

# VanTenna

User Manual and Installation Guide



cowfish

Caravan and Camping Technologies

[cowfish.com.au](http://cowfish.com.au)

# VanTenna

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# Van|enna

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# VanTenna

## PACKAGE CONTENT



VanTenna unit



Wall Plate  
(premium package only)



10 metre Coax Cable  
(premium package only)

The Standard Package includes the VanTenna, an omni directional TV antenna. The Premium Package includes the VanTenna, as well as a 12V TV wall plate and a 10m coax cable.



# VanTenna

## INTRODUCTION

The Cowfish VanTenna is the next generation of caravan TV antennas. This antenna provides you with TV reception from every direction, regardless of the orientation your Caravan or Motorhome is parked in. No need to wind up an antenna and attempt to point it in the direction of the best signal, only to find out that you can't get half the channels due to poor signal strength. No need to wind it down in bad weather or storms and no breaking of the antenna when travelling over corrugated roads as there are no hinges or moving parts. Simply turn the unit on and scan for TV channels on your TV. The VanTenna does all the work for you.

The VanTenna is specifically designed to be compatible with HDTV signal in Australia (DVB-T). The VanTenna also comes with a built in high gain and low noise amplifier. This amplifier has a highly advanced 3G/4G/5G filter to provide clean, super low noise HD picture and sound quality. The VanTenna enables you to receive more free local TV channels with an enhanced reception range and provides better quality signal over conventional caravan TV antennas.



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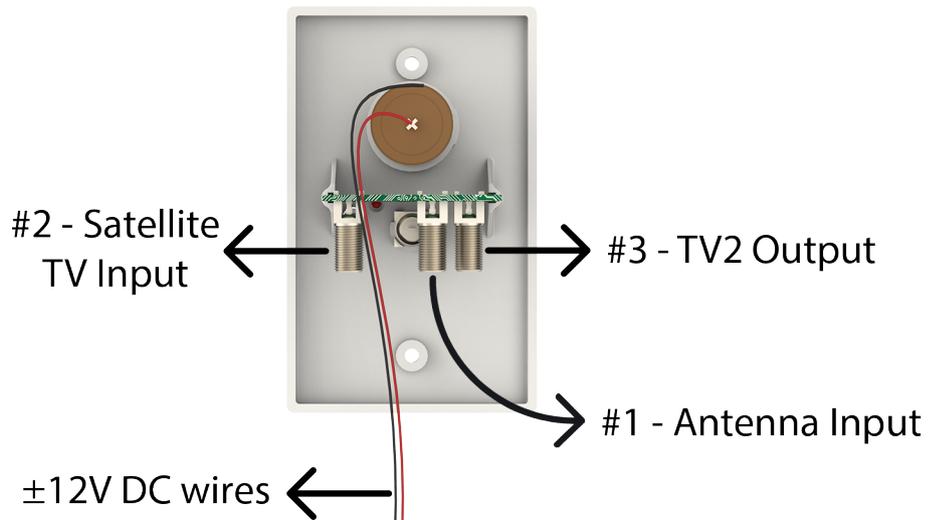
# VanTenna

## HARDWARE OVERVIEW

VanTenna unit



Wall Plate/Power Supply (optional)



# VanTenna

## INSTALLING THE VANTENNA - MODEL A

Before choosing a location for the VanTenna, contact your caravan dealer or manufacturer. Your caravan may be pre-wired or have a reinforced area built in for this system. We recommend having the VanTenna system installed by your caravan manufacturer or a registered caravan repair centre.

Before mounting the antenna, determine a location for the wall plate/power supply. Keep in mind the following:

- A coaxial cable will have to run from the wall plate/power supply to the antenna and from the wall plate/power supply to each television.
- An additional coax cable will have to run from the AM/FM antenna to the radio (coax not provided).
- Coax cables will have to be routed through the roof directly into the perimeter of the antenna. Failure to install correctly could cause damage to the antenna and possibly the caravan or motorhome.
- A 12V connection must be made to the back of the wall plate/power supply.

