Installation Instruction for CMAX-OUS-43-I53



CMAX-OUS-43-I53

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Andrew Wireless Systems GmbH, 15-October-2026

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LIST OF CHANGES

Version	*Changes*	*Release Date*
M0149AKC		22-April-2026
M0149AKD	- Editorial changes	15-October-2026

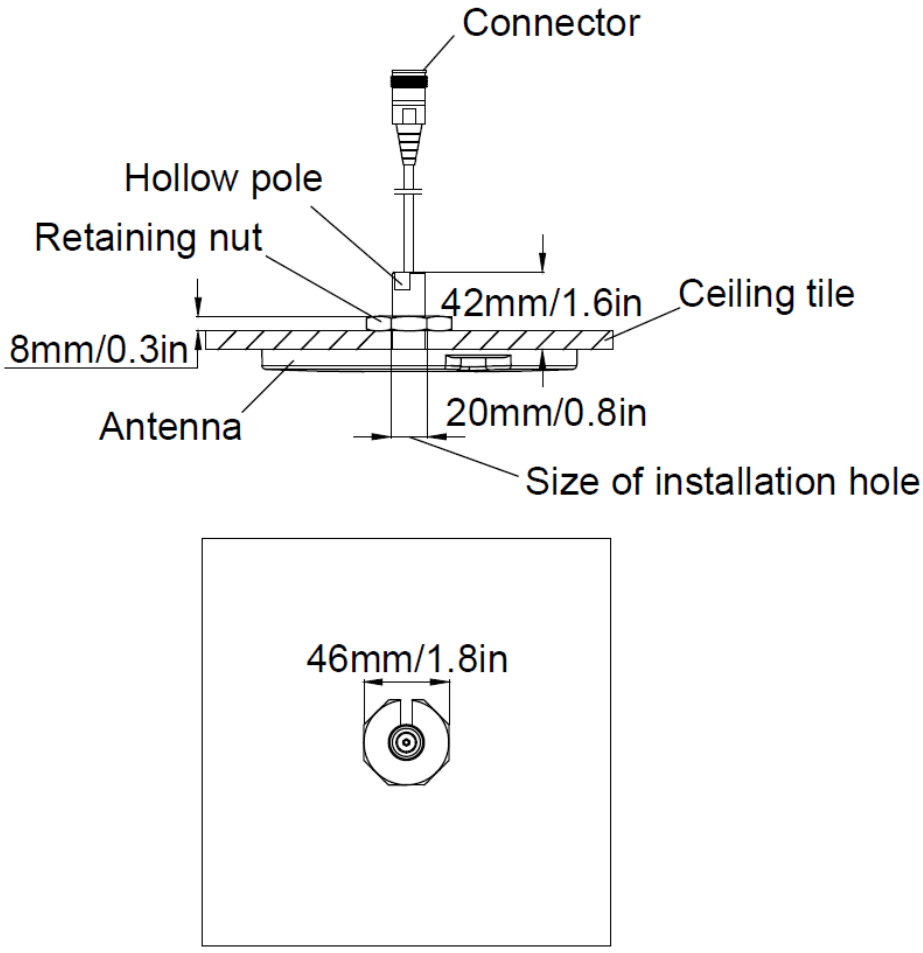
1. Installation

1.1. Installation Preparations

- Please read the complete description before starting the installation.
- Observe that the bending radius of the cables must not be less than 40 mm.
- For optimal operation, this antenna should **NOT** be mounted **to a metallic ceiling/surface**. If there is no other option, contact our Technical Support (see chapter 2.1).

