



Maintenance and Service Guide

SUMMARY

This guide provides information about spare parts, removal and replacement of parts, security, backing up, and more.

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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**.

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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 comply with the user-accessible surface temperature limits defined by applicable safety standards.
-

Table of contents

1 Product description.....	1
2 Components.....	3
Right.....	3
Left.....	4
Display	5
Keyboard area.....	6
Touchpad	6
Speakers	7
Special keys	7
Labels.....	8
3 Illustrated parts catalog	10
Computer major components.....	10
Display assembly subcomponents.....	11
Miscellaneous parts.....	12
4 Removal and replacement procedures preliminary requirements.....	14
Tools required	14
Service considerations.....	14
Plastic parts	14
Cables and connectors.....	14
Drive handling.....	14
Electrostatic discharge information	15
Generating static electricity	15
Preventing electrostatic damage to equipment	16
Personal grounding methods and equipment	16
Grounding the work area	17
Recommended materials and equipment.....	17
Cleaning your computer	18
Enabling HP Easy Clean (select products only)	18
Removing dirt and debris from your computer.....	18
Cleaning your computer with a disinfectant	19
Caring for wood veneer (select products only)	20
Packaging and transporting guidelines	20
Accessing support information	20
5 Removal and replacement procedures for authorized service provider parts.....	23
Component replacement procedures.....	23
Preparation for disassembly	23

Top cover with keyboard.....	23
Touchpad cable.....	25
Touchpad	26
Battery	27
WLAN module	29
Connector board cables.....	30
Connector board	31
Sensor board cable	32
Speakers	33
Sensor board.....	34
System board.....	35
Display assembly.....	38
6 Backing up, resetting, and recovering	48
Backing up	48
Resetting.....	48
Recovering	48
Option 1: Recovering using an internet connection.....	49
Option 2: Installing the Chromebook Recovery Utility.....	49
Creating recovery media.....	49
Recovering the Chrome operating system with recovery media.....	50
Setting up your computer after a reset or recovery	50
Erasing and reformatting the recovery media	50
7 Specifications	52
Computer specifications	52
35.6 cm (14.0 in) display specifications	53
8 Power cord set requirements	54
Requirements for all countries.....	54
Requirements for specific countries and regions	54
9 Recycling	56
Index	57

1 Product description

This table provides detailed product information.

Table 1-1 Product components and their descriptions

Category	Description
Product Name	HP Chromebook™ 14
Processors	Intel® Celeron® N4120 processor (1.1 GHz base frequency, up to 2.6 GHz burst frequency, 4 MB cache, 4 cores)
Graphics	Internal graphics Intel UHD Graphics 600 Supports HD decode, DX12, and HDMI
Display	14.0 in (35.6 cm), white light-emitting diode (WLED), antiglare, high definition (HD) (1366 × 768), standard viewing angle (SVA), 45% NTSC, eDP, 250 nits
Memory	Integrated, not customer accessible or upgradeable supporting 4 GB of RAM LPDDR4X-4266 dual-channel support
Primary storage	64 GB, embedded MultiMedia Controller (eMMC) 5.0
Audio and video	Dual speakers HD camera, indicator LED, USB 2.0 720p by 30 frames per second Dual-array digital microphone
Wireless	Wireless Local Area Network (WLAN) Intel 9560 ac 2 × 2 + Bluetooth® 5.0 MU-MIMO M.2 non-vPro™
Ports	HDMI 1.4 (left side) USB Type-C® (USB 3.2, Gen 2) (right side), supports: - power delivery - data transfer - DisplayPort™ 1.4 output (4K output with adapter) (2) USB Type-A (USB 3.2 Gen 1) Audio-out (headphone)/audio-in (microphone) combo jack
Keyboard/pointing devices	Google Keyboard (full size, island style, textured, not backlit) Image sensor

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

Category	Description
Power requirements	Battery
	2 cell, 47 Whr, polymer, HP Long Life
	HP Fast Charge Technology
	Smart AC adapter (USB Type-C, non power factor correction, (nPFC), straight, 1.8 m [6 ft])
	45 W
Power cord	C5, conventional, 1 m (3.3 ft)
Security	H1 Secure Microcontroller
	Kensington Nano Security Lock (select products only)
Operating system	Chrome™
Serviceability	End user replaceable parts
	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.

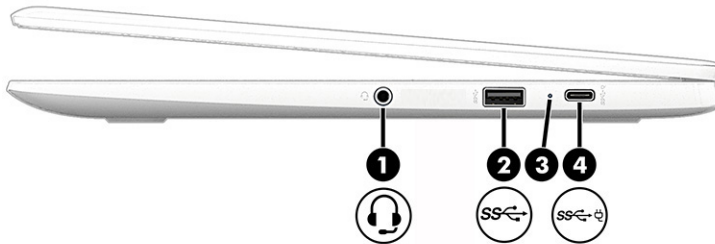


Table 2-1 Right-side components and their descriptions




Component	Description
(1) 	<p>Audio-out (headphone)/Audio-in (microphone) combo jack</p> <p>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>.</p> <p>NOTE: When a device is connected to the jack, the computer speakers are disabled.</p>
(2) 	<p>USB SuperSpeed 5 Gbps port</p> <p>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.</p> <p>NOTE: Use a standard USB Type-A charging cable or cable adapter (purchased separately) when charging a small external device.</p>

Table 2-1 Right-side components and their descriptions (continued)

Component	Description
(3) Battery light	<p>When AC power is connected:</p> <ul style="list-style-type: none"> White: The battery charge is greater than 90 percent. Amber: The battery charge is from 0 to 90 percent. Off: The battery is not charging. <p>When AC power is disconnected (battery not charging):</p> <ul style="list-style-type: none"> Blinking amber: The battery has reached a low battery level. When the battery has reached a critical battery level, the battery light begins blinking rapidly. Off: The battery is not charging.
(4)  USB Type-C power connector and SuperSpeed 5 Gbps port	<p>Connects an AC adapter that has a USB Type-C connector, supplying power to the computer and, if needed, charging the computer battery.</p> <p>– and –</p> <p>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.</p> <p>NOTE: Use a standard USB Type-C charging cable or cable adapter (purchased separately) when charging a small external device.</p>

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)  Security cable slot	<p>Attaches an optional security cable to the computer.</p> <p>NOTE: The security cable is designed to act as a deterrent, but it might not prevent the computer from being mishandled or stolen.</p>
(2)  HDMI™ port	<p>Connects an optional video or audio device, such as a high-definition television, any compatible digital or audio component, or a high-speed High Definition Multimedia Interface (HDMI) device.</p>

Table 2-2 Left-side components and their descriptions (continued)

Component	Description
(3)  USB SuperSpeed 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.

Display

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

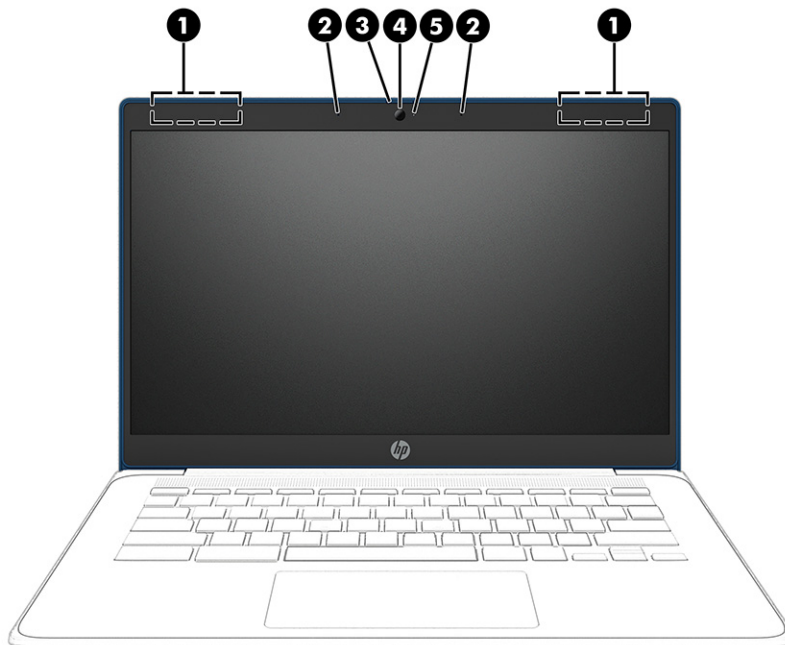


Table 2-3 Display components and their descriptions

Component	Description
(1) WLAN antennas*	Send and receive wireless signals to communicate with wireless local area networks (WLANs).
(2) Internal microphones	Record sound.
(3) 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.
(4) 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.

Table 2-3 Display components and their descriptions (continued)

Component	Description
(5) Camera light	On (white): The camera is in use. On (amber): The camera is turned off. Off: The camera is turned off by the software.

*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.

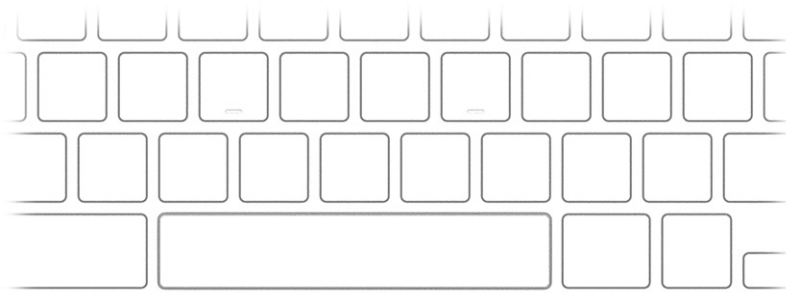


Table 2-4 Touchpad component and description

Component	Description
Touchpad zone	Reads your finger gestures to move the pointer or activate items on the screen.

Speakers

Speakers are located on the right and left above the keyboard.

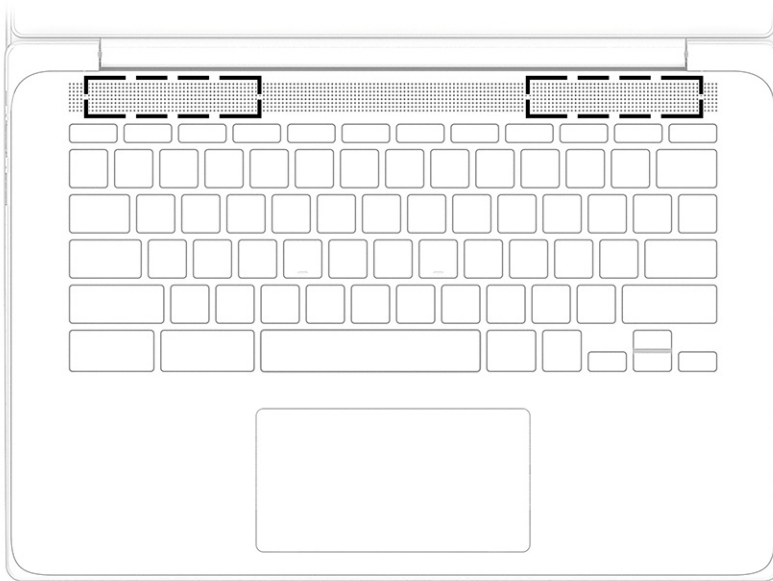


Table 2-5 Speakers and their descriptions

Component	Description
Speakers	Produce sound.

