Maintenance and Service Guide

HP USB-C 100W G6 Dock

SUMMARY

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

Legal information

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Product notice

This guide describes features that are common to most products. Some features might not be available on your docking station.

To access the latest user guides, go to http://www.hp.com/support, and follow the instructions to find your product. Then select **Setup & User Guides**.

To help us improve this document, please send any suggestions, comments, or errors to mailto:hp.doc.feedback@hp.com. Include the document part number when submitting your feedback.

Software Terms

By installing, copying, downloading, or otherwise using any software product preinstalled on this docking station, 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.

Table of contents

1 Getting to know your docking station

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

Identifying components

This section identifies the visible hardware features of the docking station and provides setup instructions.

NOTE: Your computer might not be equipped to take advantage of all the features available on the docking station.

Top

This illustration and table describe the component on the top of the docking station.

Table 1-1 Top component and its description

		Component	Description
(1)		Power button and light	When a computer is connected to the dock, press to turn on the computer. NOTE: This button is functional only when the docking station is connected to supported HP computers or computers that follow the USB PD specification to implement Extended Alert Events. • Solid white: The computer connected to the docking station is on. - or - HP Quick Connect is ready (select products only). • Blinking white: The computer connected to the docking station is on, off, or in hibernation. - or - Blinking white: HP Quick Connect is warming up (select products only). - or - Factory reset in progress. • Off: The computer connected to the docking station is off or in hibernation. Hibernation is a power-saving state that uses the least amount of power. • Solid blue for 3 seconds: The computer is connected to docking station Wi-Fi® or router Wi-Fi. - or - Onboarding/provisioning was successful. • Blinking blue (fast): The computer is attempting to connect to docking station Wi-Fi. • Blinking blue (slow): Wi-Fi AP mode active. - or - Bulk or single onboarding in progress. • Blinking amber (slow): Firmware download or update in progress. • Solid green for 3 seconds: Firmware update was successful. • Solid red for 3 seconds: Firmware update failed. • Blinking red: Docking station failure.

Right

This illustration and table describe the components on the right of the docking station.

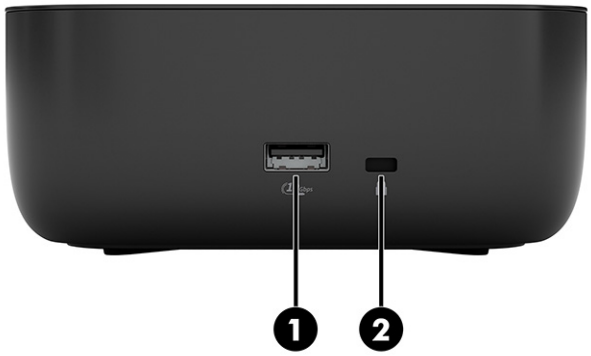


Table 1-2 Right components and their descriptions

	Component	Description
(1)	USB 10 Gbps port	Connects a USB device, such as a cell phone, camera, activity tracker, or smartwatch, and provides high-speed data transfer.
(2)	Security cable slot	Attaches an optional security cable to the docking station. NOTE: The security cable is designed to act as a deterrent, but it may not prevent the docking station from being mishandled or stolen.

Front

This illustration and table describe the components on the front of the docking station.

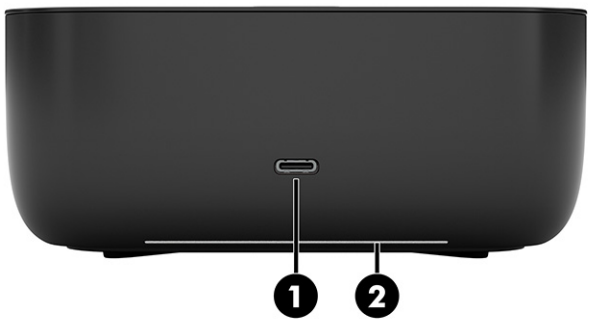


Table 1-3 Front components and their descriptions

	Component	Description
(1)	USB Type-C® port with data and power out	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-C charging cable or cable adapter (purchased separately) when charging a small external device.