Then, choose a location for the antenna that meets the following requirements:

1. Offers enough support for a secure installation.
2. Maintains adequate clearance from the edge of the roof and any obstructions:
  - a. 600mm clearance from the side of antenna to the front of the vehicle.
  - b. 500mm clearance from the side of antenna to the nearest obstruction.

**IMPORTANT:** Careful consideration should be given to the best mounting position for the VanTenna. The strength of television signals can be reduced significantly once the clearance distance is exceeded, or due to interference from other appliances such as air conditioning units and electrical fans. The VanTenna should be mounted as high as possible and as far away as possible from any other roof mounted obstructions to ensure the best reception. It is recommended to test the signal strength prior to fixing the antenna to the roof. Move the antenna to a different location if interference is apparent.



# VanTenna

To mount the VanTenna unit complete the following steps:

1. Check with your caravan manufacturer to determine what type of screws are suitable for your roof.
2. Temporarily connect the VanTenna and test the signal. Move the VanTenna to a different location if there is signal interference.
3. After selecting a suitable location on the roof of the caravan for the VanTenna, drill a 20mm hole (at minimum) for two coax cables. One coax cable is for the television signal (supplied) and the second coax cable is for the FM signal (not supplied).
4. Run the TV coax cables from the VanTenna location to the wall plate / power supply.
5. (Optional) Run the FM coax cable to your FM unit.
6. Connect the coax cables to the VanTenna unit.
7. Clean the roof at the location of installation and ensure that the area is dry. This will allow for better adhesion of the sealing compound and will prevent leaks.
8. Place the VanTenna at the selected location, ensuring that that cables freely move into the roof cavity and that the hole in the base of the VanTenna aligns with the hole in the roof of the caravan. Failure to align these hole will cause damage to your coax cables and potential leaks.
9. Lift up the VanTenna and apply a liberal amount of approved non-hardening sealing compound on the bottom of the VanTenna and place the VanTenna on the roof. Ensure that that the hole on the VanTenna base is aligned to the hole in the roof.
10. Secure the VanTenna to the roof with four screws.
11. Run a solid bead of sealant over the mounting screws and around the perimeter of the VenTenna base. This will help to prevent leaks.



