

## Customer and Market Notification: Water Ingress Issues in LoRaWAN Outdoor Gateways

Date: August 18, 2025

To: Valued Customers and Partners

Subject: Mitigation and Resolution of Water Ingress in LoRaWAN® Outdoor Gateways

### Overview

MultiTech is issuing this notification to inform customers and partners about isolated instances of water ingress in MTC DTIP models of LoRaWAN® outdoor gateway installations, particularly those utilizing direct-mounted antennas in top right position. This issue has been linked to extreme environmental stressors and installation practices that compromise the integrity of the gateway enclosure and antenna connection.

### Root Cause Analysis

Water ingress has primarily been observed under the following conditions:

- Extreme weather events such as heavy rain, high wind exposure, which can cause mechanical stress on antenna mounts and vibration, especially installations on poles or towers subject to movement.
- Improper sealing or mounting of antennas, particularly direct-mounted types, which can allow moisture to penetrate the enclosure.

### Recommendations

To mitigate and prevent future occurrences, we recommend the following:

#### 1. Indirect Antenna Mounting with Cable Feed (Preferred Method)

Use indirect antenna mounting via coaxial cable. This method reduces mechanical stress on the gateway enclosure and allows for better sealing.

Reference Kit number: SKU: 95217933LF    Part Number: MTKIT-IP67-MF

Link to instructions: [82102803\\_onscreen.pdf](#)

#### 2. Direct-Mounted Antennas (If Used)

Limit the number of times the antenna is installed and uninstalled. Applying excessive torque in multiple directions during repeated installation cycles may lead to compromising the integrity of the enclosure seal.

### Next Steps

We are actively working on:

- Design improvements to future gateway models with enhanced ingress protection.
- Updated installation guidelines and training materials for field technicians.
- Field audits and support for affected installations.

### Support and Contact

If you have experienced water ingress issues or have concerns about your current installation, please contact our support team at [\[support@multitech.com\]](mailto:support@multitech.com) or your account manager for assistance.

We appreciate your continued partnership and are committed to ensuring the reliability and longevity of your LoRaWAN infrastructure.