

WINEGARD® Connect™ 2.0

WF2AU1B LONG RANGE, HIGH PERFORMANCE CELLULAR + WIFI EXTENDER

Operation Manual



Coast to Coast
CARAVAN & LEISURE

3 George Young Street

Auburn NSW 2144

Postal Address: PO Box 6287

Silverwater NSW 1811

Phone: 02 9645 7600

Fax: 02 9645 7688

Email Technical: technical@coastrv.com.au

Email Warranty: warranty@coastrv.com.au

www.winegard.com/connect



DESIGNED AND
MANUFACTURED IN
USA
SINCE 1953

Register your product at winegard.com/myantenna



Place label here

Introduction

Thank you for trusting Winegard to bring connectivity solutions to you *while on the go!*

The Winegard® Connect™ 2.0 will provide you more freedom when choosing where to adventure, all while bringing the comforts of the internet securely to you and your devices. This product will connect all of your WiFi enabled devices to either an available WiFi hotspot or a 3G/4G/LTE cellular connection at much greater distances.

WARNINGS:

- Do not paint any portion of the Winegard Connect. Painting the system could damage the system and will void the warranty.
- When first setting up the Winegard Connect 2.0 it is recommended to check for software updates the first time the system is connected to an Internet signal. It is also recommended to check for updates every couple months for fixes and added features.
- Please register your product at <http://www.winegard.com/myantenna>. We will be able to pass along relevant information, as well as, inform you when software updates are available.

IMPORTANT: DO NOT LOSE THIS MANUAL. It contains your unique factory default SSID and password.

NOTE: Winegard recommends web browsers Microsoft Edge, Firefox®, and Google Chrome™ Browser.

NOTE: Some networks will display a “splash page” when connecting instead of using a network password. When connecting to a network requiring a splash screen for multiple days, it may be necessary to clear your browser cache.

Follow these instructions to search and connect to a local wireless access point.

WARNING: DO NOT CLICK THE BACK BUTTON on your web browser when navigating through this software.

- 1) Turn on the power to the Connect. Turn on the WiFi enabled device(s) that you want to connect and scan for wireless networks. It may take a few minutes for the Winegard Connect network (**Winegard2ghzXXXXXX**) to appear.
- 2) The label located on the front of this manual lists the unique default SSID and password. Select this WiFi signal from the list of wireless networks and connect. Once the correct SSID has been selected, enter the password. **It is recommended to set your device(s) to automatically connect with the Winegard Connect 2.0.**
- 3) Once connected, open an Internet browser and type 10.11.12.1 into the address bar and press **Enter**. See figure 1. This will take you to the Admin Login Screen. Figure 2. Login using:
Username: **admin** Password: **admin**
The Winegard Connect can access the internet two different ways: from a local WiFi network or a cellular network (4G/LTE).
- 4) To connect to a cellular network please see the **Operation** section following the **Installing the SIM Card** section of this manual.

Figure 1

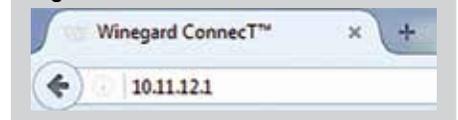


Figure 2



OPERATION (WiFi)

- To connect to a WiFi network, select **WiFi ONLY** and then click on **SCAN FOR WiFi**. See figure 3. This will bring up a list of all WiFi signals in range (this could take a few minutes). The Winegard Connect 2.0 will display available networks by signal strength. Select the desired network and click **CONTINUE**. See figure 4.
- Enter the network password, if prompted. Once the Winegard Connect 2.0 connects to the internet the **INTERNET STATUS** will show connected (this could take as long as two minutes). You are now ready to use the WiFi.

INSTALLING THE SIM CARD FOR 4G USE

NOTE: In order to update the Connect 2.0's firmware with the correct Carriers Network Settings you will need an internet connection. Please make sure that you have a usable WiFi connection.

The Winegard Connect 2.0 works with most Australian cellular providers. Once you have selected the cellular provider of your choice, you will need to insert an approved SIM card (Mini-SIM/Standard SIM – 25mm x 15mm x 0.76mm). You will also need the correct APN (Access Point Name) linked to the SIM card.

Once you have the SIM card from your cellular provider, you are ready to install the SIM. In order to do this, follow these instructions:

- Start with the Connect 2.0 powered off.
- Remove the 2 Phillips head screws that attach to the SIM card cover plate.
- Remove the SIM card cover plate.
- Take your newly acquired SIM card and insert it into the empty SIM card holder, with the metal electronic chip facing downward. You should hear a clicking sound once the card inserts into the correct position. **DO NOT force the SIM card in to the SIM holder.** The card must be properly positioned to function. If you do not hear a clicking sound, make sure that the SIM card is inserted correctly. If it is inserted backwards it will not insert completely and you will not hear a clicking sound.
- Replace the SIM card cover plate and 2 screws.