Special keys

Use the illustration and table to locate the special keys.

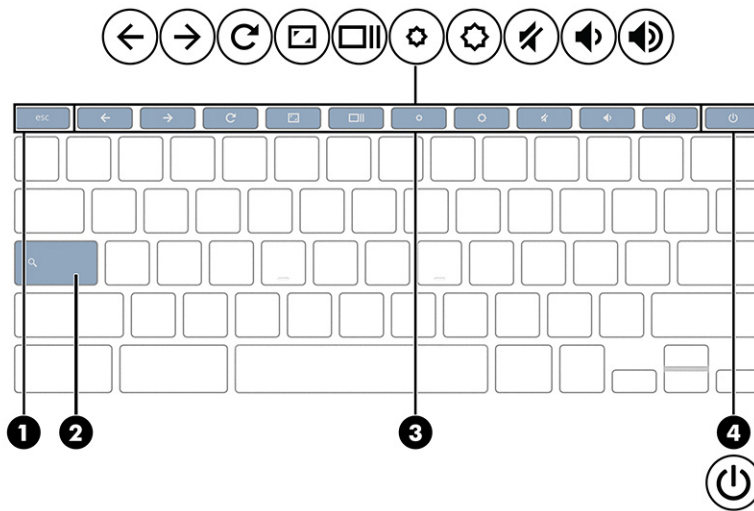

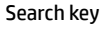
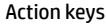



Table 2-6 Special keys and their descriptions

Component	Description
(1)  <code>esc</code> key	Activates certain computer functions when pressed in combination with other keys, such as <code>tab</code> or <code>shift</code> .
(2)  Search key	Opens a search box.
(3)  Action keys	Execute frequently used system functions.
(4)  Power key	<ul style="list-style-type: none">• 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. <p>IMPORTANT: Pressing and holding down the power key results in the loss of unsaved information.</p> <p>If the computer has stopped responding and shutdown procedures are ineffective, press and hold the power key for at least 10 seconds to turn off the computer.</p>

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.

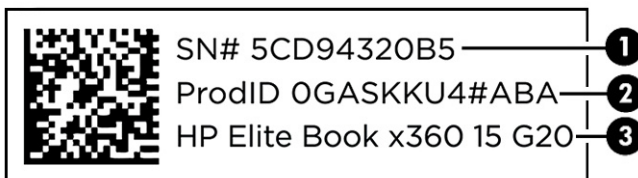


Table 2-7 Service label components

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

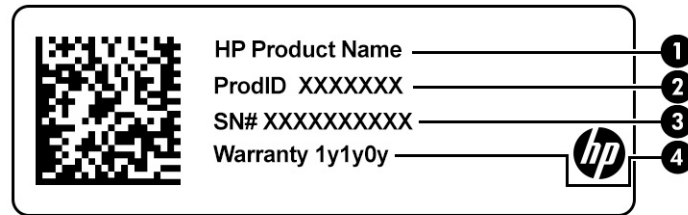


Table 2-8 Service label components

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

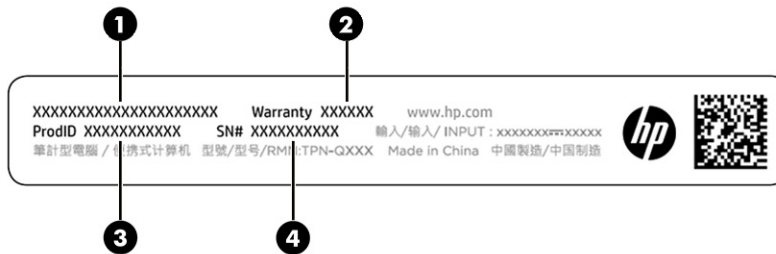


Table 2-9 Service label components

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.

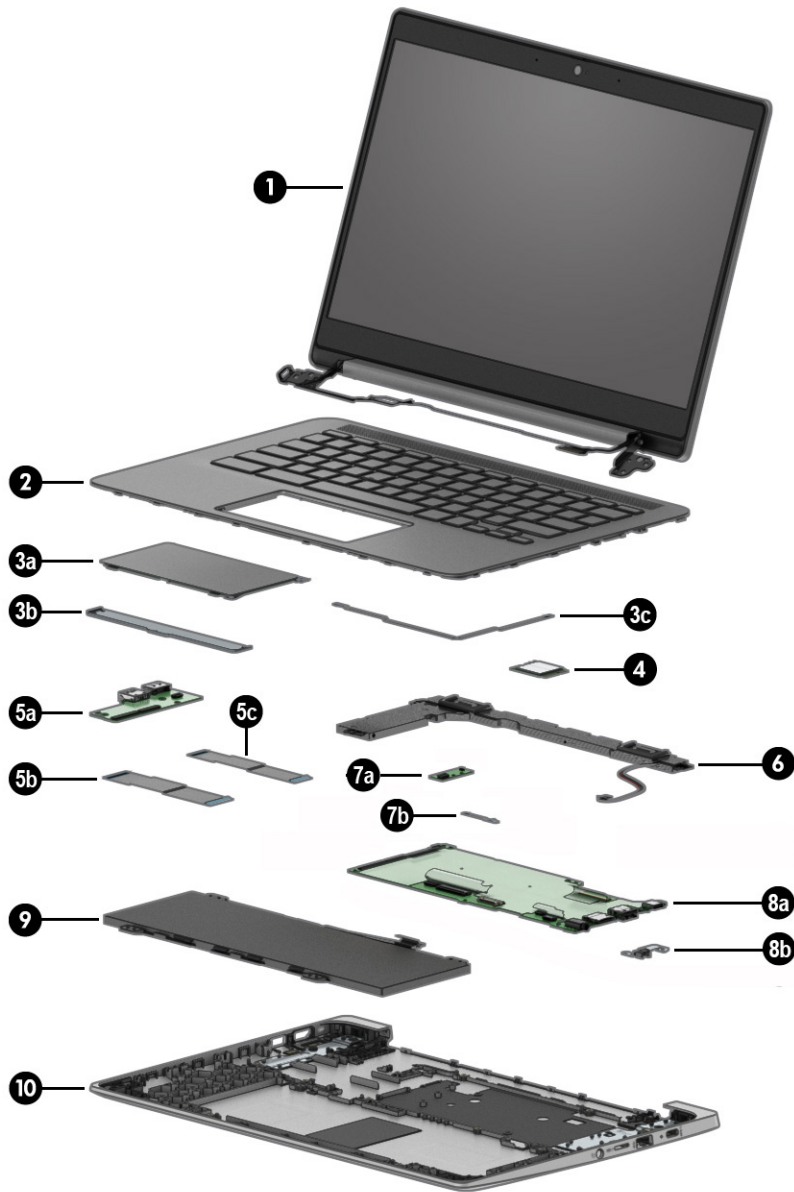


Table 3-1 Computer major component descriptions and part numbers

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 .	not available as a spare part
(2)	Top cover with keyboard	N21158-001
(3a)	Touchpad	N18213-001
(3b)	Touchpad bracket	L90436-001
(3c)	Touchpad cable (included in the Cable Kit)	L90412-001
(4)	WLAN module (Intel 9560 ac 2 × 2 + Bluetooth 5.0 MU-MIMO M.2 2230 non-vPro) NOTE: The WLAN module bracket is available as spare part number M00451-001.	L41693-005
(5a)	Connector board (includes HDMI port and USB port)	L90437-001
(5b)	Connector board high-speed cable (included in the Cable Kit)	L90412-001
(5c)	Connector board low-speed cable (included in the Cable Kit)	L90412-001
(6)	Speakers (left and right)	L90434-001
(7a)	Sensor board	L90433-001
(7b)	Sensor board cable (included in the Cable Kit)	L90412-001
(8a)	System board (includes integrated Intel Celeron N4120 processor and heat sink)	N18210-001
(8b)	I/O bracket	L90438-001
(9)	Battery (2 cell, 47.36 Whr) NOTE: The battery protection bracket is available as spare part number M00450-001.	L75783-005
(10)	Bottom cover	N18215-001

Display assembly subcomponents

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

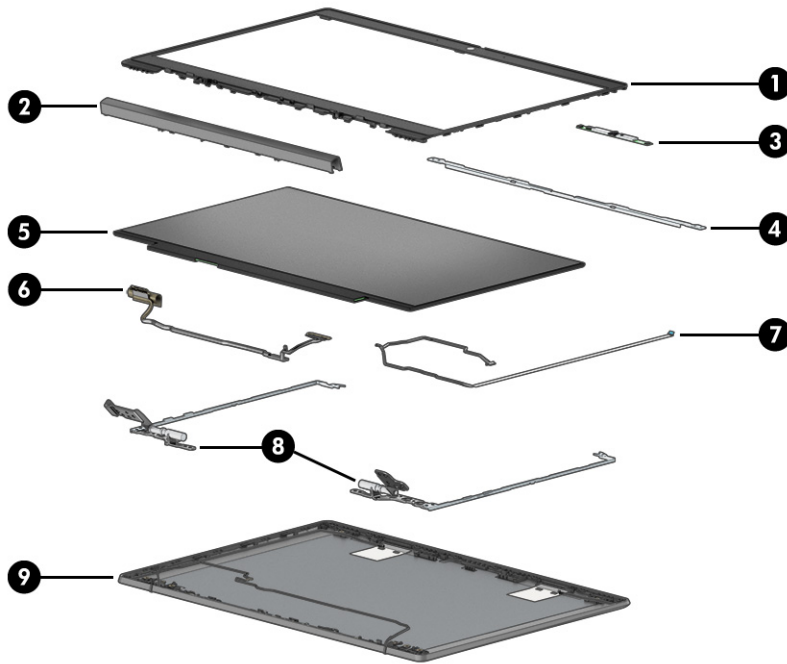


Table 3-2 Display component descriptions and part numbers

Item	Component	Spare part number
(1)	Display bezel	M01026-001
(2)	Hinge cover	N18217-001
(3)	Camera module (includes double-sided adhesive)	L90439-001
(4)	Display bracket	L90417-001
(5)	Display panel	N18668-001
(6)	Display panel cable (included in the Display Cable with Hinge Kit)	M76003-001
(7)	Camera cable (included in the Cable Kit)	L90412-001
(8)	Hinges, left and right (included in the Display Cable with Hinge Kit)	M76003-001
(9)	Display back cover (includes the wireless antennas and cables)	N18211-001
*	Tape Kit (includes bezel and display back cover adhesive)	M47411-001

*not illustrated

Miscellaneous parts

To identify the miscellaneous parts, use this table.

Table 3-3 Miscellaneous part descriptions and part numbers

Component	Spare part number
AC adapters (USB Type-C AC adapter (nPFC, 3 pin, 1.8 m [6 ft]))	L43407-001
Cable Kit (includes sensor board cable, touchpad cable, connector board high-speed cable, connector board low-speed cable, and webcam module cable)	L90412-001

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

Component	Spare part number
Screw Kit	L90432-001
Tape Kit (includes bezel and display cover adhesive)	M47411-001
Power cord (C5, conventional, 1.0 m [3.3 ft])	
North America	L19367-001

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:

- Tweezers
- Nonconductive, nonmarking pry tool
- Magnetic Phillips P1 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, 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 16](#).
 - 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	Relative humidity		
	55%	40%	10%
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
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 $1\text{ M}\Omega \pm 10\%$ resistance in the ground cords. To provide proper ground, a strap must be worn snug against bare skin. The ground cord must be connected and fit 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

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**.
– or –
 - Select the **HP Easy Clean** icon in the taskbar.
– or –
 - 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 18](#) 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 19](#) 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 20](#).


