

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 a Mobile or Mobile Priority Plan will work in these 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 activation

How do I activate service on the Flat High-Performance Starlink? If you purchased from Winegard, you can activate using your KIT# at www.starlink.com/activate

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, Winegard can use the S/N on the bottom of the antenna to lookup your KIT#, email your S/N to starlink@winegard.com

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?

Yes, the Flat High-Performance Starlink can be added to an existing Starlink account during the activation process. You will have the option to setup a new account or add to an existing account.

Is there a data cap? All Mobile Priority plans include unlimited land based standard data. Priority data is needed for maritime and in-motion use. Priority data can be purchased at a price of \$2/GB or by 50GB, 1TB or 5TB plan options.

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?

Winegard currently stocks the Starlink ethernet adapter, 8m Starlink cable, 25m Starlink cable and the Flat High Performance pole mount. They can be purchased at winegard.com/starlink

Tell me about service plans

What service plans are available for the Flat High-Performance Starlink?

Mobile Regional \$150 – unlimited standard data on your continent, cannot be used in-motion. *Mobile Priority data available for in-motion use \$2/GB.*

Mobile Global \$200 – unlimited standard data on land across the world, cannot be used in-motion. *Mobile Priority data available for in-motion use \$2/GB.*

Mobile Priority 50GB \$250 – 50GB of priority data for use in-motion or on ocean, unlimited standard data on land after priority data is used. *Additional Mobile Priority data available for \$2/GB.*

Mobile Priority 1TB \$1000 – 1TB of priority data for use in-motion or on ocean, unlimited standard data on land after priority data is used. *Additional Mobile Priority data available for \$2/GB.*

Mobile Priority 5TB \$5000 – 1TB of priority data for use in-motion or on ocean, unlimited standard data on land after priority data is used. *Additional Mobile Priority data available for \$2/GB.*

I have the Mobile Regional \$150 plan and it works in-motion, will that continue? No, Starlink will start enforcing the in-motion rules in their fair use policy starting October 1, 2023.

Tell me about installation

What are the Flat High-Performance Starlink w/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 cables with the Flat High-Performance Starlink?

No, the cables are different. The Flat High-Performance Starlink 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 used in maritime applications.

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



WINEGARD[®]

Starlink is a trademark of Space Exploration Technologies Corp.

WINEGARD COMPANY 2736 MT. PLEASANT ST. | BURLINGTON, IA 52601 | www.winegard.com © 2022 Winegard Company Rev 9/23 WC-1305