Table 1-3 Front components and their descriptions (continued)

	Component	Description
(2)	Light bar	• Solid white: The computer connected to the docking station is on. - or - HP Quick Connect is ready (select products only). • Blinking white: The computer connected to the docking station is on, off, or in hibernation. - or - HP Quick Connect is warming up (select products only). - or - Factory reset in progress. • Off: The computer connected to the docking station is off or in hibernation. Hibernation is a power-saving state that uses the least amount of power. • Solid blue for 3 seconds: The computer is connected to docking station Wi-Fi or router Wi-Fi connected. - or - Onboarding/provisioning was successful. • Blinking blue (fast): The computer is attempting to connect to docking station Wi-Fi. • Blinking blue (slow): Wi-Fi AP mode active. - or - Bulk or single onboarding in progress. • Blinking amber (slow): Firmware download or update in progress. • Solid green for 3 seconds: Firmware update was successful. • Solid red for 3 seconds: Firmware update failed. • Blinking red: Docking station failure.

Rear

This illustration and table describe the components on the rear of the docking station.

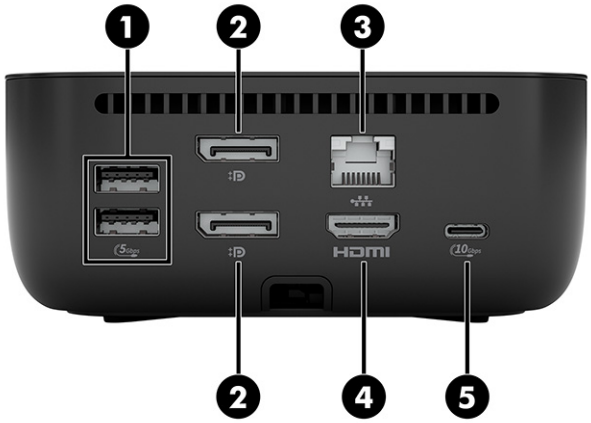


Table 1-4 Rear components and their descriptions

	Component	Description
(1)	USB 5 Gbps ports (2)	Connect a USB device, such as a cell phone, camera, activity tracker, or smartwatch, and provide high-speed data transfer.
(2)	Dual-mode DisplayPort™ connectors v1.4 (2)	Connect an optional digital display device, such as a high-performance monitor or projector.
(3)	RJ-45 (network) jack	Connects a network cable for up to 2.5 GB.
(4)	HDMI port v2.1	Connects an external HDMI monitor.
(5)	USB Type-C 10 Gbps 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.

Labels

The labels affixed to the computer provide information that you might need when you troubleshoot system problems or travel internationally with the computer. Labels can 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 the following example.

Table 1-5 Service label components

	Component
(1)	Serial number
(2)	Product ID
(3)	HP product name and model 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 in which the devices have been approved for use.

2 Illustrated parts catalog

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

Docking station major components

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

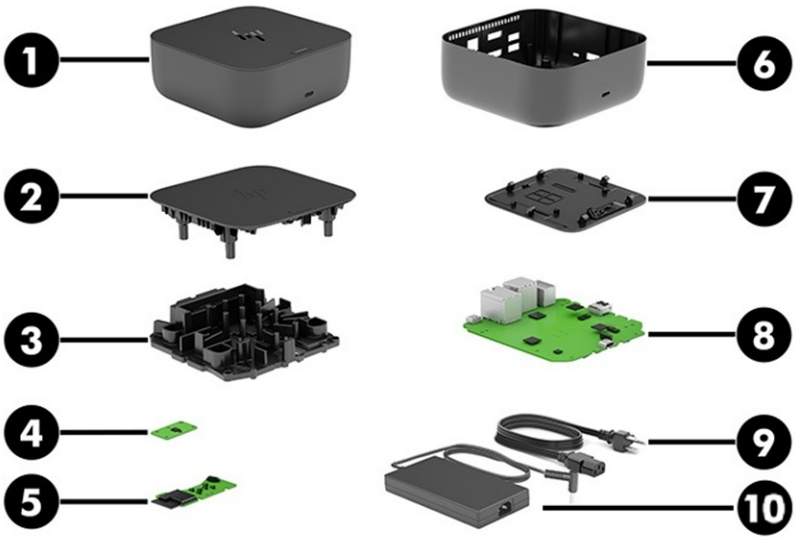


Table 2-1 Computer major component descriptions and part numbers

Item	Component	Spare part number
(1)	**Whole unit, HP USB-C® 100W G6 Dock** (includes cable)	
	Standard model	P62168-001
	Trade Agreement Act (TAA)	P62169-001
(2)	**Top cover**	not available as a spare part
(3)	**System board bracket**	not available as a spare part
(4)	**Power button board**	P62170-001
(5)	**Top power board**	P34056-001
(6)	**System enclosure**	not available as a spare part
(7)	**Bottom cover**	not available as a spare part
(8)	**System board**	not available as a spare part