# Van|enna

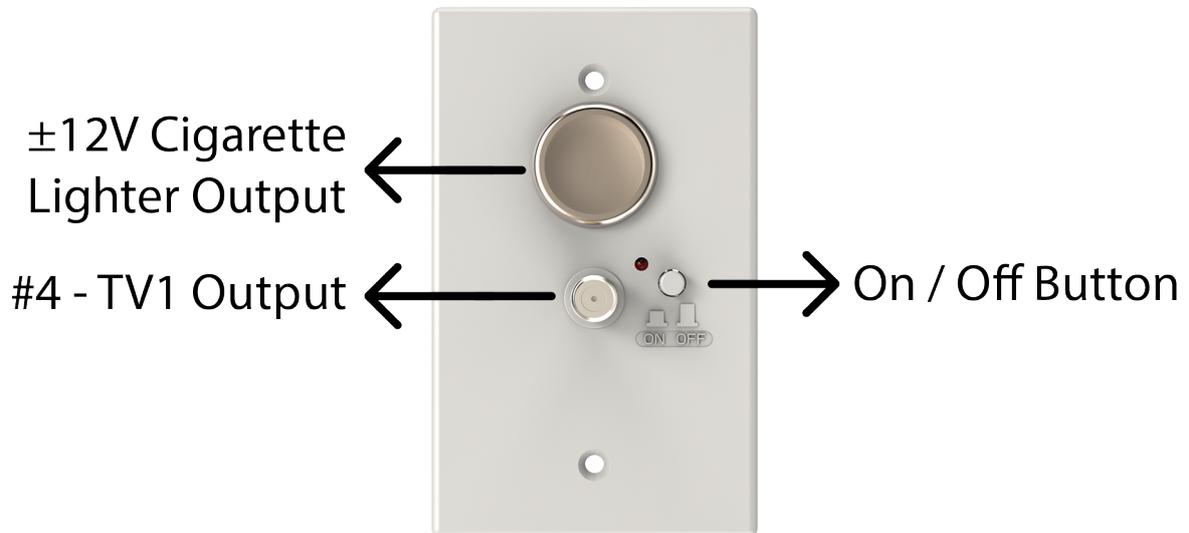
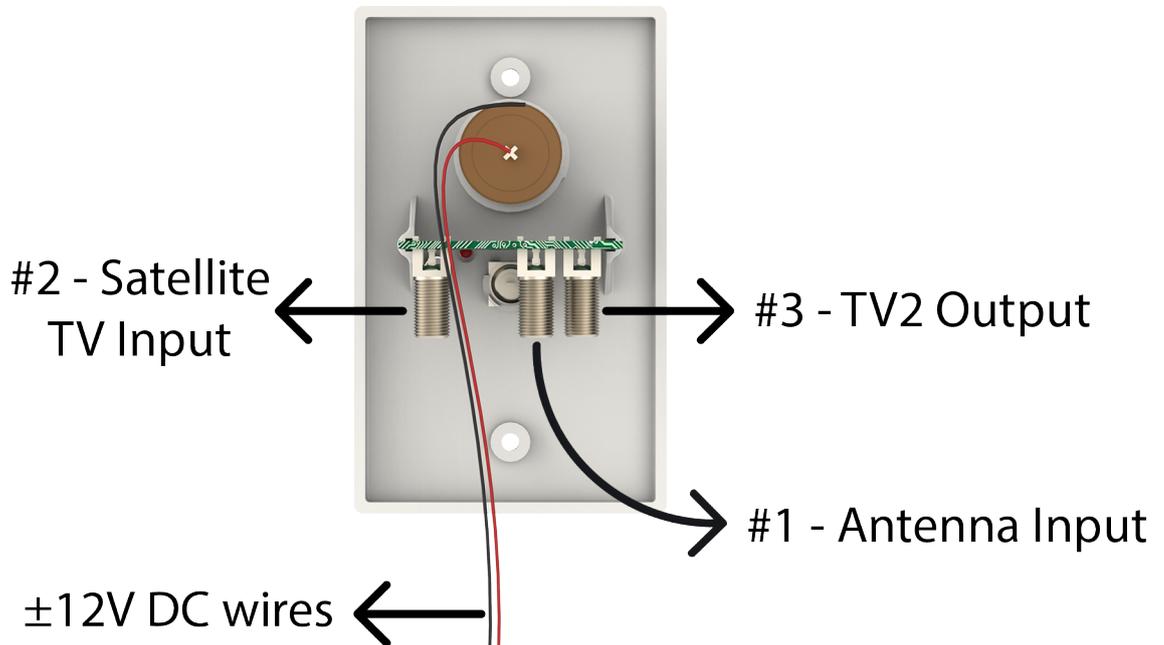
## INSTALLING THE WALL PLATE (OPTIONAL)

Do not connect high current devices such as hair dryers to this receptacle. Maximum current rating of the receptacle is 5A at 12V. The power supply should be turned off when connecting cables/wires.