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 19](#) 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 18](#), [Caring for wood veneer \(select products only\) on page 20](#), 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 18](#) 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 19](#) 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	<p>Windows:</p> <p>Preoperating system failures are logged in the BIOS Event Log. To view the BIOS Event Log:</p> <ol style="list-style-type: none">1. Press the power button.2. Immediately and repeatedly press esc when the power button light turns white. <p>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.</p> <ol style="list-style-type: none">3. Press f10 to enter the BIOS setup.4. (On commercial products) Under the Main tab, select BIOS event log, and then select View BIOS Event Log. <p>- or -</p> <p>(On consumer products) Under the Main tab, select System Log.</p> <p>Post-operating system failures are logged in the Event Viewer.</p> <ol style="list-style-type: none">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. <p>Chrome:</p> <ol style="list-style-type: none">1. Go to support.google.com/chrome.2. Search <code>collect Chrome device logs</code>.
Technical bulletins	<p>To locate technical bulletins:</p> <ol style="list-style-type: none">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	<p>To locate repair professionals:</p> <ol style="list-style-type: none">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: <ol style="list-style-type: none"><li data-bbox="676 310 1437 338">1. Go to http://www.hp.com/go/techcenter/pcdiags.<li data-bbox="676 359 1437 386">2. Select Get Support.<li data-bbox="676 407 1437 464">3. Near the bottom of the window, select Notebook PCs, and then select your location.

5 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.

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 <http://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 14](#).

1. Turn off the computer. If you are unsure whether the computer is off or in Hibernation, 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.

Top cover with keyboard

To remove the top cover with keyboard, use this procedure and illustration.

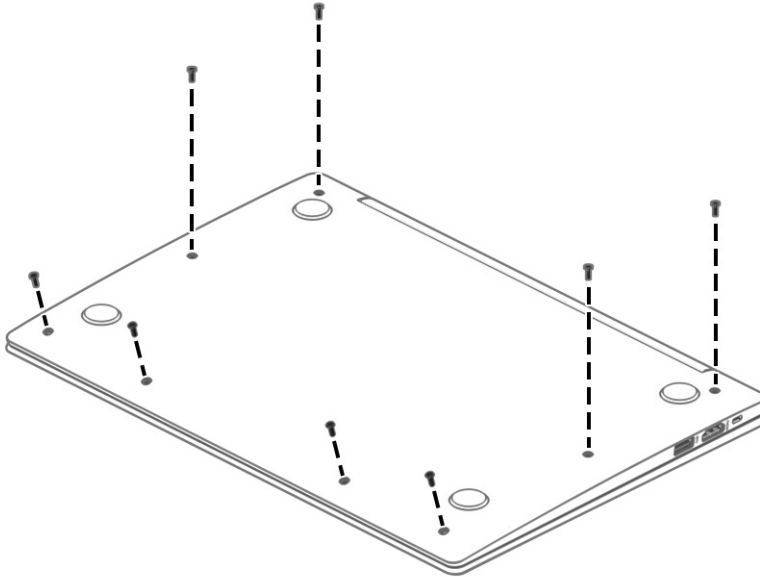
Table 5-1 Top cover with keyboard description and part number

Description	Spare part number
Top cover with keyboard	N21158-001
Bottom cover	N18215-001

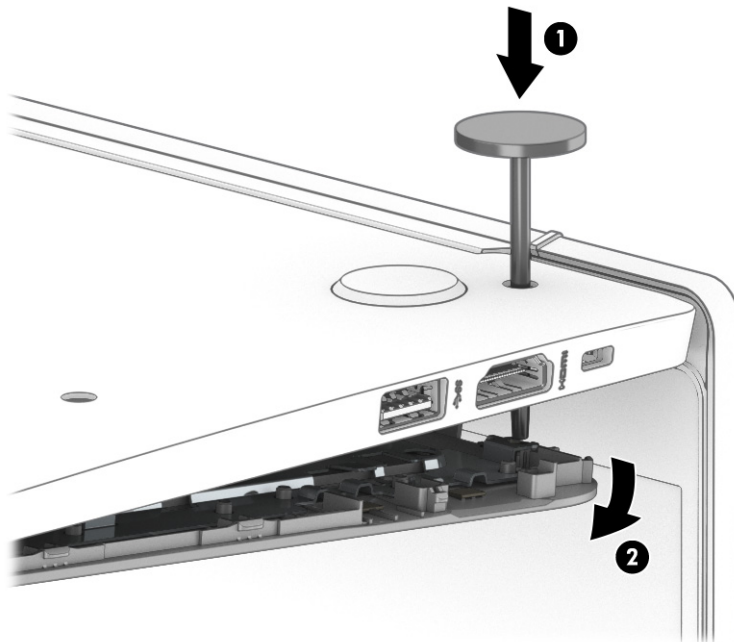
Before removing the top cover with keyboard, prepare the computer for disassembly (see [Preparation for disassembly on page 23](#)).

Remove the top cover with keyboard:

1. Close the computer and position it upside down.
2. Remove the eight Phillips M2.5 × 7.2 screws that secure the top cover to the bottom cover.

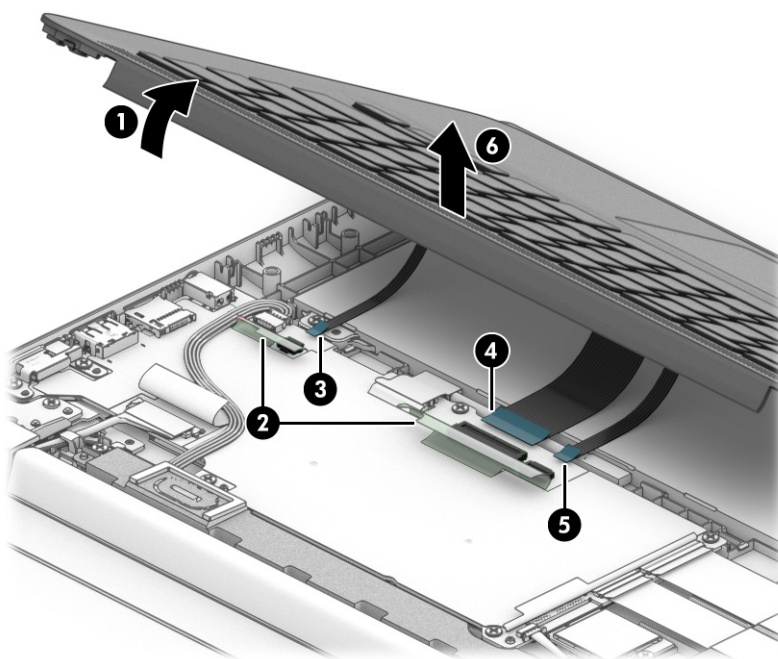


3. Use a thin plastic tool (1) to separate the rear edge of the top cover (2) from the bottom cover.



4. Position the computer right side up with the rear toward you.
5. Open the computer as far as it will open.

6. Lift the rear edge of the top cover (1) as far as the backlight cable, keyboard cable, sensor board cable, and touchpad cable allow.
7. Release the shielding (2) that covers the touchpad cable zero insertion force (ZIF) connector, the keyboard cable ZIF connector, and the backlight cable ZIF connector.
8. Release the ZIF connector (3) to which the touchpad cable is connected, and then disconnect the touchpad cable from the system board.
9. Release the ZIF connector (4) to which the keyboard cable is connected, and then disconnect the keyboard cable from the system board.
10. Release the ZIF connector (5) to which the backlight cable is connected, and then disconnect the backlight cable from the system board.
11. Remove the top cover (6).



To replace the top cover with keyboard, reverse the removal procedures.

Touchpad cable

To remove the touchpad cable, use this procedure and illustration.

Table 5-2 Touchpad cable description and part number

Description	Spare part number
Touchpad cable (included in Cable Kit)	L90412-001

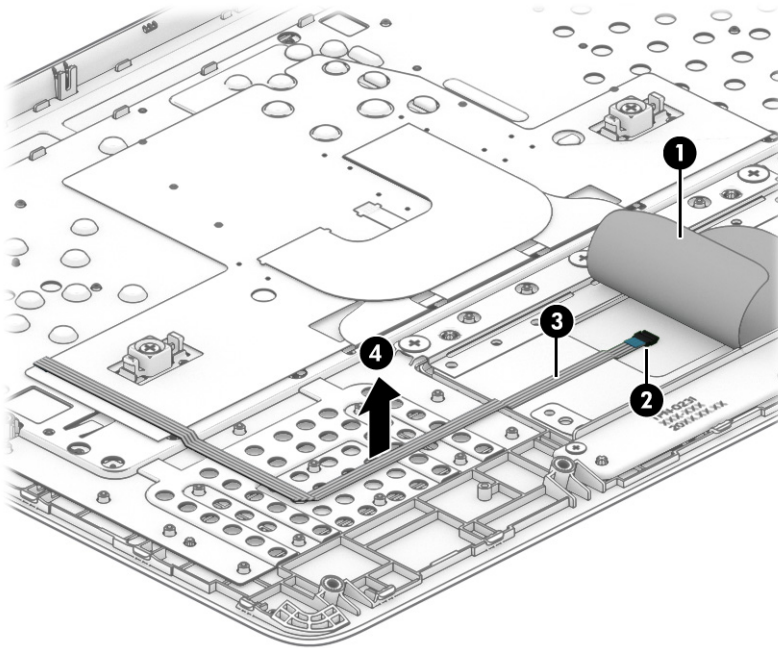
Before removing the touchpad cable, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 23](#)).
2. Remove the top cover with keyboard (see [Top cover with keyboard on page 23](#)).

3. Disconnect the battery cable from the system board (see [Battery on page 27](#)).

Remove the touchpad cable:

1. Turn the top cover upside down with the front toward you.
2. Release the shielding (1) that covers the touchpad cable ZIF connector.
3. Release the ZIF connector (2) to which the touchpad cable is connected, and then disconnect the touchpad cable from the touchpad.
4. Detach the touchpad cable (3) from the top cover. (The touchpad cable is attached to the top cover with double-sided adhesive.)
5. Remove the touchpad cable (4).



To install the touchpad cable, reverse this procedure.

Touchpad

To remove the touchpad, use this procedure and illustration.

Table 5-3 Touchpad description and part number

Description	Spare part number
Touchpad	N18213-001
Touchpad bracket	L90436-001

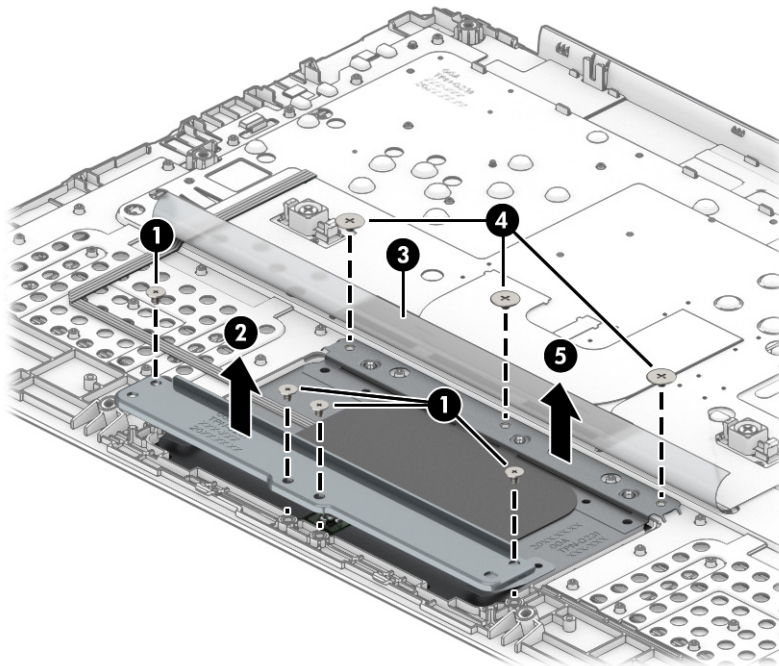
Before removing the touchpad, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 23](#)).
2. Remove the top cover with keyboard (see [Top cover with keyboard on page 23](#)).

3. Disconnect the battery cable from the system board (see [Battery on page 27](#)).

Remove the touchpad:

1. Turn the top cover upside down with the front toward you.
2. Remove the four Phillips M2.0 × 2.9 screws (1) that secure the touchpad and touchpad bracket to the keyboard/top cover.
3. Remove the touchpad bracket (2).
4. Release the shielding (3) that covers the touchpad screws.
5. Remove the three Phillips M2.0 × 2.2 broad head screws (4) that secure the touchpad to the keyboard/top cover.
6. Remove the touchpad (5) and cable.



To install the touchpad, reverse this procedure.

Battery

To remove the battery, use this procedure and illustration.

Table 5-4 Battery description and part number

Description	Spare part number
Battery (2 cell, 47.36 Whr)	L75783-005
Battery protection bracket	M00450-001

⚠ 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:

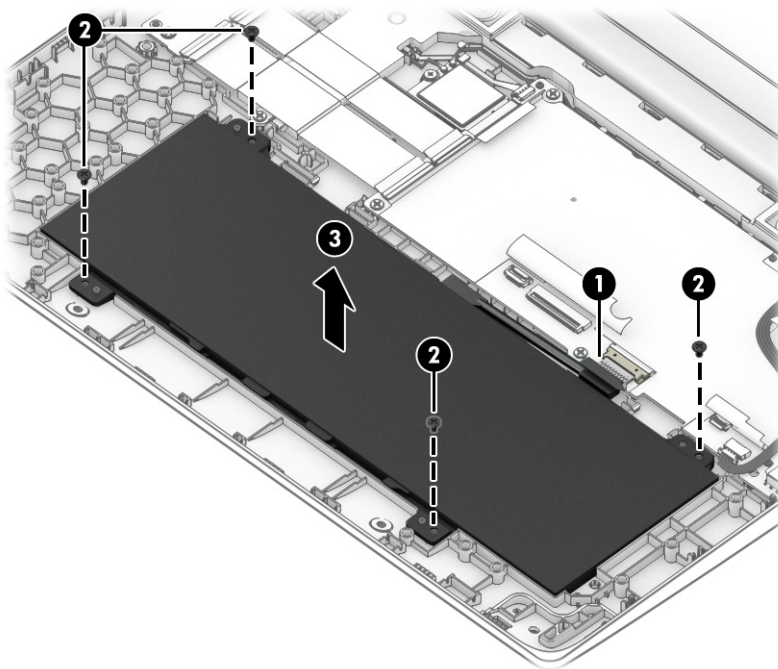
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 23](#)).
2. Remove the top cover with keyboard (see [Top cover with keyboard on page 23](#)).

⚠ 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 four Phillips M2.0 × 4.2 screws (2) that secure the battery to the bottom cover.
3. Remove the battery (3).




To replace the battery, reverse the removal procedures.

WLAN module

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

Table 5-5 WLAN module description and part number

Description	Spare part number
Intel 9560 ac 2 × 2 + Bluetooth 5.0 MU-MIMO M.2 non-vPro WLAN module	L41693-005
WLAN module bracket	M00451-001


 **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.

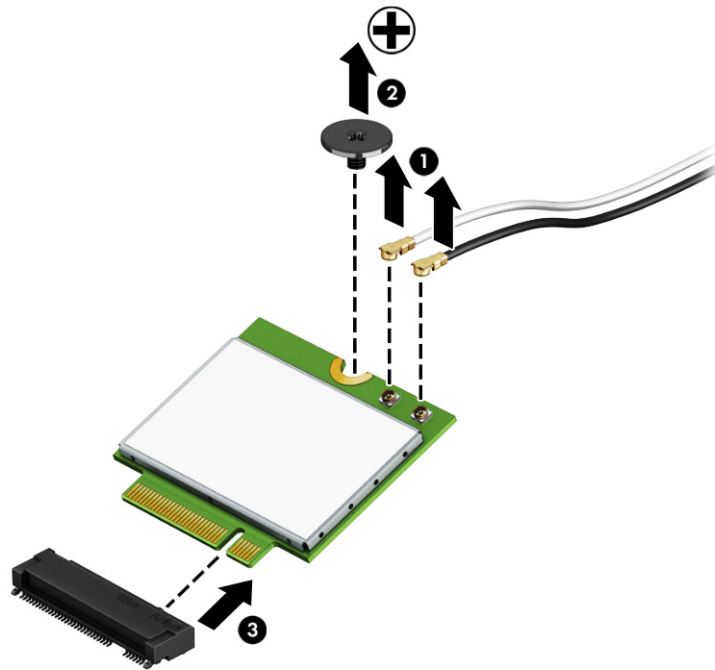
Before removing the WLAN module, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 23](#)).
2. Remove the top cover with keyboard (see [Top cover with keyboard on page 23](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 27](#)).

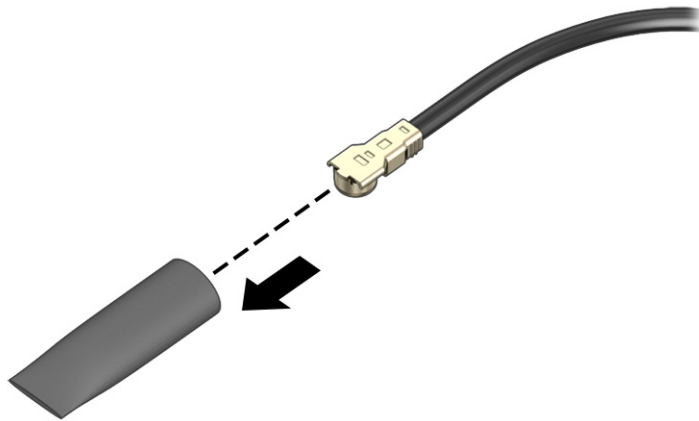
Remove the WLAN module:

1. Carefully disconnect the antenna cables from the module **(1)**.
2. Remove the Phillips M2.0 × 2.5 screw **(2)** that secures the WLAN module to the system board. (The WLAN module tilts up.)
3. Pull the module out of the socket to remove it **(3)**.

 **NOTE:** When connecting the antenna cables, be sure to match the number or letter on the cable with the appropriate connector on the module.



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



To install the WLAN module, reverse this procedure.

Connector board cables

To remove the connector board cables, use this procedure and illustration.

Table 5-6 Connector board cables description and part number

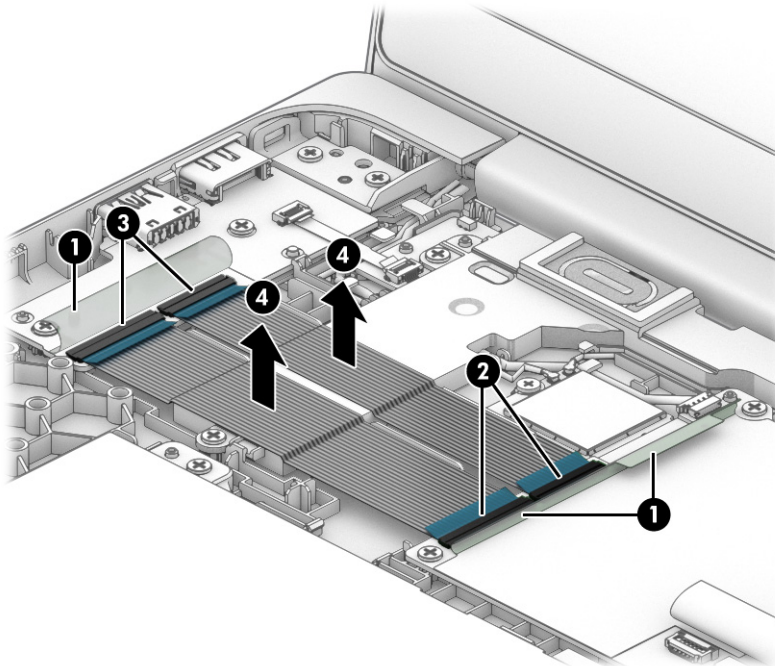
Description	Spare part number
Connector board cables (available in the Cable Kit)	L90412-001

Before removing the connector board cables, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 23](#)).
2. Remove the top cover with keyboard (see [Top cover with keyboard on page 23](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 27](#)).

Remove the connector board cables:

1. Release the shielding (1) that covers the connector board cable ZIF connectors.
2. Release the ZIF connectors (2) to which the connector board cables are connected, and then disconnect the connector board cables from the system board.
3. Release the ZIF connectors (3) to which the connector board cables are connected, and then disconnect the connector board cables from the connector board.
4. Remove the connector board cables (4).



To install the connector board cables, reverse this procedure.

Connector board

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

Table 5-7 Connector board description and part number

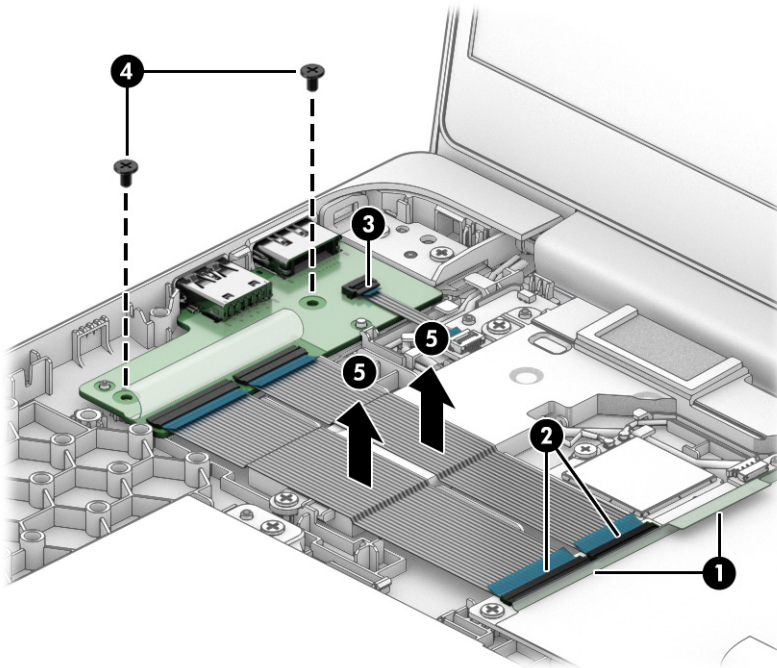
Description	Spare part number
Connector board	L90437-001

Before removing the connector board, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 23](#)).
2. Remove the top cover with keyboard (see [Top cover with keyboard on page 23](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 27](#)).

Remove the connector board:

1. Release the shielding (1) that covers the connector board cable ZIF connectors.
2. Release the ZIF connectors (2) to which the connector board cables are connected, and then disconnect the connector board cables from the system board.
3. Release the ZIF connector (3) to which the sensor board cable is connected, and then disconnect the sensor board cable from the connector board.
4. Remove the two Phillips M2.0×4.2 screws (4) that secure the connector board to the bottom cover.
5. Remove the connector board (5) and cables.



To install the connector board, reverse this procedure.

Sensor board cable

To remove the sensor board cable, use this procedure and illustration.

Table 5-8 Sensor board cable description and part number

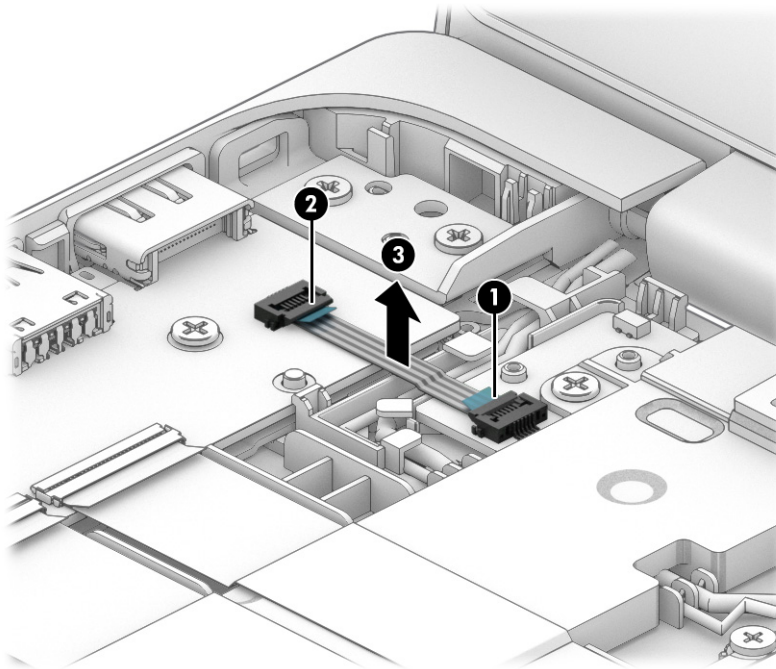
Description	Spare part number
Sensor board cable (available in the Cable Kit)	L90412-001

Before removing the sensor board cable, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 23](#)).
2. Remove the top cover with keyboard (see [Top cover with keyboard on page 23](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 27](#)).

Remove the sensor board cable:

1. Release the ZIF connector (1) to which the sensor board cable is connected, and then disconnect the sensor board cable from the system board.
2. Release the ZIF connector (2) to which the sensor board cable is connected, and then disconnect the sensor board cable from the sensor board.
3. Remove the sensor board cable (3).



Reverse this procedure to install the sensor board cable.

Speakers

To remove the speakers, use this procedure and illustration.

Table 5-9 Speaker description and part number

Description	Spare part number
Speakers (include left and right speakers and cables)	L90434-001

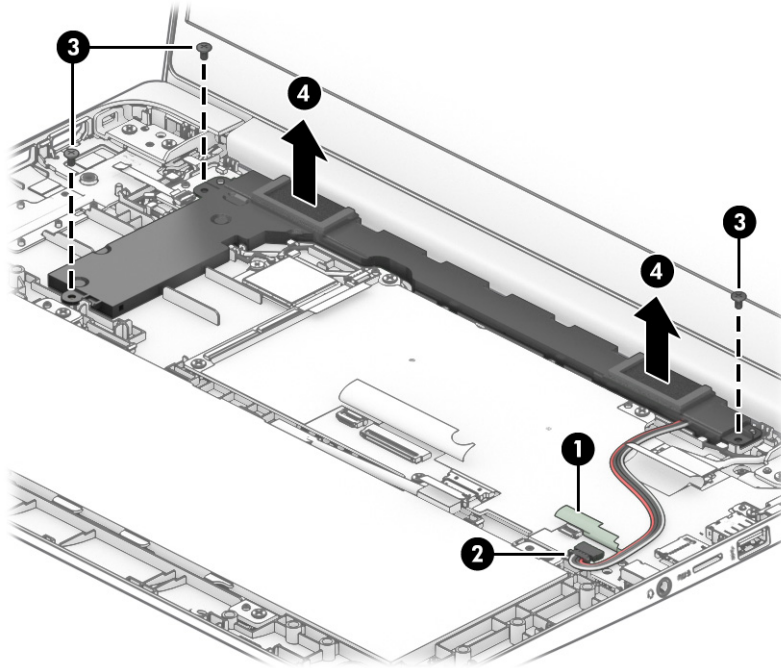
Before removing the speakers, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 23](#)).
2. Remove the top cover with keyboard (see [Top cover with keyboard on page 23](#)).

3. Disconnect the battery cable from the system board (see [Battery on page 27](#)).

Remove the speakers:

1. Release the shielding (1) that secures the speaker cable to the system board and covers the speaker cable connector.
2. Disconnect the speaker cable (2) from the system board.
3. Remove the three Phillips M2.0 × 4.2 screws (3) that secure the speakers to the bottom cover.
4. Remove the speakers (4).



To install the speaker, reverse this procedure.

Sensor board

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

Table 5-10 Sensor board description and part number

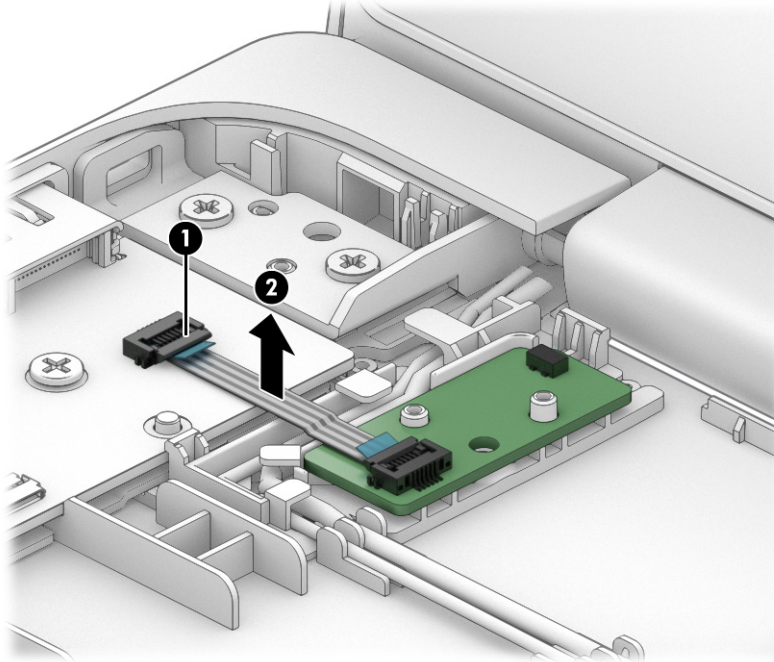
Description	Spare part number
Sensor board	L90433-001

Before removing the sensor board, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 23](#)).
2. Remove the top cover with keyboard (see [Top cover with keyboard on page 23](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 27](#)).
4. Remove the speakers (see [Speakers on page 33](#)).

Remove the sensor board:

1. Release the ZIF connector (1) to which the sensor board cable is connected, and then disconnect the sensor board cable from the sensor board.
2. Remove the sensor board (2) and cable.



To install the sensor board, reverse this procedure.

System board

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

Table 5-11 System board descriptions and part numbers

Description	Spare part number
System board with integrated Intel Celeron N4120 processor (includes heat sink)	N18210-001
I/O bracket	L90438-001

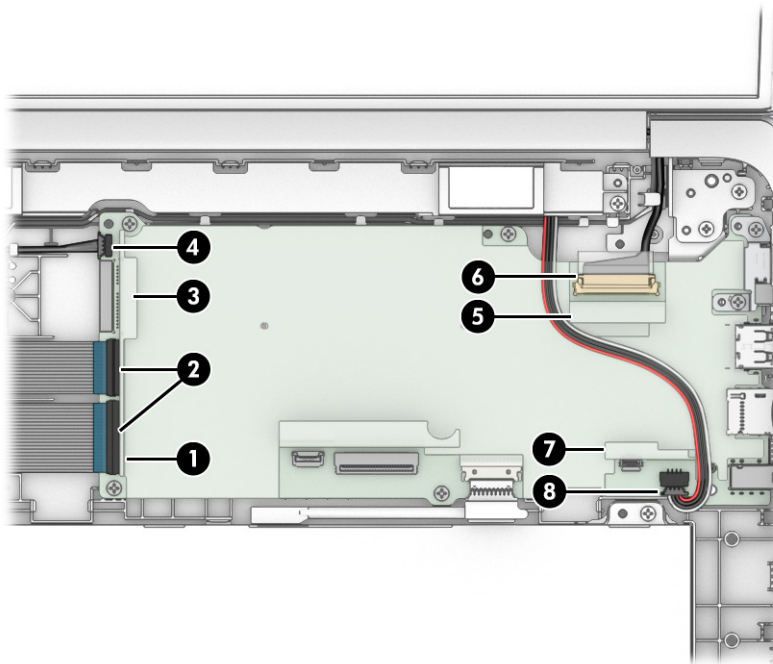
Before removing the system board, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 23](#)).
2. Remove the top cover with keyboard (see [Top cover with keyboard on page 23](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 27](#)).
4. Remove the WLAN module (see [WLAN module on page 29](#)).

Remove the system board:

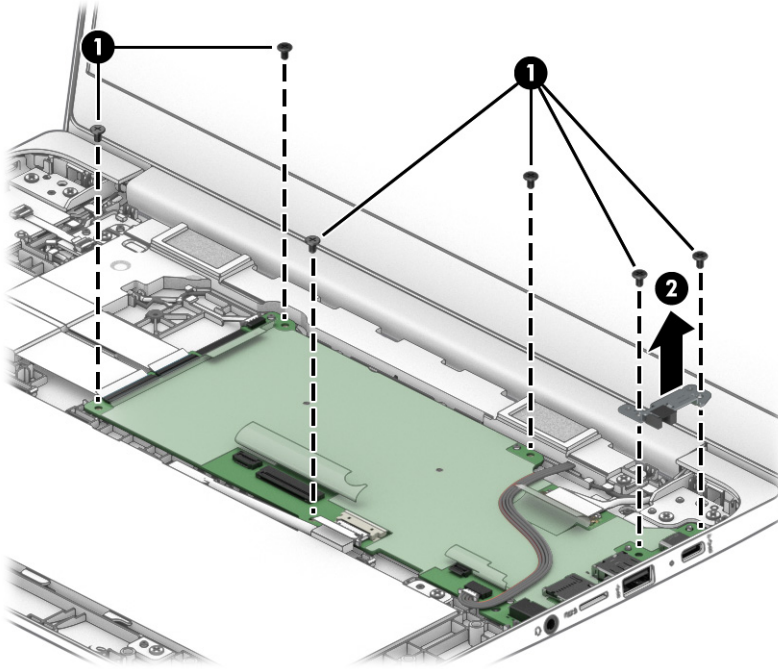
1. Release the shielding (1) that covers the connector board cable ZIF connectors.

2. Release the ZIF connectors **(2)** to which the connector board cables are connected, and then disconnect the connector board cables from the system board.
3. Release the shielding **(3)** that covers the camera cable connector.
4. Disconnect the camera cable **(4)** from the system board.
5. Release the shielding **(5)** that covers the display panel cable connector.
6. Disconnect the display panel cable **(6)** from the system board.
7. Release the shielding **(7)** that covers the speaker cable connector.
8. Disconnect the speaker cable **(8)** from the system board.

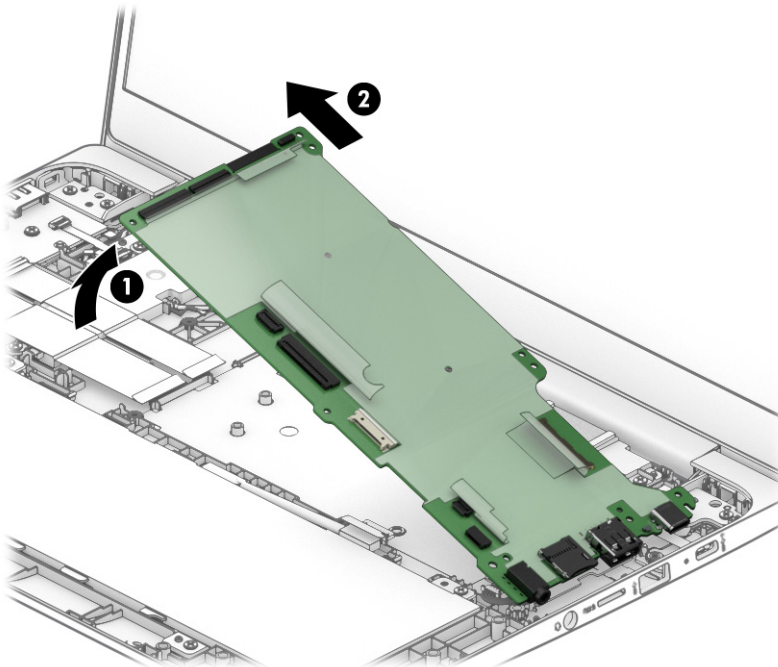


9. Remove the six Phillips M2.0 × 4.2 screws **(1)** that secure the system board to the bottom cover.

10. Remove the I/O bracket (2).



11. Lift the left side the system board (1) until it rests at an angle.
12. Remove the system board (2) by lifting it up and to the left at an angle.



To install the system board, reverse this procedure.

Display assembly

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

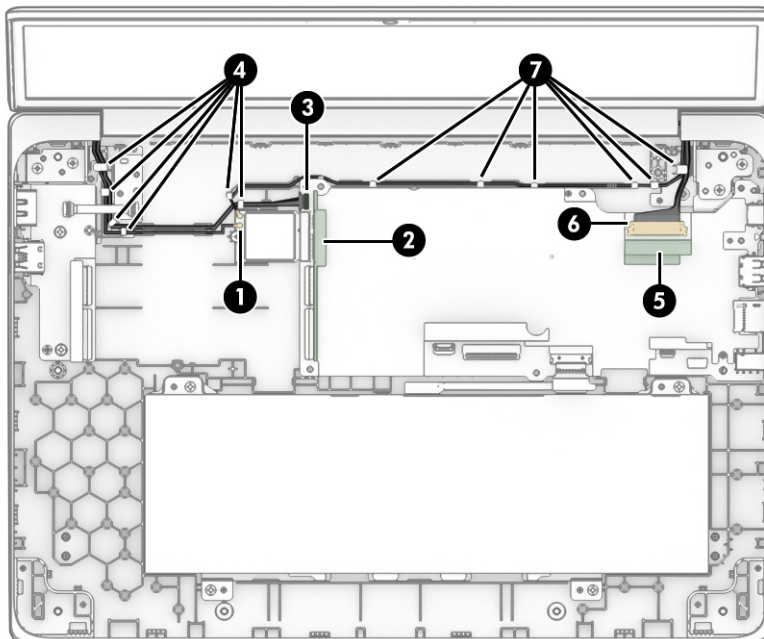
 **NOTE:** The display assembly is spared at the subcomponent level only.

Before removing the display assembly, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 23](#)).
2. Remove the top cover with keyboard (see [Top cover with keyboard on page 23](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 27](#)).

Remove the display assembly:

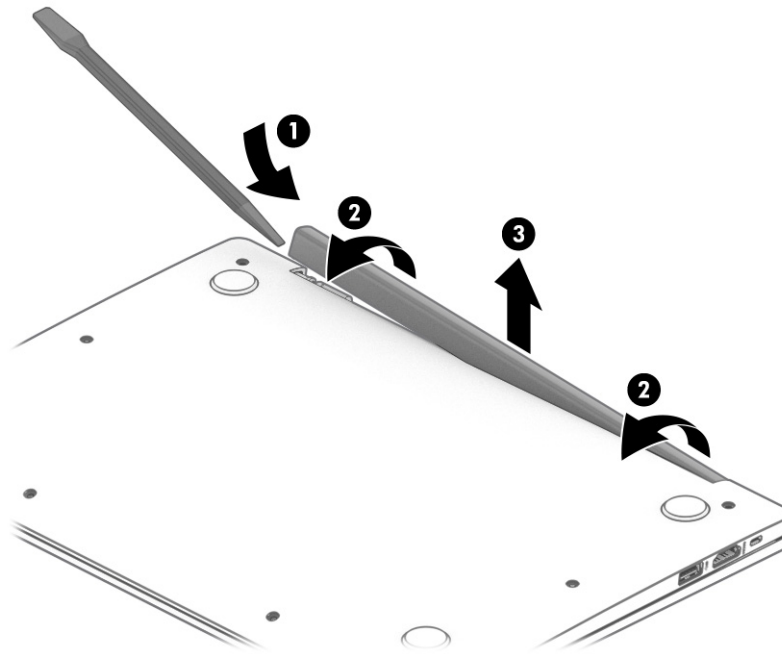
1. Disconnect the WLAN antenna cables **(1)** from the terminals on the WLAN module.
2. Release the shielding **(2)** that covers the camera cable connector.
3. Disconnect the camera cable **(3)** from the system board.
4. Release the wireless antenna cable and the camera cable from the retention clips **(4)** built into the bottom cover.
5. Release the shielding **(5)** that covers the display panel cable connector.
6. Disconnect the display panel cable **(6)** from the system board.
7. Release the wireless antenna cable and the display panel cable from the retention clips **(7)** and routing channel built into the bottom cover.



8. To replace the display assembly or any of the display assembly internal components, remove the hinge cover by following these steps:

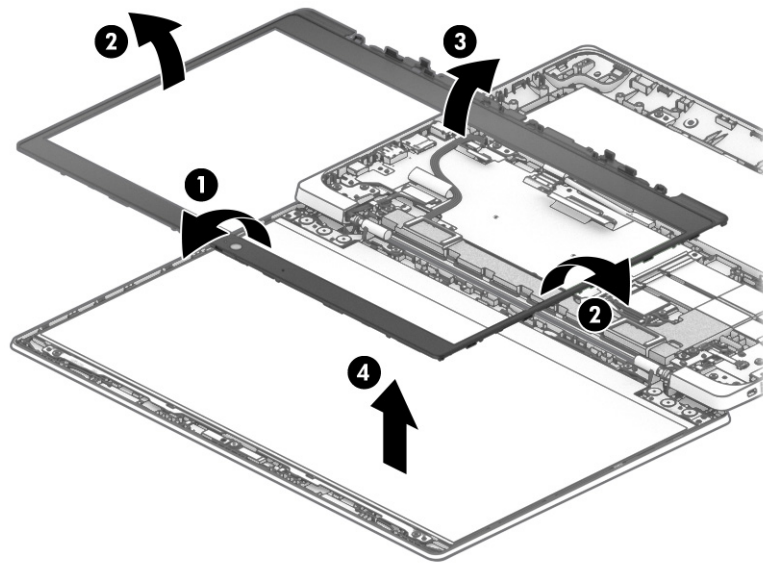
- a. Close the computer.
- b. Turn the computer upside down with the front toward you.
- c. Use a case utility tool (1) or similar thin, plastic tool to separate the left (2) and right edges of the hinge cover from the display assembly.
- d. Remove the hinge cover (3).

The hinge cover is available using spare part number N18217-001.



9. To remove the display bezel:
 - a. Turn the computer right side up with the rear toward you.
 - b. Open the computer as far as it will open.
 - c. Release the top edge of the display bezel (1) from the display assembly.
 - d. Release the left and right edges of the display bezel (2) from the display assembly.
 - e. Release the bottom edge of the display bezel (3) from the display assembly.
 - f. Remove the display bezel (4).

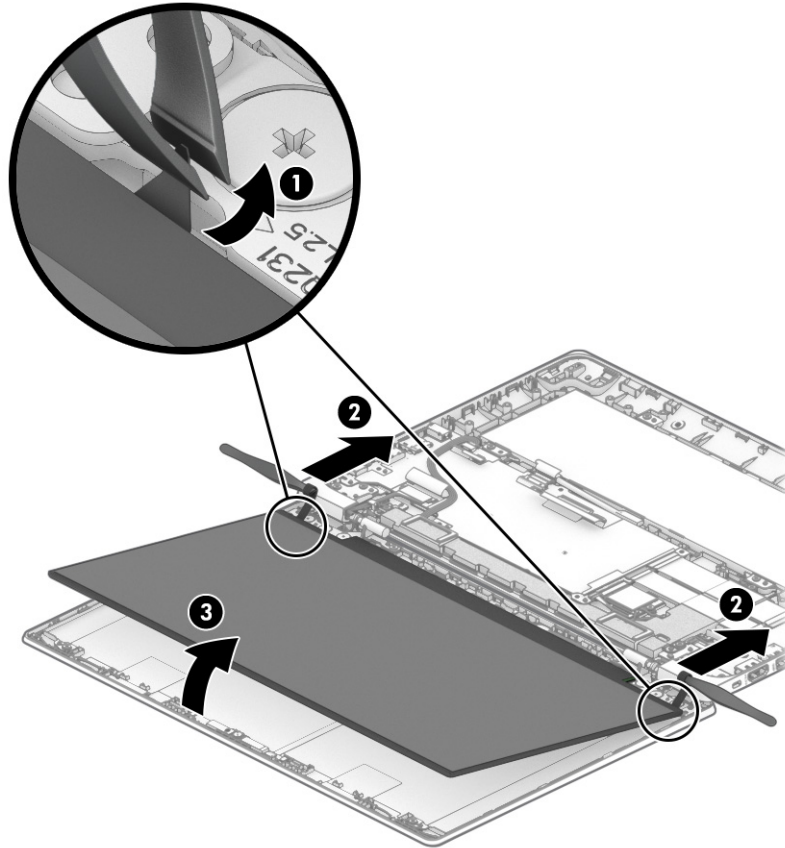
The display bezel is available using spare part number M01026-001. Display bezel adhesive is available as spare part number M47411-001.



10. To remove the display panel:

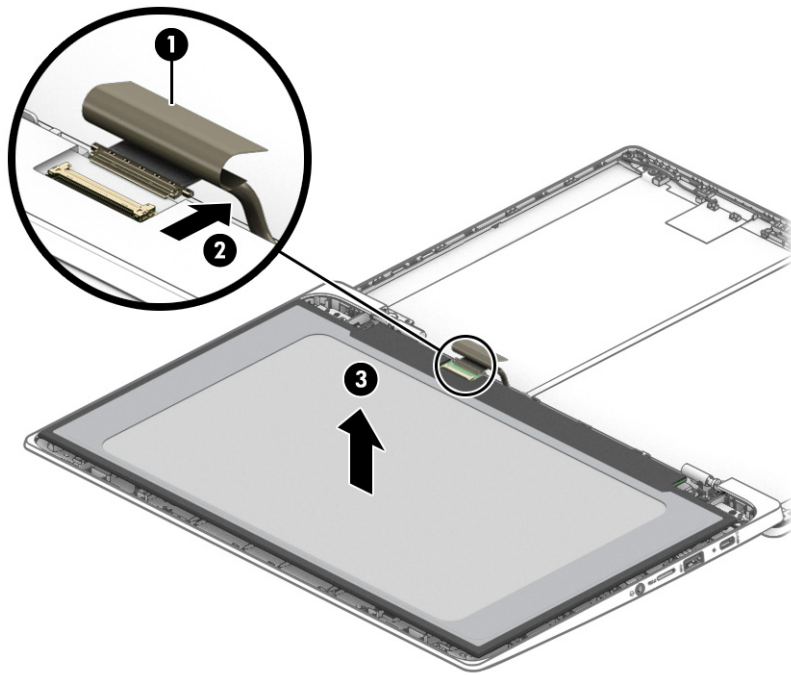
- a.** The display panel is secured to the display enclosure with tape that is installed under the left and right sides of the panel. To remove the panel, use tweezers to grasp the end of the tape **(1)**. While turning the tweezers, wrap the tape around the tweezers as you continue to pull the tape out from behind the display panel **(2)**. You must pull the tape multiple times before it is completely removed.

- b. Swing the top edge (3) of the display panel up and forward until the display panel cable is accessible.



- c. Release the adhesive support strip (1) that secures the display panel cable connector to the display panel.
- d. Disconnect the display panel cable (2) from the display panel.
- e. Remove the display panel (3).

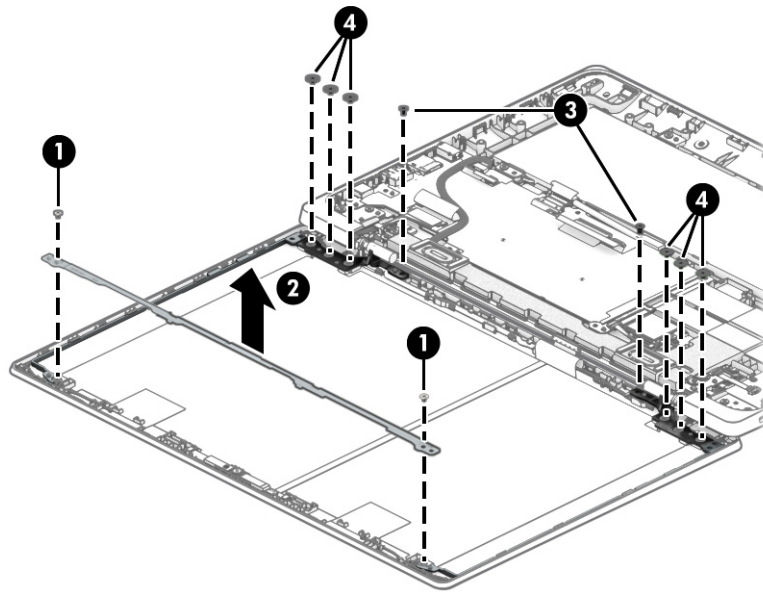
The display panel is available using spare part number N18668-001. Display back cover adhesive is available as spare part number M47411-001.



11. To remove the display back cover:

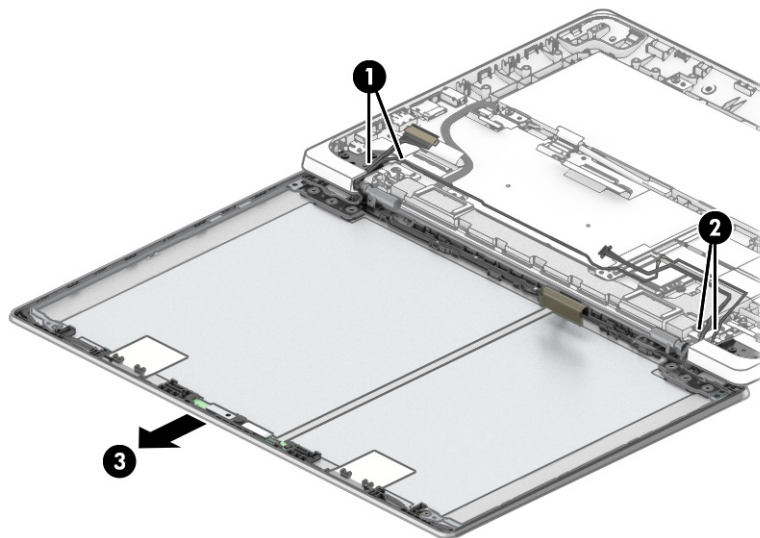
- a.** Remove the two Phillips M2.0 × 2.5 screws **(1)** that secure the display bracket to the display back cover.
- b.** Remove the display bracket **(2)** from the display back cover. The display bracket is available using spare part number L90417-001.
- c.** Remove the two Phillips M2.0 × 3.8 screws **(3)** that secure the display back cover to the display hinges.

- d. Remove the six Phillips M2.5 × 3.0 broad head screws (4) that secure the display back cover to the display hinges.



- e. Release the display panel cable and the wireless antenna cable from the routing channel in the right display hinge area (1).
- f. Release the camera cable and the wireless antenna cable from the routing channel in the left display hinge area (2).
- g. Remove the display back cover by sliding it away from the bottom cover (3).

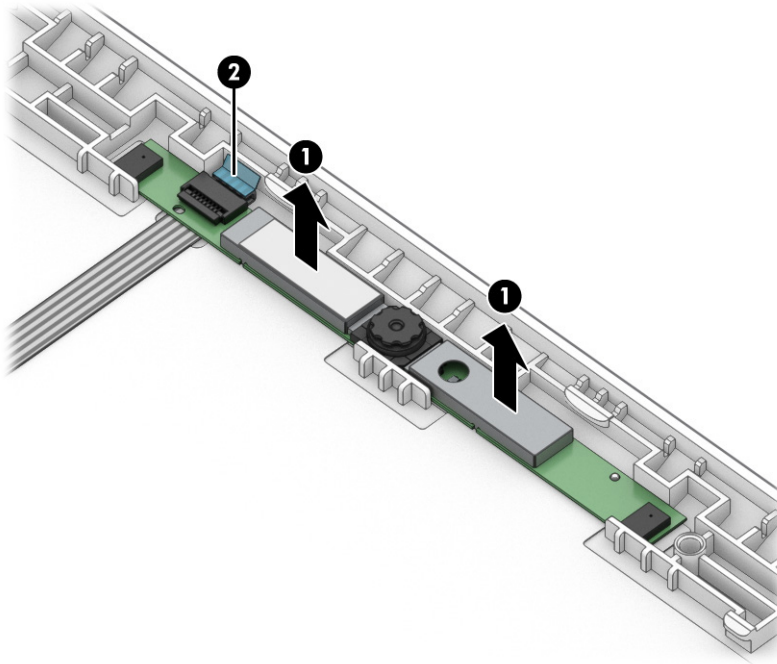
The display back cover is available using spare part number N18211-001.



- 12. To remove the camera module:

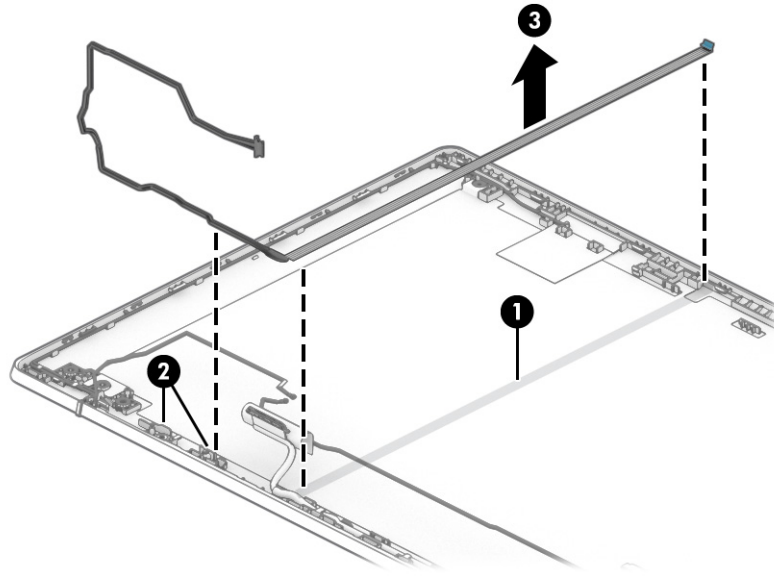
- a. Detach the camera module **(1)** from the display back cover. (The camera module is attached to the display back cover with double-sided adhesive.)
- b. Release the ZIF connector **(2)** to which the camera module cable is connected, and then disconnect the camera module cable from the camera module, and then remove the module.

The camera module is available as spare part number L90439-001.



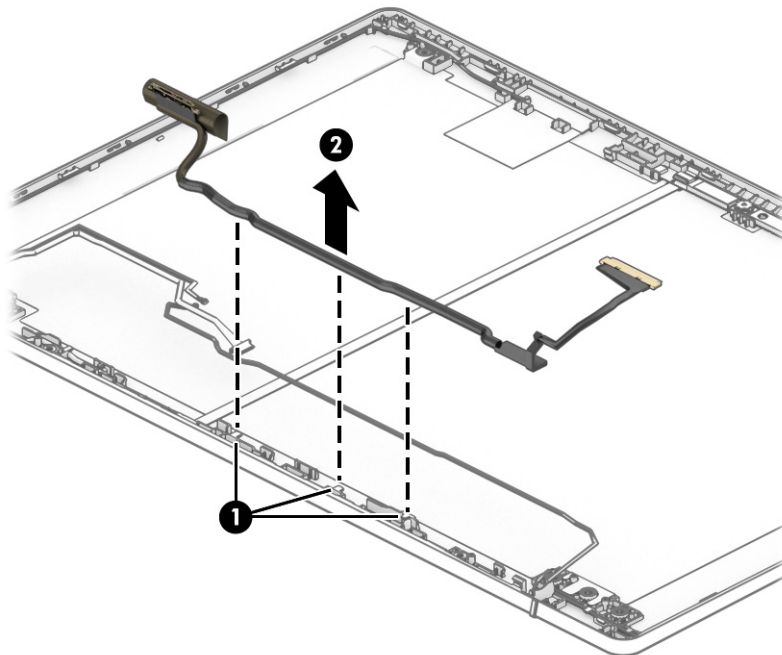
13. To remove the camera cable, peel the cable off the inside of the display back cover.
 - a. Detach the camera cable **(1)** from the display back cover. (The camera module cable is attached to the display back cover with double-sided adhesive.)
 - b. Release the camera cable from the retaining clips **(2)** built into the left hinge area of the display back cover.
 - c. Remove the camera cable **(3)**.

The camera module cable is included in the Cable Kit, spare part number L90412-001.



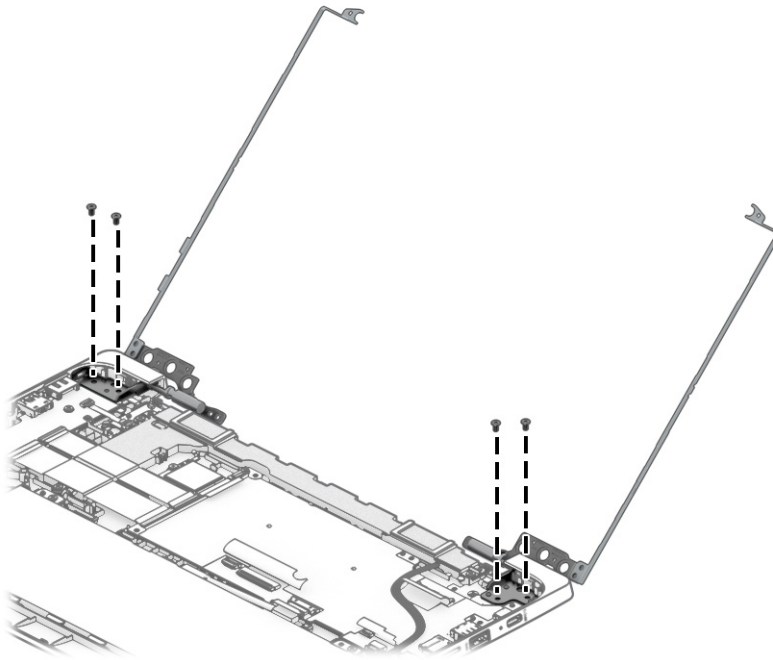
14. To remove the display cable, peel the cable off the inside of the display back cover.
- a. Release the display panel cable from the retaining clips (1) built into the bottom edge of the display back cover.
 - b. Remove the display panel cable (2).

The display panel cable is available using spare part number M76003-001.

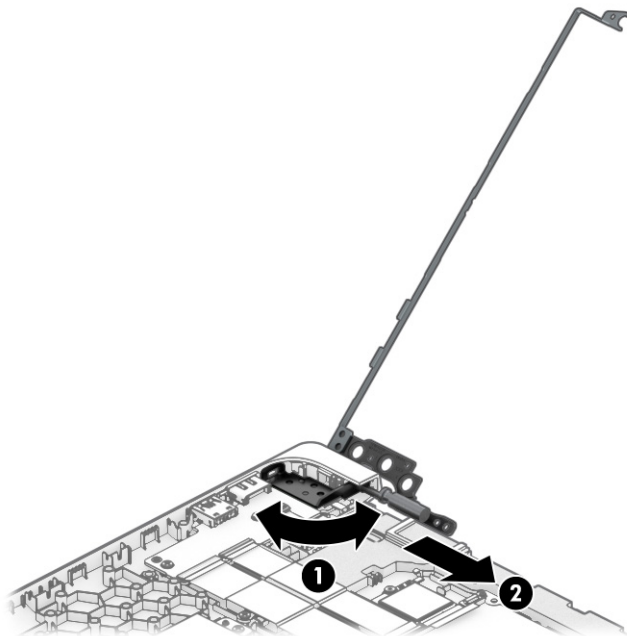


15. To remove the hinges from the display rear cover:

- a. Remove the four Phillips M2.5 × 4.7 screws that secure the display hinges to the bottom cover.

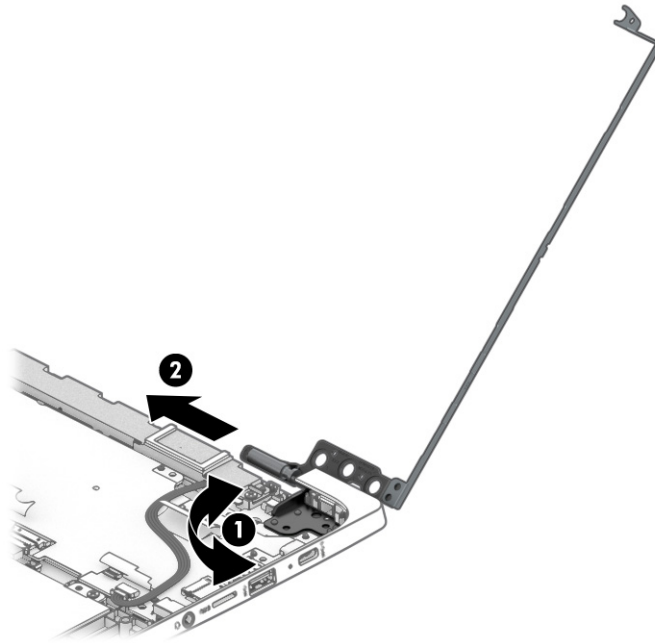


- b. Rock the left hinge (1) back and forth until it releases from the bottom cover.
c. Remove the left hinge (2).



- d. Rock the right hinge (1) back and forth until it releases from the bottom cover.

- e. Remove the right hinge (2).



The hinges are available using spare part number M76003-001.

To reassemble and replace the display assembly, reverse this procedure.

6 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.
- 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: 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.

7 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 7-1 Computer specifications

	Metric	U.S.
Dimensions		
Width	327.0 mm	12.9 in
Depth	227.0 mm	8.9 in
Height	18.4 mm	0.7 in
Weight		
	1520 g	3.4 lb
Input power		
Operating voltage and current	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	
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.		

35.6 cm (14.0 in) display specifications

This section provides specifications for your display.

Table 7-2 Display specifications

	Metric	U.S.
Active diagonal size	35.6 cm	14.0 in
Resolution	1366 × 768 (HD)	
Surface treatment	Antiglare	
Brightness	250 nits	
Viewing angle	SVA	
Backlight	WLED	
Display panel interface	eDP	

8 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 8-1 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
Germany	VDE	1

Table 8-1 Power cord requirements for specific countries and regions (continued)

Country/region	Accredited agency	Applicable note number
India	BIS	1
Israel	SII	1
Italy	IMQ	1
Japan	JIS	3
Netherlands	KEMA	1
New Zealand	SANZ	1
Norway	NEMKO	1
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 H05VV-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 H05VV-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.

9 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

A

- AC adapters, spare part numbers 12
- action keys
 - identifying 7
- audio-in (microphone) jack, identifying 3
- audio-out (headphone) jack, identifying 3
- audio, product description 1

B

- backing up 48
- battery
 - illustrated 11
 - spare part number 11
- battery light 4
- Bluetooth label 8
- bottom cover
 - illustrated 11
 - spare part number 11

C

- camera 5
 - identifying 5
 - illustrated 12
 - spare part number 12
- camera light, identifying 6
- camera privacy cover, identifying 5
- caring for your computer 18
- cautions
 - electrostatic discharge 14, 15
- Chromebook Recovery Utility, installing 49
- cleaning your computer 18
 - caring for wood veneer 20
 - disinfecting 19
 - HP Easy Clean 18
 - removing dirt and debris 18
- components
 - display 5
 - keyboard area 6
 - left side 4
 - right side 3
- computer major components 10
- computer specifications 52

- connector board
 - removal 31
 - spare part numbers 31
- connector board cables
 - removal 30
 - spare part numbers 30
- connector, power 4

D

- display
 - specifications 52, 53
- display assembly
 - subcomponents 11
- display back cover
 - illustrated 12
 - spare part number 12
- display bezel
 - illustrated 12
 - spare part number 12
- display cable
 - illustrated 12
 - spare part number 12
- display panel
 - illustrated 12
 - product description 1
 - spare part number 12

E

- electrostatic discharge (ESD) 14, 15
 - preventing damage 14-16
- esc key, identifying 7

G

- graphics, product description 1
- grounding methods 14-16
- guidelines
 - packaging 14, 20
 - transporting 14, 20
 - workstation 14

H

- hard drive
 - product description 1
 - specifications 52
- HDMI port, identifying 4
- headphone (audio-out) jack 3

- hinge
 - illustrated 12
 - spare part number 12
- hinge cover
 - illustrated 12
 - spare part number 12

I

- I/O bracket
 - illustrated 11
 - spare part number 11
- illustrated parts catalog 10
- internal microphones, identifying 5

J

- jacks
 - audio-in (microphone) 3
 - audio-out (headphone) 3

K

- keyboard
 - product description 1
- keys
 - esc 7
 - power 8

L

- labels
 - Bluetooth 8
 - regulatory 8
 - serial number 8
 - service 8
 - wireless certification 8
 - WLAN 8

Lights

- lights
 - AC adapter and battery 4
 - battery 4
 - camera 6

M

- memory module
 - product description 1
- microphone
 - product description 1
- microphone (audio-in) jack, identifying 3

model name 1

O

operating system, product description 2

P

packaging guidelines 14, 20

pointing device, product description 1

ports

HDMI 4

product description 1

USB SuperSpeed 5 Gbps 3, 5

USB Type-C power connector and SuperSpeed 5 Gbps port 4

power connector

identifying USB Type-C 4

power cord

requirements for all countries 54

requirements for specific countries and regions 54

set requirements 54

power cords, spare part numbers 12

power key, identifying 8

power requirements, product description 2

primary storage

product description 1

processor

product description 1

product description

audio 1

display panel 1

graphics 1

hard drive 1

keyboard 1

memory module 1

microphone 1

operating system 2

pointing device 1

ports 1

power requirements 2

primary storage 1

processors 1

product name 1

security 2

serviceability 2

solid-state drive 1

video 1

wireless 1

product name 1

product name and number, computer 8

R

recovery media

creating 49

erase 50

recovery, performing 48

regulatory information

regulatory label 8

wireless certification labels 8

removal and replacement

procedures 23

resetting 48

S

Screw Kit, spare part number 12

search key, identifying 7

security cable slot, identifying 4

security, product description 2

sensor board

removal 34

spare part numbers 34

sensor board cable

removal 32

spare part numbers 32

serial number, computer 8

service labels, locating 8

serviceability, product

description 2

slots

security cable 4

solid-state drive

product description 1

speaker

illustrated 11

removal 33

spare part number 11

spare part numbers 33

speakers, identifying 7

specifications

computer 52

display 52, 53

hard drive 52

static electricity 14, 15

support information 20

system board

illustrated 11

removal 35

spare part number 11

spare part numbers 35

system recovery

Chrome operating system 50

Chromebook Recovery

Utility 49

internet connection 49

recovery media 49

T

top cover with keyboard

illustrated 11

removal 23

spare part number 11, 23

touchpad

illustrated 11

removal 26

spare part number 11

spare part numbers 26

touchpad cable

removal 25

spare part numbers 25

touchpad zone, identifying 6

transporting guidelines 14, 20

traveling with the computer 8

U

USB SuperSpeed 5 Gbps port, identifying 3, 5

USB Type-C power connector and SuperSpeed 5 Gbps port, identifying 4

V

video, product description 1

W

wireless certification label 8

wireless, product description 1

WLAN antennas, identifying 5

WLAN device 8

WLAN label 8

WLAN module

removal 29

spare part numbers 29

workstation guidelines 14