



Maintenance and Service Guide

327se model

SUMMARY

This guide provides information about spare parts, removal and replacement of parts, diagnostic tests, problem troubleshooting, and more.

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Product notice

Only trained service personnel familiar with this product should service it. Before performing any maintenance or service, be sure to read "Important Safety Information".

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1 Getting started

Read this chapter to learn about safety information and where to find additional HP resources.


Important safety information


Carefully read the cautions and notes within this document to minimize the risk of personal injury to service personnel. The cautions and notes are not exhaustive. Proper service methods are important to the safe, reliable operation of equipment. Improper service methods can damage equipment.

The service procedures recommended and described in this service manual provide effective methods of performing service operations. Service engineers should have prior repair knowledge and experience as well as appropriate training for the product before performing service procedures.

- Be sure your working environment is dry and clean and meets all government safety requirements.
- Be sure that other persons are safe while you are servicing the product.
- Do not perform any action that can cause a hazard to the customer or make the product unsafe.
- Use proper safety devices to ensure your personal safety.
- Always use approved tools and test equipment for servicing.
- Never assume the product's power is disconnected from the main power supply. Check that it is disconnected before opening the product's cabinet.
- Modules containing electrical components are sensitive to electrostatic discharge (ESD). Follow ESD safety procedures while handling these parts.
- Some products contain more than one battery. Do not disassemble or expose a battery to high temperatures, such as throwing into fire, or the battery may explode.
- Refer to government requirements for battery recycling or disposal.

This information provides general service information for the monitor. Adherence to the procedures and precautions is essential for proper service.

 **IMPORTANT:** Only trained service personnel who are familiar with this HP product should perform service or maintenance for it. Before performing any service or maintenance, personnel must read the important safety information.

 **IMPORTANT:** You must disconnect the power cord from the power source before opening the monitor to prevent component damage.

Important service information and precautions

- Repair must be performed by professional service technicians in a repair center. End users should not perform these procedures.
- Please note during servicing that the primary side is the high voltage area.
- This monitor meets ROHS requirements. Be sure to use lead-free solder wire when soldering.
- If you must change a capacitor, be sure to match the polarity as printed on the PCB.
- If you must replace a capacitor, make sure the specification and part number match the BOM and location.

- If you must replace a capacitor, insert new parts carefully to avoid a short circuit caused by the near pin.
- Do not get the board wet. Water and moisture can cause a short circuit that causes malfunctions.
- To avoid damage, be sure to use lead-free solder.
- When soldering, work quickly to avoid overheating the circuit board.
- Keep the soldering iron tip clean and well tinned when replacing parts.
- After repair, perform a close inspection of the circuit board to confirm it is in good condition.
- After repair, perform a function test to confirm the power supply is working properly.

ERP Lot5 requirement

1. A professional repairer must have the technical competence to repair electronic displays and comply with the applicable regulations for repairers of electrical equipment in the Member States where the repairer operates. Reference to an official registration system as professional repairer, where such a system exists in the Member States, shall be accepted as proof of compliance.
2. A professional repairer must have insurance that covers liabilities resulting from repairs, regardless of whether required by the Member State.

RoHS (2002/95/EC) requirements

Applied to all countries that require RoHS.

The RoHS (Restriction of Hazardous Substance in Electrical and Electronic Equipment Directive) is a legal requirement by the EU (European Union) for the global electronics industry sold in the EU and other countries. Any electrical and electronics products launched in the market after June 2006 should meet this RoHS requirement. Products launched in the market before June 2006 are not required to be compliant with RoHS parts. If the original parts are not RoHS compliant, the replacement parts can be non-ROHS compliant. If the original parts are RoHS compliant, the replacement parts **MUST** be RoHS compliant.

If product service or maintenance requires replacing parts, confirm the RoHS requirement before replacement.

General descriptions

This manual contains general information. There are two levels of service:

Level 1: Cosmetic/appearance/alignment service

Level 2: Circuit board or standard parts replacement

Firmware updates

Firmware updates for the monitor are available at support.hp.com. If no firmware is posted, the monitor does not need a firmware update.

Before returning the repaired product to the customer

Perform an AC leakage current check on exposed metallic parts to be sure the product is safe to operate without the potential of electrical shock. Do not use a line isolation transformer during this check.

Measurements that are not within specified limits present a possible shock hazard. You must check and repair the product before returning it to the customer.

2 Monitor features

This chapter provides an overview of the monitor's features.