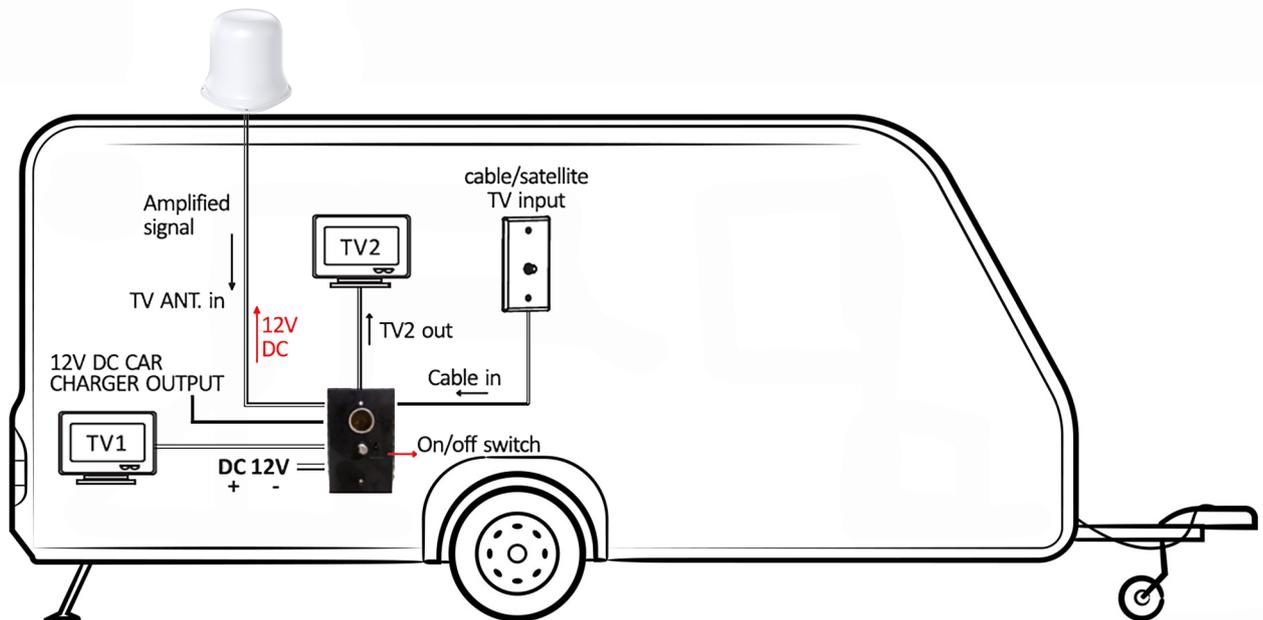
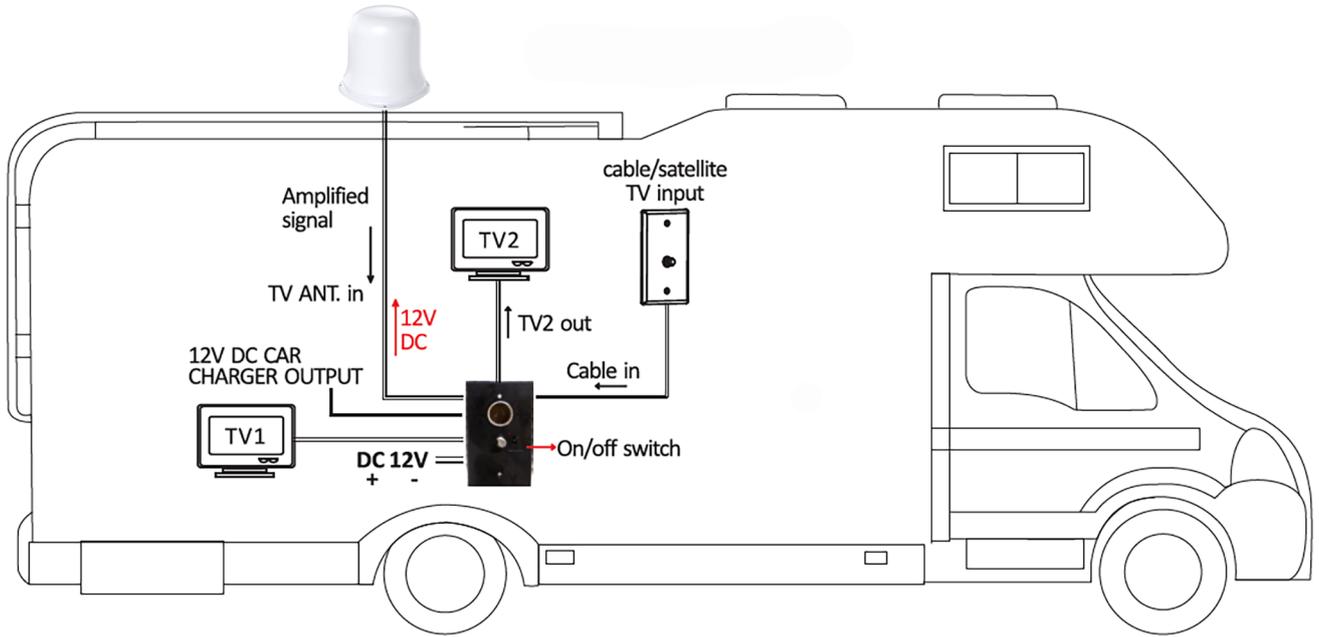
1. Choose a location for the wall plate. The wall plate may be flush mounted to your wall. The wall plate is also compatible with most standard electrical boxes. To mount, cut a hole in the wall to fit the wall plate or electrical box.
2. Drill holes on the wall according to the screw locations of the wall plate or your electrical box.
3. Turn the wall plate around to the back side of the unit.
4. Connect the black & red DC wires to your 12V power source. Use as a minimum 14 AWG wire.
5. Connect the antenna coaxial cable to "ANTENNA INPUT" F connector (#1) and tighten until finger tight. (The coax cable is to be routed through the ceiling and wall to the chosen wall plate location).
6. (OPTIONAL) Connect the Satellite TV cable to "SATELLITE TV INPUT" F connector (#2) and tighten until finger tight.
7. (OPTIONAL) If you have a second television outlet in your caravan, for instance an external entertainment hatch, connect the secondary TV outlet cable to "TV2 OUTPUT" F connector (#3) and tighten until finger tight.
8. Turn the wall plate to the front side.
9. Fix the wall plate to the wall with the supplied screws.
10. Connect the TV cable to "TV1 OUTPUT" F connector (#4) and tighten until finger tight. Connect the other end of the TV cable to the "Antenna In" coax port on your TV.
11. Press the "ON" switch on the front of the wall plate/power supply, and confirm that the light turns on.