1.2. Installation Procedures

1.2.1. Installation Mode 1

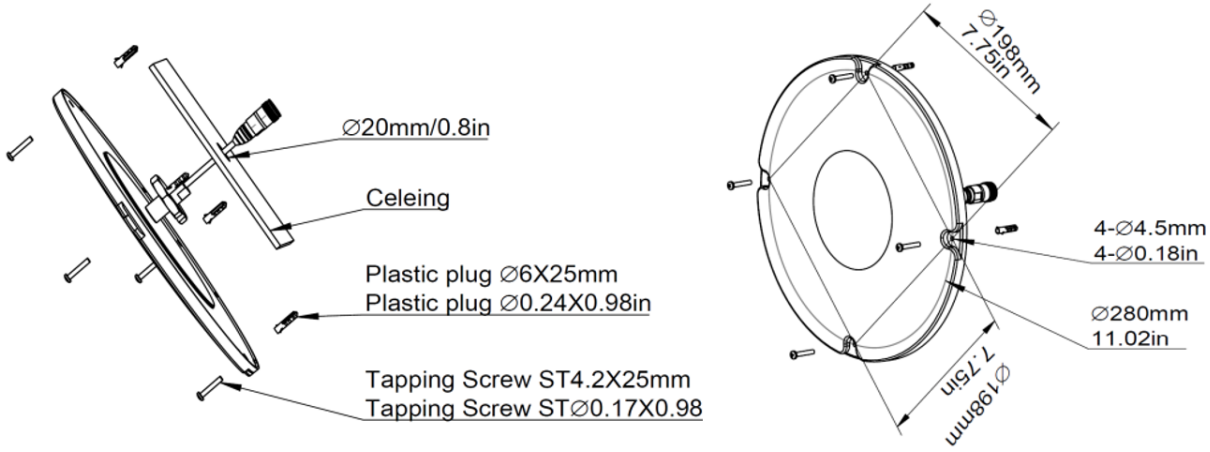


Installation Steps

1) Cut a hole on ceiling with the diameter shown in the picture above.
2) Remove the retaining nut from the back of the antenna.
3) Feed the pigtail of the antenna through the hole.
4) Re-install the retaining nut so that it is close-fitting to the ceiling.

Note: The bending radius of the cables must not be less than 40 mm.

1.2.2. Installation Mode 2



Installation Steps

1) Drill 4 holes on the ceiling per the pattern of holes which are shown in the right chart above.
2) Insert the plastic plug into the holes.
3) Remove the retaining nut from the back of the antenna.
4) Fix the antenna to the ceiling by using the tapping screws (ST4.2X25) and plastic plug (ø6X25mm).

2. Contacting ANDREW

The following sections tell you how to contact ANDREW® for additional information or for assistance.

2.1. Technical Support

This section tells you how to contact the ANDREW Technical Support team. Support is available 7 days a week, 24 hours a day.

Telephone Helplines

Use the following Helpline telephone numbers to get live support, 24 hours a day.

24X7	+1 888-297-6433 (Toll free for U.S. and Canada)
EMEA 8:00-17:00 (UTC +1)	+ 800 73732837 (Toll free for parts of EMEA and Australia)
	+ 49 909969333 (Toll charge incurred)
	Calls to an EMEA Helpline outside of the 8:00 to 17:00 time frame will be forwarded to the 24x7 Helpline.

Online Support

Click the link below or scan the QR code to the right to submit tickets using the online Technical Support Form.

2.2. Waste Electrical and Electronic Equipment Recycling

In alignment with our commitment to the Waste Electrical and Electronic Equipment (WEEE) Directive, we design and manufacture our products with sustainability as a priority. We are dedicated to supporting responsible end-of-life disposal and recycling practices, which help reduce environmental impact and promote a circular economy.

To learn more, scan the QR code to the right or click the link below:

https://www.andrew.com/sustainability/environment/weee/

2.3. Technical Training

1. To access training on the online technical training site, please click https://www.andrew.com/support/training/ or scan the QR code to the right:
2. From here you can see course catalogs, training calendars, and visit the training portal that lets you register for online and instructor-led courses and take online courses.
3. Instructor-led courses are conducted in North America and Europe. Before choosing a course, please verify the region.
4. For training related questions, please contact us:
   icn_training@andrew.com

2.4. Accessing User Documentation

1. Access to the Customer Portal requires a user account. If you don't have an account:
   - Visit My ANDREW at https://www.andrew.com/membership or by scanning the QR code to the right.
   - Click “New user registration” and follow the prompts.
   - After you have registered in My ANDREW, click the **Request access** button for the **Customer Portals**.
   - After having done the request, it might take several days to get approved. Then, you can select the **Indoor Wireless Resource Center for ANDREW** from the list of applications.
2. To go directly to the portal, where you can access the DAS-user documentation, scan the QR Code to the right.
   Alternatively, visit My ANDREW (see above) and use the **Indoor Wireless Resource Center for ANDREW** application.
3. In Tools and Documentation, search by product, document category, or title.
4. Click on the title of any document to open it.

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