

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 5 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 you will receive an overpack box with two inner cartons.
- Strip of tape – to seal the box
- Pre-paid UPS return label found inside the box
- UPS packing slip (UPS Supply Chain Solutions – Pick Slip) found inside the box. This will be sent back with equipment so please save. Find details for **Packing the equipment for shipping** on page 15.

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)
- 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.

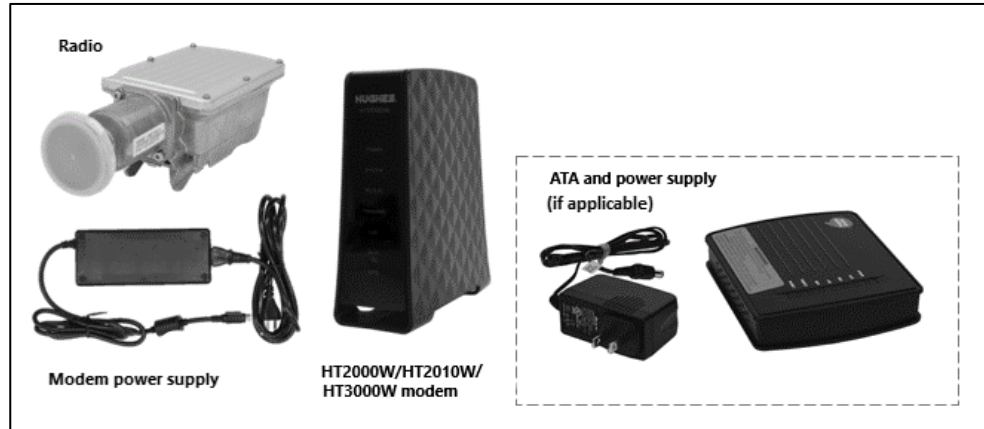


HT2000W/HT2010W/HT3000W modem and equipment

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

- Radio
- HT2000W/HT2010W/HT3000W modem and power supply
- ATA and its 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.



HT2100L modem and equipment

Return the following equipment with the HT2100L modem as shown, including:

- Radio
- HT2100L modem and its power supply
- Wireless antenna (either model)
- ATA and its 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.



WL3000 Multipath Device

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

- Device and its power supply
- Wireless antenna

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

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.



Unplugging the modem



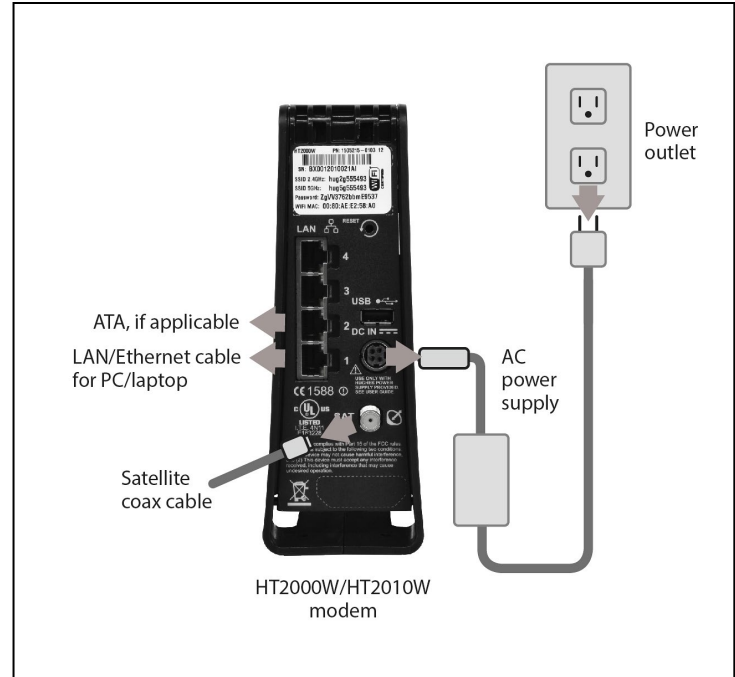
You must completely unplug the modem before attempting to disconnect the radio from the satellite antenna. Failure to do so could result in exposure to RF radiation, which could cause injury to the eyes or other injury.

Unplug the AC power cord from the power outlet 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. The same connections apply for the HT2010W/HT3000W modem.

