 Cambium Networks™ 2000 Center Drive, Suite East A401 Hoffman Estates, IL 60192 USA	Document Number	FSB 9095
	Revision	001v000
FIELD SERVICE BULLETIN RV22 Home Mesh Router Surge Suppressor Installation to prevent WAN port damage.	Application	Global
	Effective Date	3 February 2025
	Expiry Date	N/A

FIELD SERVICE BULLETIN


BULLETIN TYPE		SEVERITY RECOMMENDATION	
X	Warranty Service	X	High – Perform immediately
	Informational		Medium – Perform at next scheduled maintenance
	Customer Specific		Low – Perform when system exhibits symptoms

SUBJECT: When connecting the RV22 to a wireless subscriber module with a PoE injector (outdoor wireless SMs from any manufacturer, including but not limited to, PMP 450 Series or ePMP Series, as well as PTP wireless devices), it is imperative to permanently install a surge suppressor (included in the box or separately supplied by Cambium) prior to the connection.

MODELS / SYSTEMS AFFECTED:

Family	Model	SKUs
Home Mesh Router	RV22	RV22USA00-US RV22USAB2-US RV22USA00-CA RV22UKA00-EU RV22ARA00-RW RV22ANA00-RW RV22EUA00-EU RV22EUA00-RW RV22INA00-RW RV22NTA00-RW RV22UKA00-RW RV22USA00-RW RV22XXA00-RW RV22ZAA00-RW RV22USASA-US RV22USASB-US RV22USASA-CA RV22USASA-RW RV22ANASA-RW RV22XXASA-RW RV22UKASA-RW RV22NTASA-RW RV22INASA-RW RV22EUASA-RW RV22ARASA-RW

The SKUs in **bold** above include the surge suppressor in the RV22 box. To obtain surge suppressors for the other SKUs, kindly contact Cambium Support by opening a ticket at support.cambiumnetworks.com. Cambium Support will provide the surge suppressors at no cost to you.


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Please note that Cambium is currently unable to supply the surge suppressor for CE and ZA regions due to pending certification. Cambium will notify you of the availability through an update to this FSB. For any questions, feel free to contact Cambium Support at support.cambiumnetworks.com.

REASON FOR BULLETIN:

This bulletin addresses an issue where the RV22 WAN port may become inoperable when connected to the ethernet (data) port of a power injector.

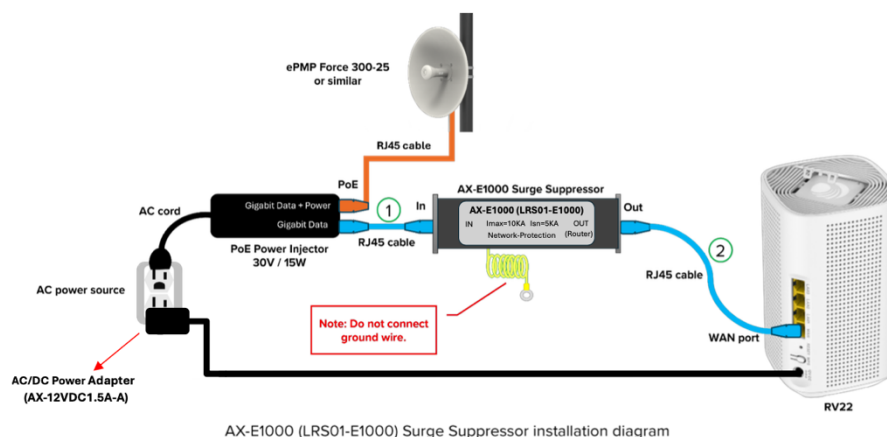
Symptom	When initially powered up and connected to the data port of a PoE injector (any wireless SM including PMP 450 Series and ePMP Series), RV22 Home Mesh Router Access Points (APs) may sustain damage to the WAN port, rendering it inoperable. This issue does not occur when the AP is connected to a port of a non-PoE device, such as a modem, ONT, or a non-PoE switch port.
Current Status of Investigation	In a scenario where the RV22 is paired with a FWA subscriber module requiring PoE for its operation and the RV22's WAN port is connected to the data port of the PoE injector, upon initial power-up (or power-up after a power loss), a transient differential DC pulse may potentially cause damage to the WAN port. To mitigate this risk, an inline surge suppressor is essential to prevent any potential damage.
Resolution	<p>Cambium is providing an inline surge suppressor (Part Number AX-E1000 (LRS01-E1000)) at no cost to customers who intend to deploy RV22s with its WAN port connected to a PoE injector. The AX-E1000 is a dedicated Ethernet data surge suppressor specifically designed to safeguard the RV22 Home Mesh Router's WAN port from potential damage during and after installation.</p> <div style="border: 2px solid red; padding: 5px; margin: 10px 0;"> <p>Attention: Failure to install the surge suppressor will void the warranty for the RV22 Home Mesh Router. Ensure the connections are secure and that the IN and OUT ports are aligned as specified. Incorrect orientation may impair functionality.</p> </div> <div style="border: 2px solid blue; padding: 5px; margin: 10px 0;"> <p>Note: The surge suppressor is not needed when connecting the RV22 Mesh Router to a modem or optical network terminal (ONT). The surge suppressor is not needed for Mesh RV22s that are wirelessly meshed or wired meshed via its LAN port.</p> </div>

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Installation Instructions

1. Connect the **IN** port of the AX-1000 (LRS01-E1000) to the “1GbE LAN” port on the Cambium PoE injector.
2. Connect the **OUT** port of the AX-E1000 (LRS01-E1000) to the WAN port on the RV22 Mesh Router.

Note: Do not connect the yellow/green ground wire as part of this setup. Refer to the diagram below for a visual reference of the surge suppressor placement with system components.



For assistance, contact Cambium Technical Support at:

<https://www.cambiumnetworks.com/support/contact-support>