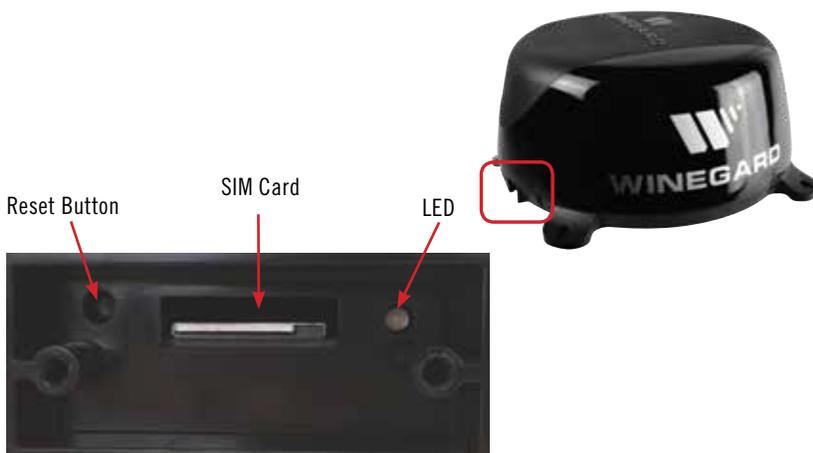


Figure 3

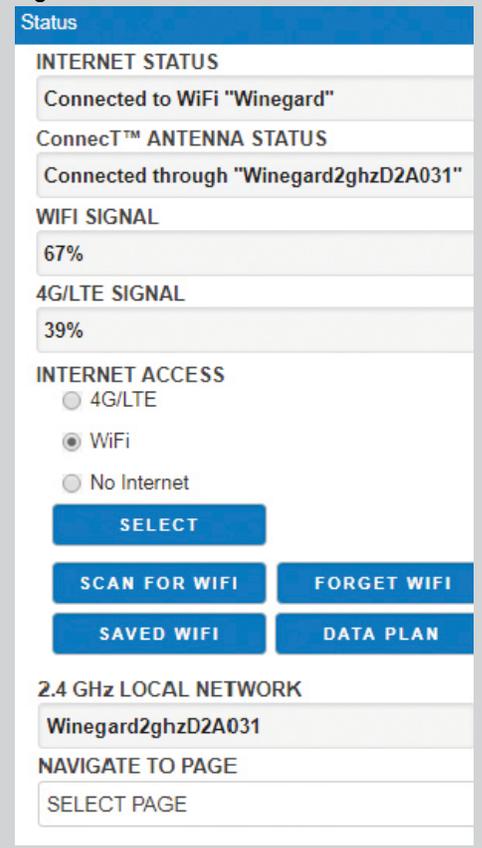
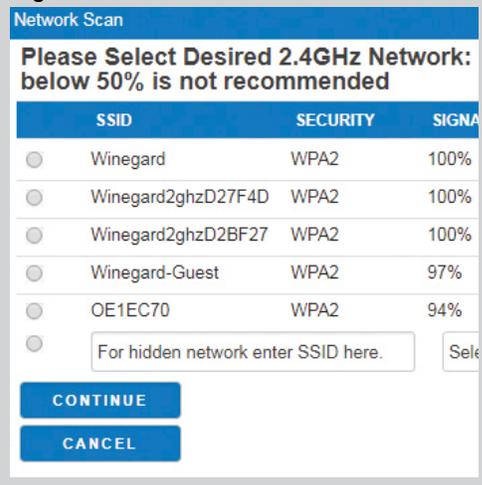


Figure 4



NOTE: When using your own private data plan some features will be unavailable, such as the Data Plan page. For information about data usage, contact your cellular provider.

NOTE: After you have successfully swapped your SIM card, you will need to update the software of the Connect 2.0 to recognize the SIM that is now installed.

INSTALLING THE SIM CARD cont.

Operation: First Time Setup (Cellular Service)

- 1) Turn the Connect 2.0 on.
- 2) Turn on the WiFi enabled device(s) that you want to connect and scan for wireless networks. It may take a few minutes for the network (**Winegard2ghzXXXXXX**) to appear.
- 3) The label located on the front of this manual lists the unique default SSID and password. Select this WiFi signal from the list of wireless networks and connect. Once the correct SSID has been selected, enter the password. **It is recommended to set your device(s) to automatically connect with the Winegard Connect 2.0.**
- 4) Once connected, open an Internet browser and type **10.11.12.1** into the address bar and press **Enter**. This will take you to the Admin Login Screen. Login using:
Username: **admin** Password: **admin**
See figure 5.
- 5) Next, you will need to connect to the internet in order to download the correct cellular provider's firmware. Select **WiFi Only** and click the **SELECT** button.
- 6) Click the **SCAN FOR WIFI** button and select one of the usable WiFi networks.
- 7) Once connected to the internet, under the NAVIGATE TO PAGE field, click on the drop-down menu and select **CHANGE PROVIDER** on the main status screen. See figure 6.
- 8) Enter the correct cellular provider in the CELLULAR PROVIDER field and then enter the correct APN for the SIM card in the CELLULAR APN field.
- 9) Click on the **CHANGE PROVIDER** button.
- 10) The unit will start to download the necessary firmware. Once the download is completed, click on the **PROCEED** button (if available) to start the flash procedure. Next, click on the 4G/LTE ONLY Internet Access option on the main Status screen. Your internet status should change to Connected to "Your Provider". See figure 7.