Features

Depending on the model, your monitor might include the following features:

Display features

- 68.6 cm (27 in) diagonal viewable screen area with 1920 × 1080 resolution, plus full-screen support for lower resolutions; includes custom scaling for maximum image size while preserving original aspect ratio
- Liquid crystal display (LCD) with active matrix and in-plane switching (IPS) technology
- Wide color gamut to provide coverage of NTSC color spaces
- Nonglare panel with an Edge-Lit backlight
- Wide viewing angle to allow viewing from a sitting or standing position, or moving from side to side
- Tilt, swivel, and height adjustment capabilities
- Pivot capability to rotate the monitor head from landscape to portrait orientation
- On-screen display (OSD) adjustments in several languages for easy setup and screen optimization
- Energy saver feature to meet requirements for reduced power consumption
- Security cable slot on the rear of the monitor for an optional security cable
- Cable management feature for placement of cables and cords
- Plug and Play capability, if supported by your operating system
- Flicker-Free technology, which eliminates visible screen flicker and prevents eye strain and fatigue, producing a more comfortable viewing experience

Connectors

- DisplayPort™ video input
- High-Definition Multimedia Interface (HDMI) video input
- VGA port

Monitor stand

- Removable stand for flexible monitor head mounting solutions
- 100 mm x 100 mm VESA® mounting capability for attaching the monitor to a wall mount device or swing arm

NOTE: For safety and regulatory information, see the Product Notices at [HP Regulatory, Safety, Compliance, and Warranty Information](#). To access the latest user guide, go to <http://www.hp.com/support>, and follow the instructions to find your product. Then select **Setup & User Guides**.

Front components

To identify the components on the front of the monitor, use this illustration and table.



Table 1-2: Front components and their descriptions

Control		Description
1	Menu button	Press to open the OSD menu, select a menu item from the OSD, or close the OSD menu.
2-4	Function buttons	When the OSD menu is open, press the buttons to navigate through the menu. The function light icons indicate the default button functions. You can reassign the function buttons to quickly select the most commonly used operations.
5	Power	Turns the monitor on or off.
6	Power light	White: The monitor is on. Amber: The monitor is standby mode.

Rear components

To identify the components on the rear of the monitor, use this illustration and table.



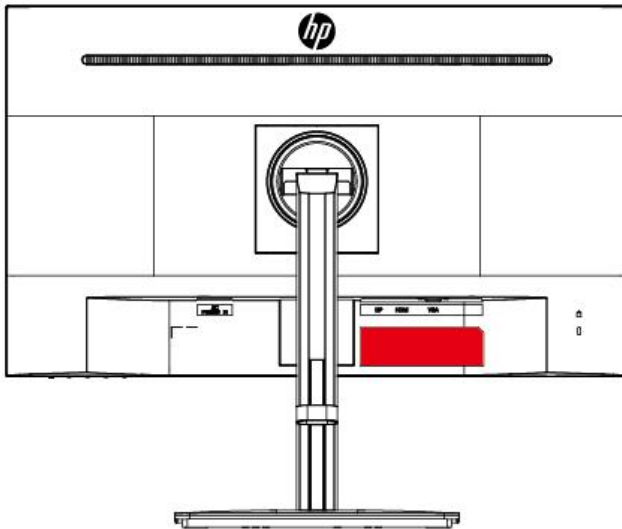
Table 1-3: Rear components and their descriptions


Component	Description
1	Power connector Connects the power cable to the monitor
2	DisplayPort Connects the DisplayPort cable to the monitor
3	HDMI connector Connects the HDMI cable to the monitor
4	VGA connector Connects the VGA cable to the monitor


Locating the serial number and product number

The SPEC label (1) and Barcode label (2) are located on the rear of the monitor. The serial number and product number are located on a Safety label. You may need these numbers when contacting HP about the monitor model.


For worldwide models (except India):









 Regulatory Model No.: HSD-0189-V
HP 327se Monitor 68,6cm (27")
Input Rating: 100-240V~ 1.0A (1.0A) 50/60Hz




Serial No.: 1CRYWWZZZZ
Product No.: B7HS7AA
Assembly Part No.: P32259-001
Rev.: C2IM1000
Manufactured: February 2025
Made in China/Fabriqués en Chine

