



Maintenance and Service Guide

HP Chromebook G1m 11 inch

SUMMARY

This guide provides maintenance information about such topics as spare parts, removal and replacement of parts, security, and backing up.

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Product notice

This guide describes features that are common to most models. Some features may not be available on your computer.

To access the latest user guides, go to <http://www.hp.com/support>, and follow the instructions to find your product. Then select **Manuals**.

Software terms

By installing, copying, downloading, or otherwise using any software product preinstalled on this computer, you agree to be bound by the terms of the HP End User License Agreement (EULA). If you do not accept these license terms, your sole remedy is to return the entire unused product (hardware and software) within 14 days for a full refund subject to the refund policy of your seller.

For any further information or to request a full refund of the price of the computer, please contact your seller.

Safety warning notice

Reduce the possibility of heat-related injuries or of overheating the computer by following the practices described.

 **WARNING!** To reduce the possibility of heat-related injuries or of overheating the computer, do not place the computer directly on your lap or obstruct the computer air vents. Use the computer only on a hard, flat surface. Do not allow another hard surface, such as an adjoining optional printer, or a soft surface, such as pillows or rugs or clothing, to block airflow. Also, do not allow the AC adapter to come into contact with the skin or a soft surface, such as pillows or rugs or clothing, during operation. The computer and the AC adapter provided by HP comply with the user-accessible surface temperature limits defined by applicable safety standards.

Important notice about Customer Self-Repair parts

Your computer includes Customer Self-Repair parts and parts that should be accessed only by an authorized service provider.



IMPORTANT: See [Removal and replacement procedures for Customer Self-Repair parts on page 24](#) for details.

Accessing parts described in [Removal and replacement procedures for authorized service provider parts on page 32](#) can damage the computer or void your warranty.

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1 Product description

This table provides detailed product information.

Table 1-1 Product components and their descriptions

Category	Description
Product Name	HP Chromebook G1m 11 inch
Processors	MediaTek Kompanio 520
Graphics	ARM Mali-G52 MP2 Graphics
Display panel	11.6 in (29.5 cm), HD (1366 × 768), LCD, antiglare, 16:9 aspect ratio, 180° max hinge open angle, 250 nits
	Standard viewing angle (SVA), 45% NTSC, nontouch screen
	Ultrawide viewing angle (UWVA), 50% NTSC, nontouch screen
	Ultrawide viewing angle (UWVA), 50% NTSC, touch screen
Memory	Onboard system memory
	Memory is not accessible or upgradeable
	Supports the following memory configurations:
	• 8 GB, LPDDR4x-4266
	• 4 GB, LPDDR4x-4266
Primary storage	embedded MultiMediaCard (eMMC) 5.0
	64 GB
	32 GB
Audio	Two integrated stereo speakers
	2 W/4 ohm per speaker
Video	720p HD privacy camera, narrow field-of-view (NFOV)
Wireless	Wireless Local Area Network (WLAN) (dual antennas)
	MediaTek MT7921 Wi-Fi® 6 + Bluetooth® 5.3 (802.11ax 2 × 2, supporting Gigabit data rate)
Ports	USB 3.2 Gen 1 Type-C®
	• 5 Gbps • USB power delivery • DisplayPort™ 1.2
	USB 3.2 Gen 1 Type-A (2) (right and left sides)
	• 5 Gbps • Charges with power on
	Audio-out (headphone)/audio-in (microphone) combo jack

Table 1-1 Product components and their descriptions (continued)

Category	Description
Keyboard/pointing devices	Full-size island-style Chrome® keyboard, spill resistant with HP Full-Skirted Anchored Key
	Clickpad with multitouch gesture support
	Taps enabled as default
Power requirements	37 Whr, 2 cell battery, HP Long Life, polymer
	HP 45 W standard USB Type-C AC power adapter (nPFC, straight) (select products only)
	C5 power cord, 3 wired, 1.0 m (3.3 ft) (select products only)
Security	Dauntless Security Microcontroller
	Camera privacy door
Operating system	Chrome
	Chrome with Chrome Education Upgrade
	Chrome with Chrome Enterprise Upgrade
Serviceability	End user replaceable parts
	Battery
	AC adapter

2 Components

Your computer features top-rated components. This chapter provides details about your components, where they are located, and how they work.

Right

Use the illustration and table to identify the components on the right side of the computer.

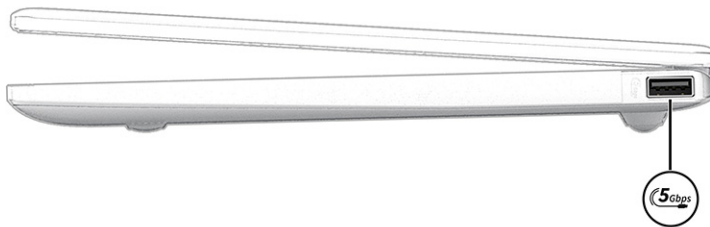


Table 2-1 Right-side components and their descriptions

Component	Description
 USB 5 Gbps port	Connects a USB device, provides high-speed data transfer, and (for select products) charges small devices (such as a smartphone) when the computer is on or in sleep mode. NOTE: Use a standard USB Type-A charging cable or cable adapter (purchased separately) when charging a small external device.

Left

Use the illustration and table to identify the components on the left side of the computer.

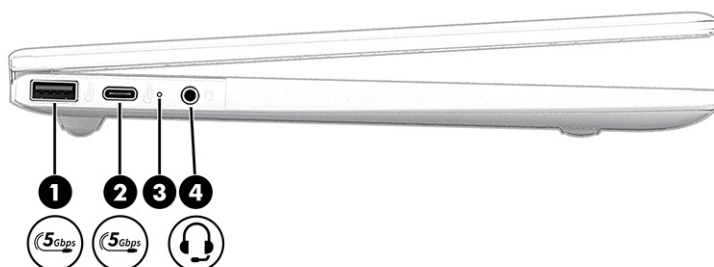


Table 2-2 Left-side components and their descriptions

	Component	Description
(1)	 USB 5 Gbps port	Connects a USB device, provides high-speed data transfer, and (for select products) charges small devices (such as a smartphone) when the computer is on or in sleep mode. NOTE: Use a standard USB Type-A charging cable or cable adapter (purchased separately) when charging a small external device.
(2)	 USB Type-C port	Connects a USB device, provides data transfer, and (for select products) charges small devices (such as a smartphone) when the computer is on or in sleep mode. NOTE: Use a standard USB Type-C charging cable or cable adapter (purchased separately) when charging a small external device.
(3)	AC adapter and battery light	• White: The AC adapter is connected and the battery is fully charged. • Amber: The AC adapter is connected and the battery is charging. • Blinking amber: The battery has an error. • Off: The battery is not charging.
(4)	 Audio-out (headphone)/Audio-in (microphone) combo jack	Connects optional powered stereo speakers, headphones, earbuds, a headset, or a television audio cable. Also connects an optional headset microphone. This jack does not support optional standalone microphones. WARNING! To reduce the risk of personal injury, adjust the volume before putting on headphones, earbuds, or a headset. For additional safety information, see the <i>Regulatory, Safety, and Environmental Notices</i>. NOTE: When a device is connected to the jack, the computer speakers are disabled.

Display

Use the illustration and table to identify the components on the display.

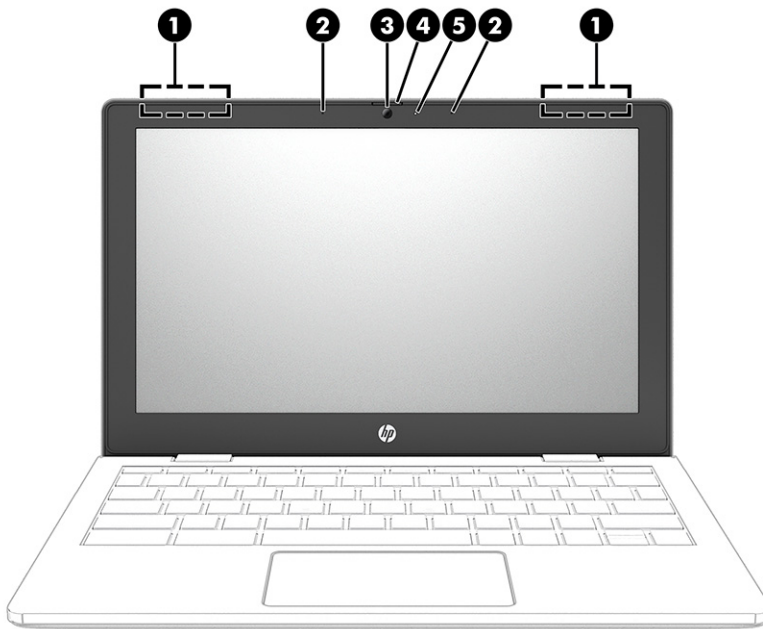


Table 2-3 Display components and their descriptions

	Component	Description
(1)	WLAN antennas* (2)	Send and receive wireless signals to communicate with wireless local area networks (WLANs).
(2)	Internal microphones (2)	Record sound.
(3)	Camera	Allows you to video chat, record video, and record still images. NOTE: Camera functions vary depending on the camera hardware and software installed on your product.
(4)	Camera privacy cover	By default, the camera lens is uncovered, but you can slide the camera privacy cover to block the camera's view. To use the camera, slide the camera privacy cover in the opposite direction to reveal the lens. NOTE: If you have both front-facing and rear-facing cameras, when one camera lens is revealed and ready to use, the other is concealed.
(5)	Camera light	On (white): The camera is in use. On (amber): The switch has turned off the camera. Off: The software has turned off the camera.

*The antennas are not visible from the outside of the computer. For optimal transmission, keep the areas immediately around the antennas free from obstructions.

For wireless regulatory notices, see the section of the *Regulatory, Safety, and Environmental Notices* that applies to your country or region.

Keyboard area

Keyboards can vary by language.

Touchpad

The touchpad settings and components are described here.

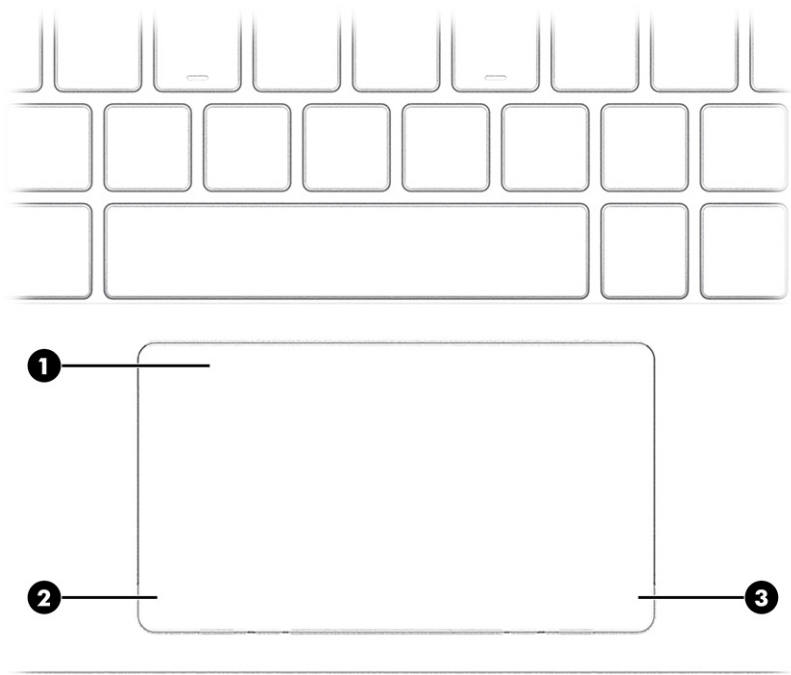


Table 2-4 Touchpad components and descriptions

	Component	Description
(1)	Touchpad zone	Reads your finger gestures to move the pointer or activate items on the screen.
(2)	Left touchpad button	Functions like the left button on an external mouse.
(3)	Right touchpad button	Functions like the right button on an external mouse.

Special keys

Use the illustration and table to locate the special keys.

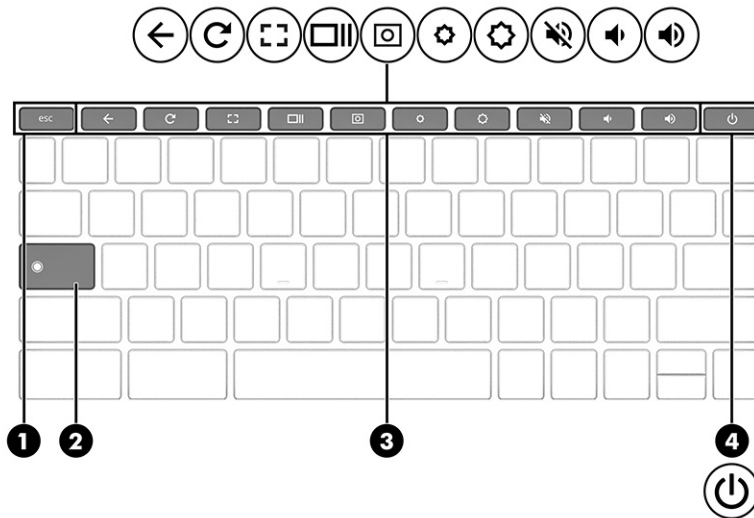


Table 2-5 Special keys and their descriptions

Component	Description
(1) esc key	Activates certain computer functions when pressed in combination with other keys, such as tab or shift .
(2) Search key	Runs the search function.
(3) Action keys	Execute frequently used system functions.
(4) Power key	• When the computer is off, press the key briefly to turn on the computer. • When the computer is on, press the key briefly to initiate Sleep. • When the computer is in the Sleep state, press the key briefly to exit Sleep (select products only). • When the computer is in Hibernation, press the key briefly to exit Hibernation. IMPORTANT: Pressing and holding down the power key results in the loss of unsaved information. If the computer has stopped responding and shut down procedures are ineffective, press and hold the power key for at least 4 seconds to turn off the computer.

Bottom

Use the illustration and table to identify the bottom components.

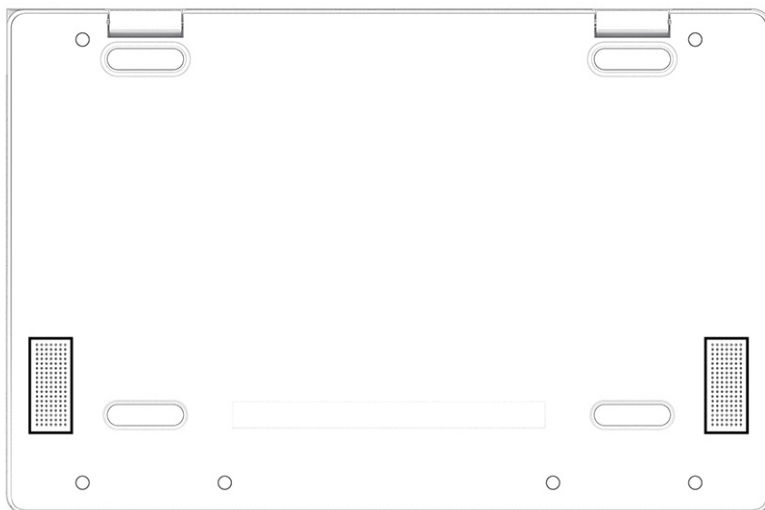


Table 2-6 Bottom component and description

Components	Description
Speakers (2)	Produce sound.

Labels

The labels affixed to the computer provide information you might need when you troubleshoot system problems or travel internationally with the computer. Labels might be in paper form or imprinted on the product.



IMPORTANT: Check the following locations for the labels described in this section: the bottom of the computer, inside the battery bay, under the service door, on the back of the display, or on the bottom of a tablet kickstand.

- **Service label**—Provides important information to identify your computer. When contacting support, you might be asked for the serial number, the product number, or the model number. Locate this information before you contact support.

Your service label will resemble one of the following examples. Refer to the illustration that most closely matches the service label on your computer.