Table 2-1 **Computer major component descriptions and part numbers (continued)**

Item	Component	Spare part number
(9)	**Power cord** (C5, 1.0 m, 3.3 ft)	
	Argentina	L19357-001
	Australia	L19358-001
	Brazil	L19359-001
	Denmark	L19360-001
	Europe (Austria, Belgium, Finland, France, Germany, the Netherlands, Norway, and Sweden)	L19361-001
	India	L19363-001
	Israel	L19362-001
	Italy	L19364-001
	Japan	L19365-001
	North America	L19367-001
	The People's Republic of China (PRC)	L19368-001
	South Africa	L19369-001
	South Korea	L19366-001
	Switzerland	L19370-001
	Taiwan	L19372-001
	Thailand	L19371-001
	United Kingdom	L19373-001
(10)	**AC adapter** (120 W, PFC, slim 4.5 mm)	M95377-001
	Screw Kit (not illustrated)	P34017-001
	Cable (100 W) (not illustrated)	P62172-001

3 Removal and replacement procedures preliminary requirements

Use this information to properly prepare to disassemble and reassemble the docking station.

Tool required

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

- 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.

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 11.
- 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 3-1 Static electricity occurrence based on activity and humidity

Event	55% relative humidity	40% relative humidity	10% relative humidity
Walking across carpet	7500 V	15,000 V	35,000 V
Walking across vinyl floor	3000 V	5000 V	12,000 V
Motions of bench worker	400 V	800 V	6000 V
Removing dual in-line packages (DIPs) from plastic tube	400 V	700 V	2000 V
Removing DIPs from vinyl tray	2000 V	4000 V	11,500 V
Removing DIPs from polystyrene foam	3500 V	5000 V	14,500 V
Removing bubble pack from PCB (printed circuit board)	7000 V	20,000 V	26,500 V
Packing PCBs in foam-lined box	5000 V	11,000 V	21,000 V

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

NOTE: 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 MΩ ±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 MΩ ±10% resistance between the operator and ground.

Table 3-2 **Static shielding protection levels**

Method	Voltage
Antistatic plastic	1500
Carbon-loaded plastic	7500
Metalized 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 MΩ ±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 MΩ ±10% resistance
- Material handling packages
- Conductive plastic bags
- Conductive plastic tubes
- Conductive tote boxes
- Opaque shielding bags
- Transparent metallized shielding bags
- Transparent shielding tubes

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.

4 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 docking station or void the warranty.

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

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

Use the procedures described in this section to remove and replace computer components.

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 docking station components, use these procedures:

For initial safety procedures, see Removal and replacement procedures preliminary requirements on page 9.

1. Turn off the docking station.
2. Disconnect the power from the docking station by unplugging the power cord from the docking station.
3. Disconnect all external devices from the docking station.

Bottom cover, top cover, system enclosure

Use these procedures and illustrations to remove the top cover, bottom cover, and system enclosure.

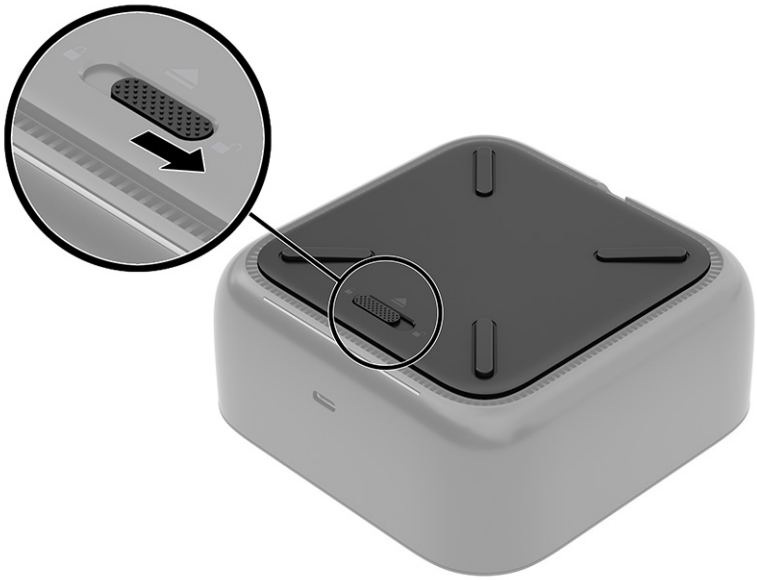
Before removing the bottom cover, top cover, and system enclosure, follow these steps:

- Prepare the docking station for disassembly (see Preparation for disassembly on page 13).

