

## **What is Standard installation?**

### **SATELLITE INSTALLATION KEY POINTS**

**(Installer to review with the customer, on site, before installation begins)**

**Consult and obtain customers approval of antenna and indoor unit (IDU) placement.**

#### **The DIRECWAY .74 reflector should be installed where:**

- There is the best line of site, clear of any obstructions.
- There is the least possibility of damage or leaking in the residential location.
- The reflector is least visible to accommodate HOA and customer aesthetic requirements.
- The installation best accommodates the wall mount and penetration of cables for delivery of service to the customer's computer.

#### **Priority of mounts should always be:**

- Standard Tri-mast Mount on approved surface
- Pole Mount

#### **Often the BEST locations are:**

- On the roof (back-side, not facing the street),
- A rear wall (approved surface, facing South),
- A side wall (approved surface, facing South),
- A pole mount (approved length, depth, and facing south. Note: Buried Cable)

#### **These mounts should NEVER:**

- Be blocked by the house or a neighbor's house.
- Be blocked by trees, wires, or antennas.
- Be installed on stucco, aluminum siding, vinyl siding, chimneys, trees or fences or freestanding wooden posts.
- Be installed for the convenience of the installer. But to maximize performance and limit visibility of the reflector.

**Record any additional charges on the installation reference sheet, obtaining customer's approval for these charges before installation begins.**

### **Review of the Standard installation:**

1. A standard installation includes travel mileage to and from installation location.
2. Mounting and grounding the antenna to an outside wall, first level roof or another approved structure with HNS standard roof/wall mounting brackets, accessible with a 25-foot ladder. Wall mounts **MUST NOT** be mounted to surfaces, building materials, or structures that cannot support the wall mount (for example, stucco, aluminum siding, vinyl siding, chimneys, trees or fences). Freestanding wooden posts not authorized as pole mount.
3. All DIRECWAY antennas must be mounted a minimum of 5 foot. off the ground and out of the reasonable reach of small children.
4. Two 100 ft exterior cable runs with one point of entry through an exterior wall (with exterior seal) to an interior wall and the installation of a wall jack.
5. When purchased with original order: Data plus Video Systems (DIRECTV) include the installation of the DTV upgrade kit on the data antenna, an additional 100 ft of exterior cable, run to a 2<sup>nd</sup> exterior / interior wall penetration, and wall jack no more than 25 foot from an existing telephone jack. Connection to the TV receiver. Installation does not include removal of any old dish.
6. Use of a laptop computer to complete pointing of the antenna to the satellite.
7. Grounding of the antenna from the ground block to NEC approved bonding point.
8. Weather-seal appropriate cable bushings, entry points: and mounting locations.

**Review of Non-Standard Installation Items:** (The customer must approve itemized cost before work begins. Non-standard costs are paid directly to the installer at the time of installation).

1. Pole mount consists of a minimum of a 9-foot pole (3 feet below ground, 6 feet above).
2. Pole mount within 25 foot (including soft ground trenching) (**Cost to Customer Not to Exceed \$125.00**).
3. Pole mount greater than 25 foot from the facility (**Cost to Customer Not to Exceed \$3.50 per each additional foot for cable and trenching**)
4. Installation of the antenna on the customer's facility not accessible with a 25-foot. Ladder.
5. Relocation of TV receivers.
6. The portion of cable in excess of the standard 100 ft.
7. Non Penetrating Roof Mounts or other custom mounts.
8. Custom installations that may include, wall fishing, VP Networking, multiple TV receivers.

### **The Installer Will:**

1. Demonstrate to the customer their system is working by surfing the web with the customer's PC and showing the customer how to locate their Site ID and signal strength.
2. Contact the Installer Support Hotline should there be a problem. The installer must obtain an Installer Release # before leaving the site with out the customer browsing.
3. Clean up any unnecessary materials from the installation site.
4. Obtain Customer's approval and signature and complete the Installation Reference Sheet and provide customer with a copy prior to install.
5. Provide appropriate technical support number for questions 1(866) DIRECWAY (347-3292).