 Low Blue Light (Hardware Solution)
www.tuv.com
ID: 0235009412

 Image Quality ISO 9241-307

www.tuv.com
ID: 0217009019

    **HDMI™**

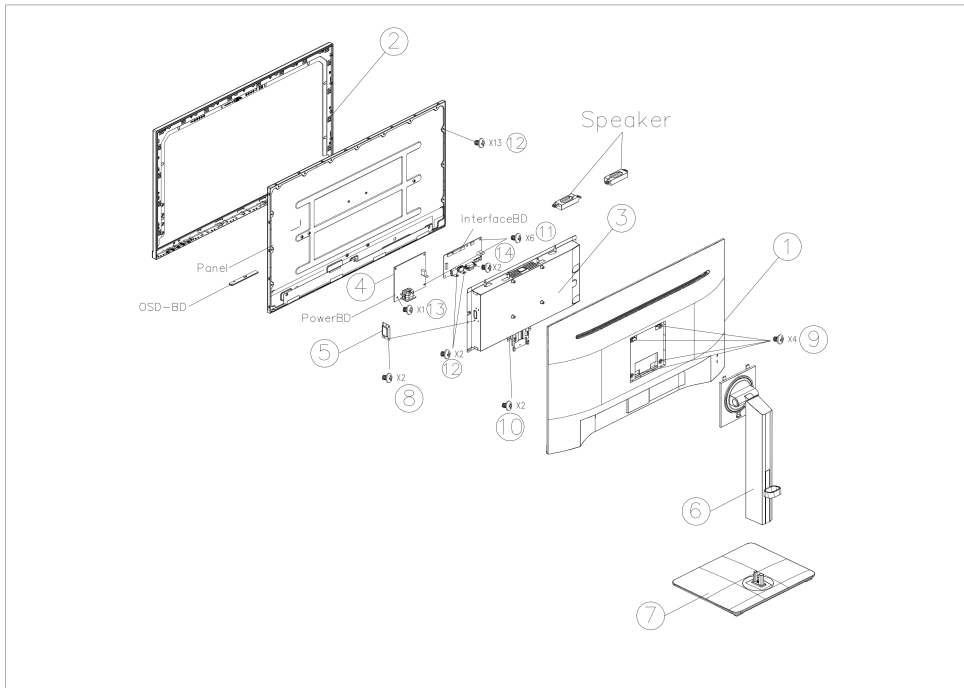
 This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

CAN ICES (B) / NMB (B)

90106-53630 XX HP Inc.

3 Illustrated parts catalog

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



Item	Part Number	Description	Qty
1	81301-05363	Bucket(Rear Cover) assy	1
-	80301-07037	Bucket(Rear Cover) plastic	1
-	80402-00009	Metal sheet	1
2	81301-05588	Front bezel assy	1
-	80301-07036	Front bezel plastic	1
-	80501-06225	Sponge	1
3	80401-05667	Chassis	1
4	80402-00001	Metal frame	1
5	80507-02090	Power BD Mylar	1
6	81302-05464	Stand-Neck	1
7	81302-05672	Stand-Base	1
8	80601-00217	Screw M3*L4	2
9	80601-00545	Screw M4*L10 (Black)	4

10	80601-00232	Screw M3*L3 (Black)	2
11	80601-00189	Screw M3*L6	6
12	80601-00233	Screw M3*L4	17
13	80601-00195	Screw M4*6	1
14	80601-01779	Screw M3*L7 (VGA Screw)	2

How to order parts

The HP authorized repair center can purchase the power board from HP.

Power board

Description	HP power board spare part number	Manufacturer part number
HP 27	P36523-001	21204-01491

Capacitors Connectors are available for purchase from the following EU distributors:

- Digi-Key: Digikey.co.uk

Capacitors by distributor

Component description	Location	Component distributor	Distributor part number
Capacitor_680uF_25V_10*16	C828、 C829	DigiKey	4191- EV1E681MP51016EF6RUCT-ND

Connectors by manufacturer

Component description	Location identifier	Component distributor	Distributor part number
VGA	P201	DigiKey	609-5181-ND
HDMI	P401	DigiKey	1175-1701-ND
DP	P110	DigiKey	A99342-ND

NOTE: The connector may need to be modified to meet functionality, regulatory and safety requirements if it is not an exact match.

You can purchase cables from the HP part store at <https://partsurfer.hp.com/Search.aspx>.