NOTE: On the main **Status** screen, after the first time setup of your cellular SIM card, you are able to choose from connecting to a useable WiFi connection or 4G/LET signal. Each time you change the SIM card/cellular provider you will need to repeat steps 1-10 of the First Time Setup (Cellular Service).

Figure 5

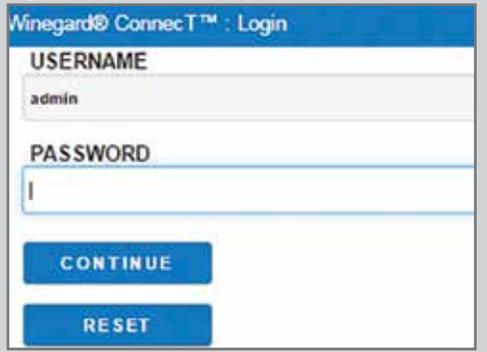


Figure 6

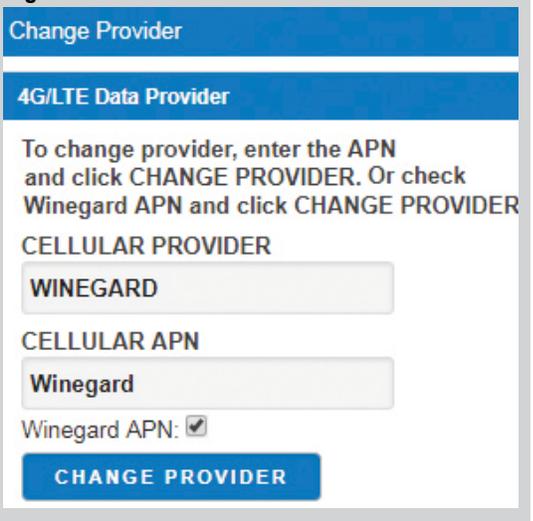
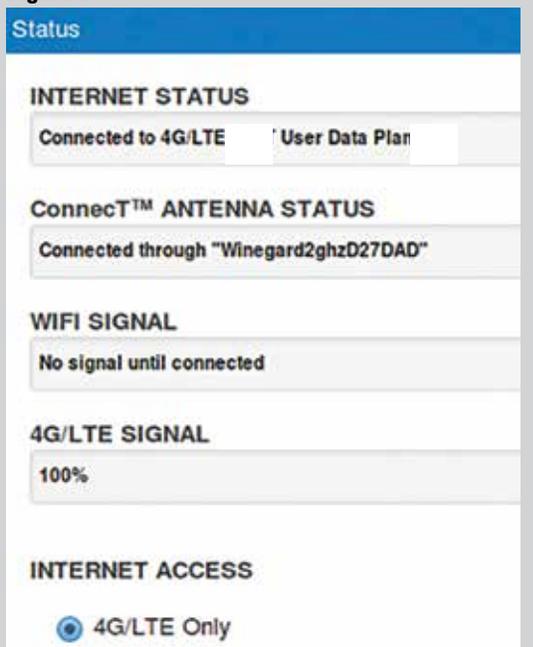


Figure 7



LOCAL NETWORK SETTINGS

It is recommended that you change the network name of your Winegard Connect. This will improve the security of your network and make it easier to find with your WiFi enabled devices.

Change Network Password

To secure your network, it is suggested that you change the network password to something you can remember. The new password must be at least eight characters long. You will need to log in using the new user name and password.

Security Type

The Winegard Connect Security Type has been defaulted to WPA2-PSK (AES). Other options are available on this screen.

Guest Network

The Winegard Connect 2.0 provides a simple way to set up an extra network that doesn't have access to the Status Screen. This allows you to provide guests with an easy login process to use when accessing your network while you still maintain a secure system. To set up a Guest Network:

- 1) Click on **ENABLE**. See figure 9.
- 2) Give the guest network an easily recognizable name. See figure 8.
- 3) Enter a password. If you use a simple password, it is recommended that the guest network be disabled when not in use. See figure 8.

NOTE: Any changes made to your network settings will result in a loss of all network connections. You will need to reconnect all devices to the Winegard Connect 2.0 with the changed network name and/or password.

Change Administration Password

It is not necessary to change the administration password, however, to change the password click on **CHANGE PASSWORD** to bring up the new password screen. See figure 10. Enter the new password into the area for both PASSWORD and RE-ENTER PASSWORD. The password in each of these boxes must match.

NOTE: Do not use the existing WiFi password for the ADMINISTRATION PASSWORD.

Change Network Address

WARNING: DO NOT CHANGE THE NETWORK ADDRESS UNLESS INSTRUCTED BY WINEGARD TECH SUPPORT. DOING SO MAY CAUSE YOUR SYSTEM TO NOT FUNCTION PROPERLY.

Restart System

Press the restart button only if needing to reboot the Winegard Connect system.

Figure 8

Settings

Note: Any changes made to your network settings may result in a temporary loss of all network connections for up to 1 minute while being applied.

2.4 GHz Network Settings

LOCAL NETWORK SSID

Winegard2ghzD2A031

PASSWORD (must be at least 8 chars)

.....