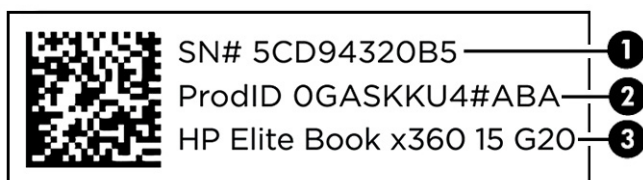


Table 2-7 Service label components

Component	
(1)	Serial number
(2)	Product ID
(3)	HP product name

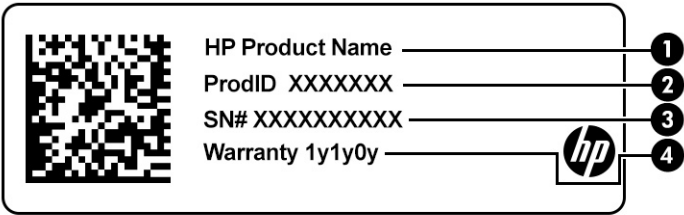


Table 2-8 Service label components

Component	
(1)	HP product name
(2)	Product ID
(3)	Serial number
(4)	Warranty period

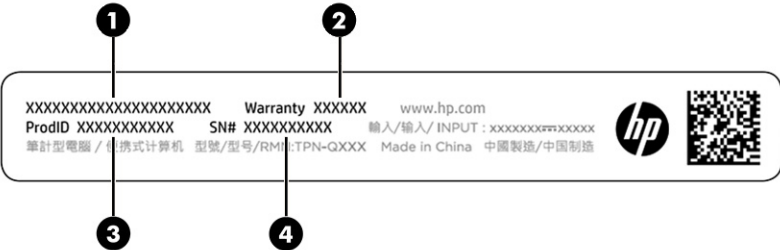


Table 2-9 Service label components

Component	
(1)	HP product name
(2)	Warranty period
(3)	Product ID
(4)	Serial number

- Regulatory labels—Provide regulatory information about the computer.
- Wireless certification labels—Provide information about optional wireless devices and the approval markings for the countries or regions where the devices have been approved for use.

3 Illustrated parts catalog

Use this chapter to determine the spare parts that are available for the computer.

Computer major components

To identify the computer major components, use this illustration and table.

 **NOTE:** HP continually improves and changes product parts. For complete and current information about supported parts for your computer, go to <http://partsurfer.hp.com>, select your country or region, and then follow the on-screen instructions.

 **NOTE:** Details about your computer, including model, serial number, product key, and length of warranty, are on the service tag at the bottom of your computer.

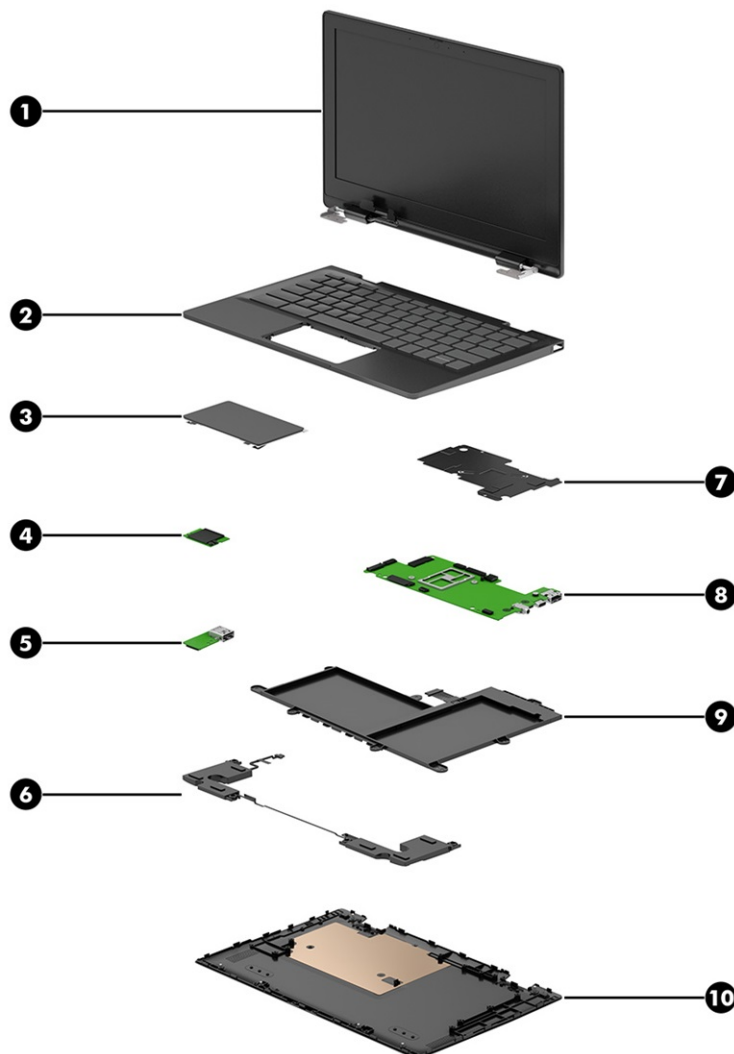


Table 3-1 Computer major component descriptions and part numbers

Item	Component	Spare part number
(1)	Display assembly NOTE: Display assemblies are offered as spare parts only at a subcomponent level. For more information, see Display assembly subcomponents on page 11 .	
(2)	Top cover with keyboard For a detailed list of country codes, see Top cover with keyboard on page 50 .	P26418-xx1
(3)	Touchpad (includes cable) NOTE: The touchpad bracket is available in the Bracket Kit as spare part number P26439-001.	P26437-001
(4)	WLAN module	
(5)	USB board (includes cable)	P29686-001
(6)	Speakers (includes cable)	P26427-001
(7)	Heat sink NOTE: The thermal pad is available as spare part number P26428-001.	P26429-001
(8)	System board (includes processor and the Chrome operating system) NOTE: The USB bracket is available in the Bracket Kit as spare part number P26439-001.	
	MediaTek Kompanio 520 processor, 8 GB system memory, 64 GB storage	P26414-001
	MediaTek Kompanio 520 processor, 8 GB system memory, 32 GB storage	P26413-001
	MediaTek Kompanio 520 processor, 4 GB system memory, 64 GB storage	P26412-001
	MediaTek Kompanio 520 processor, 4 GB system memory, 32 GB storage	P26411-001
(9)	Battery	N94727-001
(10)	Bottom cover	P26433-001

Display assembly subcomponents

To identify the display assembly subcomponents, use this illustration and table.

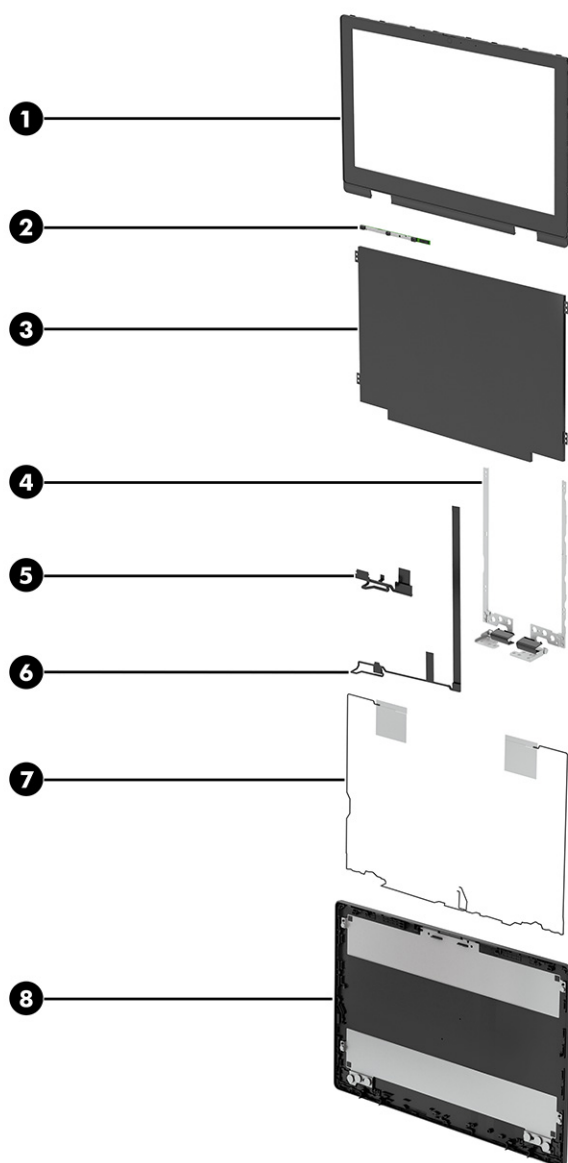


Table 3-2 Display component descriptions and part numbers

Item	Component	Spare part number
(1)	Display bezel	P26436-001
(2)	Camera module (includes cable)	P26438-001
(3)	Display panel (includes cable)	
	HD, SVA, nontouch	P26415-001
	HD, UWVA, nontouch	P26416-001
	HD, UWVA, touch	P26417-001
(4)	Hinges with hinge covers (includes left and right hinges)	P26430-001
(5)	Display cable (available in the Cable Kit)	P26431-001

Table 3-2 Display component descriptions and part numbers (continued)

Item	Component	Spare part number
(6)	Camera cable (available in the Cable Kit)	P26431-001
(7)	WLAN antennas	P26426-001
(8)	Display back cover	P26434-001

Miscellaneous parts

To identify the miscellaneous parts, use this table.

Table 3-3 Miscellaneous part descriptions and part numbers

Component	Spare part number
AC adapter (45 W, nPFC)	L43407-001
Cable Kit (includes touchpad cable, camera cable, touch display cable, non-touch display cable, and 16P cable)	P26431-001
Bracket Kit (includes touchpad bracket and USB shield)	P26439-001
Misc Parts Kit	P25822-001
Screw Kit	P26432-001
HP Thunderbolt™ 4 100 W G6 Dock (with cable)	P34015-001
Screw Kit for HP Thunderbolt 4 100 W G6 Dock	P34017-001
Cable for HP Thunderbolt 4 100 W G6 Dock	P34060-001
Fan for HP Thunderbolt 4 100 W G6 Dock (with cable)	P34059-001
Top cover for HP Thunderbolt 4 100 W G6 Dock	P34054-001
Bottom cover for HP Thunderbolt 4 100 W G6 Dock	P34055-001
Board with WLAN for HP Thunderbolt 4 100 W G6 Dock	P34056-001
Power button board for HP Thunderbolt 4 100 W G6 Dock	P34106-001
Power cord (C5, 1.8 m [6.0 ft], conventional with sticker)	
For use in Argentina	L19357-002
For use in Australia	L19358-002
For use in Brazil	L19359-002
For use in Europe	L19361-002
For use in India	L19363-002
For use in Italy	L19364-002
For use in Israel	L19362-002
For use in North America	L19367-002
For use in South Africa	L19369-002
For use in South Korea	L19366-002
For use in Taiwan	L19372-002

Table 3-3 Miscellaneous part descriptions and part numbers (continued)

Component	Spare part number
For use in Thailand (bundle)	M85418-002
For use in the United Kingdom	L19373-002
Power cord (C5, 1.0 m [3.0 ft], conventional with sticker)	
For use in Argentina	L19357-001
For use in Australia	L19358-001
For use in Brazil	L19359-001
For use in Europe	L19361-001
For use in India	L19363-001
For use in Italy	L19364-001
For use in Israel	L19362-001
For use in North America	L19367-001
For use in South Africa	L19369-001
For use in South Korea	L19366-001
For use in Taiwan	L19372-001
For use in Thailand (bundle)	M85418-001
For use in Thailand	L19371-001
For use in the United Kingdom	L19373-001

4 Removal and replacement procedures preliminary requirements

Use this information to properly prepare to disassemble and reassemble the computer.

Tools required

You need the following tools to complete the removal and replacement procedures:

- Nonconductive, nonmarking pry tool
- Magnetic Phillips P2 screwdriver

Service considerations

The following sections include some of the considerations that you must keep in mind during disassembly and assembly procedures.



NOTE: As you remove each subassembly from the computer, place the subassembly and all accompanying screws away from the work area to prevent damage.

Plastic parts

Using excessive force during disassembly and reassembly can damage plastic parts.

Cables and connectors

Handle cables with extreme care to avoid damage.



IMPORTANT: When servicing the computer, be sure that cables are placed in their proper locations during the reassembly process. Improper cable placement can damage the computer.

Apply only the tension required to unseat or seat the cables during removal and insertion. Handle cables by the connector whenever possible. In all cases, avoid bending, twisting, or tearing cables. Be sure that cables are routed so that they cannot be caught or snagged as you remove or replace parts. Handle flex cables with extreme care; these cables tear easily.

Drive handling

Note the following guidelines when handling drives.



IMPORTANT: Drives are fragile components. Handle them with care. To prevent damage to the computer, damage to a drive, or loss of information, observe these precautions:

- Before removing or inserting a hard drive, shut down the computer. If you are unsure whether the computer is off or in Hibernation or Sleep mode, turn the computer on, and then shut it down through the operating system.

- Before handling a drive, be sure that you are discharged of static electricity. While handling a drive, avoid touching the connector.
 - Before removing an optical drive, be sure that a disc is not in the drive, and be sure that the optical drive tray is closed.
 - Handle drives on surfaces covered with at least 2.54 cm (1 inch) of shock-proof foam.
 - Avoid dropping drives from any height onto any surface.
 - After removing a hard drive or an optical drive, place it in a static-proof bag.
 - Avoid exposing an internal hard drive to products that have magnetic fields, such as monitors or speakers.
 - Avoid exposing a drive to temperature extremes or liquids.
 - If a drive must be mailed, place the drive in a bubble pack mailer or other suitable form of protective packaging, and label the package "FRAGILE."
-

Electrostatic discharge information

A sudden discharge of static electricity from your finger or other conductor can destroy static-sensitive devices or microcircuitry. Often the spark is neither felt nor heard, but damage occurs. An electronic device exposed to electrostatic discharge (ESD) might not appear to be affected at all and can work perfectly throughout a normal cycle. The device might function normally for a while, but it has been degraded in the internal layers, reducing its life expectancy.

Networks built into many integrated circuits provide some protection, but in many cases, the discharge contains enough power to alter device parameters or melt silicon junctions.



IMPORTANT: To prevent damage to the device when you remove or install internal components, observe these precautions:

- Keep components in their electrostatic-safe containers until you are ready to install them.
 - Before touching an electronic component, discharge static electricity by using the guidelines described in [Personal grounding methods and equipment on page 17](#).
 - Avoid touching pins, leads, and circuitry. Handle electronic components as little as possible.
 - If you remove a component, place it in an electrostatic-safe container.
-

Generating static electricity

Follow these static electricity guidelines:

- Different activities generate different amounts of static electricity.
- Static electricity increases as humidity decreases.

Table 4-1 Static electricity occurrence based on activity and humidity

Event	55% relative humidity	40% relative humidity	10% relative humidity
Walking across carpet	7,500 V	15,000 V	35,000 V
Walking across vinyl floor	3,000 V	5,000 V	12,000 V
Motions of bench worker	400 V	800 V	6,000 V
Removing dual in-line packages (DIPs) from plastic tube	400 V	700 V	2,000 V
Removing DIPs from vinyl tray	2,000 V	4,000 V	11,500 V
Removing DIPs from polystyrene foam	3,500 V	5,000 V	14,500 V
Removing bubble pack from PCB (printed circuit board)	7,000 V	20,000 V	26,500 V
Packing PCBs in foam-lined box	5,000 V	11,000 V	21,000 V



NOTE: Multiple electric components can be packaged together in plastic tubes, trays, or polystyrene foam.

As little as 700 V of static electricity can degrade a product.

Preventing electrostatic damage to equipment

Many electronic components are sensitive to ESD. Circuitry design and structure determine the degree of sensitivity.

The following packaging and grounding precautions are necessary to prevent static electricity damage to electronic components:

- To avoid hand contact, transport products in static-safe containers such as tubes, bags, or boxes.
- Protect all electrostatic parts and assemblies with conductive or approved containers or packaging.
- Keep electrostatic-sensitive parts in their containers until they arrive at static-free stations.
- Place items on a grounded surface before removing them from their container.
- Always be properly grounded when touching a sensitive component or assembly.
- Avoid contact with pins, leads, or circuitry.
- Place reusable electrostatic-sensitive parts from assemblies in protective packaging or conductive foam.

Personal grounding methods and equipment

Using certain equipment can prevent static electricity damage to electronic components.

- **Wrist straps** are flexible straps with a maximum of $1\text{ M}\Omega \pm 10\%$ resistance in the ground cords. To provide proper ground, wear a strap snug against bare skin. Verify that the ground cord is connected and fits snugly into the banana plug connector on the grounding mat or workstation.
- You can use **heel straps, toe straps, and boot straps** at standing workstations. These straps are compatible with most types of shoes or boots. On conductive floors or dissipative floor mats, use them on both feet with a maximum of $1\text{ M}\Omega \pm 10\%$ resistance between the operator and ground.

Table 4-2 Static shielding protection levels

Method	Voltage
Antistatic plastic	1,500
Carbon-loaded plastic	7,500
Metallized laminate	15,000

Grounding the work area

To prevent static damage at the work area, follow these precautions:

- Cover the work surface with approved static-dissipative material.
- Use a wrist strap connected to a properly grounded work surface and use properly grounded tools and equipment.
- Use static-dissipative mats, foot straps, or air ionizers to give added protection.
- Handle electrostatic sensitive components, parts, and assemblies by the case or PCB laminate. Handle them only at static-free work areas.
- Turn off power and input signals before inserting and removing connectors or test equipment.
- Use fixtures made of static-safe materials when fixtures must directly contact dissipative surfaces.
- Keep the work area free of nonconductive materials, such as ordinary plastic assembly aids and polystyrene foam.
- Use conductive field service tools, such as cutters, screwdrivers, and vacuums.
- Avoid contact with pins, leads, or circuitry.

Recommended materials and equipment

HP recommends certain materials and equipment to prevent static electricity:

- Antistatic tape
- Antistatic smocks, aprons, or sleeve protectors
- Conductive bins and other assembly or soldering aids
- Conductive foam
- Conductive tabletop workstations with ground cord of $1\text{ M}\Omega \pm 10\%$ resistance
- Static-dissipative table or floor mats with hard tie to ground
- Field service kits
- Static awareness labels
- Wrist straps and footwear straps providing $1\text{ M}\Omega \pm 10\%$ resistance
- Material handling packages
- Conductive plastic bags

- Conductive plastic tubes
- Conductive tote boxes
- Opaque shielding bags
- Transparent metallized shielding bags
- Transparent shielding tubes

Cleaning your computer

Cleaning your computer regularly removes dirt and debris so that your device continues to operate at its best. Use the following information to safely clean the external surfaces of your computer.

Enabling HP Easy Clean (select products only)

HP Easy Clean helps you to avoid accidental input while you clean the computer surfaces. This software disables devices such as the keyboard, touch screen, and touchpad for a preset amount of time so that you can clean all computer surfaces.

1. Start HP Easy Clean in one of the following ways:
 - Select the **Start** menu, and then select **HP Easy Clean**.
 - Select the **HP Easy Clean** icon in the taskbar.
 - Select **Start**, and then select the **HP Easy Clean** tile.
2. Now that your device is disabled for a short period, see [Removing dirt and debris from your computer on page 19](#) for the recommended steps to clean the high-touch, external surfaces on your computer. After you remove the dirt and debris, you can also clean the surfaces with a disinfectant. See [Cleaning your computer with a disinfectant on page 20](#) for guidelines to help prevent the spread of harmful bacteria and viruses.

Removing dirt and debris from your computer

Here are the recommended steps to clean dirt and debris from your computer.

For computers with wood veneer, see [Caring for wood veneer \(select products only\) on page 21](#).

1. Wear disposable gloves made of latex (or nitrile gloves, if you are latex-sensitive) when cleaning the surfaces.
2. Turn off your device and unplug the power cord and other connected external devices. Remove any installed batteries from items such as wireless keyboards.

 **CAUTION:** To prevent electric shock or damage to components, never clean a product while it is turned on or plugged in.

3. Moisten a microfiber cloth with water. The cloth should be moist, but not dripping wet.

 **IMPORTANT:** To avoid damaging the surface, avoid abrasive cloths, towels, and paper towels.

4. Wipe the exterior of the product gently with the moistened cloth.

 **IMPORTANT:** Keep liquids away from the product. Avoid getting moisture in any openings. If liquid makes its way inside your HP product, it can cause damage to the product. Do not spray liquids directly on the product. Do not use aerosol sprays, solvents, abrasives, or cleaners containing hydrogen peroxide or bleach that might damage the finish.

5. Start with the display (if applicable). Wipe carefully in one direction, and move from the top of the display to the bottom. Finish with any flexible cables, like power cord, keyboard cable, and USB cables.
6. Be sure that surfaces have completely air-dried before turning the device on after cleaning.
7. Discard the gloves after each cleaning. Clean your hands immediately after you remove the gloves.

See [Cleaning your computer with a disinfectant on page 20](#) for recommended steps to clean the high-touch, external surfaces on your computer to help prevent the spread of harmful bacteria and viruses.

Cleaning your computer with a disinfectant

The World Health Organization (WHO) recommends cleaning surfaces, followed by disinfection, as a best practice for preventing the spread of viral respiratory illnesses and harmful bacteria.

After cleaning the external surfaces of your computer using the steps in [Removing dirt and debris from your computer on page 19](#), [Caring for wood veneer \(select products only\) on page 21](#), or both, you might also choose to clean the surfaces with a disinfectant. A disinfectant that is within HP's cleaning guidelines is an alcohol solution consisting of 70% isopropyl alcohol and 30% water. This solution is also known as rubbing alcohol and is sold in most stores.

Follow these steps when disinfecting high-touch, external surfaces on your computer:

1. Wear disposable gloves made of latex (or nitrile gloves, if you are latex-sensitive) when cleaning the surfaces.
2. Turn off your device and unplug the power cord and other connected external devices. Remove any installed batteries from items such as wireless keyboards.

 **CAUTION:** To prevent electric shock or damage to components, never clean a product while it is turned on or plugged in.

3. Moisten a microfiber cloth with a mixture of 70% isopropyl alcohol and 30% water. The cloth should be moist, but not dripping wet.

 **CAUTION:** Do not use any of the following chemicals or any solutions that contain them, including spray-based surface cleaners: bleach, peroxides (including hydrogen peroxide), acetone, ammonia, ethyl alcohol, methylene chloride, or any petroleum-based materials, such as gasoline, paint thinner, benzene, or toluene.

 **IMPORTANT:** To avoid damaging the surface, avoid abrasive cloths, towels, and paper towels.

4. Wipe the exterior of the product gently with the moistened cloth.

 **IMPORTANT:** Keep liquids away from the product. Avoid getting moisture in any openings. If liquid makes its way inside your HP product, it can cause damage to the product. Do not spray liquids directly on the product. Do not use aerosol sprays, solvents, abrasives, or cleaners containing hydrogen peroxide or bleach that might damage the finish.

5. Start with the display (if applicable). Wipe carefully in one direction, and move from the top of the display to the bottom. Finish with any flexible cables, like power cord, keyboard cable, and USB cables.
6. Be sure that surfaces have completely air-dried before turning the device on after cleaning.
7. Discard the gloves after each cleaning. Clean your hands immediately after you remove the gloves.

Caring for wood veneer (select products only)

Your product might feature high-quality wood veneer. As with all natural wood products, proper care is important for best results over the life of the product. Because of the nature of natural wood, you might see unique variations in the grain pattern or subtle variations in color, which are normal.

- Clean the wood with a dry, static-free microfiber cloth or chamois.
- Avoid cleaning products containing substances such as ammonia, methylene chloride, acetone, turpentine, or other petroleum-based solvents.
- Do not expose the wood to sun or moisture for long periods of time.
- If the wood becomes wet, dry it by dabbing with an absorbent, lint-free cloth.
- Avoid contact with any substance that might dye or discolor the wood.
- Avoid contact with sharp objects or rough surfaces that might scratch the wood.

See [Removing dirt and debris from your computer on page 19](#) for the recommended steps to clean the high-touch, external surfaces on your computer. After you remove the dirt and debris, you can also clean the surfaces with a disinfectant. See [Cleaning your computer with a disinfectant on page 20](#) for sanitizing guidelines to help prevent the spread of harmful bacteria and viruses.

Packaging and transporting guidelines

Follow these grounding guidelines when packaging and transporting equipment:

- To avoid hand contact, transport products in static-safe tubes, bags, or boxes.
- Protect ESD-sensitive parts and assemblies with conductive or approved containers or packaging.
- Keep ESD-sensitive parts in their containers until the parts arrive at static-free workstations.
- Place items on a grounded surface before removing items from their containers.
- Always be properly grounded when touching a component or assembly.
- Store reusable ESD-sensitive parts from assemblies in protective packaging or nonconductive foam.
- Use transporters and conveyors made of antistatic belts and roller bushings. Be sure that mechanized equipment used for moving materials is wired to ground and that proper materials are selected to avoid static charging. When grounding is not possible, use an ionizer to dissipate electric charges.

Accessing support information

To find the HP support that you need, use this information.

Table 4-3 Support information locations

Service consideration	Path to access information
Records of reported failure incidents stored on the computer	Windows®: Preoperating system failures are logged in the BIOS Event Log. To view the BIOS Event Log: 1. Press the power button. 2. Immediately and repeatedly press esc when the power button light turns white. NOTE: If you do not press esc at the appropriate time, you must restart the computer and again repeatedly press esc when the power button light turns white to access the utility. 3. Press f10 to enter the BIOS setup. 4. Complete one of these tasks: • (On commercial products) Under the Main tab, select BIOS event log, and then select View BIOS Event Log. • (On consumer products) Under the Main tab, select System Log. Post-operating system failures are logged in the Event Viewer. 1. Turn on the computer and allow the operating system to open. 2. Select the search icon  in the taskbar. 3. Type <code>Event Viewer</code>, and then press enter. 4. Select the log from the left panel. Details display in the right panel. Chrome™: 1. Go to support.google.com/chrome. 2. Search <code>collect Chrome device logs</code>.
Technical bulletins	To locate technical bulletins: 1. Go to www.hp.com. 2. Place the cursor over Problem solving to display more options. 3. Select Support & Troubleshooting. 4. Type the serial number, product number, or product name to go to the product support page. 5. Select Advisories to view technical bulletins.
Repair professionals	To locate repair professionals: 1. Go to www.hp.com. 2. Place the cursor over Support resources to display more options. 3. Select Authorized service providers.

Table 4-3 Support information locations (continued)

Service consideration	Path to access information
Component and diagnosis information, failure detection, and required action	To locate diagnosis information and actions: 1. Go to http://www.hp.com/go/techcenter/pcdiags. 2. Select Get Support. 3. Near the bottom of the window, select Notebook PCs, and then select your location.

5 Removal and replacement procedures for Customer Self-Repair parts

This chapter provides removal and replacement procedures for Customer Self-Repair parts.



NOTE: The Customer Self-Repair program is not available in all locations. Installing a part that is not supported by the Customer Self-Repair program can void your warranty. Check your warranty to determine whether Customer Self-Repair is supported in your location.



NOTE: The [HP Support YouTube Channel](#) (in English) has videos that provide step-by-step removal and replacement instructions for many common parts and models.

Component replacement procedures

To remove and replace computer components, use these procedures.



NOTE: Details about your computer, including model, serial number, product key, and length of warranty, are on the service tag at the bottom of your computer.



NOTE: HP continually improves and changes product parts. For complete and current information about supported parts for your computer, go to <https://partsurfer.hp.com/>, select your country or region, and then follow the on-screen instructions.

Make special note of each screw size and location during removal and replacement.

Preparation for disassembly

To remove and replace computer components, use these procedures:

For initial safety procedures, see [Removal and replacement procedures preliminary requirements on page 15](#).

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation or Sleep mode, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.

Battery

The battery removal procedure differs depending on whether you are removing and replacing the existing battery or installing a new battery. To install a new battery, you must use a revive kit.

- To remove and replace the existing battery, see [Removing and reinstalling the same battery on page 25](#).
- To install a new battery, see [Installing a new battery on page 26](#).

Removing and reinstalling the same battery

To remove the battery and reinstall it, use this procedure and illustration.

 **WARNING!** To avoid personal injury and damage to the product:

- Do *not* puncture, twist, or crack the battery.
 - Do *not* cause an external puncture or rupture to the battery. Punctures can cause a short inside the battery, which can result in battery thermal runaway.
 - Do *not* handle or touch the battery enclosure with sharp objects such as tweezers or pliers, which might puncture the battery.
 - Do *not* compress or squeeze the battery case with tools or heavy objects stacked on top of the case. These actions can apply undue force to the battery.
 - Do *not* touch the connectors with any metallic surface or object, such as metal tools, screws, or coins, which can cause shorting across the connectors.
-

Before removing the battery, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 24](#)).
2. Remove the bottom cover (see [Bottom cover on page 32](#)).

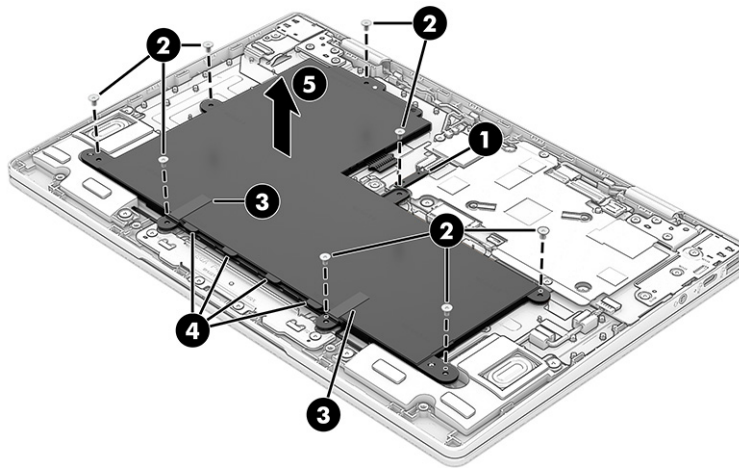
 **WARNING!** To reduce potential safety issues, use only the user-replaceable battery provided with the computer, a replacement battery provided by HP, or a compatible battery purchased from HP.

 **IMPORTANT:** Removing a battery that is the sole power source for the computer can cause loss of information. To prevent loss of information, save your work or shut down the computer through Windows before you remove the battery.

Remove the battery:

1. Disconnect the battery cable **(1)** from the system board.
2. Remove the eight Phillips M2.0 × 3.5 screws **(2)** that secure the battery to the computer.
3. Remove the two pieces of tape **(3)** that secure the speaker cable to the battery.
4. Remove the speaker cable from the clips **(4)** along the bottom of the battery.

5. Remove the battery (5) from the computer.



To reinstall the battery, reverse the removal procedures.



NOTE: When reinstalling the battery, be sure to completely reassemble the computer and plug in the AC adapter before turning the computer on.

Installing a new battery

To replace the battery, use these procedures and illustrations. You must use a revive kit to remove the old battery and install a new one. The revive kit includes an empty containment tray and a containment tray with a battery preinstalled.

Table 5-1 Battery description and part number

Description	Spare part number
Battery	N94727-001

Before starting this replacement procedure:

- Ensure other individuals are sufficiently clear of your workspace.
- Ensure your workspace is clear of any flammable material such as paper or oils.
- Locate the nearest ABC dry chemical fire-extinguisher for use in an emergency.



WARNING! This procedure requires removing the battery or disconnecting the battery cable. Use care to avoid bending, twisting, or puncturing the battery regardless of its condition. Failure to follow this replacement guide or to use HP recommended tools might damage the system and/or cause a safety hazard.

- Do *not* remove the battery from the containment tray.
- Do *not* handle or touch the battery enclosure with sharp objects such as tweezers or pliers, which might puncture the battery.
- Do *not* touch the connectors with any metallic surface or object, such as metal tools, screws, or coins, which can cause shorting across the connectors.

Should a part become stuck or difficult to remove when opening a unit where a swollen battery is suspected, or if the battery becomes stuck in the unit, stop, and contact HP Support for assistance. Do not try to remove a battery by force.

 **NOTE:** Screw locations, latch locations, and internal components might vary.

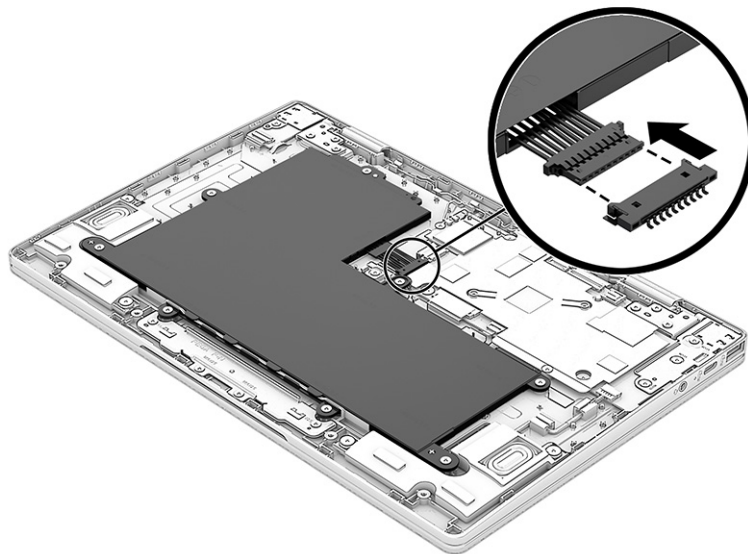
Before removing the battery, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 24](#)).
2. Remove the bottom cover (see [Bottom cover on page 32](#)).

