

Flat High-Performance Starlink with Wedge Mount



Tell me about Starlink

What is the difference between Starlink and DISH Network or DIRECTV? Starlink is satellite internet. DISH and DIRECTV are satellite TV services.

What is the difference between Starlink and AT&T, Verizon or T-Mobile? Starlink is satellite internet available anywhere you have a clear view of the sky. AT&T, Verizon and T-Mobile provide cellular data when towers are available.

Can I watch TV with Starlink? Yes, you can use Starlink to access all types of streaming services. This includes SlingTV, DIRECTV STREAM, Netflix, YouTube TV, etc.

The Starlink coverage map shows low capacity in my area, will it work? Yes, the Flat High-Performance Starlink with RV plan works in low-capacity areas.

Does the weather affect Starlink? Heavy rain and snow can affect signal quality. The Flat High-Performance has a snow melt feature that can melt snow at a rate of 3" an hour to keep snow from building up on the antenna. Other weather conditions such as extreme heat, extreme cold, wind or clouds should not have an impact on performance.

Tell me about purchasing

Where can I purchase the Flat High-Performance Starlink? The Flat High-Performance Starlink is available from Winegard, Starlink and authorized Winegard dealers.

Why would I purchase from Winegard? Winegard typically ships same day, vs online Starlink.com orders typically ship within 7-10 days.

Does Winegard sell the Standard Starlink RV kit? No, Winegard sells the Flat High-Performance Starlink. The Standard Starlink RV can be purchased directly from Starlink.

Can I use my standard Starlink RV as a trade-in? Unfortunately, you can't trade it in.

What accessories are available? Where can I buy them? Starlink currently offers alternative cable lengths for most cables and are available from Winegard or Starlink.

Tell me about activation

How do I activate service on the Flat High-Performance Starlink? If you purchased from Winegard, there should have been activation instructions in the box. If you don't have the instructions, you can call Winegard at 1-888-977-4711 with your KIT number for activation.

How can I find my KIT number? Your KIT number will be on the label on the outside of the shipping box, on the outside of the Starlink box, on the activation instructions in the box, and on the stickers loose in the box if purchased from Winegard. If you don't have any of the packaging, the KIT number is also located on the bottom of the antenna.

I'm having issues with activating my Flat High-Performance Starlink, who can I contact? Call Winegard at 1-888-977-4711

How do I set up a Starlink account? If you've already activated the Starlink, there should have been a link in the confirmation email to set up a password for your account. If you don't have that email, go to starlink.com, sign-in and request a password reset. Make sure you use the same email you used to activate the account and you should receive a password setup email.

Can I add the Flat High-Performance Starlink to my residential Starlink account? No, the Flat High-Performance Starlink needs to be activated on its own account and you must use a different email address than your existing account.

Is there a data cap? There is no data cap on the RV plan.

Tell me about installation

What are the Flat High-Performance Starlink with mount dimensions? 22.6" x 20.1" x 5.25"

Where can I get the Flat High-Performance Starlink installed? Go to winegard.com/starlink to access the dealer locator or submit a request form for a Winegard factory installation.

I'm having issues with installation, who can I contact? Call Winegard at 1-888-977-4711 and we can help find an authorized dealer.

Can I use my standard Starlink RV cables with the Flat High-Performance Starlink? No, the cables are different. The Flat High-Performance comes with all required cables.

Does Starlink offer a DC power option? No DC options are available. An inverter will be needed for DC operation.

What is the power draw? Typical power draw is 65-150 watts. The low end is light internet browsing, while the high end reflects using multiple video streams. When the snow melt feature is enabled, power draw will be 200+ watts.

Is my router compatible? Typically, yes. The Flat High-Performance Starlink comes with an ethernet cable that allows a direct connection to a compatible customer supplied router.

Can I use the Flat High-Performance on my boat? Yes! The Flat High-Performance Starlink can be mounted on boats for use on lakes and rivers. The Starlink Maritime should be used on all off-shore vessels.

My Flat High-Performance Starlink was working fine, now it's not. Who can I contact? First, make sure the Starlink has power and that all cable connections are secure. Then check the Starlink app for any errors or blockage notifications. If you are still having trouble, file a support ticket on starlink.com or via the Starlink app. Go through the trouble shooting information and select the thumbs down icon at the bottom to submit a support ticket. Make sure you are logged into your Starlink account on the website or with your app.

Additional Questions? Email starlink@winegard.com or call 1-888-977-4711

STARLINK
AUTHORIZED RETAILER



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