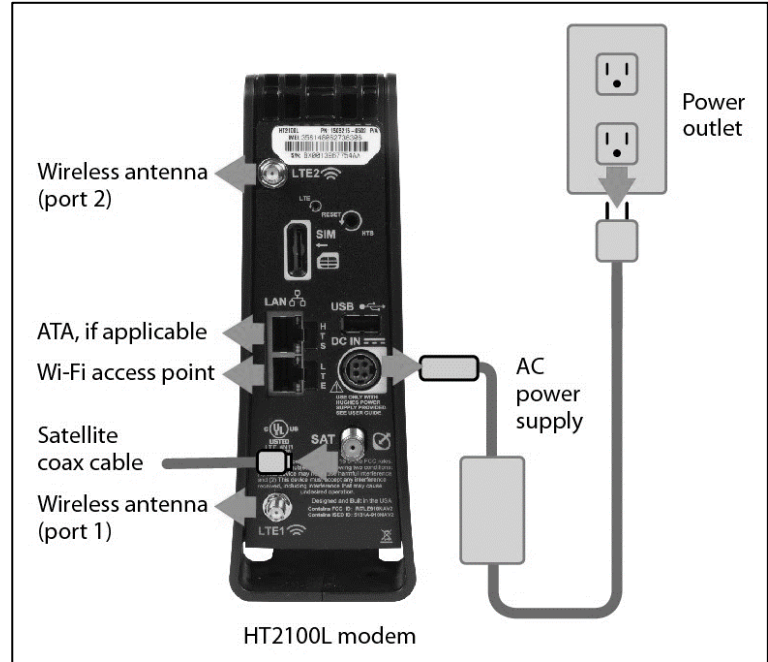
To unplug the HT2000W/HT2010W/HT3000W modem:

1. First unplug the power plug from the power outlet, as shown.
2. Unplug the Ethernet cable from the modem.
3. Unplug all other cables from the modem.



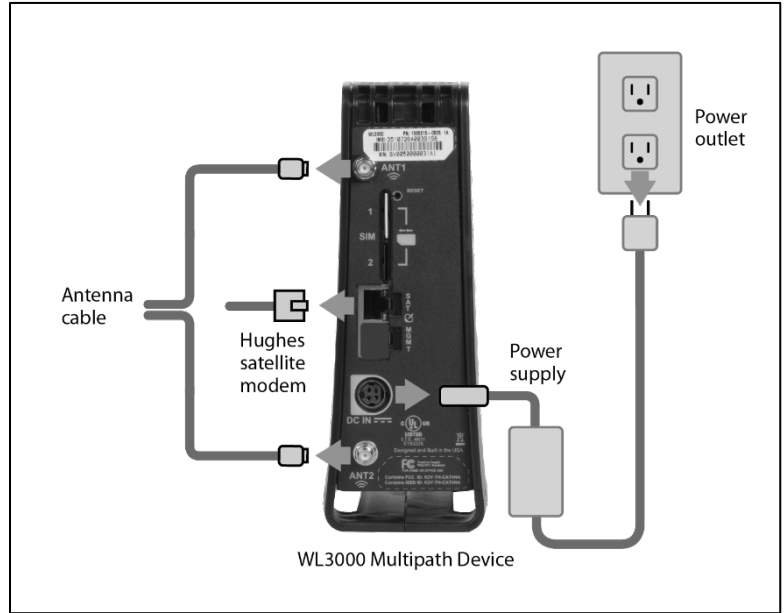
To unplug the HT2100L modem, follow the same procedures as outlined for the HT2000W/HT2010W/HT3000W on page 9. Steps for unplugging the HT2100L modem also include a wireless antenna that is not included with the HT2000W/HT2010W/HT3000W, and possibly an ATA.

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



To unplug the WL3000 device, follow the same procedures as outlined for the HT2000W/HT2010W/HT3000W on page 9. Steps for unplugging the WL3000 Multipath Device also include a wireless antenna that is not included with the HT2000W/HT2010W/HT3000W.

