Service Bulletin
Narrowband Customer Bulletin
RT-1830 Version and Power Supply Obsolescence

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Revision Record

Revision	Rationale	Release Date
001	Initial release	12 December 2019
002	See CO-173483: Updates to text and formatting	23 December 2019
003	Updated title of bulletin	06 August 2020

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I. ISSUE

The Viasat RT-1830 terminals under Viasat Part Number (VPN) VA-014460-0000 are obsolete. The term "original RT-1830" when used herein refers to VPN VA-014460-0000. Viasat has released an updated design for the RT-1830 chassis and power supply unit (PSU), VPN VA-014460-0200. The term "current production RT-1830" when used herein refers to VPN VA-014460-0200.

The original RT-1830 chassis and power supply unit were made by ATC. Both the original ATC-made chassis and original ATC-made power supply unit are obsolete and are no longer supported. The current production RT-1830 power supply unit is made by XP Power. The XP Power-made power supply unit is not a suitable replacement should the original ATC power supply unit need to be replaced in this chassis.

The second version of the RT-1830 chassis (also VPN VA-014460-0000) was made by Pentair (later renamed nVent, under parent company Schroff) (referred to herein as the "first Pentair version chassis"). This first Pentair version of the chassis is also obsolete; however, it is still supported. When the first Pentair version chassis was introduced, it used a power supply unit made by Behlman. The Behlman-made power supply unit is now obsolete, and is no longer supported. The current XP Power-made power supply unit is a suitable replacement should the Behlman-made power supply unit need to be replaced in this chassis.

The current production RT-1830 also uses a chassis made by Pentair/nVent. This CE-compliant chassis uses the CE-compliant XP Power-made power supply unit. The current production RT-1830 has the same form, fit and function as the previous versions with the addition of a 10BaseT Ethernet connection.

The different versions are listed in Table 1, and include the Viasat Part Number (VPN) for the top level, the lifecycle status, the cabled chassis with power supply unit VPN, the chassis with power supply unit manufacturer, the power supply unit manufacturer and the CE compliance status.

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Table 1. Viasat RT-1830 Part Numbering

Top Level VPN	Status	Cabled Chassis w/PSU VPN	Chassis Mfg w/PSU VPN	PSU Mfg. VPN	CE-Compliant
VA-014460-0000 Rev U or earlier[1]	Obsolete	VA-014486-0003 Rev R and earlier	ATC VCD-012717-0002	ATC 017178-0000	No
VA-014460-0000 Rev V [1,2]	Obsolete	VA-014486-0003 Rev R or T	ATC or Pentair/nVent (Undetermined)	ATC 017178-0000 or Behlman (Pentair/nVent only) 1119053	No
VA-014460-0000 Rev V or later [1,2]	Obsolete	VA-014486-0003 Rev T and later	Pentair/nVent 1119197	Behlman 1119053 or XP Power 1216880	No
VA-014460-0200 All Revisions	Current production	1199081	Pentair/nVent 1199082	XP Power 1216880	Yes

1. Top Level Label does not include Revision, only VPN. See section II to identify top level chassis and power supply unit.
2. VA-014460-0000 Revision V straddles the change of chassis manufacturer.

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II.   IDENTIFYING CHASSIS TYPE AND POWER SUPPLY UNIT

The following table summarizes the visual differences among the different versions of the RT-1830 chassis and power supply unit.

Table 2. Chassis Identification

Chassis	Differences Between the Chassis
Chassis: ATC (Obsolete) PSU: ATC (Obsolete)	ATC label inside bottom of card cage Two fan power supply unit in back with wire fan guards See section A ATC Chassis with ATC Power Supply for details
Chassis: Pentair/nVent PSU: Behlman (Obsolete)	Pentair or nVent or Schroff label inside of card cage Three fan power supply unit in back with wire fan guards See section B Pentair/nVent Chassis with Behlman Power Supply for details
Chassis: Pentair/nVent PSU: XP Power (Both current production)	Pentair or nVent or Schroff label inside of card cage Three fan power supply unit in back with vent holes See section C Pentair/nVent with XP Power PSU for details

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A.   ATC Chassis with ATC PSU

i)   The ATC chassis can be identified by opening the front access panel and looking inside at the bottom of the module slots. The label appears as shown below:

Figure 1. ATC Chassis Label

ii)   The ATC power supply unit can be identified by looking at the fan openings in the back of the unit. The ATC power supply unit will have two fans with wire guards:

