

From: Larry Visoski <[REDACTED]>
To: "jeffrey E." <jeevacation@gmail.com>
Subject: Re: KA Wifi update
Date: Wed, 16 May 2018 19:34:20 +0000

Yes of course! The repair will be warrenty,,
There should be credit offered to you.

Sent from my iPhone

On May 16, 2018, at 9:32 PM, jeffrey E. <jeevacation@gmail.com> wrote:

Gulfstream should pay

On Wed, May 16, 2018 at 9:25 PM Larry Visoski <[REDACTED]> wrote:

Jeffrey

We got the KA Wifi to work for about 10 minutes near the end of the day, appears we have a connectivity issue between the MODman located in the baggage compartment which directs information to the KANDu which is located in the tail section, the MODMan tells the KANdo where to aim the antenna on the tail toward the satellites., in simple terms it's an ethernet connection between the two boxes.

Honeywell admitted their early installations had wire issues, they experienced on their own GV test aircraft., Gulfstream in Westfield / Scott Kellogg in avionics fixed the HoneyWell GV and is very familiar with this repair,

I will make sure Westfield has the parts and it should only take approximately 1 day to repair.,
Appears our antenna is fine.,

If you agree I can take the aircraft to Westfield for repair?

See message from James Lee the senior Honeywell tech-support, extremely sharp person., very helpful today!

Hi Larry,

per our conversation, my recommendation is to redo the Ethernet quadrax termination between Modman and KANDU. This is very similar to other G550 that we have worked on last fall. The issue you're having with the heartbeat failure (MM failing to receive heartbeat check) and 34% MM to KANDU packet drop resembles what we saw. Those units also worked intermittently at times.

I'm copying Jorge, Patrick, and Jonathan from Gulfstream Savannah support engineering group as well as Scott in Westfield (he will know which parts you need) who has worked on fixing the couple of quadrax issues on two Honeywell G550s.

My recommendation is to first revisit the installation drawing and check if quadrax is designed incorrectly. If so, update the drawing (Gulfstream).

Then, correct the quadrax termination as required to fix the intermittent ping between MM and KANDU.

Below is my note from last October working on Honeywell G550.

FYI, I drew out the quadrax per the current dwg.

<image006.jpg>

G650

<image004.jpg>

G550

<image005.jpg>

Best Regards,

James Y. Lee

Senior Technical Support Engineer - SATCOM

Customer & Product Support

Honeywell | Aerospace

Sent from my iPhone

please note

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