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

Internal and External Power Supplies are available for purchase from the following EU distributor: EET
<https://www.eetgroup.com/en-eu/>

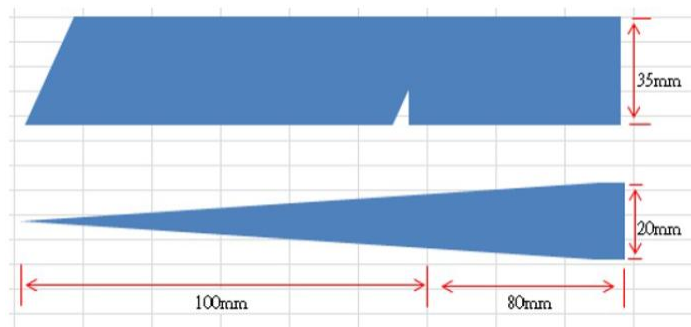
4 Removal and replacement procedures

Adherence to these procedures and precautions is essential for proper service.

Preparation for disassembly

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

- 1) Read the “Important safety information” and “Important service information and precautions” sections in the “Getting started” chapter of this guide.
- 2) Clean the room for disassembly.
- 3) Identify the disassembly area.
- 4) Check the position that the monitors are to be placed along with the number of monitors. Prepare the area for material flow according to the disassembly layout.
- 5) Be sure to have the following equipment and materials:
 - Press fixture
 - Working table
 - Screwdriver
 - Knife
 - Gloves
 - Cleaning cloth
 - ESD protection
 - Scraper bar in the following dimensions:



Rear Cover

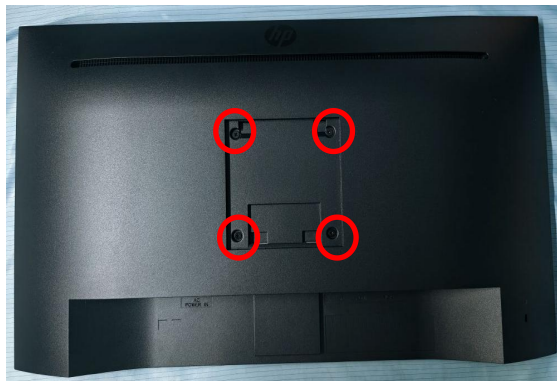
Before removing the Rear Cover, follow these steps:

▲ Prepare the monitor for disassembly.

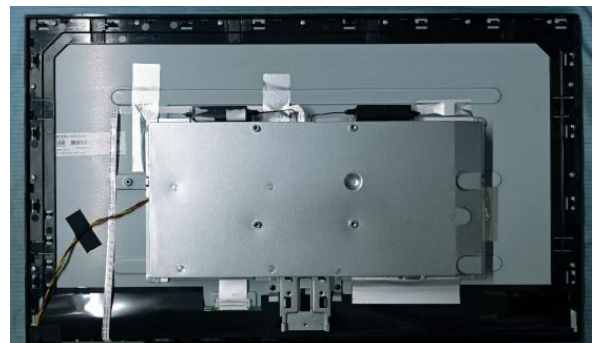
1) Put the monitor on a flat surface(Put the EPE on under the monitor)



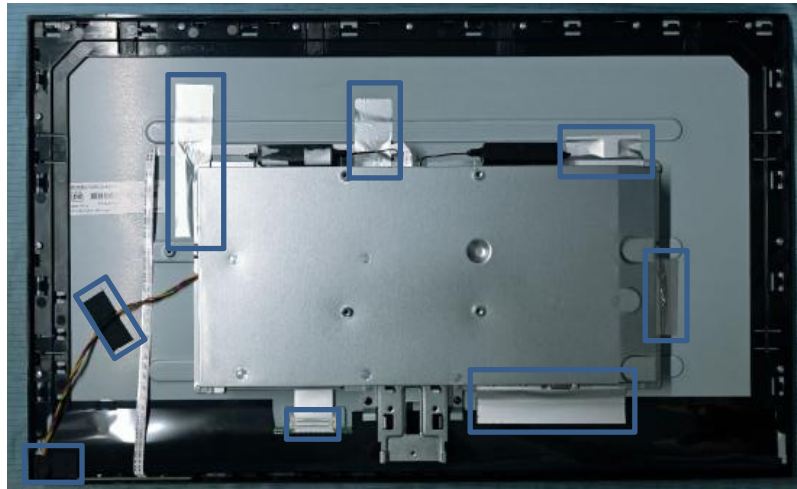
2) Remove the rear shell screws * 4 with a screwdriver



3) Use the C/D disassembly tool to release Rear cover hook from disassemble hole on bottom