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## INSTALLING THE VANTENNA - MODEL B

Before choosing a location for the VanTenna, contact your caravan dealer or manufacturer. Your caravan may have a reinforced area built in for this system. We recommend having the VanTenna system installed by your caravan manufacturer or a registered caravan repair centre.

Choose a location for the antenna that meets the following requirements:

1. Offers enough support for a secure installation.
2. Maintains adequate clearance from the edge of the roof and any obstructions:
  - a. 600mm clearance from the side of antenna to the front of the vehicle.
  - b. 500mm clearance from the side of antenna to the nearest obstruction.

**IMPORTANT:** Careful consideration should be given to the best mounting position for the VanTenna. The strength of television signals can be reduced significantly once the clearance distance is exceeded, or due to interference from other appliances such as air conditioning units and electrical fans. The VanTenna should be mounted as high as possible and as far away as possible from any other roof mounted obstructions to ensure the best reception. It is recommended to test the signal strength prior to fixing the antenna to the roof. Move the antenna to a different location if interference is apparent.

To mount the VanTenna unit complete the following steps:

1. Check with your caravan manufacturer to determine what type of screws are suitable for your roof.
2. Temporarily connect the VanTenna and test the signal. Move the VanTenna to a different location if there is signal interference.
3. Clean the roof at the location of installation and ensure that the area is dry. This will allow for better adhesion of the sealing compound and will prevent leaks.
4. Place the VanTenna at the selected location. Apply a liberal amount of approved non-hardening sealing compound on the bottom of the VanTenna and place the VanTenna on the roof.
5. Secure the VanTenna to the roof with four screws.
6. Run a solid bead of sealant over the mounting screws and around the perimeter of the VanTenna base. This will help to prevent leaks.



