Returning Your HughesNet HN9000 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. If you return only some of the equipment you will be charged a partial fee. For details, see the letter in the pouch attached to the outside of the box.

You can hire a professional installer to remove the radio or remove it yourself. Hughes recommends you hire a professional installer. You are liable for any damage you may cause to the equipment during removal.

Tools needed
• Heavy duty wire or cable cutters
• 7/16 inch wrench (if you cannot loosen black cables to modem by hand)
• 3/8 inch wrench
• 7/64 inch hex wrench (provided in the return kit)

If you need assistance
If you have questions, call HughesNet Customer Care, toll-free, at 1-866-347-3292. Please read these instructions before you call.

If you want to hire a professional installer to remove your HughesNet equipment, you can search for a local HughesNet dealer at:
http://contact.hughesnet.com/dealer/search.cfm

You must make your own arrangements, including payment, with the dealer.

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.

Important: Unplug the power plug from the surge protector or power outlet first.

CAUTION

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

The return kit includes:
• A box - for returning the equipment
• 2 plastic end caps - to protect the equipment during shipping
• Hex wrench - to remove the feed horn
• Strip of tape - to seal the box
• Pre-paid FedEx return label

CAUTION

DANGER

• 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.
  • 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.

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

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.

• 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.

Figure 2 - Disconnecting cables from the modem

Figure 1 - Equipment to return
Remove the radio

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

![Radio and antenna](image1)

3. Use the provided hex wrench to remove the 2 hex head screws from the circular clamp at the small end of the feed horn. See Figure 4.
4. Separate the two halves of the circular clamp.
5. Remove 2 bolts below the radio, as shown in Figure 4.
6. Hold the radio so it doesn’t fall while you remove the bolts.
7. Lift the radio upward until it is free.

![Removal of the radio](image2)

The radio is the only outdoor part you need to return. You do not need to return the feed horn, circular clamp, or support brackets.

Pack the equipment for shipping

1. Place the open box on a flat surface, small end down, as shown in Figure 5.
2. Place the white plastic end cap stamped with the word “RIGHT” so the end cap is close to the box, in the position shown in Figure 5.
3. Place the radio into the end cap as shown in Figure 6, so the long piece that was attached to the feed horn points upward.

![End cap](image3)

4. Place the modem in the end cap so the front panel or rear panel is facing up. (Figure 7 shows the rear panel facing up.)
5. Place the other end cap (stamped “LEFT”) on top, and press down to make sure the cap fits snugly.
6. Place the power supply (it has a cord on each end) and LAN cable inside the top end cap, as shown in Figure 8.
7. Carefully slide the end caps and equipment into the box.

![Modem](image4)

Ship the package

To ship the equipment, take the box to any staffed FedEx location or call FedEx at 800-463-3339 to request a free pickup at your home or business. You can find FedEx locations online at www.fedex.com/us/. The following are general instructions. See the web site for specific instructions.

1. Click Find Locations.
2. Enter your address.
3. Select the type of location you want to search for. Staffed FedEx locations include those designated as:
   - FedEx staffed
   - FedEx Office (formerly FedEx Kinko’s)
   - FedEx Authorized Ship Center locations

Do not take the box to a drop-off-only or self-service location.

Pack the equipment—Continued

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 pouch attached to the outside of the box.)

![Return label example showing the RMA number and tracking number](image5)

Note: Record the return merchandise authorization (RMA) number. You will need it for any inquiry. Also record the tracking number if you want to track the return shipment to Hughes. The RMA number and tracking number both appear on the FedEx return label, as shown in Figure 9.

![FedEx label with RMA and tracking numbers](image6)

Track the return package

You can track the return shipment online at www.fedex.com/us/ if you recorded the tracking number.

Check return status

To check the status of your returned equipment transaction with Hughes, go to http://rmastatus.hughesnet.com online. You will need to enter your site account number (SAN) or the RMA request ID number, which appears on the shipping label on the box sent to you and on the return label. See Figure 9.

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