Remove the covers and system enclosure:

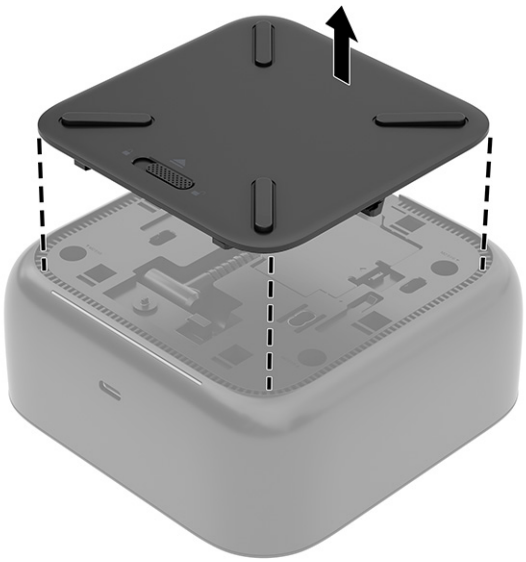
1. Position the docking station upside down.

2. Slide the locking switch to the unlock position.

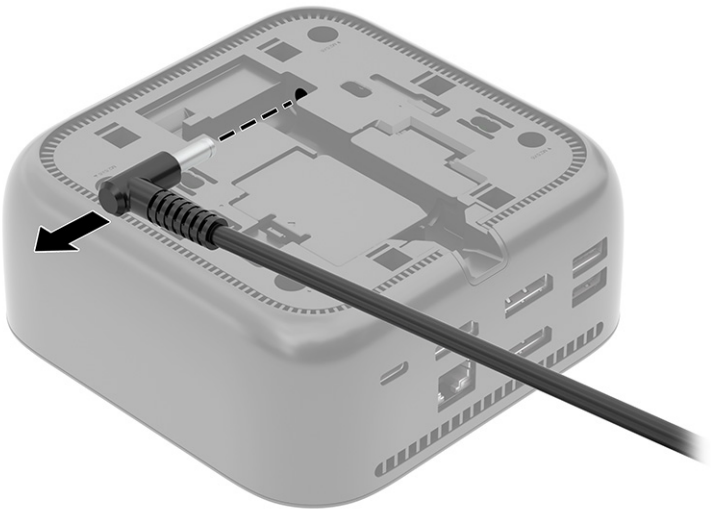


3. Slide the cover back.

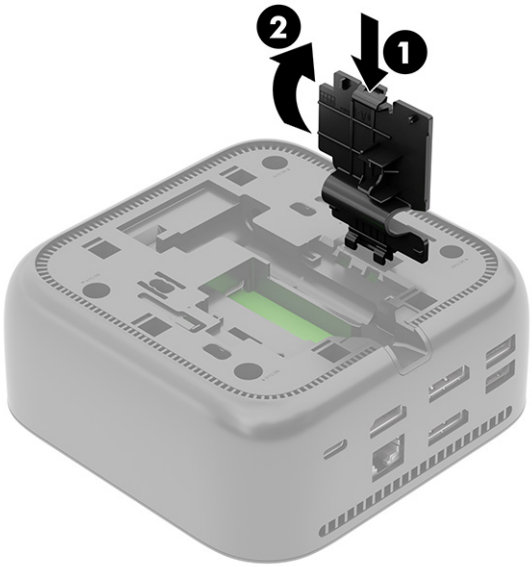
4. Lift the cover off the docking station.