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



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 on page 9, 10, or 11) 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:

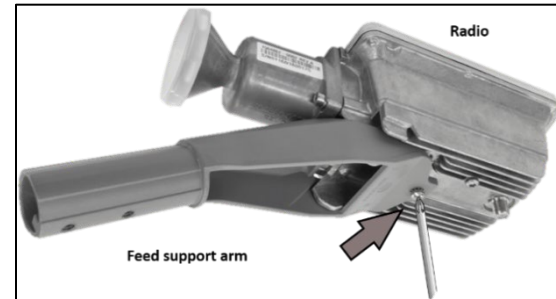
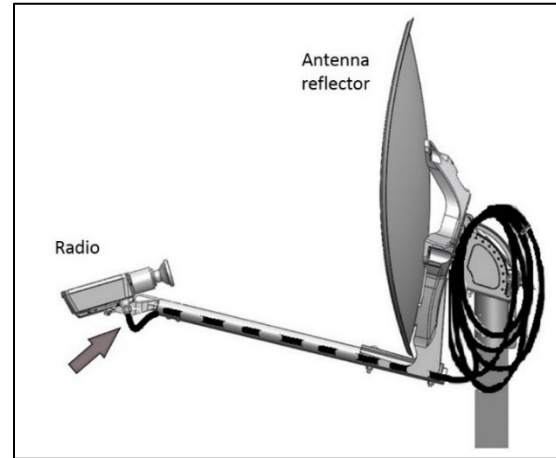
- Do *not* try to remove the radio while you are on a ladder or scaffold.
- Walk only on sound roof structures.

- 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 equipment for shipping

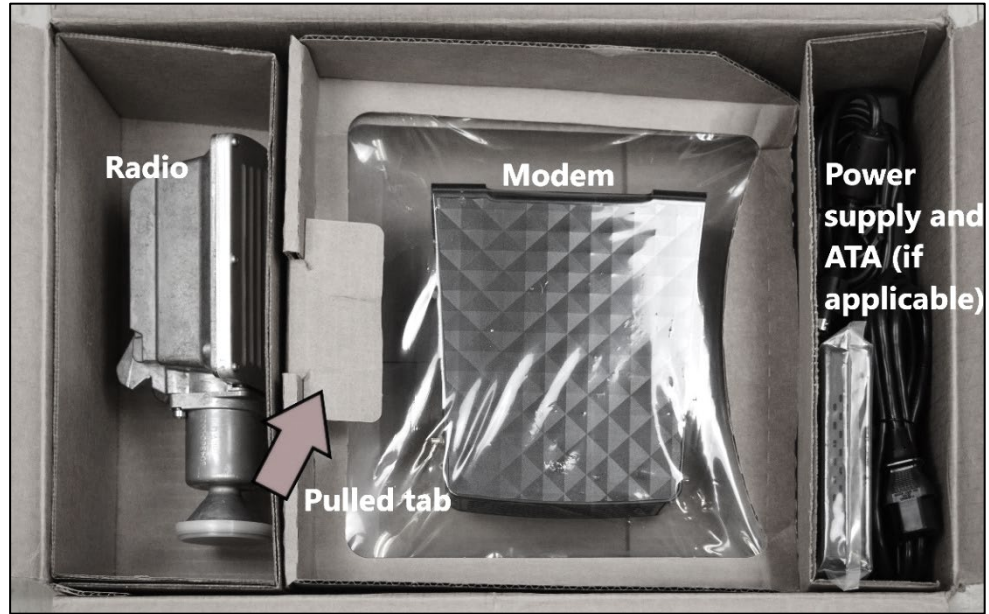
1. Place the open box on a flat surface.
2. **For the HT2000W/HT2010W/HT3000W only:** Place the radio in the larger side compartment and the modem power supply in the smaller compartment, as shown. If you are returning an ATA, then include both the ATA and its power supply in the same compartment as the modem power supply.



3. Lift open the door of the middle compartment as shown.



4. Place the modem into the middle compartment as shown.
5. Close the door on the modem and fold the cardboard tab over the notch (white arrow) to lock the door.



6. **For the HT2100L only,** place the wireless antenna on top of the modem once the door is closed.



7. **For the WL3000 Multipath Device only**, place the device in the middle compartment as shown, then place the antenna on top of the device once the door is closed.
8. **If you are returning both the HT2000W/HT2010W/HT3000W and the WL3000**, place both boxes inside the overpack box. You do not need to seal the flaps on the internal boxes.



9. Place the UPS packing slip in the box on top of the door of the middle compartment, or on the inner box if using an overpack box.
10. Close the box flaps – end flaps first and then the longer flaps.
11. 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.
12. 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 20.

Track the return package

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