# VanTenna

7. Connect the pre existing coax cable to the side of the VanTenna unit.
8. Apply a liberal amount of non-hardening sealing compound around the F-connector to ensure that this connection is water tight.

## USING THE VANTENNA

Once you have securely installed your VanTenna, you don't have to worry about it anymore. You don't need to figure out where to point the antenna or re-adjust it if the wind blew too hard. Just install it once and forget it.

The next step is to scan for channels on your TV. You will need to scan for channels every time there's a change in your location. That means you have to rescan every time you move your caravan, RV, motorhome or camper. Scanning (or rescanning) for channels is mostly an automated process. All you have to do is the following simple steps.

1. Ensure your TV is connected to the VanTenna.
2. Ensure that the VanTenna is powered on.
3. Press the "Menu" button on your remote control. If you don't have a remote, your TV should have a built-in "Menu" button.
4. Find and select the "Channel Scan" option in your TV's menu. This option is sometimes labeled "Rescan," "Tune," or "Auto-tune."
5. If you can't find the "Channel Scan" option, dig through the TV's "Settings," "Tools," "Channels," or "Options" menu. On some TVs, you have to press the "Input" button and go to "Antenna."

When scanning is complete, your TV will either display how many channels are available or drop you back into a broadcast.

If you're having trouble finding the "Channel Scan" option on your TV, then it's time to consult the TV manufacturers manual. You can usually find a manual by searching the web for the TV's make and model along with the word "manual."

When using the radio antenna function, the VanTenna also requires to be powered.



# VanTenna

## FREQUENTLY ASKED QUESTIONS

### **What is an omni directional antenna?**

Omni directional antennas are antennas that receive signals equally from all directions.

### **Can the VanTenna receive signals from multiple TV towers at the same time?**

Yes, your VanTenna will receive signals equally from all directions, meaning that you can pick up TV channels from multiple towers at the same time. This means that you will be able to watch all available channels in your area, regardless of which TV tower is sending the channel signal.

### **Do I need to adjust the VanTenna when I set up my caravan or motorhome at a new location?**

No you don't need to figure out where to point the antenna or re-adjust it in any way. All you have to do is rescan for TV channels on your TV set.

### **What is the range of the VanTenna?**

The VanTenna effectively receives TV up to 140 kilometres. Reception range is dependent on the terrain, physical obstructions and the power output of the transmitter tower.



# Van|enna

## TECHNICAL SPECIFICATIONS

Frequency Range:

AM: 520-1719KHz (model A only)

FM: 88-108MHz (model A only)

VHF: 87.5-230MHz

UHF: 470-862MHz

Receiving Range: FM/DAB/VHF/UHF

Antenna Gain: 36dB

Noise Figure: <4.5dB

Max Output Level: 102dB $\mu$ V

Impedence: 75 $\Omega$

Power: DC 12V 150mA

Size: 302x302x302mm



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## PRODUCT WARRANTY

At Cowfish Technologies Pty Ltd (Cowfish) we want our customers to be completely satisfied with their purchase. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### Warranty Conditions

Cowfish offers the following warranty in relation to its goods.

The benefits of this warranty are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded. Nothing in this warranty is to be interpreted as excluding, restricting or modifying any State or Federal legislation applicable to the supply of goods and services which cannot be excluded, restricted or modified.

Cowfish warrants to the original purchaser that, subject to the exclusions and limitations below, all parts of the manufacture and assembly of the goods carried out by Cowfish will be free from defects in materials and workmanship for a period of 12 months from the date of purchase (Warranty Period).

This warranty is not transferable to a subsequent customer if the goods are sold by the original customer during the Warranty Period.