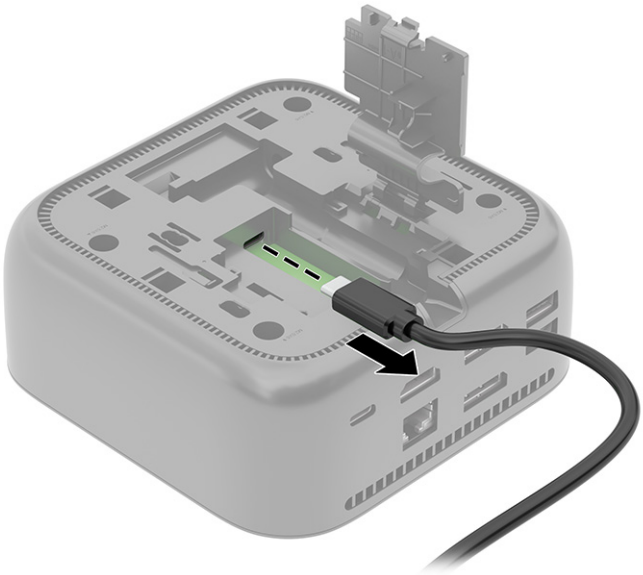
5. Disconnect the AC adapter from the power connector inside the bottom of the docking station.



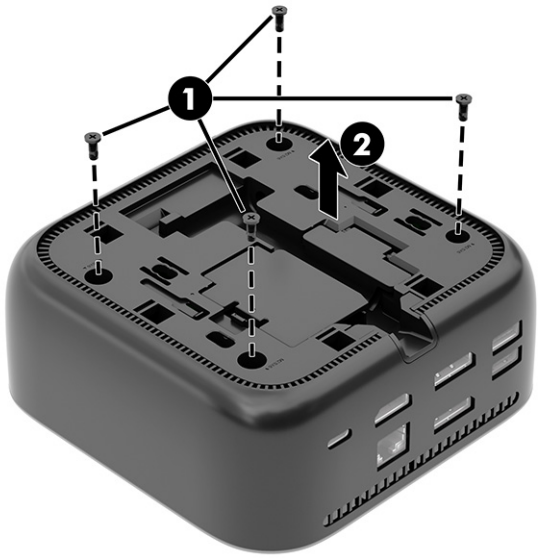
6. Press the latch **(1)** on the interior door, and then lift the door **(2)** open.



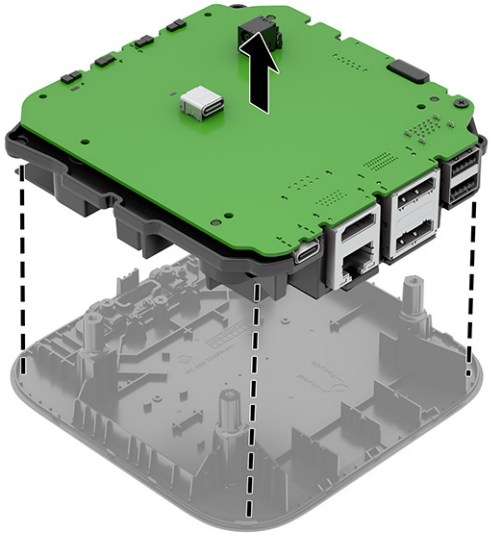
7. Disconnect the USB-C cable from the docking station.



8. Remove the four Phillips M2.0 × 6.0 screws **(1)**, and then lift the system enclosure **(2)** off the docking station internal unit.



9. Lift the internal unit off the top cover.



Reverse this procedure to install the top cover, bottom cover, and system enclosure.

Power button board

Use this procedure and illustration to remove the power button board. The power button board is located on the bottom of the top cover.

Table 4-1 **Power button board description and part number**

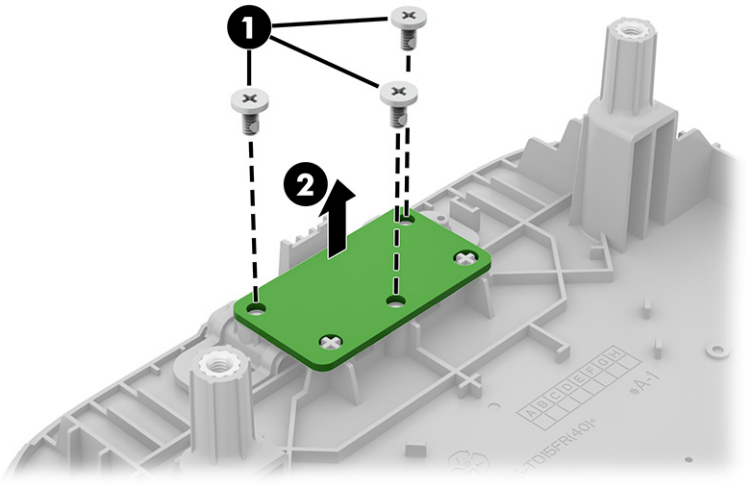
Description	Spare part number
Power button board	P62170-001

Before removing the power button board, follow these steps:

1. Prepare the docking station for disassembly (see Preparation for disassembly on page 13).
2. Remove the top cover from the docking station (see Bottom cover, top cover, system enclosure on page 13).

Remove the power button board:

1. Place the top cover upside down.
2. Remove the three Phillips M2.0 × 4.0 screws **(1)** from the board.
3. Remove the board **(2)** from the top cover.



Reverse this procedure to install the power button board.

Top power board

Use this procedure and illustrations to remove the top power board.

Table 4-2 **Top power board description and part number**

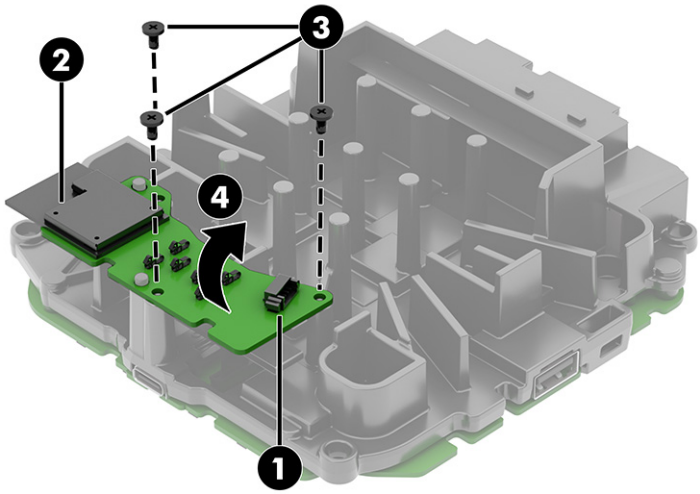
Description	Spare part number
Top power board	P34056-001

Before removing the top power board, follow these steps:

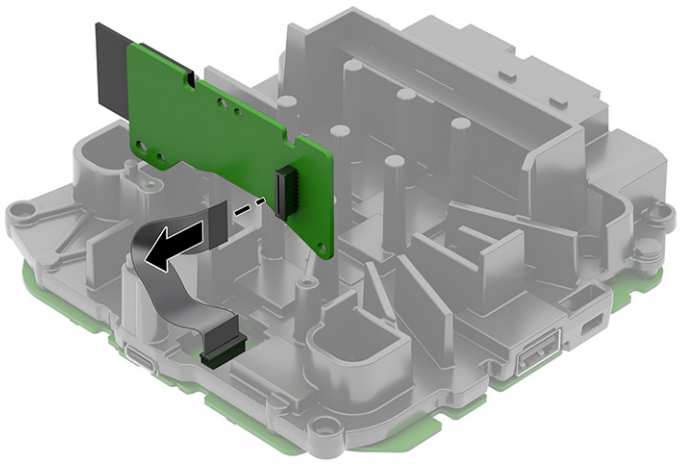
1. Prepare the docking station for disassembly (see Preparation for disassembly on page 13).
2. Remove the covers and system enclosure from the docking station (see Bottom cover, top cover, system enclosure on page 13).

Remove the top power board:

1. Disconnect the cable from the connector **(1)** on the board.
2. Disconnect the antenna cables from the board **(2)**.
3. Remove the three Phillips M2.0 × 4.0 screws **(3)** from the board.
4. Lift the board **(4)** and turn it 90° so you can access the cable underneath.



5. With the bottom of the board facing away from the internal unit, disconnect the cable from the board.



Reverse this procedure to install the top power board.

5 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 3-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 5-1 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 5-1 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 (PRC)	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, 3-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, 3-conductor. The wall plug must be a 2-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, 3-conductor, 0.75 mm² or 1.25 mm² conductor size. The wall plug must be a 2-pole grounding type with a Japanese Industrial Standard C8303 (7 A, 125 V AC) configuration.
4. The flexible cord must be Type RVV, 3-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 H05VV-F 3-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 3-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 3-conductor, 0.75 mm^2 or 1.00 mm^2 conductor size, with plug BS 1363/A with BSI or ASTA marks.

6 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.

Index