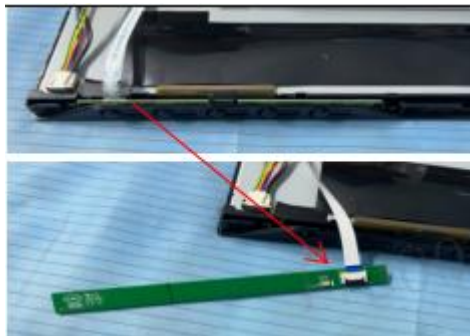


- 4) Remove the blue frame aluminum foil and tape * 8,

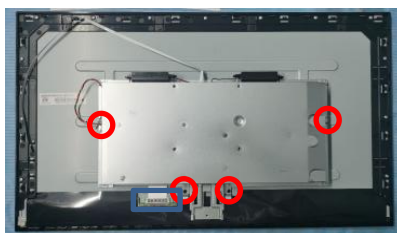


▲ Remove the key board

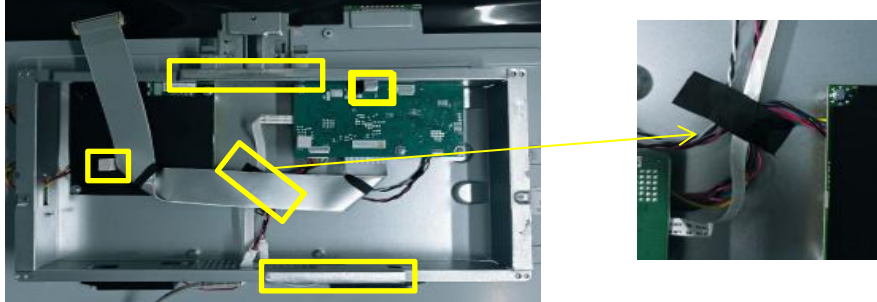
- 5) Take the function board out of the front case card slot and remove the function key line as shown in the figure, Pull out the yellow framed backlight cable from the machine interface



- 6) Remove the isolation cover screw*8 as shown in the red circle in the figure Open the isolation cover and remove the FFC cable connector in the blue box

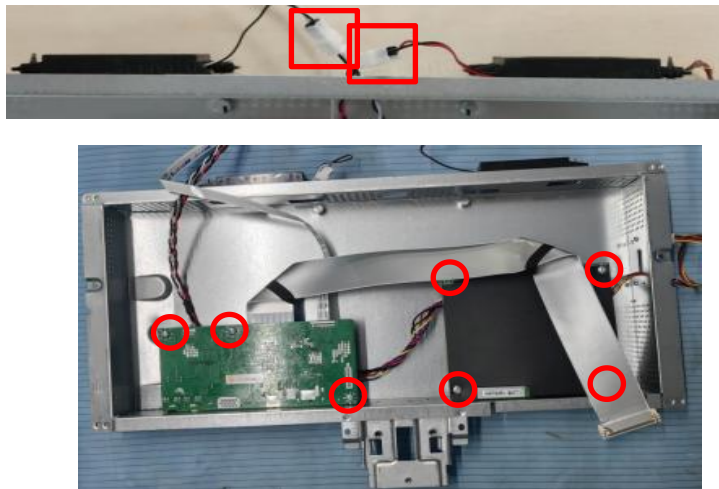


7) Tear off the foam, silicone, and tape inside the isolation cover

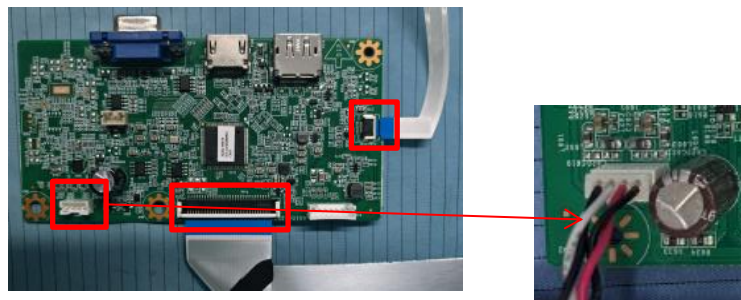


▲ Remove the main board

8) Unplug the speaker interface, use screws to remove the motherboard and power board screws * 7, and remove the power board microphone



9) Pull out the ribbon cable, function key cable, and speaker cable from the motherboard