If a defect appears in Cowfish's manufacture or assembly of the goods before the end of the Warranty Period and Cowfish finds the goods to be defective in materials or workmanship, Cowfish will, in its sole discretion, either repair or replace the goods or the defective part of the goods free of charge, or provide a credit or exchange.

Cowfish reserves the right to replace defective parts of the goods with parts and components of similar quality, grade and composition where an identical part or component is not available. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

Where your rights under the Australian Consumer Law or this warranty do not apply, we may provide you with an indicative cost estimate to repair the goods.



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## Damaged goods

If any goods arrive damaged, please contact Cowfish as soon as possible so a Return Authority Number can be arranged for the goods to be inspected. Goods must be returned within a reasonable time. The acceptance of the goods delivered shall be deemed for all purposes to have taken place 30 days\* from the date of delivery.

If a purchaser receives a product that is damaged in transit from Cowfish, the purchaser should: Refuse to accept delivery of the product; Direct the courier to "Return goods to sender"; and Notify the Cowfish Customer Service or Warranty Department immediately.

No goods will be accepted for return until a Return of Goods Authority Number has been supplied to you. Goods must be returned in the condition received by you with all original packaging, accessories and/ or manuals.

## Returns and repairs

Goods returned for repair or credit will be assessed and repaired or replaced within a reasonable time. Credits will normally be processed within 14 days\* of your goods being returned to Cowfish's nominated warehouse. Where goods have been assessed to be repairable under the manufacturers' warranty, you may be supplied with details of an authorised repairer. You may also be provided with an indicative repair and/ or replacement time, which may vary due to reasons beyond our control, or the repairer's reasonable control, such as part availability and incorrect fault description. Cowfish does not take any responsibility for any repairs and/ or replacements carried out without our prior written consent.

Where goods are assessed to have been damaged by misuse or accident, no credit will be issued and no further action will be entered into. Where your rights under the Australian Consumer Law or any manufacturer's warranty do not apply, we may provide you with an indicative cost estimate to repair the goods.

If a replacement item is required, Cowfish will require the location of the caravan and owners for the next 14 days to allow for pick, pack and postage. If the owners are traveling, Cowfish require next major town or city location. Otherwise, the warranty procedure as in place at present will remain.



## Replacement item warranty

Should a replacement item be supplied by Cowfish 'under warranty' due to damage or product failure of original item purchased, Cowfish will warrant the replacement item for the remaining warranty period only of the original item warranty.

## Warranty Claims

If a fault covered by warranty occurs, the customer must first contact the Cowfish Customer Service or Warranty Department.

Any warranty claim must be accompanied by proof of purchase, full details of the alleged defect (including clear photos), and appropriate documentation (such as historical and maintenance records).

The customer must make the goods available to Cowfish or its authorised repair agent for inspection and testing.

If such inspection and testing finds no defect in the goods, the customer must pay Cowfish's usual costs of service work and testing. The customer must bear the cost of the transport of the goods to and from Cowfish or the authorised repair agent, and all insurance of the goods.

Goods returned for repair or credit will be assessed and repaired or replaced within a reasonable time.

Credits will normally be processed within 14 days\* of your goods being returned to Cowfish's nominated warehouse. Where goods have been assessed to be repairable under this warranty, you may be supplied with details of an authorised repairer. You may also be provided with an indicative repair and/ or replacement time, which may vary due to reasons beyond our control, or the repairer's reasonable control, such as part availability and incorrect fault description. Cowfish does not take any responsibility for any repairs and/ or replacements carried out without our prior written consent.

If a replacement item is required, Cowfish will require the location of the caravan and owners for the next 14 days to allow for pick, pack and postage. If the owners are traveling, Cowfish require next major town or city location.

## Limitations

Cowfish makes no express warranties or representations other than set out in this warranty.

The repair or replacement of the goods or part of the goods is the absolute limit of Cowfish's liability under this express warranty.



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