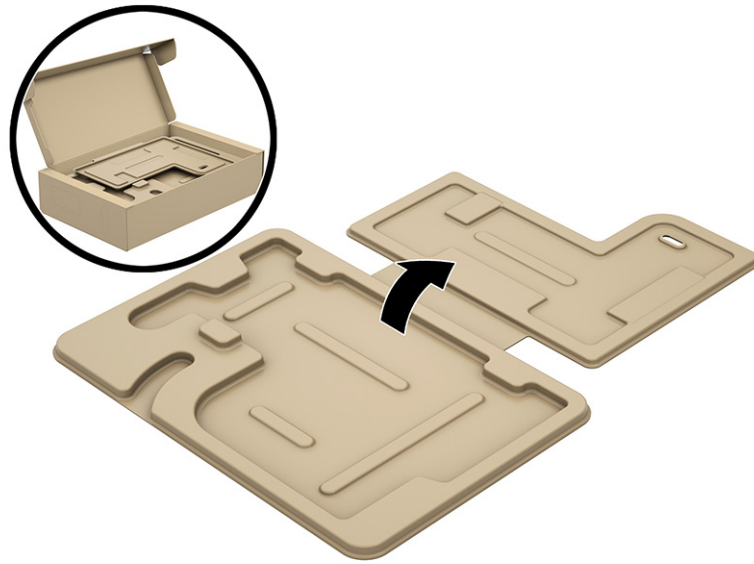
 **WARNING!** To reduce potential safety issues, use only the user-replaceable battery provided with the computer, a replacement battery provided by HP, or a compatible battery purchased from HP.

 **IMPORTANT:** Removing a battery that is the sole power source for the computer can cause loss of information. To prevent loss of information, save your work or shut down the computer through Windows before you remove the battery.

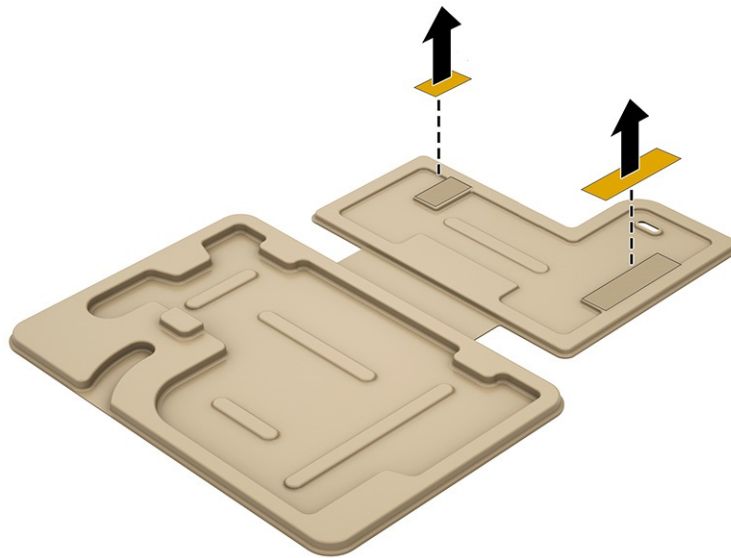
1. Remove the battery using the revive kit:
 - a. Disconnect the battery cable from the system board.



- b. Open the empty battery containment tray.

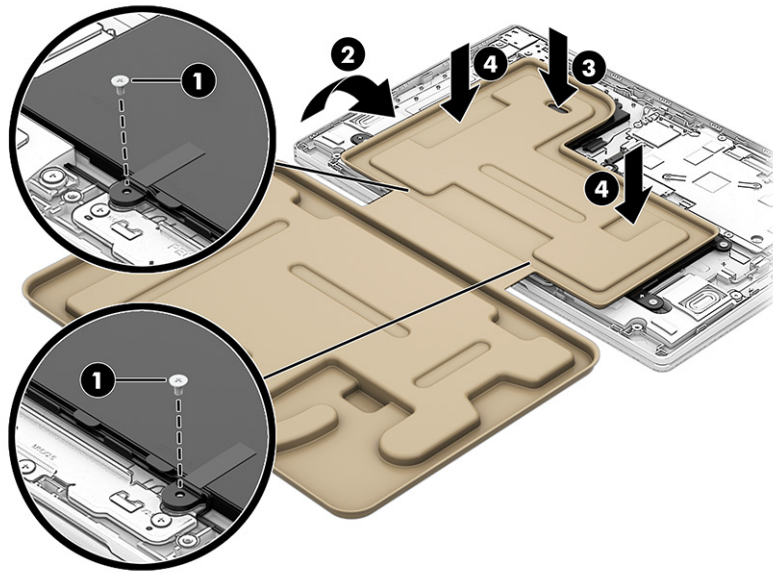


- c. Remove the paper backing layer from the adhesive on the tray.

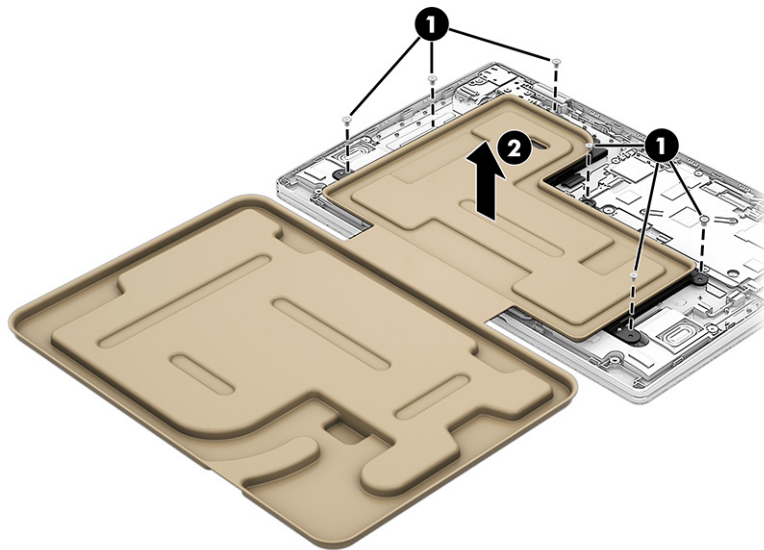


- d. Remove the two Phillips M2.0 × 3.5 screws **(1)** that secure the battery to the computer that will be located under the tray when it is installed.
- e. Turn the tray **(2)** over so that the adhesive is facing down.
- f. Place the tray **(3)** centered on the battery.

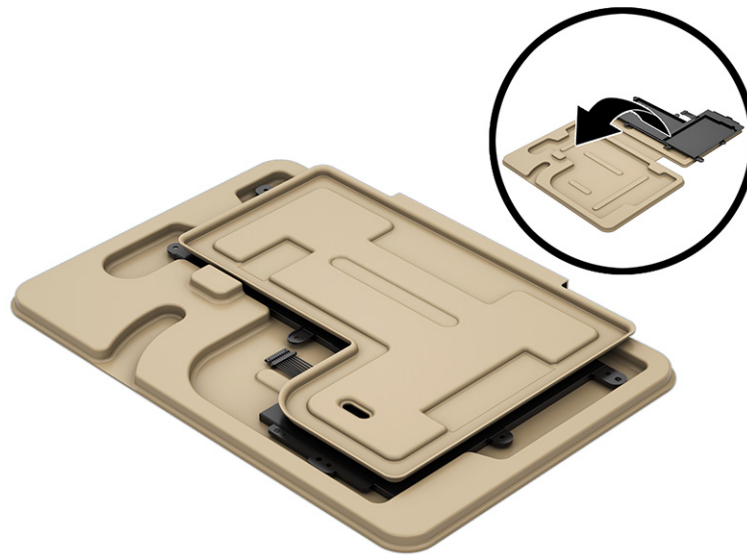
- g. Press down on the indentations on the tray (4) to adhere it to the battery.



- h. Remove the remaining six Phillips M2.0 × 3.5 screws (1) that secure the battery to the computer.
- i. Lift the top of the tray (2) to remove the battery from the computer.

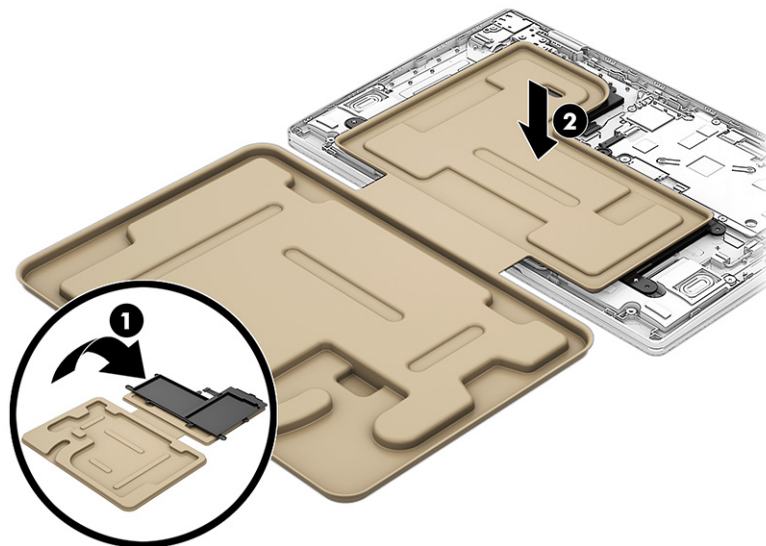


- i. Rotate the battery up and over into the cavity of the containment tray.



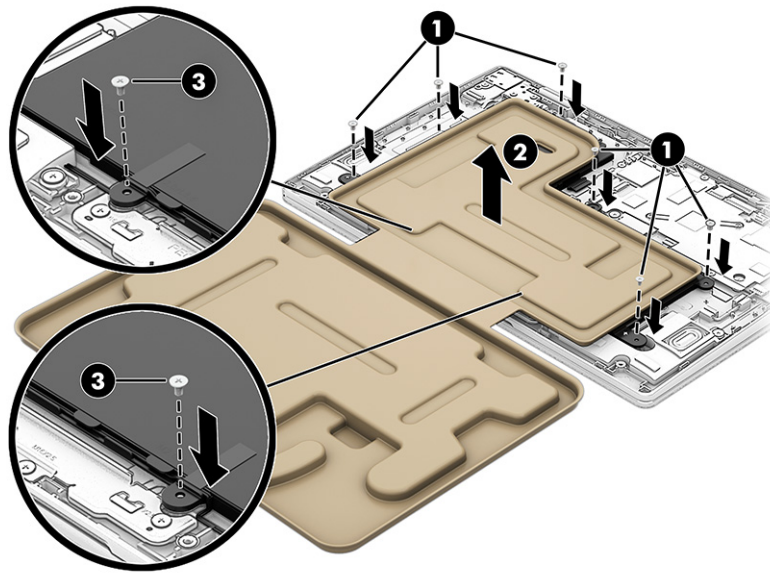
NOTE: Please recycle responsibly. For more information about recycling programs, see the HP website at <http://www.hp.com/recycle>.

- 2. Install the battery using the revive kit:
 - a. Open the containment tray that includes the new battery.
 - b. Turn the tray (1) over so the battery is facing downward, and then insert the battery (2) into the computer. Adhesive secures the battery to the tray.

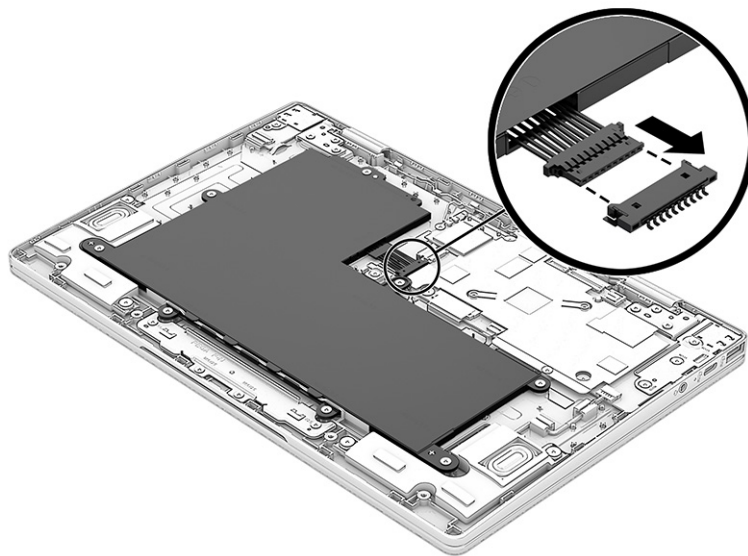


- c. Install the six Phillips screws (1) to secure the battery.
 - d. Lift the containment tray (2) off the battery,

- e. Install the two remaining Phillips screws (3) to secure the battery.



- f. Connect the battery cable to the system board.



 **NOTE:** When replacing the battery, be sure to completely reassemble the computer and plug in the AC adapter before turning the computer on.

6 Removal and replacement procedures for authorized service provider parts

This chapter provides removal and replacement procedures for authorized service provider parts.

 **IMPORTANT:** Only an authorized service provider should access the components described in this chapter. Accessing these parts can damage the computer or void the warranty.

 **NOTE:** Details about your computer, including model, serial number, product key, and length of warranty, are on the service tag at the bottom of your computer.

 **NOTE:** The [HP Support YouTube Channel](#) (in English) has videos that provide step-by-step removal and replacement instructions for many common parts and models.

Component replacement procedures

To remove and replace computer components, use the procedures described in this section.

 **NOTE:** HP continually improves and changes product parts. For complete and current information about supported parts for your computer, go to <https://partsurfer.hp.com/>, select your country or region, and then follow the on-screen instructions.

Make special note of each screw size and location during removal and replacement.

Preparation for disassembly

To remove and replace computer components, use these procedures:

For initial safety procedures, see [Removal and replacement procedures preliminary requirements on page 15](#).

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation or Sleep mode, turn the computer on, and then shut it down through the operating system.
2. Disconnect the power from the computer by unplugging the power cord from the computer.
3. Disconnect all external devices from the computer.

Bottom cover

To remove the bottom cover, use this procedure and illustration.

Table 6-1 Bottom cover description and part number

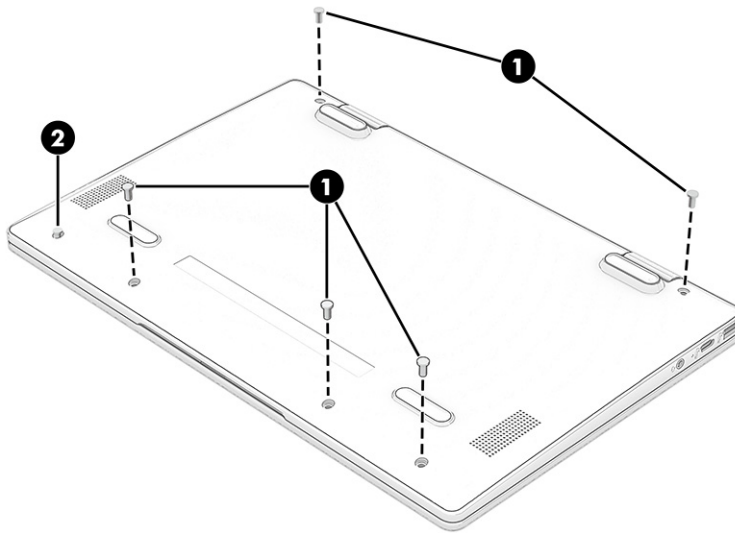
Description	Spare part number
Bottom cover	P26433-001

Before removing the bottom cover, prepare the computer for disassembly ([Preparation for disassembly on page 24](#)).

Remove the bottom cover:

1. Position the computer upside down with the front toward you.
2. Remove the five Phillips M2.0 × 6.0 screws (1) that secure the bottom cover to the computer.
3. Loosen the captive Phillips screw (2) until the cover pops up.

 **NOTE:** The bottom cover includes a captive (not removable) screw that causes the cover to pop up when you loosen the screw. After the cover pops up, do not continue to loosen the captive screw.



4. Insert a tool (1) into the seam outside the right hinge, and then move the tool down the side of the bottom cover (2) to release it from the computer.
5. Remove the cover (3).



To install the bottom cover, reverse the removal procedures.

WLAN module

To remove the WLAN module, use this procedure and illustration.