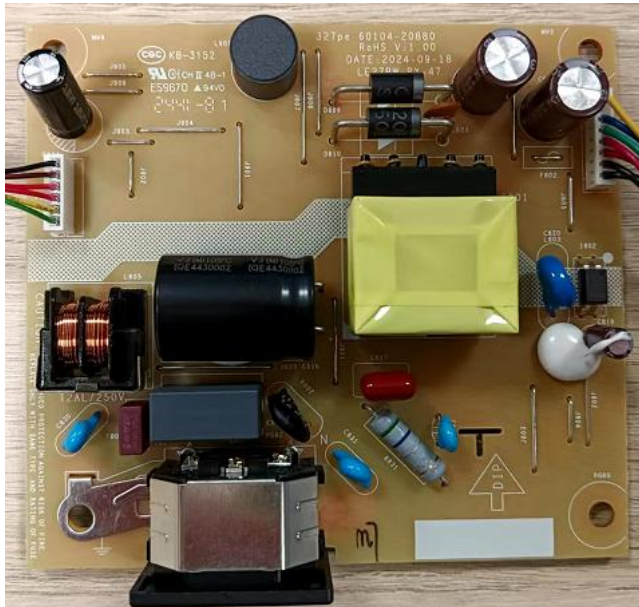
- 10) Use screws to remove 13 screws from the front frame and remove the front frame from the mirror surface



Power board

The power board part number is 21204-01491.

- 1) The board connector position is as follows:



- 2) Locate the part number location on the board.



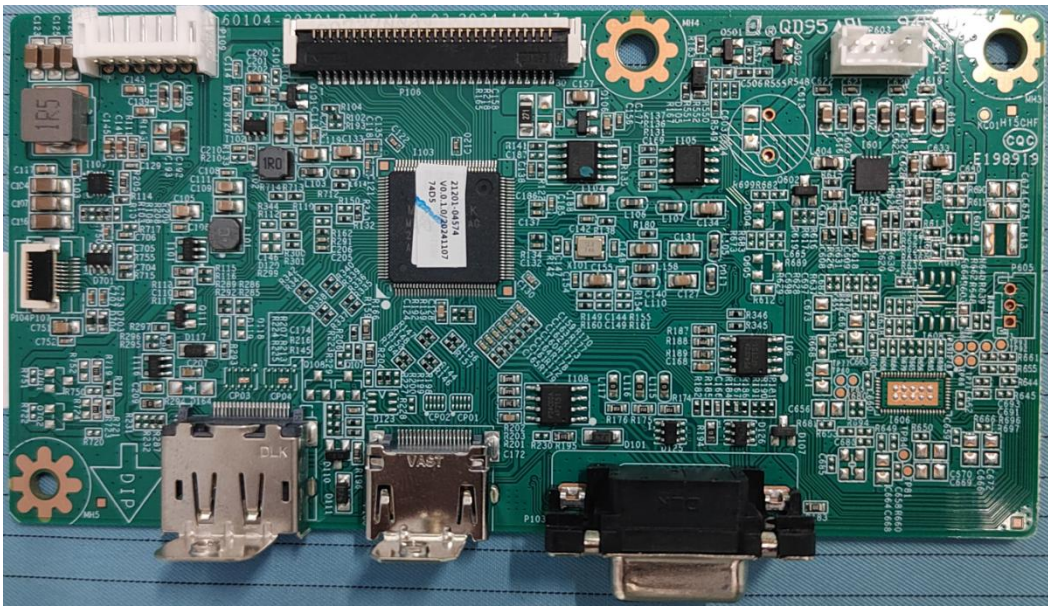
Connector repair

This procedure includes DP, HDMI, VGA connectors.

The connectors are on the main board (board part number 60104-20351).

The connectors identifiers are as follows:

Connector	Location
DP	P110
HDMI	P108
VGA	P103



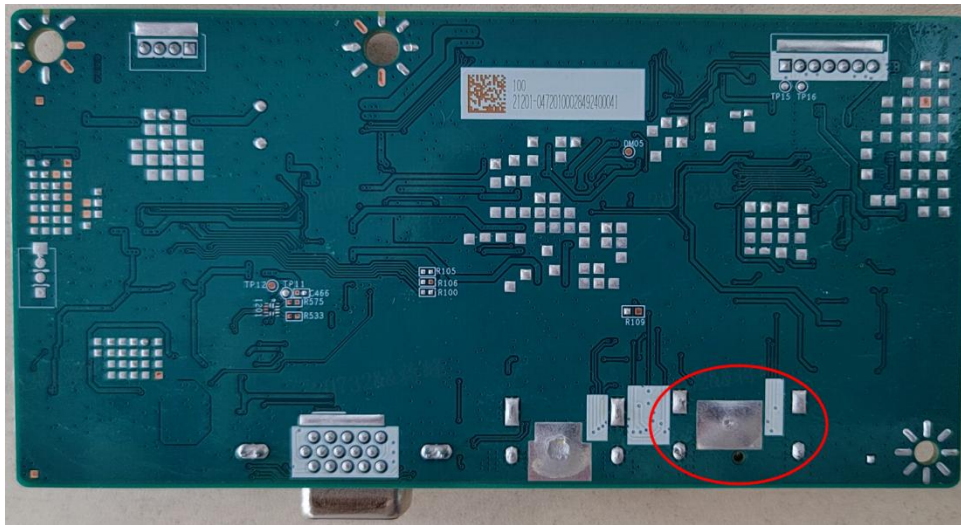
Before repairing connectors, follow these steps:

- ▲ Prepare the monitor for disassembly. See [Preparation for disassembly](#) on page 10.