Figure 2. ATC PSU

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B.   Pentair/nVent Chassis with Behlman PSU

i)   The Pentair/nVent chassis can be identified by opening the front access panel and looking inside at the bottom of the module slots. The label appears as shown below:
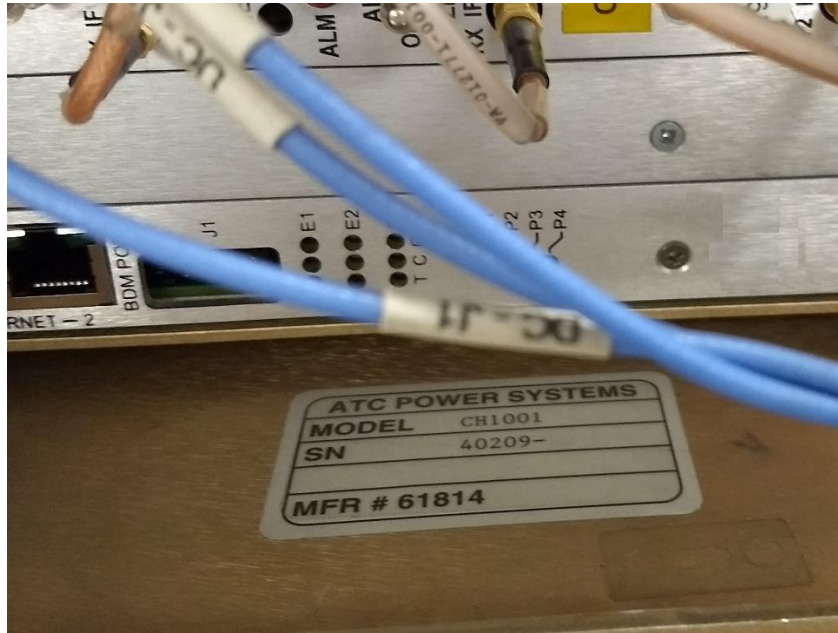

Figure 3. Pentair Chassis Label

ii)   The Behlman power supply unit can be identified by looking at the fan openings in the back of the terminal. The Behlman power supply unit will have three fans with wire guards:

Figure 4. Behlman PSU

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C.   Pentair/nVent Chassis with XP Power PSU

i)   The Pentair/nVent (parent company Schroff) chassis can be identified by opening the front access panel and looking inside at the bottom of the module slots. The label appears as shown below:

Figure 5. Schroff Chassis Label

ii)   The XP Power PSU can be identified by looking at the fan openings in the back of the unit. The XP Power PSU will have three fans behind the vent hole openings:

Figure 6. XP Power PSU

III.   IMPACT

A.   New Orders

New RT-1830 orders (VPN VA-014460-0200), will have the current production RT-1830 chassis and XP Power PSU. This has the same form, fit and function as the older models with the addition of a 10BaseT Ethernet port. It includes the new Pentair/nVent chassis and XP Power PSU and it is CE-compliant.

B.   Returns/Repairs

Viasat will continue to provide service for all versions of the RT-1830.

However, if an RT-1830 (VPN VA-014460-0000) with the ATC chassis and ATC PSU requires a repair that affects the chassis and/or power supply unit, the customer will be required to purchase a new chassis and power supply unit (VPN 1199081)

If an RT-1830 consisting of the Pentair/nVent chassis with the Behlman power supply unit requires a repair that affects the power supply unit, the customer will be required to purchase a new XP Power PSU.

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IV.   COMMON QUESTIONS

1.   How long will customers be able to procure the older ATC chassis and ATC PSU?
Answer: Older models VPN VA-014460-0000 are no longer available. Contact Insidesales@viasat.com for quote on new model part number VA-014460-0200.

2.   What is recommended if a customer has a failed ATC PSU or ATC chassis?
Answer: The recommended replacement is the current production chassis and power supply, which are sold together as VPN 1199081.

3.   Can the ATC chassis and PSU continue to be used?
Answer: If the terminal is operating properly, the ATC chassis and ATC PSU can continue to be used in the system in accordance with published OMM guidance.

4.   Will existing modules work with the new chassis?
Answer: Yes, older modules are compatible with the current production chassis, as all versions of the RT-1830 can accept and operate with the current internal modules (aka: cardsets: DSP, IO, Upconverter, Downconverter)**.**

5.   Can the chassis and PSU be purchased alone?
Answer: The new Pentair/nVent cabled chassis and XP Power PSU are sold together as VPN 1199081. The XP Power PSU (for the Pentair/nVent chassis only) is also sold separately as VPN 1216880.

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