Table 6-2 WLAN module description and part number

Description	Spare part number
MediaTek MT7921 Wi-Fi 6 + Bluetooth 5.3	P24069-001

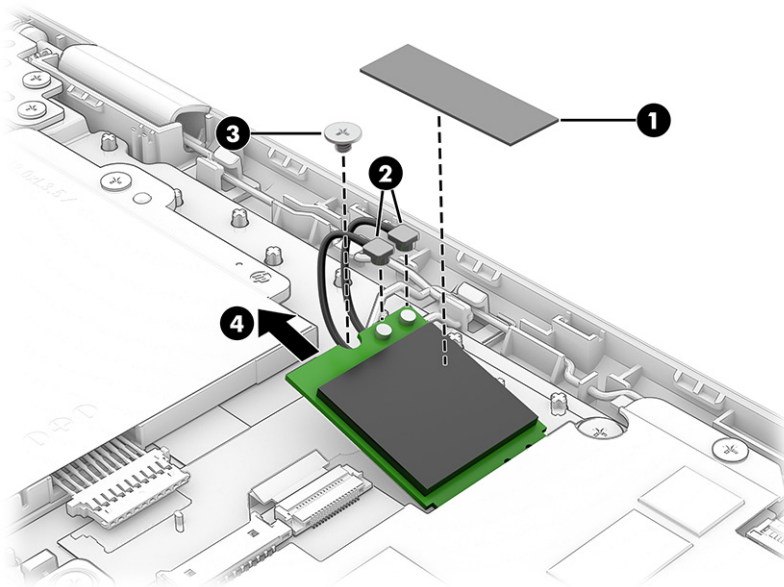
 **IMPORTANT:** To prevent an unresponsive system, replace the wireless module only with a wireless module authorized for use in the computer by the governmental agency that regulates wireless devices in your country or region. If you replace the module and then receive a warning message, remove the module to restore device functionality, and then contact technical support.

Before removing the WLAN module, follow these steps:

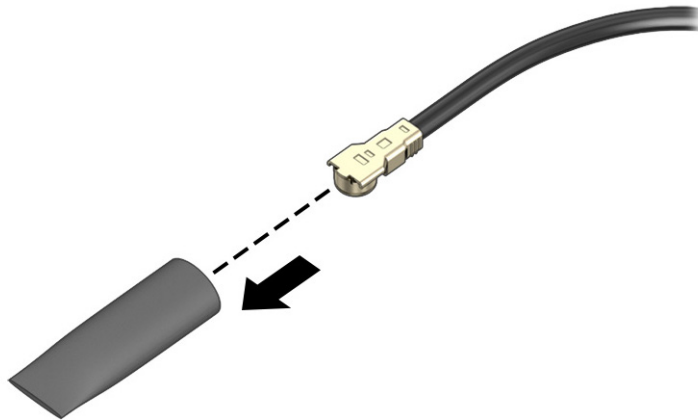
1. Prepare the computer for disassembly ([Preparation for disassembly on page 24](#)).
2. Remove the bottom cover (see [Bottom cover on page 32](#)).
3. Disconnect the battery cable from the system board (see [Removing and reinstalling the same battery on page 25](#)).

Remove the WLAN module:

1. Remove the plastic antenna protector (1) from the module.
2. Disconnect the antenna cables (2) from the module terminals.
3. Remove the Phillips M2.0 × 3.0 screw (3) that secures from the WLAN module.
4. Remove the module (4) by pulling it away from the slot at an angle.



5. If the WLAN antenna is not connected to the terminal on the WLAN module, install a protective sleeve on the antenna connector, as shown in the following illustration.



To install the WLAN module, reverse this procedure.



NOTE: WLAN modules are notched to prevent incorrect installation.

Heat sink

To remove the heat sink, use these procedures and illustrations.

Table 6-3 Heat sink descriptions and part numbers

Description	Spare part number
Heat sink	P26429-001
Thermal pad	P26428-001

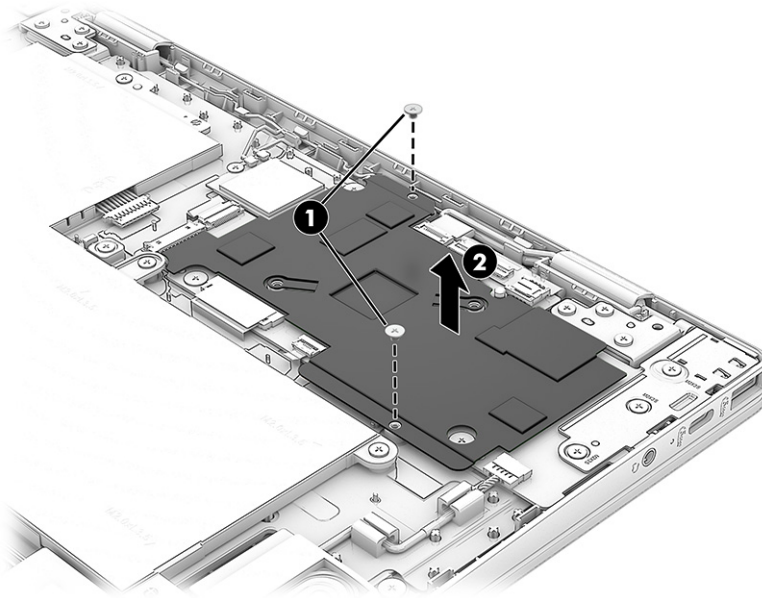
Before removing the heat sink, follow these steps:

1. Prepare the computer for disassembly ([Preparation for disassembly on page 24](#)).
2. Remove the bottom cover (see [Bottom cover on page 32](#)).
3. Disconnect the battery cable from the system board (see [Removing and reinstalling the same battery on page 25](#)).

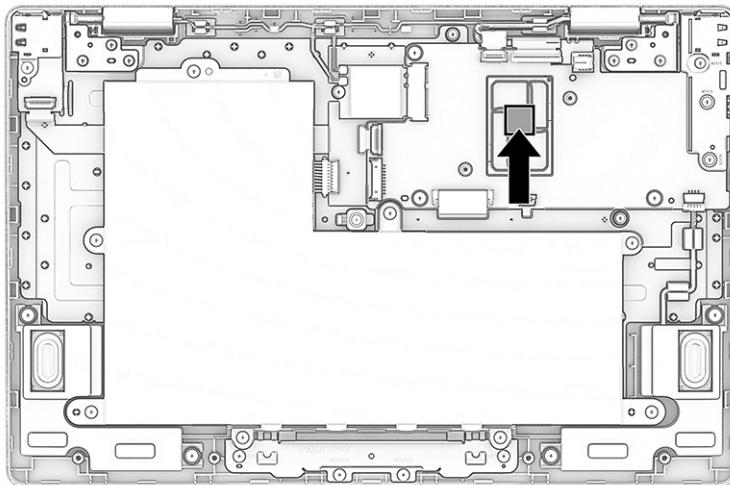
Remove the heat sink:

1. Remove the two Phillips M2.0 × 2.5 screws **(1)** from the heat sink.

2. Remove the heat sink (2).

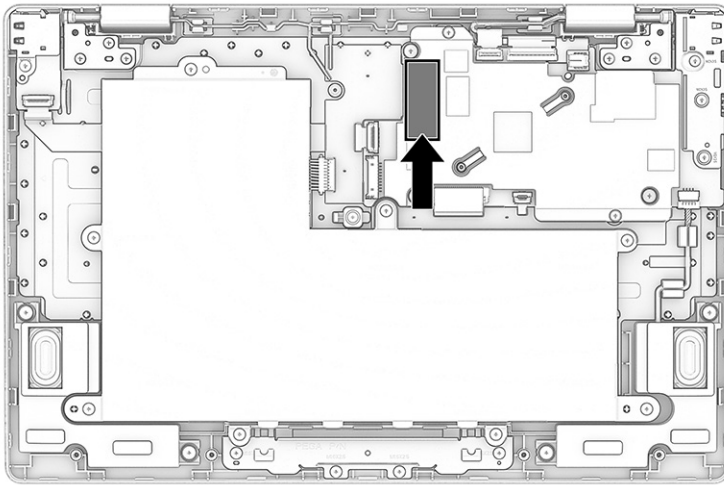


3. Each time the heat sink is removed, thoroughly clean and replace the thermal material from the surface of the processor on the system board. Replacement thermal material is included with the heat sink and system board spare part kits.



To install the heat sink, reverse this procedure.

When installing a heat sink, be sure to install a thermal pad at the location shown in the following illustration.



System board

To remove the system board, use these procedures and illustrations.

Table 6-4 System board descriptions and part numbers

Description	Spare part number
System board (includes processor and the Chrome operating system)	
MediaTek Kompanio 520 processor, 8 GB system memory, 64 GB storage	P26414-001
MediaTek Kompanio 520 processor, 8 GB system memory, 32 GB storage	P26413-001
MediaTek Kompanio 520 processor, 4 GB system memory, 64 GB storage	P26412-001
MediaTek Kompanio 520 processor, 4 GB system memory, 32 GB storage	P26411-001
USB bracket (available in the Bracket Kit)	P26439-001

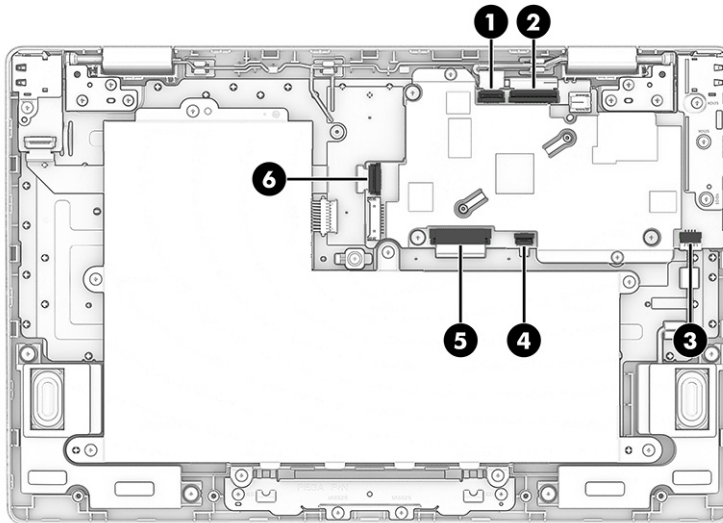
Before removing the system board, follow these steps:

1. Prepare the computer for disassembly ([Preparation for disassembly on page 24](#)).
2. Remove the bottom cover (see [Bottom cover on page 32](#)).
3. Disconnect the battery cable from the system board (see [Removing and reinstalling the same battery on page 25](#)).
4. Remove the WLAN module (see [WLAN module on page 34](#)).

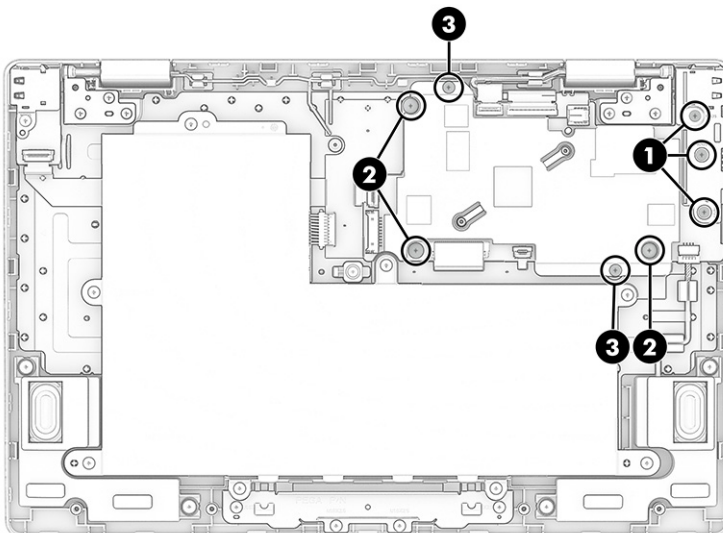
Remove the system board:

1. Disconnect the following cables from the system board:
 - Camera cable (ZIF) (1)
 - Display cable (ZIF) (2)

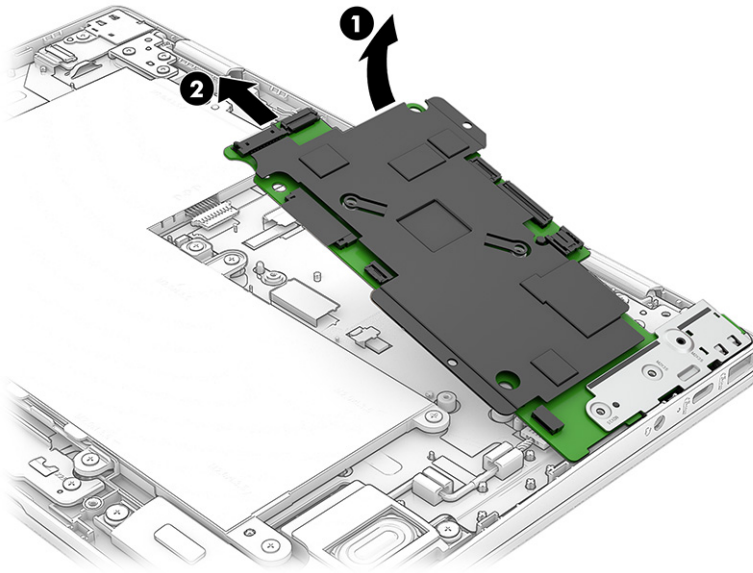
- Speaker cable (3)
- Touchpad cable (ZIF) (4)
- Keyboard cable (ZIF) (5)
- USB board cable (ZIF) (6)



2. Remove three Phillips M2.0 × 3.5 screws (1) from the bracket, three Phillips 2.0 × 2.5 broadhead screws (2) from the system board, and two Phillips M2.0 × 2.5 small-head screws (3) from the system board.



3. Lift the inside of the system board (1) up, and then pull the board (2) up and out of the computer.



To install the system board, reverse this procedure.

USB board

To remove the USB board, use these procedures and illustrations.

Table 6-5 USB board description and part number

Description	Spare part number
USB board (includes cable)	P29686-001

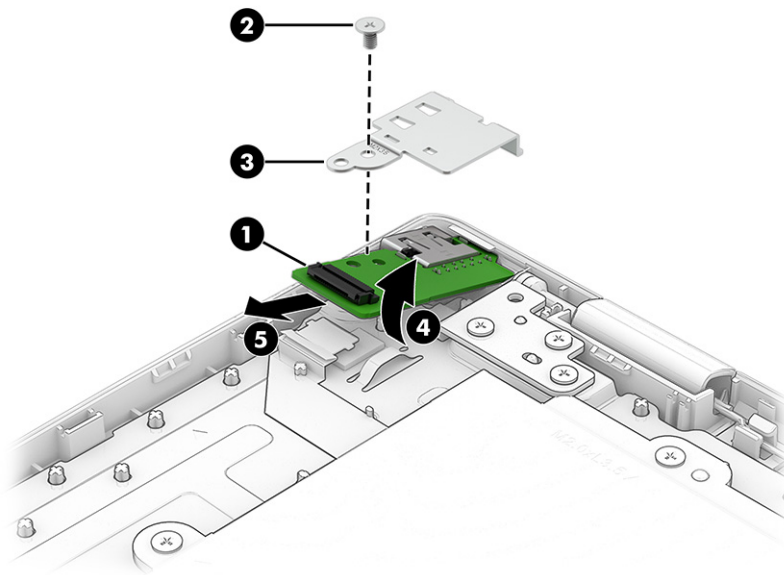
Before removing the USB board, follow these steps:

1. Prepare the computer for disassembly ([Preparation for disassembly on page 24](#)).
2. Remove the bottom cover (see [Bottom cover on page 32](#)).
3. Disconnect the battery cable from the system board (see [Removing and reinstalling the same battery on page 25](#)).

Remove the USB board:

1. Disconnect the cable (1) from the USB board.
2. Remove Phillips M2.0 × 3.5 screw (2), and then remove the bracket (3) from the board.

3. Lift the back of the board (4) up, and then pull the board (5) into the computer to remove it.



To install the USB board, reverse this procedure.

Speakers

To remove the speakers, use this procedure and illustration.

Table 6-6 Speakers description and part number

Description	Spare part number
Speakers (includes cable)	P26427-001

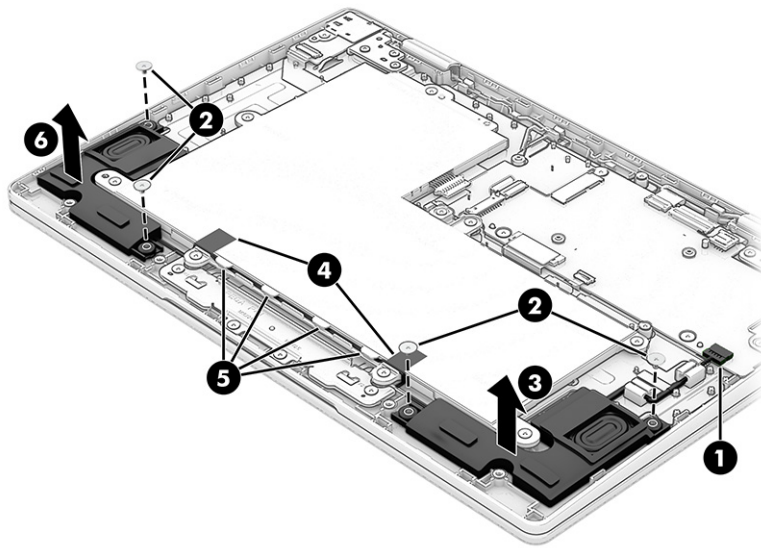
Before removing the speakers, follow these steps:

1. Prepare the computer for disassembly ([Preparation for disassembly on page 24](#)).
2. Remove the bottom cover (see [Bottom cover on page 32](#)).
3. Disconnect the battery cable from the system board (see [Removing and reinstalling the same battery on page 25](#)).

Remove the speakers:

1. Disconnect the speaker cable (1) from the system board.
2. Remove the two Phillips M1.6 × 3.0 screws (2) from each speaker.
3. Remove the right speaker (3).
4. Remove the pieces of tape (4) that secure the speaker cable to the bottom of the battery.
5. Remove the speaker cable from the clips (5) along the bottom of the battery.

6. Remove the left speaker (6).



To install the speakers, reverse this procedure.

Touchpad

To remove the touchpad, use this procedure and illustration.

Table 6-7 Touchpad descriptions and part numbers

Description	Spare part number
Touchpad (includes cable)	P26437-001
Touchpad bracket (available in the Bracket Kit)	P26439-001

Before removing the touchpad, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 24](#)).
2. Remove the bottom cover (see [Bottom cover on page 32](#)).
3. Remove the battery (see [Removing and reinstalling the same battery on page 25](#)).

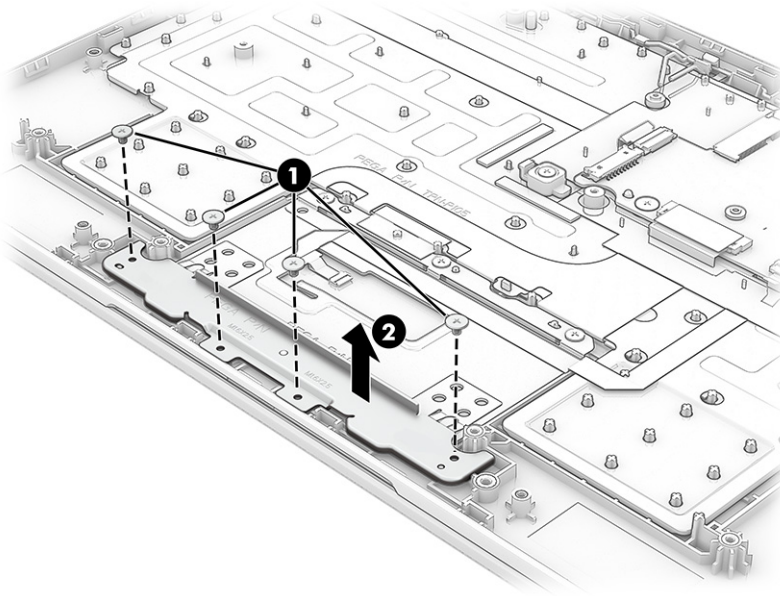
Remove the touchpad:



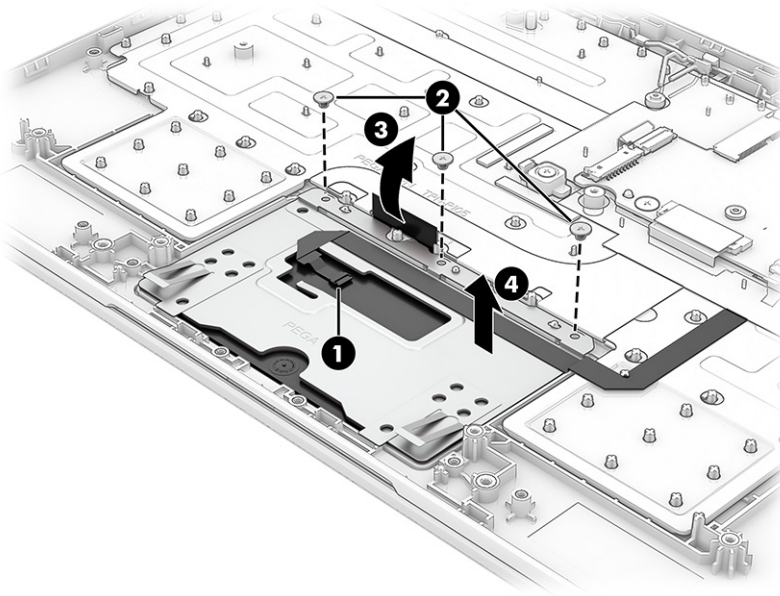
NOTE: You do not have to remove the touchpad bracket before removing the touchpad.

1. Remove the four Phillips M1.6 × 2.5 screws (1) that secure the touchpad bracket.

2. Remove the bracket **(2)** from the computer.



3. Disconnect the cable from the ZIF connector **(1)** on the touchpad.
4. Remove the three Phillips M1.6 × 2.0 screws **(2)** from the touchpad.
5. Peel the conductive tape **(3)** off the touchpad.
6. Remove the touchpad **(4)** from the computer.



To install the touchpad, reverse this procedure.

Display assembly

To remove and disassemble the display assembly, use these procedures and illustrations.



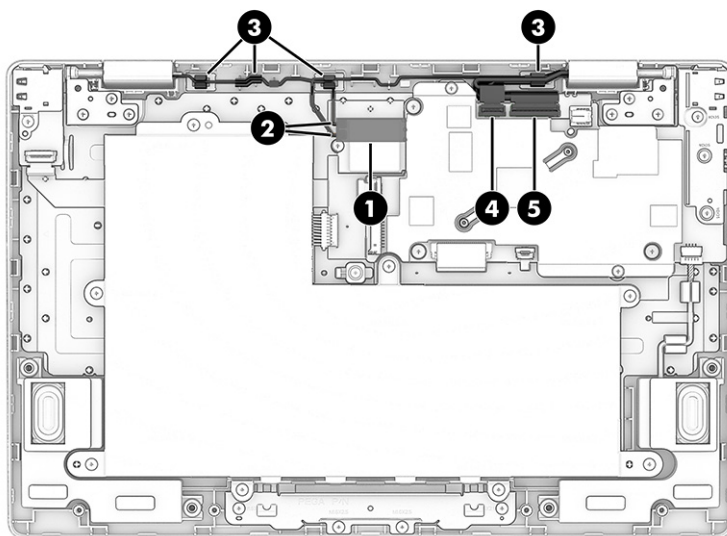
NOTE: The display assembly is spared at the subcomponent level. For display assembly spare part information, see the individual removal subsections.

Before removing the display panel, follow these steps:

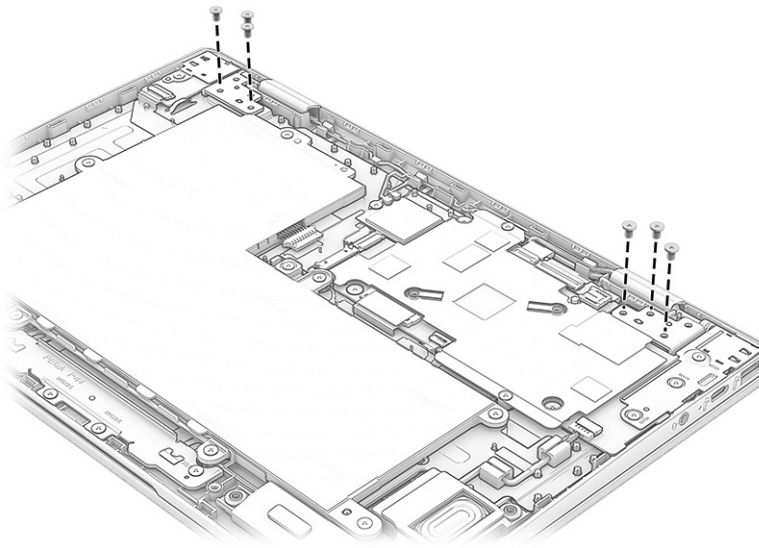
1. Prepare the computer for disassembly ([Preparation for disassembly on page 24](#)).
2. Remove the bottom cover (see [Bottom cover on page 32](#)).
3. Disconnect the battery cable from the system board (see [Removing and reinstalling the same battery on page 25](#)).

Remove the display assembly:

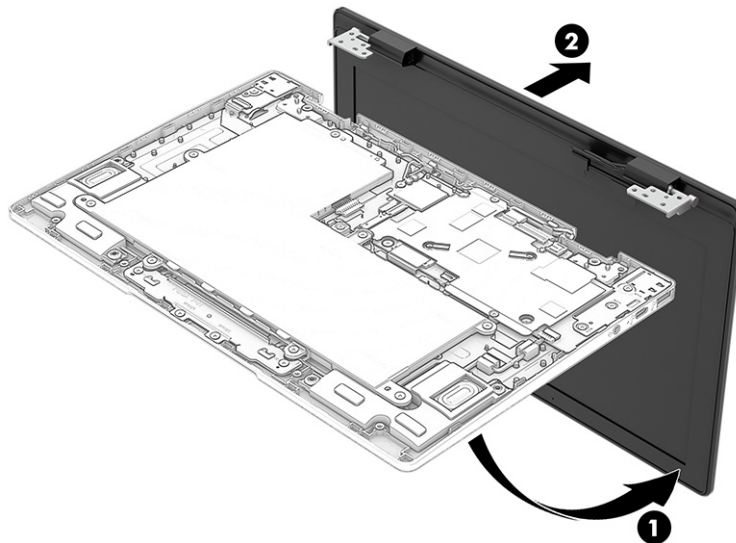
1. Remove the plastic protector **(1)** that covers the antenna connectors on the WLAN module.
2. Disconnect the antenna cables **(2)** from the WLAN module.
3. Remove the antenna cables from the clips **(3)** along the top of the computer.
4. Disconnect the camera cable **(4)** from the ZIF connector.
5. Disconnect the display cable **(5)** from the ZIF connector.



6. Remove the six Phillips M2.5 × 4.0 screws that secure the display assembly to the computer.



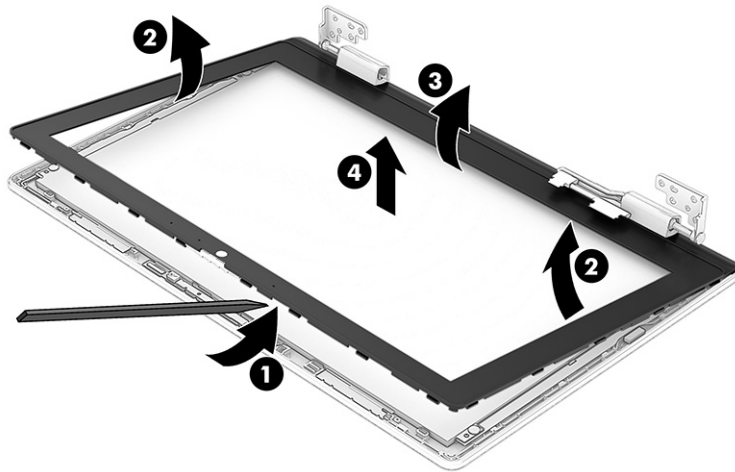
7. Open the display (1), and then separate the display (2) from the computer.



8. To remove the bezel:

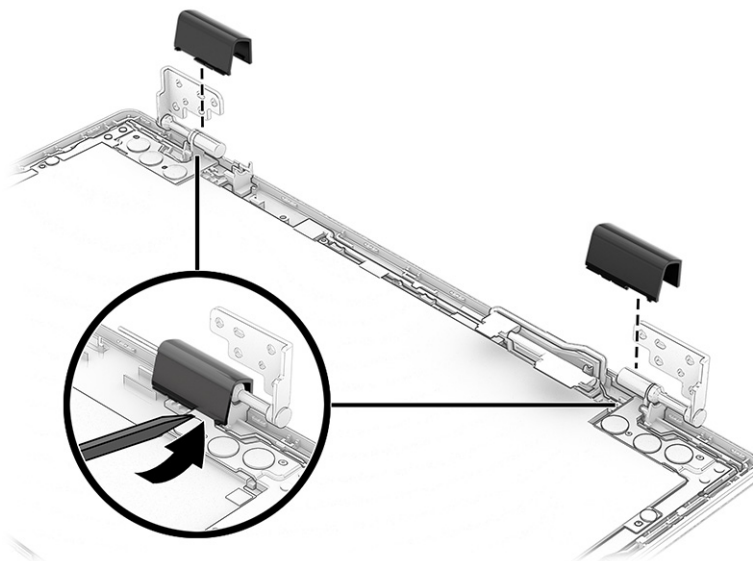
- a. Use a tool to release the top (1), the left and right sides (2), and then the bottom of the bezel (3) to release it.
- b. Remove the bezel (4) from the display.

The display bezel is available as spare part number P26436-001.



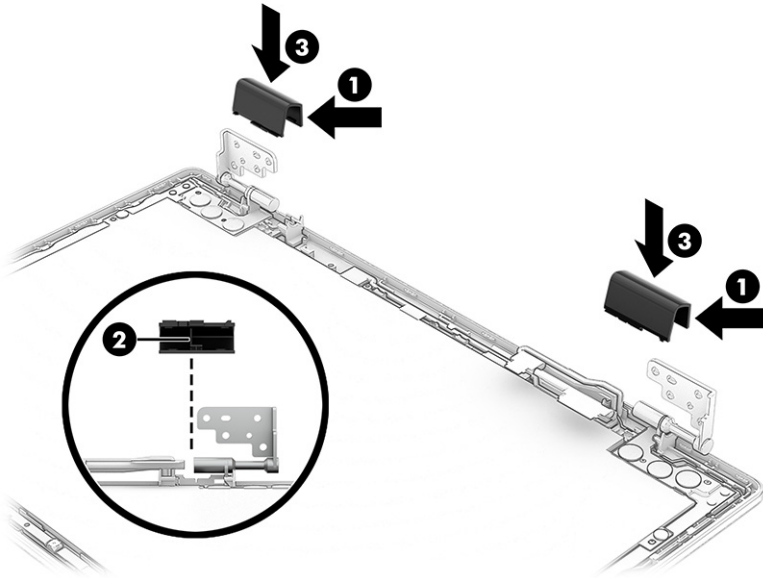
9. To remove the hinge covers:

- a. Use a tool to release the covers from the hinges.

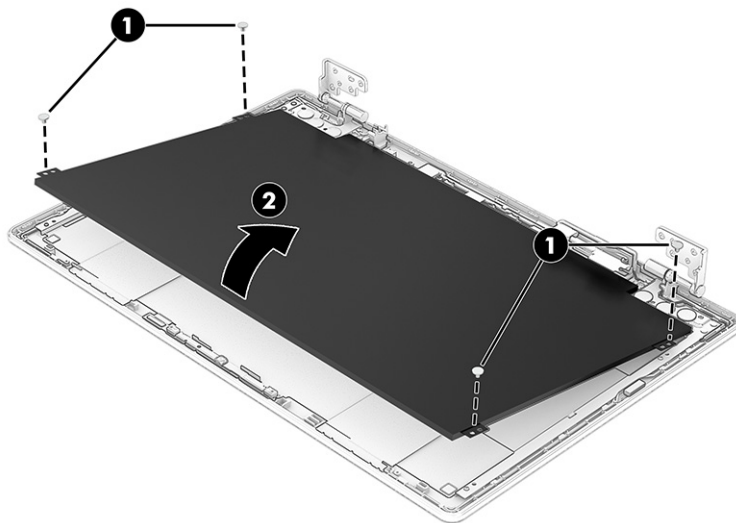


The display hinges with covers are available as spare part number P26430-001.

- b. When installing the hinge covers, be sure the shorter side of each cover (1) is facing the bottom of the display. Align the edge of the hinge covers (2) with the display, and then press down on the hinge covers (3) to snap them into place.



- 10. To remove the display panel from the display assembly:
 - a. Remove the four Phillips M1.6 × 2.5 screws (1) that secure the panel.
 - b. Rotate the top of the panel (2) up and over and place it next to the display rear cover.



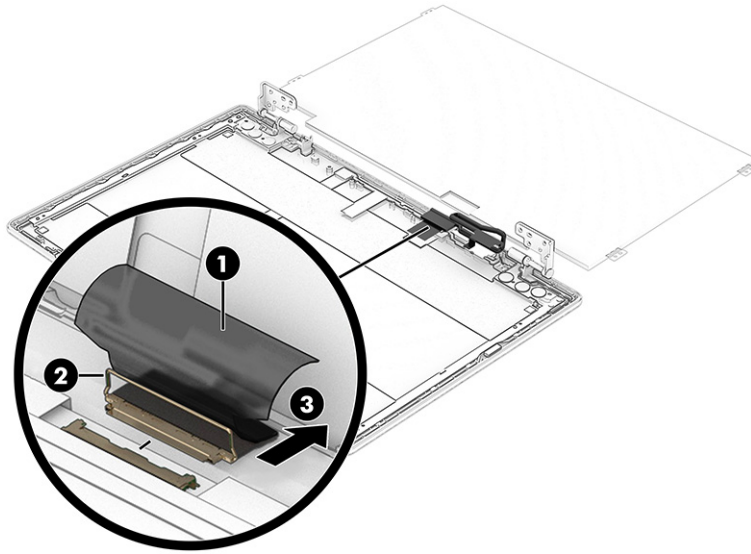
Display panels are available as the following spare part numbers:

P26415-001: HD, SVA, nontouch

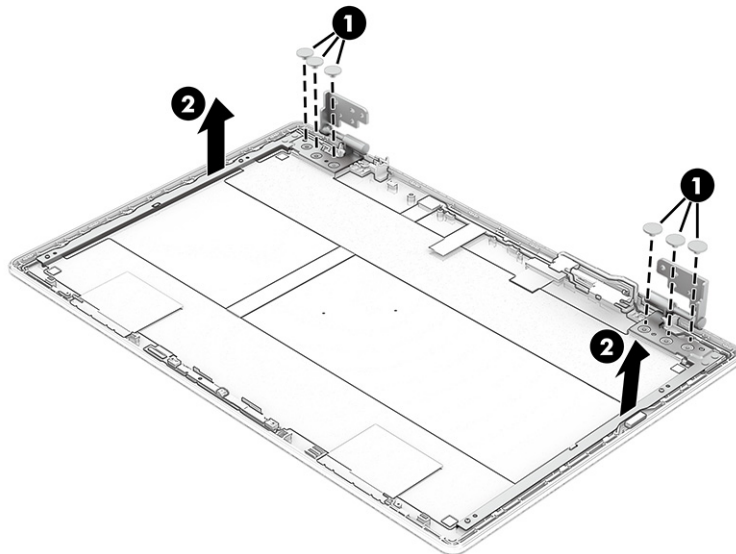
P26416-001: HD, UWVA, nontouch

P26417-001: HD, UWVA, touch

- c. Peel back (do not remove) the conductive tape (1) from the connector on the back of the panel. Lift the locking bar (2), and then disconnect the cable (3) from the panel.



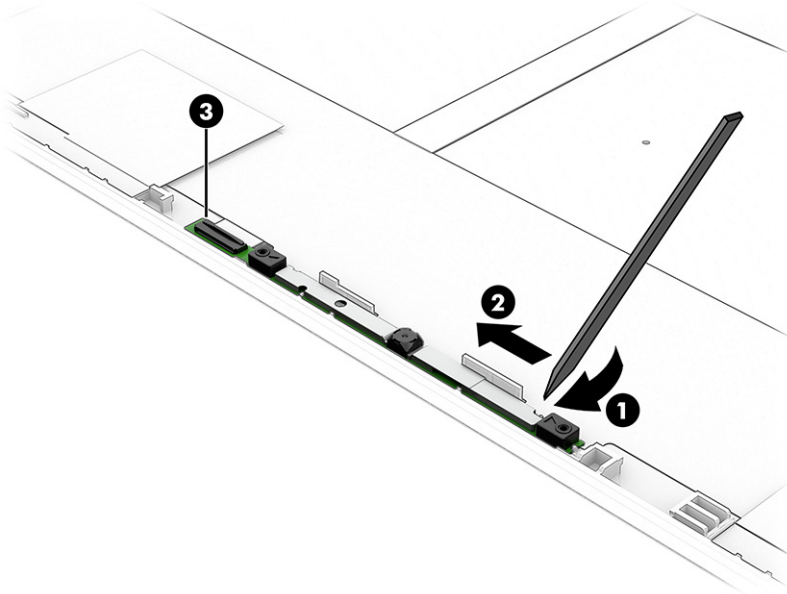
- 11. To remove the hinges from the display rear cover:
 - a. Remove the three Phillips M2.0 × 2.5 screws (1) from each hinge.
 - b. Remove the hinges (2) from the display back cover.



The display hinges with covers are available as spare part number P26430-001.

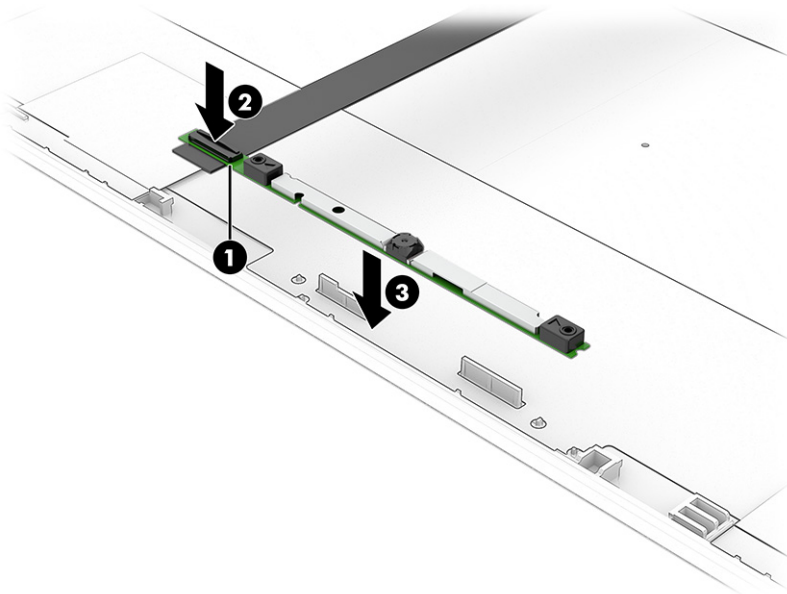
- 12. To remove the camera module:
 - a. Insert a thin pry tool (1) under the module, and then pull the tool under the entire length of the module (2) to release it.

- b. Disconnect the cable from the ZIF connector **(3)** on the module.



The camera module with cable is available as spare part number P26438-001.

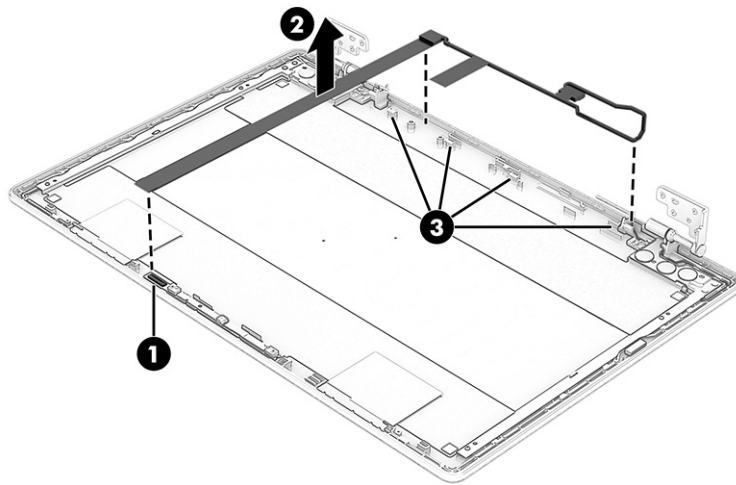
- c. When installing the camera module, connect the cable **(1)** to the module, push the module **(2)** down onto the cable, and then place the module **(3)** onto the top of the display.



13. To remove the camera cable:

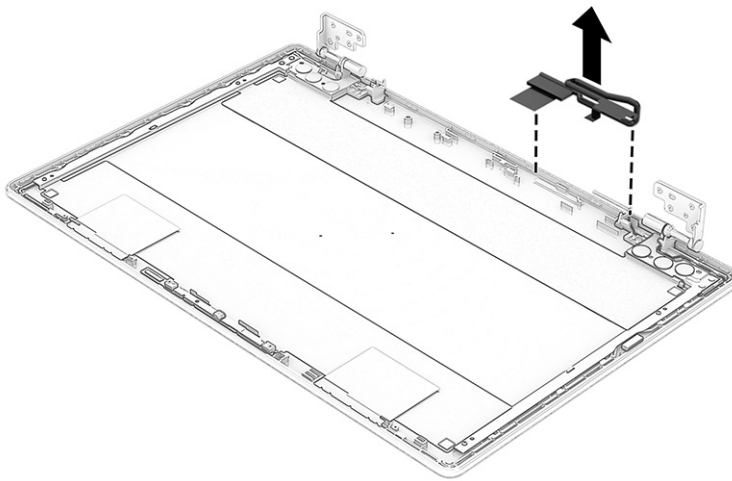
- a. Disconnect the cable **(1)** from the camera module.
- b. Peel the camera cable **(2)** off the inside of the display rear cover.

- c. Remove the cable from the clips **(3)** along the bottom of the display rear cover.



The camera cable is available in the Cable Kit as spare part number P26431-001.

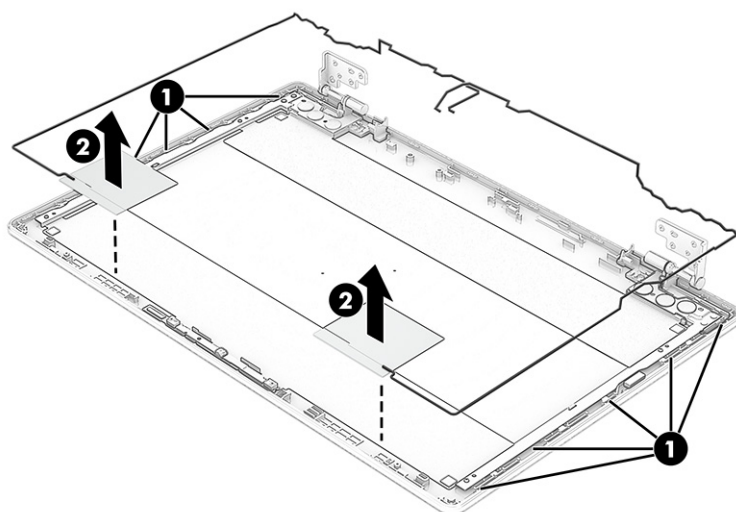
- 14. To remove the display cable, remove the cable from the clips on the bottom of the display rear cover.



Display cables are available in the Cable Kit as spare part number P26431-001.

- 15. To remove the WLAN antennas and cables:
 - a. Remove the antenna cables from the clips **(1)** on the inside of the display rear cover.

- b. Peel the antennas (2) off the display rear cover.



The WLAN wireless cables and antennas are available as spare part number P26426-001.

To reassemble and replace the display assembly, reverse these procedures.

Top cover with keyboard

The top cover with keyboard remains after removing all other spare parts from the computer. The first table provides the main spare part number for the top cover with keyboards. The second table provides the keyboard country codes.

Table 6-8 Top cover with keyboard description and part number

Description	Spare part number
Top cover with keyboard	P26418-xx1

Table 6-9 Spare part country codes

For use in country or region	Spare part number	For use in country or region	Spare part number
Brazil	-201	South Korea	-AD1
Italy	-061	Taiwan	-AB1
Latin America	-161	Thailand	-281
Saudi Arabia	-171	United States	-001

7 Backing up, resetting, and recovering

This chapter provides information about the standard procedures of backing up your personal data, resetting your computer to original factory conditions, and recovering your operating system.

Backing up

You can back up your data to an optional USB flash drive or SD memory card or through Google Drive™.

For detailed information about creating a backup, go to <http://www.support.google.com>.

Resetting

A factory reset erases the information on your computer hard drive, including files in the Downloads folder. Before you reset, back up your files to an optional USB flash drive, to an SD memory card, or through Google Drive. The factory reset will not delete your files at these locations.

You might want to reset your computer in the following circumstances:

- You see the message "Reset this Chrome device."
- You are having problems with your user profile or settings.
- You restarted your computer, and it still doesn't work properly.
- You want to change the owner of your computer.

To reset your computer:

1. Under the **Settings** menu, select **Advanced**.
2. In the **Powerwash** section, select **Powerwash**.
3. Select **Restart**.
4. In the window that appears, select **Powerwash**, and then select **Continue**.
5. Follow the on-screen instructions to reset your computer, and sign in with your Google Account.



NOTE: The account you sign in with after you reset your computer is recognized as the owner account.

6. After you complete the reset, you can set up your computer and check to see whether the problem is fixed.

Recovering

When your ChromeOS™ doesn't work properly, you can perform a recovery. A recovery reinstalls the operating system, software programs, and original factory settings. It deletes locally saved files and

saved networks for all accounts. A system recovery does not affect Google Accounts and data synced to Google Drive.

 **IMPORTANT:** Recovery permanently erases everything on your computer hard drive, including your downloaded files. If possible, back up your files before you recover your computer.

 **NOTE:** For more information about performing a system recovery on your computer, go to <http://www.support.google.com>.

Before you begin the recovery process, you need the following prerequisites:

- A USB flash drive or SD memory card with a capacity of 4 GB or greater. All data is erased from this storage device when the recovery media is created, so back up all files from the device before you begin.
- A computer with internet access. You must also have administrative rights to the computer.
- A computer AC adapter. The computer must be plugged into AC power during recovery.
- The “ChromeOS is missing or damaged” screen displaying on your computer. If this message is not already displayed:
 - Turn on the computer, press and hold the **esc+f3** keys, and then press the power button. The computer restarts, and the screen shows the “ChromeOS is missing or damaged” screen.

Option 1: Recovering using an internet connection

Use these instructions to recover the Chrome operating system on your computer without recovery media:

1. Disconnect any external devices connected to your computer, plug in the power cord, and then turn on the computer.
2. To enter recovery mode, press and hold the **esc+f3** keys, and then press the power button. When the “ChromeOS is missing or damaged” screen appears, select **Recover using internet connection** and follow the on-screen instructions.

 **NOTE:** The computer must have internet access.

3. When the “System Recovery is complete” message appears, reboot your computer.

The computer restarts with ChromeOS reinstalled.

Option 2: Installing the Chromebook Recovery Utility

The Chromebook™ Recovery Utility recovers the original operating system and software programs that were installed at the factory. You can install this utility from the Chrome Web Store on any computer.

 **NOTE:** Use this option if you do not have Internet access on your computer.

To install the Chromebook Recovery Utility:

- Open the Chrome Web Store, search for `chrome recovery`, select **Chromebook Recovery Utility** from the Apps list, and follow the on-screen instructions.

Creating recovery media

You can use recovery media to recover the original operating system and software programs that were installed at the factory.

To create recovery media:

1. Turn on a computer that has internet access.



NOTE: You must have administrative rights to the computer.

2. Select the **Launcher** icon, and then select **All Apps**.
3. In the Apps window, select **Recovery**, and then select **Get started**.
4. Follow the on-screen instructions to create the recovery media.



NOTE: All data and partitions on your recovery media will be deleted. Do not remove the USB flash drive or SD memory card until the process is complete.

Recovering the Chrome operating system with recovery media

Use these instructions to recover the Chrome operating system on your computer using the recovery media that you created.

1. Disconnect any external devices connected to your computer, plug in the power cord, and then turn on the computer.
2. To enter recovery mode, press and hold **esc+f3**, and then press the power button. When the “ChromeOS is missing or damaged” screen appears, insert the recovery media into your computer. The recovery process begins immediately.
3. Wait while Chrome verifies the integrity of the recovery media.



NOTE: If you need to cancel the recovery during the verification process, press and hold the power button until the computer turns off. Do not disrupt the system recovery process after the verification step is complete.



NOTE: If an error message is displayed, you might need to run the Chrome Recovery Utility again or use a different USB flash drive or SD memory card.

4. When the “System Recovery is complete” message appears, remove the recovery media.

The computer restarts with ChromeOS reinstalled.

Setting up your computer after a reset or recovery

After a reset or recovery is complete, perform the initial setup process.

For details about setting up the computer, go to <http://www.support.google.com>.

Erasing and reformatting the recovery media

When you create recovery media, the USB flash drive or SD memory card is formatted as a recovery tool. After recovery, you must erase the recovery media to reuse your storage device. Follow these steps to use the Chromebook Recovery Utility to erase the recovery media.

1. Select the **Launcher** icon, and then select **All Apps**.
2. In the apps window, select **Recovery**.
3. Select the **Settings** icon, and then select **Erase recovery media**.
4. Select the USB flash drive or SD memory card that you inserted, select **Continue**, and then select **Erase now**.
5. After the recovery media is erased, select **Done** to close the Chromebook Recovery Utility, and then remove the USB flash drive or SD memory card.

The media is ready to be formatted using a formatting tool provided by your operating system.

8 Statement of memory volatility

For general information regarding nonvolatile memory in HP business computers, and to restore nonvolatile memory that can contain personal data after the system has been turned off and the hard drive has been removed, use these instructions.

HP business computer products that use Intel®-based or AMD®-based system boards contain volatile DDR memory. The amount of nonvolatile memory present in the system depends upon the system configuration. Intel-based and AMD-based system boards contain nonvolatile memory subcomponents as originally shipped from HP, with the following assumptions:

- No subsequent modifications were made to the system.
- No applications, features, or functionality were added to or installed on the system.

Following system shutdown and removal of all power sources from an HP business computer system, personal data can remain on volatile system memory (DIMMs) for a finite period of time and also remains in nonvolatile memory. Use the following steps to remove personal data from the computer, including the nonvolatile memory found in Intel-based and AMD-based system boards.



NOTE: If your tablet has a keyboard base, connect to the keyboard base before beginning steps in this chapter.

Current BIOS steps

Use these instructions to restore nonvolatile memory.

1. Follow these steps to restore the nonvolatile memory that can contain personal data. Restoring or reprogramming nonvolatile memory that does not store personal data is neither necessary nor recommended.

- a. Turn on or restart the computer, and then quickly press **esc**.



NOTE: If the system has a BIOS administrator password, type the password at the prompt.

- b. Select **Main**, select **Apply Factory Defaults and Exit**, and then select **Yes** to load defaults. The computer restarts.
- c. During the restart, press **esc** while the "Press the ESC key for Startup Menu" message is displayed at the bottom of the screen.



NOTE: If the system has a BIOS administrator password, type the password at the prompt.

- d. Select the **Security** menu, select **Restore Security Settings to Factory Defaults**, and then select **Yes** to restore security level defaults. The computer restarts.
- e. During the restart, press **esc** while the "Press the ESC key for Startup Menu" message is displayed at the bottom of the screen.



NOTE: If the system has a BIOS administrator password, type the password at the prompt.

- f. If an asset or ownership tag is set, select the **Security** menu and scroll down to the **Utilities** menu. Select **System IDs**, and then select **Asset Tracking Number**. Clear the tag, and then make the selection to return to the prior menu.
- g. If a DriveLock password is set, select the **Security** menu, and scroll down to **Hard Drive Utilities** under the **Utilities** menu. Select **Hard Drive Utilities**, select **DriveLock**, and then clear the check box for **DriveLock password on restart**. Select **OK** to proceed.
- h. Select the **Main** menu, and then select **Reset BIOS Security to factory default**. Select **Yes** at the warning message. The computer restarts.
- i. During the restart, press **esc** while the "Press the ESC key for Startup Menu" message is displayed at the bottom of the screen.



NOTE: If the system has a BIOS administrator password, type the password at the prompt.

- j. Select the **Main** menu, select **Apply Factory Defaults and Exit**, select **Yes** to save changes and exit, and then select **Shutdown**.
 - k. Restart the system. If the system has a Trusted Platform Module (TPM), fingerprint reader, or both, one or two prompts will appear—one to clear the TPM and the other to Reset Fingerprint Sensor. Press or tap **f1** to accept or **f2** to reject.
 - l. Remove all power and system batteries for at least 24 hours.
2. Complete one of the following tasks:
- Remove and retain the storage drive.
 - Clear the drive contents by using a third-party utility designed to erase data from an SSD.
 - Clear the contents of the drive by using the following BIOS Setup Secure Erase command option steps:



NOTE: If you clear data using Secure Erase, you cannot recover it.

- a. Turn on or restart the computer, and then quickly press **esc**.
- b. Select the **Security** menu and scroll down to the **esc** menu.
- c. Select **Hard Drive Utilities**.
- d. Finish by completing one of these tasks:
 - Under **Utilities**, select **Secure Erase**, select the hard drive storing the data you want to clear, and then follow the on-screen instructions to continue.
 - Clear the contents of the drive using the following Disk Sanitizer commands steps:
 - i. Turn on or restart the computer, and then quickly press **esc**.
 - ii. Select the **Security** menu and scroll down to the **Utilities** menu.
 - iii. Select **Hard Drive Utilities**.

- iv. Under **Utilities**, select **Disk Sanitizer**, select the hard drive with the data that you want to clear, and then follow the on-screen instructions to continue.



NOTE: The amount of time it takes for Disk Sanitizer to run can take several hours. Plug the computer into an AC outlet before starting.

Nonvolatile memory usage

Use this table to troubleshoot nonvolatile memory usage.

Table 8-1 Troubleshooting information for nonvolatile memory usage

Description	Volatility description	Storage user data	How to erase
Primary storage device, holds the OS, applications, and application settings	Nonvolatile, 8-256 GB of eMMC or NVMe SSD storage, removable	Yes ¹	Follow instructions below under "Erase the Primary Storage Device."
System memory (RAM), holds transient data during system operation	Volatile, SODIMM socket. Removable (4 GB/8 GB/16 GB)	Yes	Unplug unit from power.
Permanent system BIOS settings	Nonvolatile; 16 KB; stored	No ²	Follow instructions below under "Clearing BIOS Settings."
System boot ROM (BIOS)	Nonvolatile memory, 128 Mbit (16 MB) socketed, removable	No	Download the latest BIOS for your model from the HP website and follow the instructions to flash the BIOS that are on the website.
RTC (CMOS) RAM	Volatile memory, 256 bytes located in AMD embedded System on Chip (SoC)	No	Desktop computers with a CMOS button: Unplug unit from main power, remove top cover and press the Clear CMOS button. Notebook and desktop computers without a CMOS button: 1. Press and hold power button for 12 seconds. 2. Press Windows key + V, and then press power button.
Keyboard/mouse (ROM)	Nonvolatile, 2 KB embedded in the super I/O controller (SIO2)	Yes	N/A
Keyboard/mouse (RAM)	Volatile, 256 bytes embedded in the super I/O controller (SIO2)	No	Unplug unit from main power.
LOM EEPROM	Nonvolatile, 2 MB embedded in LAN controller	No	N/A
Trusted Platform Module (TPM)	Nonvolatile; 51 KB ROM for firmware and 38 KB system parametric data	No ³	Follow instructions below under "Clearing TPM."

¹ Under typical operation, the only user data stored on the primary storage device are preferences for device configuration and settings for connections. However, the administrator can configure the system to allow users to store data locally.

² The only user data potentially stored in BIOS Settings are the ownership and asset tags, administrator password, and startup password.

³ The Trusted Platform Module might contain encrypted passwords or certificates generated from user or administrator input.

Questions and answers

Use this section to answer your questions about nonvolatile memory.

1. How can the BIOS settings be restored (returned to factory settings)?

 **IMPORTANT:** The restore defaults feature does not securely erase any information on your hard drive. See question and answer 6 for steps to securely erase information.

The restore defaults feature does not reset the Custom Secure Boot keys. See question and answer 7 for information about resetting the keys.

- a. Turn on or restart the computer, and then quickly press **esc**.
- b. Select **Main**, and then select **Apply Factory Defaults and Exit**.
- c. Follow the on-screen instructions.
- d. Select **Main**, select **Save Changes and Exit**, and then follow the on-screen instructions.

2. What is a UEFI BIOS?

The Unified Extensible Firmware Interface (UEFI) BIOS is an industry-standard software interface between the platform firmware and an operating system (OS). It replaces the older legacy BIOS architecture.

The UEFI BIOS provides an interface to display the system information and configuration settings and to change the configuration of your computer before an OS is loaded. BIOS provides a secure runtime environment that supports a GUI. In this environment, you can use either a pointing device (touch screen, touchpad, pointing stick, or USB mouse) or the keyboard to navigate and make menu and configuration selections. The UEFI BIOS also contains basic system diagnostics.

In addition, the UEFI BIOS works to initialize the computer's hardware before loading and executing the OS; the runtime environment allows the loading and execution of software programs from storage devices to provide more functionality, such as advanced hardware diagnostics (with the ability to display more detailed system information) and advanced firmware management and recovery software.

3. Where is the UEFI BIOS located?

The UEFI BIOS is located on a flash memory chip. You must use a utility to write to the chip.

4. What kind of configuration data is stored on the DIMM Serial Presence Detect (SPD) memory module? How would this data be written?

The DIMM SPD memory contains information about the memory module, such as size, serial number, data width, speed and timing, voltage, and thermal information. This information is written by the module manufacturer and stored on an EEPROM. You cannot write to this EEPROM when the memory module is installed in a computer. Third-party tools do exist that can write to the EEPROM when the memory module is not installed in a computer. Various third-party tools are available to read SPD memory.

5. What is meant by “Restore the nonvolatile memory found in Intel-based system boards”?

This message relates to clearing the Real Time Clock (RTC) CMOS memory that contains computer configuration data.

6. How can the BIOS security be reset to factory defaults and erase the data?

 **IMPORTANT:** Resetting results in the loss of information.

These steps do not reset Custom Secure Boot Keys. See question and answer 7 for information about resetting the keys.

- a. Turn on or restart the computer, and then quickly press **esc**.
- b. Select **Main**, and then select **Reset Security to Factory Defaults**.
- c. Follow the on-screen instructions.
- d. Select **Main**, select **Save Changes and Exit**, and then follow the on-screen instructions.

7. How can the Custom Secure Boot Keys be reset?

Secure Boot is a feature to ensure that only authenticated code can start on a platform. If you enabled Secure Boot and created Custom Secure Boot Keys, disabling Secure Boot does not clear the keys. You must also select to clear the Custom Secure Boot Keys. Use the same Secure Boot access procedure that you used to create the Custom Secure Boot Keys, but select to clear or delete all Secure Boot Keys.

- a. Turn on or restart the computer, and then quickly press **esc**.
- b. Select the **Security** menu, select **Secure Boot Configuration**, and then follow the on-screen instructions.
- c. At the **Secure Boot Configuration** window, select **Secure Boot**, select **Clear Secure Boot Keys**, and then follow the on-screen instructions to continue.

Using HP Sure Start (select products only)

Select computer models are configured with HP Sure Start, a technology that continuously monitors your computer's BIOS for attacks or corruption.

If the BIOS becomes corrupted or is attacked, HP Sure Start restores the BIOS to its previously safe state, without user intervention. Those select computer models ship with HP Sure Start configured and enabled. HP Sure Start is configured and already enabled so that most users can use the HP Sure Start default configuration. Advanced users can customize the default configuration.

To access the latest documentation on HP Sure Start, go to <http://www.hp.com/support>.

9 Specifications

This chapter provides specifications for your computer system.

Computer specifications

This section provides specifications for your computer. When traveling with your computer, the computer dimensions and weights, input power ratings, and operating specifications provide helpful information.

Table 9-1 Computer specifications

	Metric	U.S.
Dimensions		
Width	292.7 mm	11.52 in
Depth	192.8 mm	7.59 in
Height (front)	11.72 mm	0.46 in
Height (rear)	14.93 mm	0.59 in
Weight	1170 g	2.58 lb
Input power		
Operating voltage and current	5 V DC @ 2 A / 12 V DC @ 3 A / 15 V DC @ 3 A - 45 W USB-C®	
	5 V DC @ 3 A / 9 V DC @ 3 A / 12 V DC @ 3.75 A / 15 V DC @ 3 A - 45 W USB-C	
	5 V DC @ 3 A / 9 V DC @ 3 A / 10 V DC @ 3.75 A / 12 V DC @ 3.75 A / 15 V DC @ 3 A / 20 V DC @ 2.25 A - 45 W USB-C	
Temperature		
Operating	5°C to 35°C	41°F to 95°F
Nonoperating	-20°C to 60°C	-4°F to 140°F
Relative humidity (noncondensing)		
Operating	10% to 90%	
Nonoperating	5% to 95%	
Maximum altitude (unpressurized)		
Operating	-15 m to 3,048 m	-50 ft to 10,000 ft
Nonoperating	-15 m to 12,192 m	-50 ft to 40,000 ft



NOTE: Applicable product safety standards specify thermal limits for plastic surfaces. The device operates well within this range of temperatures.

Display specifications

This section provides specifications for your display.

Table 9-2 Display specifications

	Metric	U.S.
Active diagonal size	29.5 cm	11.6 in
Resolution	1366 × 768 (HD)	
Surface treatment	Antiglare	
Brightness	250 nits	
Viewing angle	UWVA	
	SVA	
Display panel interface	eDP	

10 Power cord set requirements

This chapter provides power cord requirements for countries and regions.

The wide-range input feature of the computer permits it to operate from any line voltage from 100 V AC to 120 V AC, or from 220 V AC to 240 V AC.

The three-conductor power cord set included with the computer meets the requirements for use in the country or region where the equipment is purchased.

Power cord sets for use in other countries or regions must meet the requirements of the country and region where the computer is used.

Requirements for all countries

These power cord requirements are applicable to all countries and regions.

- The length of the power cord set must be at least **1.0 m** (3.3 ft) and no more than **2.0 m** (6.5 ft).
- All power cord sets must be approved by an acceptable accredited agency responsible for evaluation in the country or region where the power cord set will be used.
- The power cord sets must have a minimum current capacity of 10 A and a nominal voltage rating of 125 V AC or 250 V AC, as required by the power system of each country or region.
- The appliance coupler must meet the mechanical configuration of an EN 60 320/IEC 320 Standard Sheet C13 connector for mating with the appliance inlet on the back of the computer.

Requirements for specific countries and regions

To determine power cord requirements for specific countries and regions, use this table.

Table 10-1 Power cord requirements for specific countries and regions

Country/region	Accredited agency	Applicable note number
Argentina	IRAM	1
Australia	SAA	1
Austria	OVE	1
Belgium	CEBEC	1
Brazil	ABNT	1
Canada	CSA	2
Chile	IMQ	1
Denmark	DEMKO	1
Finland	FIMKO	1
France	UTE	1

Table 10-1 Power cord requirements for specific countries and regions (continued)

Country/region	Accredited agency	Applicable note number
Germany	VDE	1
India	BIS	1
Israel	SII	1
Italy	IMQ	1
Japan	JIS	3
Netherlands	KEMA	1
New Zealand	SANZ	1
Norway	NEMKO	1
The People's Republic of China	CCC	4
Saudi Arabia	SASO	7
Singapore	PSB	1
South Africa	SABS	1
South Korea	KTL	5
Sweden	SEMKO	1
Switzerland	SEV	1
Taiwan	BSMI	6
Thailand	TISI	1
United Kingdom	ASTA	1
United States	UL	2

1. The flexible cord must be Type HO5VV-F, three-conductor, 0.75 mm² conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the certification mark of the agency responsible for evaluation in the country or region where it will be used.
2. The flexible cord must be Type SVT/SJT or equivalent, No. 18 AWG, three-conductor. The wall plug must be a two-pole grounding type with a NEMA 5-15P (15 A, 125 V AC) or NEMA 6-15P (15 A, 250 V AC) configuration. CSA or C-UL mark. UL file number must be on each element.
3. The appliance coupler, flexible cord, and wall plug must bear a T mark and registration number in accordance with the Japanese Dentori Law. The flexible cord must be Type VCTF, three-conductor, 0.75 mm² or 1.25 mm² conductor size. The wall plug must be a two-pole grounding type with a Japanese Industrial Standard C8303 (7 A, 125 V AC) configuration.
4. The flexible cord must be Type RVV, three-conductor, 0.75 mm² conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the CCC certification mark.
5. The flexible cord must be Type HO5VV-F three-conductor, 0.75 mm² conductor size. KTL logo and individual approval number must be on each element. Approval number and logo must be printed on a flag label.
6. The flexible cord must be Type HVCTF three-conductor, 1.25 mm² conductor size. Power cord set fittings (appliance coupler, cable, and wall plug) must bear the BSMI certification mark.

7. For 127 V AC, the flexible cord must be Type SVT or SJT 3-conductor, 18 AWG, with plug NEMA 5-15P (15 A, 125 V AC), with UL and CSA or C-UL marks. For 240 V AC, the flexible cord must be Type H05VV-F three-conductor, 0.75 mm² or 1.00 mm² conductor size, with plug BS 1363/A with BSI or ASTA marks.

11 Recycling

When a nonrechargeable or rechargeable battery has reached the end of its useful life, do not dispose of the battery in general household waste. Follow the local laws and regulations in your area for battery disposal.

HP encourages customers to recycle used electronic hardware, HP original print cartridges, and rechargeable batteries. For more information about recycling programs, see the HP website at <http://www.hp.com/recycle>.

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