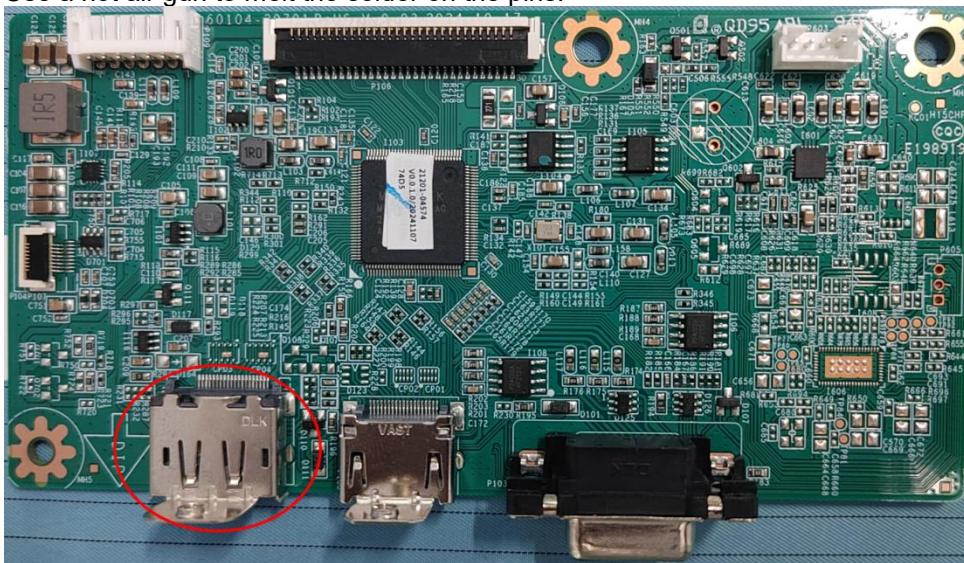
DP connector P110

Repair the DP connector:

- 3) Use a soldering iron and a desoldering pump to remove as much solder as possible from the pin.



- 4) Use a hot air gun to melt the solder on the pins.

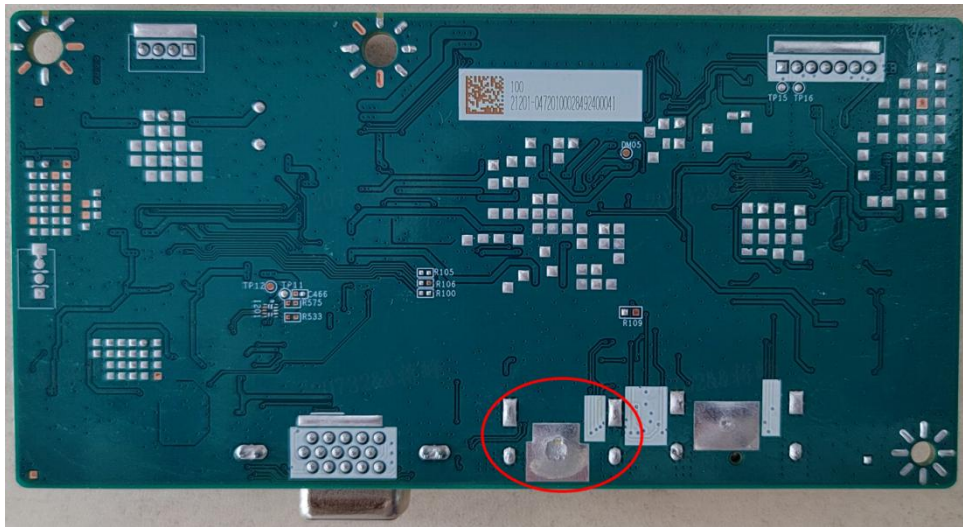


- 5) Lift the P110 connector from the PCB.
- 6) Place the new component on the PCB. Be sure that it matches the PCB footprint.
- 7) Solder the new component.