Hide Password: Hidden SSID:

SELECT SECURITY TYPE

WPA2-PSK (AES)

CHANNEL (when WiFi Internet is not selected)

auto

Figure 9

2.4 GHz Guest Network Settings

ENABLE: DISABLE:

GUEST NETWORK SSID

WinegardGuestD2A031

PASSWORD (must be at least 8 chars)

.....

Hide Password: Hidden SSID:

SECURITY TYPE

WPA2-PSK (AES)

Figure 10

Advanced Settings

Administration

CHANGE PASSWORD

NETWORK ADDRESSES
(do not change unless absolutely necessary)

10.11.12.1 10.11.13.1

CHANGE ADDRESS

RESTART SYSTEM

CANCEL

NETWORK ACTIVITY

In the Network Activity option, the name of each device that is connected wirelessly to the Winegard Connect product will be displayed.

UPDATING THE SOFTWARE

When first setting up the Winegard Connect 2.0 it is recommended to check for software updates the first time the system is connected to an Internet signal. It is also recommended to check for updates every couple months for fixes and added features.

NOTE: To retain all passwords and name changes during updates, click **Keep Settings**. See figure 11.

- 1) From the Status Screen, choose **UPDATE SOFTWARE** from the drop down menu.

NOTE: Updating the system software from the network will require the Winegard Connect to be connected to an internet source.

- 2) Once on the update software screen, click **CHECK FOR LATEST VERSION**. See figure 11.
- 3) There will be a slight delay while the Winegard Connect compares the current software version to the latest available version. If you have the latest version there is no need to update the software, click **CANCEL**. If the check finds that you have older software, click **PROCEED** to update to the latest version. See figure 12.
- 4) If you clicked **PROCEED**, the system will unavailable for several minutes while the outdoor antenna resets. After it reboots, the system will function normally.

NOTE: During this reset, your device may switch to a local remembered WiFi network. This will not allow you to return to the Connect setup screens. If this happens, simply reconnect manually to the Connect's SSID again from your device.

Forget and Saved Networks

If you want to forget the WiFi network that you are currently on click the **FORGET WIFI** button. Figure 13.

Figure 13



To view the list of saved networks. Click the **SAVED WIFI** button. On this page you will be able to prioritize your list of saved networks, delete any or all saved networks, and edit any saved network. Figure 14.

Figure 11

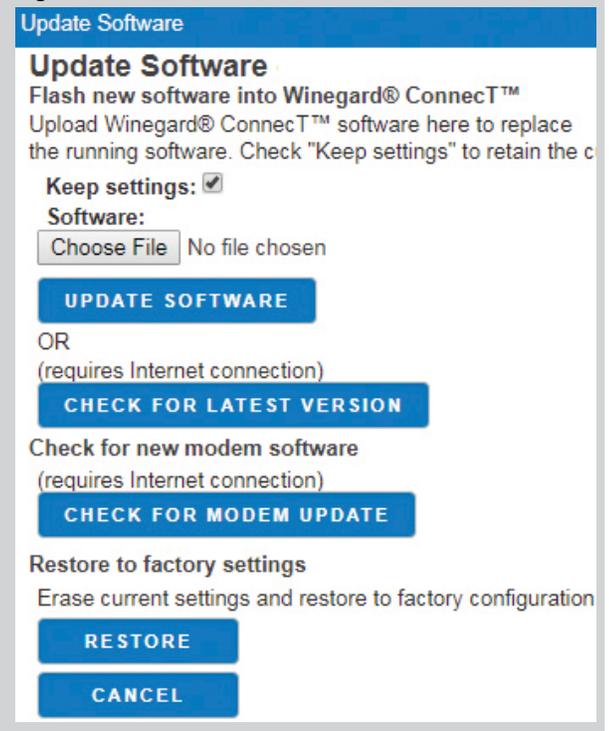


Figure 12

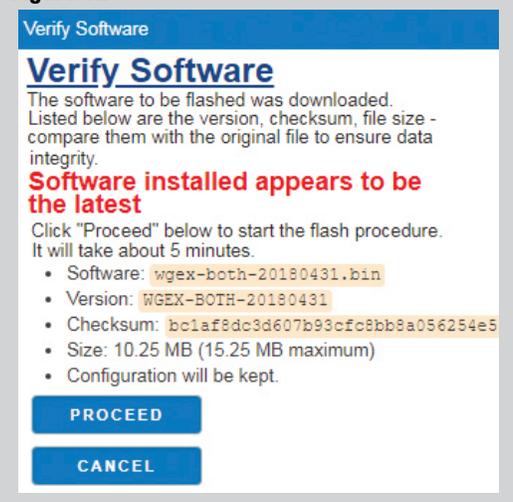
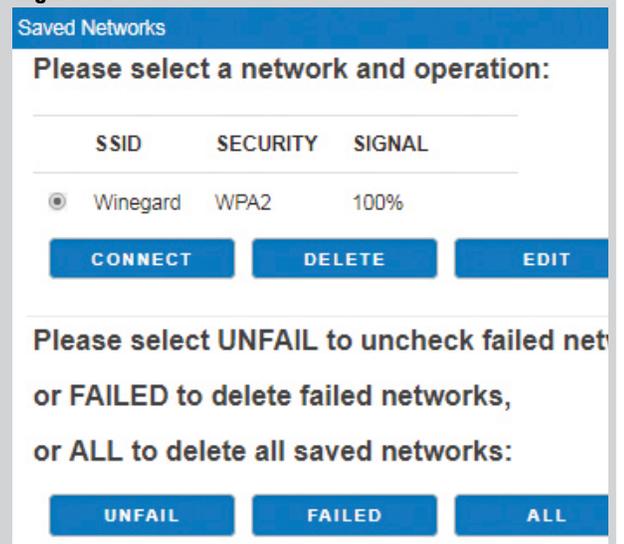


Figure 14



SUPPORT

Under the support you will find some useful information on how to contact the Winegard support team. If you are experiencing issues you may be asked to save a log file. To do this you will click on the **SAVE LOG** button and a download from the Winegard Connect's software to your device will begin. After the file is downloaded you will be able to email technical service for review. See figure 15.

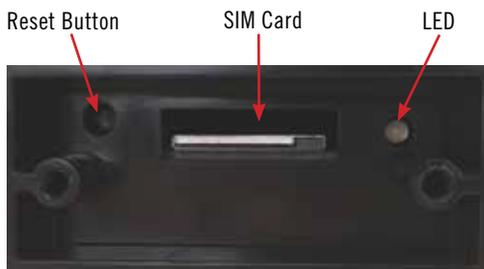
Before contacting the Winegard support team click on the FAQ button and see if the issue/question you are experiencing is already listed.

ABOUT

The about page has information about your ConnectT product, such as, current software version, 4G Carrier, SIM Card Number, and much more.

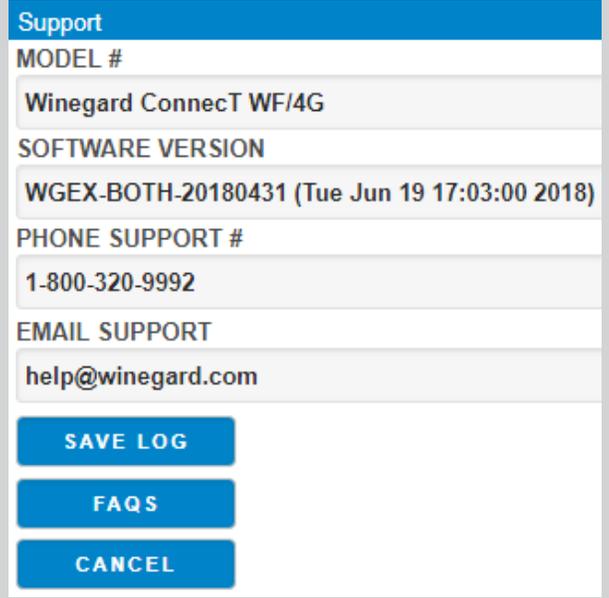
RESET / RETURN TO FACTORY DEFAULTS

To return to factory default, press the reset button located inside the SIM card/LED cover plate on the left-hand side for 30 seconds.



If you are unable to gain access to the outside antenna, you may perform a power cycle from the power switch. In order to do this, start with the power switch in the off position. You will need to turn the switch on, wait 90 seconds and then turn off. Repeat 3 consecutive times. On the next power on, the system will begin a reset.

Figure 15

A screenshot of a mobile application's 'Support' menu. The menu is titled 'Support' and contains the following information: 'MODEL #' with the value 'Winegard Connect WF/4G', 'SOFTWARE VERSION' with the value 'WGEX-BOTH-20180431 (Tue Jun 19 17:03:00 2018)', 'PHONE SUPPORT #' with the value '1-800-320-9992', and 'EMAIL SUPPORT' with the value 'help@winegard.com'. Below the text are three blue buttons: 'SAVE LOG', 'FAQS', and 'CANCEL'.

WARNING: ALL CHANGES WILL BE LOST AND THE UNIT WILL RETURN TO FACTORY DEFAULT SSID AND PASSWORD.



WINEGARD APP - CONNECTED

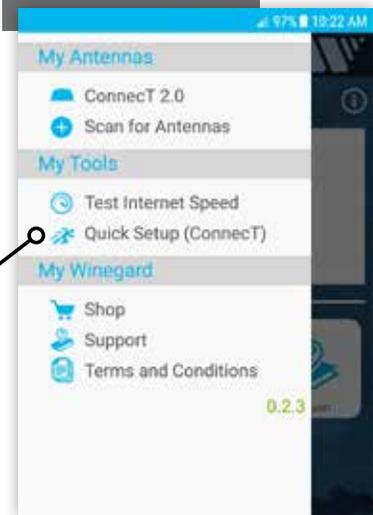
Winegard recommends downloading the Winegard Connected app now **for free** in the Apple App Store and Android Google Play store. The app was developed to make the overall use of our ConnectT products easier. Many of the features found within the web user interface are found within the app on a unified screen.



Compatible with Winegard ConnectT models

No PC required to set up your ConnectT system

Slideout Menu
Internet download speed test, quick start setup, shop Winegard.com



Quick App Overview

This app requires the use of the camera, GPS, sensors and compass in your smartphone. Compass accuracy is based on calibration and distance from large objects that may cause magnetic interference.



Info Helpful hints, troubleshooting

Overview Connection status, tap to see signal strength, software version

Settings Change network info

Internet Source Switch between WiFi, 4G, and no Internet

Support Contact Winegard, access logs and manuals

About Update software, view system info

Buy data * Purchase Winegard LTE data (pay 30 days at a time with no throttling)

Scan for WiFi Scan and switch to available WiFi networks

*U.S.A ONLY

WINEGARD® CONNECT™ 2.0 SUPPORT

Troubleshooting

LED DEFINITION (LOCATED UNDER THE SIM CARD/LED COVER) :	
LED OFF	System is powered down.
SOLID RED	System is booting up.
FAST BLINKING GREEN	System is initializing.
FAST BLINKING ORANGE	System is up and waiting for an Internet connection.
SOLID GREEN	System is connected to the Internet.
ALTERNATING GREEN/ORANGE	System is being updated with new software

QUESTION	ANSWER
<i>Am I able to paint the Winegard Connect 2.0?</i>	Do not paint any portion of the Connect system. Painting the system could impact the performance and possibly cause damage, which would void the warranty.
<i>I am not seeing the SSID (NETWORK NAME) for my Connect system.</i>	Check that the LED, located under the SIM Card/LED cover entry plate, is powered on. If not, with a voltage meter, verify that 12V is getting from the vehicle power to the dome. If it is powered on and you do not see the SSID, reset the unit by pressing and holding the reset button under the SIM Card/LED cover plate for 30 seconds.
<i>The system software shows I'm connected to a WiFi source but why aren't the web pages loading?</i>	Some WiFi sources do not require a password to connect but do require something before they will let you use their network. In these cases, they will often have a "SPLASH" page that requires you to either agree to their rules or enter a password before they will allow you to use their network. These pages will not always load on the web browser that you select but instead open on your devices default browser. Sometimes browsing to a web page will also bring up this splash page.
<i>After updating the software and logging into the system, the CONNECT ANTENNA status field on the main Status screen shows "Installing Software" for an indefinite period.</i>	Return to the Update Software screen and click on the RESTORE button. This will complete the update on the Winegard Connect system.
<i>What if I lost my manual and/or cannot find my SSID or password?</i>	<p>If you haven't changed your factory preset SSID or password you have some options to recover these:</p> <ol style="list-style-type: none"> 1. Located on the side of the dome is a SIM card /LED cover plate. Inside this plate there will be a white label with your factory preset SSID and password. 2. Email help@winegard.com. <p>If you have changed your password you have 2 options:</p> <ol style="list-style-type: none"> 1. Inside the SIM Card/LED cover plate there is a reset button on the left hand side. Press and hold the reset button for 30 seconds. This will restore the unit to the original factory settings. Then you may log in using the factory SSID and password located on the front of this manual or inside the cover plate. 2. If you are unable to gain access to the outside antenna you can also do a power cycle to get the unit back to the factory defaults. (See the Reset/Return to Factory Defaults section of this manual on page 5). 3. Email help@winegard.com.
<i>What do I do if 10.11.12.1 does not bring up the login screen?</i>	One of several things has happened. The first thing to check is the WiFi signal that your device is connected to. If this is not the Winegard Connect SSID, this address isn't valid. If you are indeed connected to the correct network, the address may have been changed. To resolve this, perform a factory reset. See the Reset/Return to Factory Defaults section of this manual on page 5.
<i>My device shows the SSID but when I enter the correct password it will not connect.</i>	Try resetting the Connect 2.0 to see if your device will then connect. See the Reset/Return to Factory Defaults section of this manual on page 6.
<i>After switching from WiFi to 4G or vice versa my Internet Status field will not connect.</i>	Verify that your device is still connected to the Connect. When switching between 4G and WiFi your device may have stopped the connection. In order to avoid this, it is recommended to have your device set to auto connect to the Connect when in proximity.
<i>What is the No Internet button on the main screen used for?</i>	The No Internet button allows the user to turn off auto connect if there is no WiFi around. When auto connect feature searches for nearby saved WiFi networks, the local AP turns off causing the user's device(s) to disconnect and reconnect continuously.
<i>What happens if my firmware update failed?</i>	First connect to a WiFi source. Navigate to the Update Software drop-down and click select. Finally click on the Recover Modem button. This will reconfigure your modem.

WINEGARD® CONNECT™ 2.0 SUPPORT cont.

STATUS SCREEN MESSAGES:

<i>Connected to WiFi XXXX</i>	The Winegard Connect 2.0 unit is communicating with the source WiFi signal and working. If you are unable to connect to the internet, the source signal may have a problem.
<i>Scanning</i>	The Winegard Connect 2.0 unit is looking for WiFi signals in range. This can take a few minutes. Once the unit is able to identify all of the signals, they will be listed and you will be able to choose one.
<i>Trying to Connect to WiFi XXXX</i>	You have selected a source signal and the Winegard Connect 2.0 unit is attempting to connect to this source. Once connected, the message should change to "Connect to..."
<i>Logging into WiFi XXXX</i>	The source signal is password protected. This message will be displayed after you have entered the correct password and the two systems work out the security protocols.
<i>Bad Password</i>	The source signal is password protected. This message will be displayed after you have entered an incorrect password and the source system has rejected the connection. Generally this screen will only be seen if the source signal is distant or weak. Normally, the password will be rejected on the network password screen.
<i>Not Connected</i>	The Winegard Connect 2.0 system is not connected to a network.
<i>Connecting to WiFi XXXX</i>	The Winegard Connect 2.0 system is communicating to the selected source signal and a connection is being made. This will generally only take a minute or two.

FCC STATEMENT

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following methods:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and devices.
- Connect the equipment into an electrical outlet on a circuit different from that which the radio receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Only channels 1–11 can be operated. Selection of other channels is not possible.

This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 25 cm between the radiator and your body. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter except in accordance with FCC multi-transmitter product procedures.

This device complies with FCC and Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme à FCC et CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

WINEGARD MOBILE PRODUCTS LIMITED WARRANTY (1 YEARS PARTS; 1 YEAR LABOR)

Winegard Company warrants this product against defects in materials or workmanship for a period of one (1) years from the date of original purchase. During year one (1) of such warranty, Winegard Company will also pay authorized labor costs to an authorized Winegard dealer to repair or replace defective products. No warranty claim will be honored unless at the time the claim is made, Customer presents proof of purchase to an authorized Winegard dealer (to locate the nearest authorized Winegard dealer, contact Winegard Company, 3000 Kirkwood Street, Burlington, Iowa 52601, Telephone 800-288-8094 or visit www.winegard.com). Customer must provide proof of purchase with a dated sales receipt for the Winegard product to verify the product is under warranty. If the date of purchase cannot be verified, the warranty period shall be considered to begin thirty (30) days after the date of manufacture.

If a defect in material or workmanship is discovered, Customer may take the product to an authorized Winegard dealer for service. Customer must provide proof of purchase to verify the product is under warranty. If the product is brought to an authorized Winegard dealer for service prior to expiration of year one (1) of the warranty period and a defect in material or workmanship is verified by Winegard Technical Services, Winegard Company will cover the Winegard dealer's labor charges for warranty service. The Winegard dealer must contact Winegard Technical Services in advance for pre-approval of the service. Approval of the service is at the sole discretion of Winegard Company.

Alternatively, Customer may ship the product prepaid to Winegard Technical Services (located at 2736 Mt. Pleasant Street, Burlington, Iowa 52601, Telephone 800-788-4417). Customer must return the product along with a brief description of the problem and provide Winegard Technical Services with Customer's name, address, and phone number. Customer must also provide proof of purchase to verify the product is under warranty. If the product is returned before the expiration of the warranty period, Winegard Company will (at its option) either repair or replace the product.

This Limited Warranty does not apply if the product has been damaged, deteriorates, malfunctions or fails from: improper installation, misuse, abuse, neglect, accident, tampering, modification of the product as originally manufactured by Winegard in any manner whatsoever, removing or defacing any serial number, usage not in accordance with product instructions or acts of nature such as damage caused by wind, lightning, ice or corrosive environments such as salt spray and acid rain. This Limited Warranty also does not apply if the product becomes unable to perform its intended function in any way as a result of the television signal provider making any changes in technology or service.

RETURN AUTHORIZATION POLICY

A Return Material Authorization (RMA) is required prior to returning any product to Winegard Company or Winegard Warranty Services under this warranty policy. Please call our Technical Services Department at 800-788-4417 or send an email to warranty@winegard.com to obtain the RMA number. Please furnish the date of purchase when requesting an RMA number. Enclose the product in a prepaid package and write the RMA number in large, clear letters on the outside of the package. To avoid confusion or misunderstanding, a shipment(s) without an RMA number(s) or an unauthorized return(s) will be refused and returned to Customer freight collect.

WINEGARD COMPANY DOES NOT ASSUME ANY LIABILITIES FOR ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, MADE BY ANY OTHER PERSON.

ALL OTHER WARRANTIES WHETHER EXPRESS, IMPLIED OR STATUTORY INCLUDING WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY ARE LIMITED TO THE TWO YEAR PERIOD OF THIS WARRANTY.

In states that do not allow limitations on implied warranties, or the exclusion of limitation of incidental or consequential damages, the above limitations or exclusions do not apply.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion of limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

This warranty gives Customer specific legal rights. Customer may also have other rights that may vary from state to state.

WS-MOBWARREV3
Rev. 10/14

Warranty Against Defects

1 WHAT THIS WARRANTY RELATES TO

- 1.1 This warranty covers goods supplied by Coast RV Pty Ltd T/A Coast to Coast RV Services ("Supplier") to the Client ("Goods") and relates to any defects in materials and workmanship under normal use and maintenance ("Defect").

2 WHAT THE SUPPLIER WILL DO TO HONOUR THE WARRANTY

- 2.1 The Supplier will:
- (i) replace or repair the Goods or the defective part of the Goods free of charge;
 - (ii) arrange for the Goods or the defective part of the Goods to be repaired or replaced by a qualified repairer free of charge.
- 2.2 The Supplier reserves the right to replace defective parts of the Goods with parts and components of similar quality, grade or composition where an identical part or component is not available.
- 2.3 Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

3 WHAT THE CLIENT MUST DO TO CLAIM THE WARRANTY

- 3.1 To claim the benefit of the warranty, the Client will need to (sequentially):
- (i) first contact the Supplier; and
 - (ii) present the defective Goods to the Supplier for inspection, including inspection for defective workmanship, or otherwise provide evidence of the claimed Defect, accompanied by evidence of proof of purchase and date of delivery, and if applicable, evidence of maintenance performed in accordance with the relevant maintenance schedules.
- 3.2 The claim listed in clause 3.1 may be made in person, or the claim may be sent to the address listed on this form, including the particulars required under clauses 3.1(i) and 3.1(ii).
- 3.3 The appropriate form for making a claim for warranty is as attached.

4 DURATION OF WARRANTY

- 4.1 This warranty will cease:
- (i) where the Goods are purchased already fitted in or as a component of a vehicle or RV: from the date that is twelve (12) months after the Client takes delivery of the vehicle or RV; and
 - (ii) where the Goods are purchased separately or as an after-market item: from the date that is twelve (12) months from the date of purchase..
- 4.2 If a Defect does not materialise in the Goods prior to the date provided in clause 4.1, the Supplier will have no liability to the Client under this warranty.

5 RESPONSIBILITY FOR COSTS OF CLAIM UNDER THIS WARRANTY

- 5.1 The Supplier is responsible for the costs directly associated with repairing or replacing the Goods in accordance with clause 2.1 only.
- 5.2 Any works required to be completed in addition to fixing the Defect are the responsibility of the Client. Additional works includes any costs associated with any testing or repair of the Goods or any goods to which they are fitted, undertaken by a third party in relation to any defect without prior authorisation from the Supplier.
- 5.3 Where it is determined that the Goods do not have a Defect, the Client will be charged a GST exclusive inspection fee of forty-five dollars (\$45.00) plus freight costs for the return of the Goods, this is subject to change without notice.
- 5.4 The cost of delivery and insurance of the Goods to and from the Supplier, travel costs to and from the Supplier, and the cost of inspecting and testing the Goods are the sole responsibility of the Client.

6 WARRANTY LIMITATIONS

- 6.1 The Supplier makes no warranties or representations other than those set out in this warranty document except as is required by law.
- 6.2 The Supplier will not be liable under this warranty:-
- (i) to the Client or any other person for any consequential, direct or indirect loss, damage or costs incurred or suffered by the Client or any other person, including but not limited to damage to persons, other property, loss of turnover, loss of profits, loss of business or goodwill;
 - (ii) to the Client for transportation or travel costs which are the Client's responsibility;
 - (iii) for damage or defects in any Goods caused by improper transportation, storage or any other misuse, neglect or accident.
 - (iv) for the installation of the Goods. Any fault or defect due to installation should be referred to the installer. The Goods must be installed in accordance with the Manufacturer's instructions and any relevant legislation or code.
- 6.3 This warranty covers the Client only and it is not transferrable if the Goods are sold by the Client during the warranty period.

7 WARRANTY EXCLUSIONS

- 7.1 This warranty will not apply where:
- (i) the Goods have been improperly modified or repaired or the Good's defect has arisen due to the Client's failure to properly install, fit, maintain, service or use the Goods in accordance with the specifications and instructions provided by the Manufacturer, including a failure to comply with the relevant maintenance schedule (where applicable);
 - (ii) the Supplier cannot establish any Defect in the Goods after testing;
 - (iii) the Goods have been used other than for the purpose for which they were designed;
 - (iv) the Goods have been subject to abnormal conditions, including but not limited to temperature, pressure, stress, load or similar;
 - (v) the Client or installer have used or fitted non-genuine or non-approved parts and accessories to the Goods or have failed to use recommended parts and accessories;
 - (vi) the Good's defect has arisen due to abuse, misuse, neglect or accident;
 - (vii) the Goods have not been installed in accordance with the relevant instructions;
 - (viii) the Good's defect is caused by use or fair wear and tear of the Goods (or expendable parts).

8 RIGHTS AT LAW

- 8.1 The benefits given to the Client under this warranty are in addition to other rights and remedies of the Client at law in relation to the Goods.
- 8.2 Our Goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Goods repaired or replaced if the Goods fail to be of acceptable quality and the failure does not amount to a major failure.

WARRANTY CLAIM FORM

Warranty Providers Name:

Coast RV Pty Ltd trading as Coast to Coast RV Services

ABN 49 097 104 492 - ACN 101 461 330

Warranty Providers Address:

PO Box 415 Regents Park NSW 2143

Client:

Contact No.

Description of Goods provided:

Receipt enclosed: *(tick box)*

Yes

No

Receipt No:

Description of defects (Give as much detail as possible. Use a separate page if required):

Date of purchase/services provided:

I hereby declare that the information provided above is true and correct and to the best of my knowledge and belief and I have complied with all the conditions of the warranty.

Signed:.....

Name:
(please print)

Dated:

[Please note, the issue or completion of this form by the Client does not constitute an admission of liability by the Supplier]



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