RF elements s.r.o
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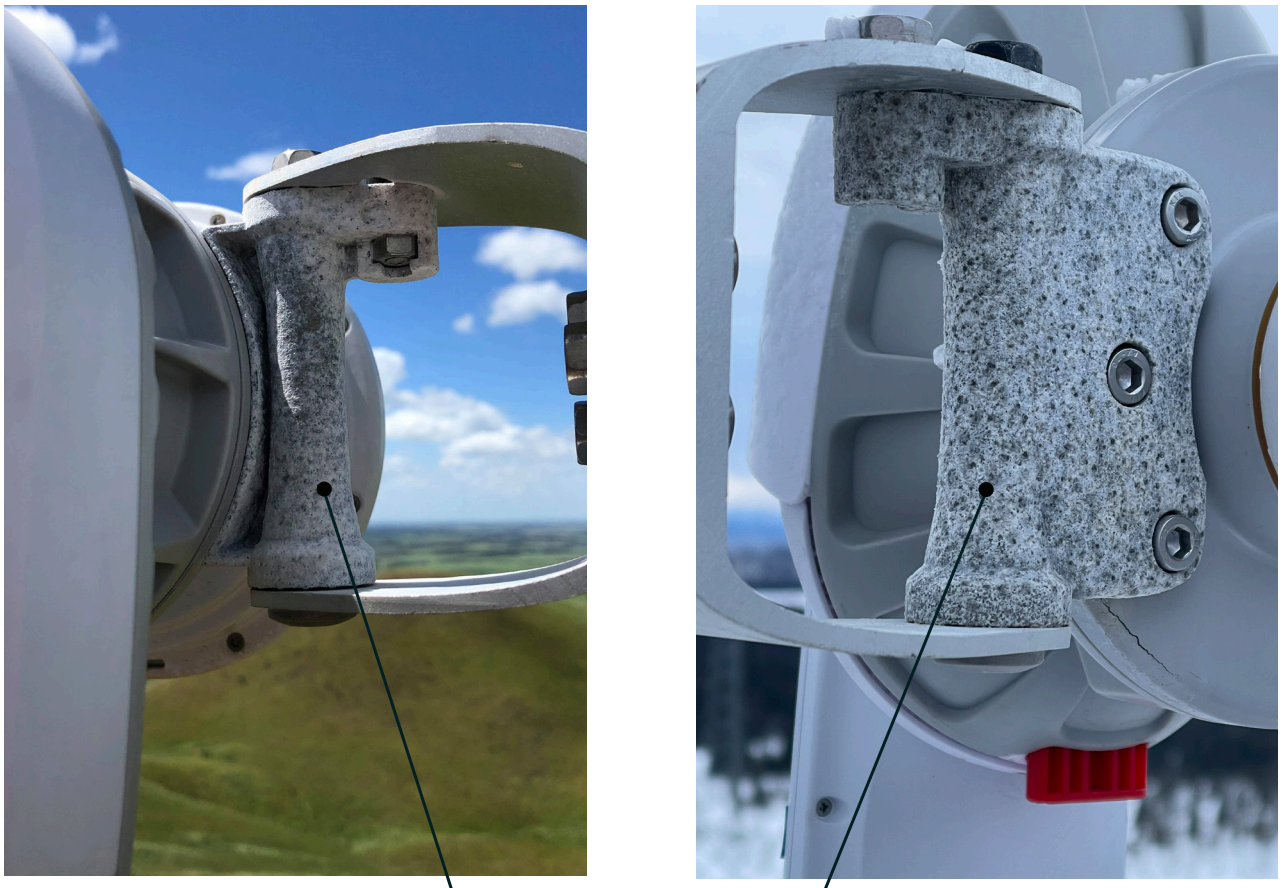
Type: Technical Advisory
ID: FSA-03-2022
Affected part numbers: HG3-TP-SXX and HG3-CC-SXX, where XX includes 30, 40, 50, 60, 70, 80, 90

Dear RF elements® customer,

We have noticed a potential problem with part of our bracket on our Symmetrical Horn antenna series when installed in certain extreme environments. Some customers may experience significant surface oxidation on the die-cast part of the HG3 Horn Bracket that reduces the lifespan of the product.



Examples of oxidation

This oxidation issue can occur with all metals in extreme environments when you have a combination of humidity, salinity and corrosive chemicals in the air. Areas where this problem has been reported include coastal regions of Mexico, New Zealand, Australia, and Alaska. We recommend customers operating in these environments to be aware of this potential issue and use the preventive measures described below.

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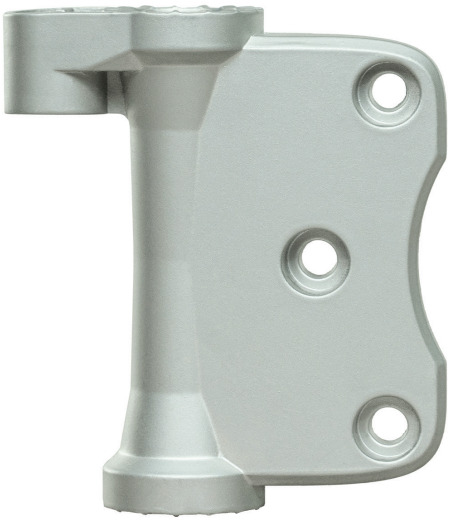
**Option 1: RMA replacement of the corroded bracket part**

We will provide a special coated bracket via our distribution channels to all customers that see this issue, regardless of warranty period of the original horn. If you are seeing this issue with any antennas you have already deployed, please contact your Distributor with an RMA request for the replacement part: Product ID HG3-ARM-COAT. Replacement screws and bolts may be required as well and are available upon request.



HG3-ARM-COAT

**Option 2: DIY surface treatment**

As a recommendation, clients can clean the surface of this bracket by degreasing it and apply a layer of an external grade paint made for metal surfaces.

**Preventive actions in all areas:**

If you are operating in the environments mentioned above or are otherwise experiencing increased degradation of bracket arm material, we recommend applying the above mentioned measures with new installations as well.

We are already addressing this issue in the next generation of Symmetrical Horns by using more resistant material. If you have further questions, feel free to contact your Distributor or contact us directly at https://rfelements.com/company/contacts

Best regards
RF elements Team