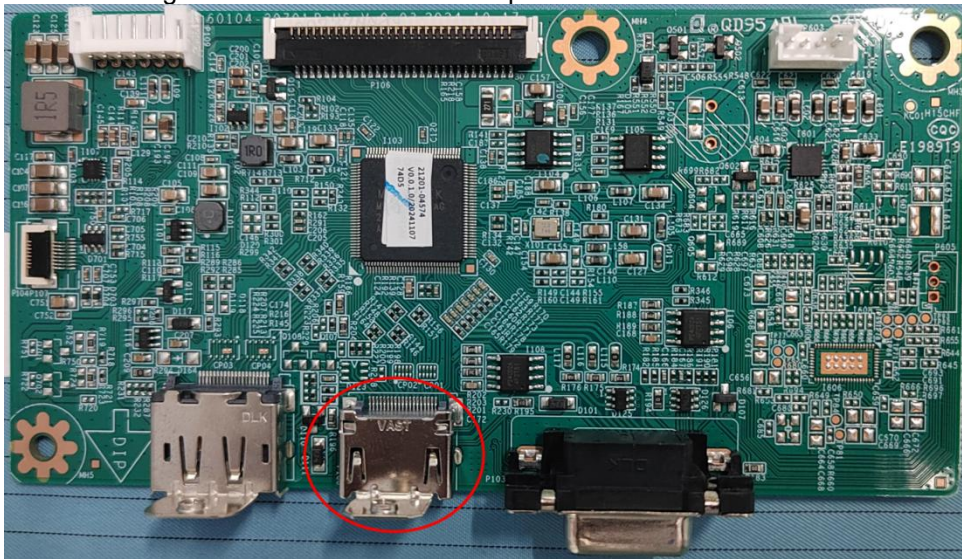
HDMI connector P108

Repair the HDMI connector:

- 1) Use a soldering iron and a desoldering pump to remove as much solder as possible from the pin.



- 2) Use a hot air gun to melt the solder on the pins.



- 3) Lift the P108 connector from the PCB.
- 4) Place the new component on the PCB. Be sure that it matches the PCB footprint.
- 5) Solder the new component.

Function test

After repair, be sure to confirm that all functions are working.

Table 4-1: Function test

Test item	Operating description	Tool used
HDMI test	Confirm whether image displays and sound plays correctly on the monitor.	Computer or DVD player
VGA test	Confirm whether image displays and sound plays correctly on the monitor.	Computer
DisplayPort test	Confirm whether image displays and sound plays correctly on the monitor.	Computer

Support and troubleshooting

The following table lists possible problems, the possible cause or each problem, and the recommended solutions.

Table 4-2: Solving common problems

Problem	Possible cause	Solution
Screen is blank or video is flashing.	Power cord is disconnected.	Connect the power cord.
	Monitor is off.	Power the power button. NOTE: If pressing the Power button has no effect, press and hold the power button for 10 seconds to disable the Power button lockout feature.
	Video cable is improperly connected.	Connect the video cable properly.
	System is in Sleep mode.	Press any key on the keyboard or move the mouse to inactivate the screen blanking utility.
Image appears blurred, indistinct, or too dark.	Video card is incompatible.	Open the OSD menu and select the Input menu. Set Auto-Switch Input to Off and manually select the input. or Replace the video card or connect the video cable to one of the computer's on-board video sources.
	Brightness is too low.	Open the OSD menu and select Brightness to adjust the brightness scale as needed.
Check Video Cable is displayed on screen.	Monitor video cable is disconnected.	Connect the appropriate video signal cable between the computer and monitor. Be sure that the computer power is off while you connect the video cable.
Input Signal Out of Range is displayed on	Video resolution and/or refresh rate are set higher than what the	Change the settings to a supported setting.

screen.	monitor supports.	
The monitor is off, but it did not seem to enter into Sleep mode.	The monitor' s power saving control is disabled.	Open the OSD menu and select Power , select Auto-Sleep Mode , and then set auto-sleep to On .
On-Screen Menus are Locked is displayed.	The monitor' s OSD lock function is enabled.	Press and hold the Menu button on the front bezel to 10 seconds to disable the OSD lockout function.
Power Button is Locked is Displayed	The monitor' s power button is locked.	Press and hold the power button for 10 seconds to disable the power button lock function.
Monitor has trouble waking from Sleep mode		DisplayPort inputs: Set the DisplayPort hot-plug detection to Always Active . Power mode monitors: Set the hot-plug detection to Always Active to switch the monitor to Performance mode.

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