the box to a shipping company such as Federal Express or United Parcel Service (UPS) or to the U.S. Postal Service.

   Note: You are strongly advised to use a shipping service that uses a tracking number.

   Note: The equipment to be returned weighs approximately 10 lb, depending on the specific equipment you have.

14. Optional: You can check the status of your returned equipment shipment by going to the Hughes Customer Care web site: