Maintenance and Service Guide

P22h G4 model

L73872

P24h G4 model

L73925

P27h G4 model

L73994

P22 G4 model

L73872

P24 G4 model

L73925

SUMMARY

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

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First Edition: MAY 2021

Document Part Number:

L73872-P22h G4-MSG-V2

Assembly part number:

L73872-001

L73925-001

L73994-001

L73872-002

L73925-002

Product notice

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

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1 Getting started

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

Important safety information

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

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

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

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

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

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

Important service information and precautions

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

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

ERP Lot5 requirement

1. A professional repairer must have the technical competence to repair electronic displays and comply with the applicable regulations for repairers of electrical equipment in the Member States where the repairer operates. Reference to an official registration system as professional repairer, where such a system exists in the Member States, shall be accepted as proof of compliance.

2. A professional repairer must have insurance that covers liabilities resulting from repairs, regardless of whether required by the Member State.

RoHS (2002/95/EC) requirements

Applied to all countries that require RoHS.

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

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

General descriptions

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

Level 1: Cosmetic/appearance/alignment service

Level 2: Circuit board or standard parts replacement

Firmware updates

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

Before returning the repaired product to the customer

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

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

2 Monitor features

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

Features

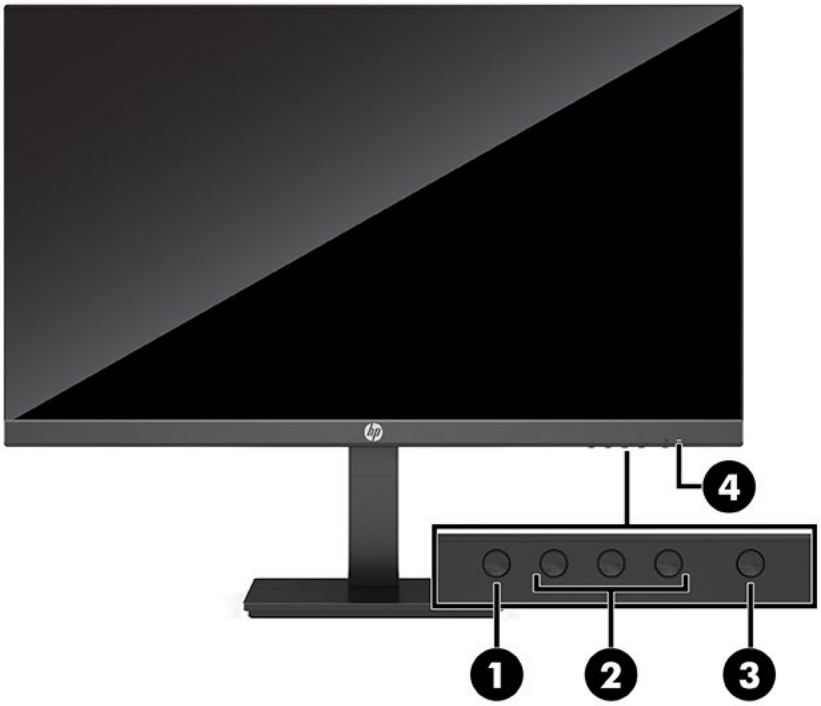
Depending on the model, your monitor might include the following features:

- 54.6 cm (21.5 in) diagonal viewable screen area with 1920 × 1080 resolution, plus full-screen support for lower resolutions; includes custom scaling for maximum image size while preserving original aspect ratio
- 60.45 cm (23.8 in) diagonal viewable screen area with 1920 × 1080 resolution, plus full-screen support for lower resolutions; includes custom scaling for maximum image size while preserving original aspect ratio
- 68.6 cm (27 in) diagonal viewable screen area with 1920 × 1080 resolution, plus full-screen support for lower resolutions; includes custom scaling for maximum image size while preserving original aspect ratio
- Liquid crystal display (LCD) with active matrix and in-plane switching (IPS)
- Wide color gamut to provide coverage of sRGB color spaces
- Non-glare panel with an LED backlight
- Wide viewing angle to allow viewing from a sitting or standing position, or moving from side to side
- Wide viewing angle to allow viewing from a sitting or standing position, or moving from side to side
- Tilt and height adjustment capabilities (select models only)
- Pivot capability to rotate the monitor head from landscape to portrait orientation
- Removable stand for flexible monitor head mounting solutions
- HP Quick Release 2 device to quickly attach the monitor head to the stand with a simple click, and then remove it with the convenient sliding tab release
- DisplayPort video input
- VGA video input
- Audio-in jack (select models only)
- Four on-screen display (OSD) buttons, three that you can reconfigure to quickly allow selection of the most commonly used operations
- Plug and Play capability if supported by your operating system
- VESA® mounting bracket for attaching the monitor head to a wall-mount device or swing arm
- Security cable slot on the rear of the monitor for an optional security cable
- On-screen display (OSD) adjustments in several languages for easy setup and screen optimization
- HP Display Assistant software for adjusting monitor settings and enabling theft-deterrence features
- Energy saver feature to meet requirements for reduced power consumption

NOTE: For safety and regulatory information, refer to the Product Notices provided in your documentation kit. To access the latest user guides or manuals for your product, go to http://www.hp.com/support and follow the instructions to find your product. Then select **Manuals**.

Front components

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



<Table 2-1>

Table 2-1: Front components and their descriptions

Component		Function
1	**Menu button**	Press to open the OSD menu, select a menu item from the OSD, or close the OSD menu. When the OSD menu is open, the Menu light turns on.
2	**OSD buttons (assignable)**	When the OSD menu is open, press the buttons to navigate through the menu. The function light icons indicate the default button functions. For a description of these functions, see Using the function buttons on page 15. You can reassign the function buttons to quickly select the most commonly used operations. See Reassigning the function buttons on page 16.
3	**Power button**	Turns the monitor on or off.
4	**Power light**	White: The monitor is on. Amber: Monitor is in a reduced power state because of inactivity. See Using Auto-Sleep Mode on page 16 for more information.

NOTE: You can reconfigure the Function buttons in the OSD menu to quickly select the most commonly used operations. Press the Menu button to open the OSD, and then select Menu Control. Select Assign buttons, and then select one of the available options for the button you want to assign.

Rear components

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

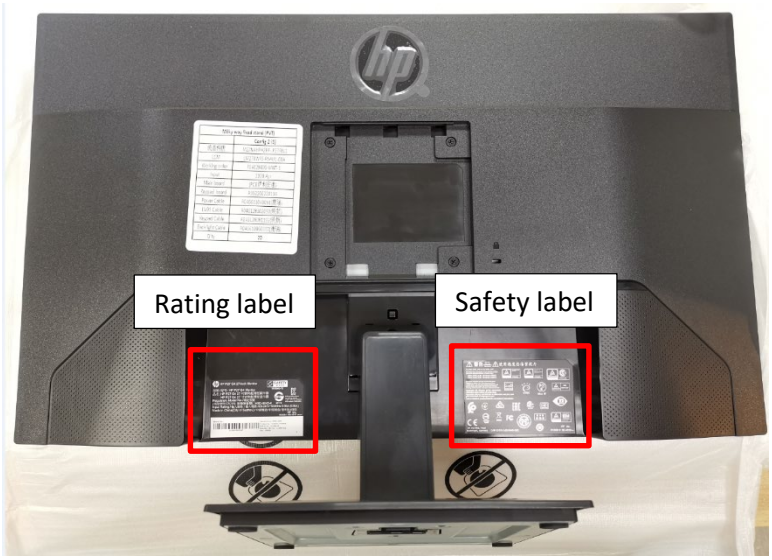
<Table 2-2>

Table 2-3: Rear components and their descriptions

Component		Function
1	Power connector	Connects an AC adapter.
2	Display connector	Connects the DisplayPort cable to a source device such as a computer or game console.
1	HDMI connector	Connects the HDMI cable to a source device such as a computer or game console.
2	VGA connector	Connects a VGA cable from the monitor to a source device such as a computer.
3	Audio-in jack (select model only)	Connects an audio source device.
4	Security cable slot	Connects an optional security cable.

Locating the serial number and product number

The rating labels on the monitor provide the spare part number, product number, and serial number. You may need these numbers when contacting HP about the monitor model. The rating labels are located on the bottom side of the monitor display head.



For worldwide models:

Rating label

Safety label

3 Illustrated parts catalog

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

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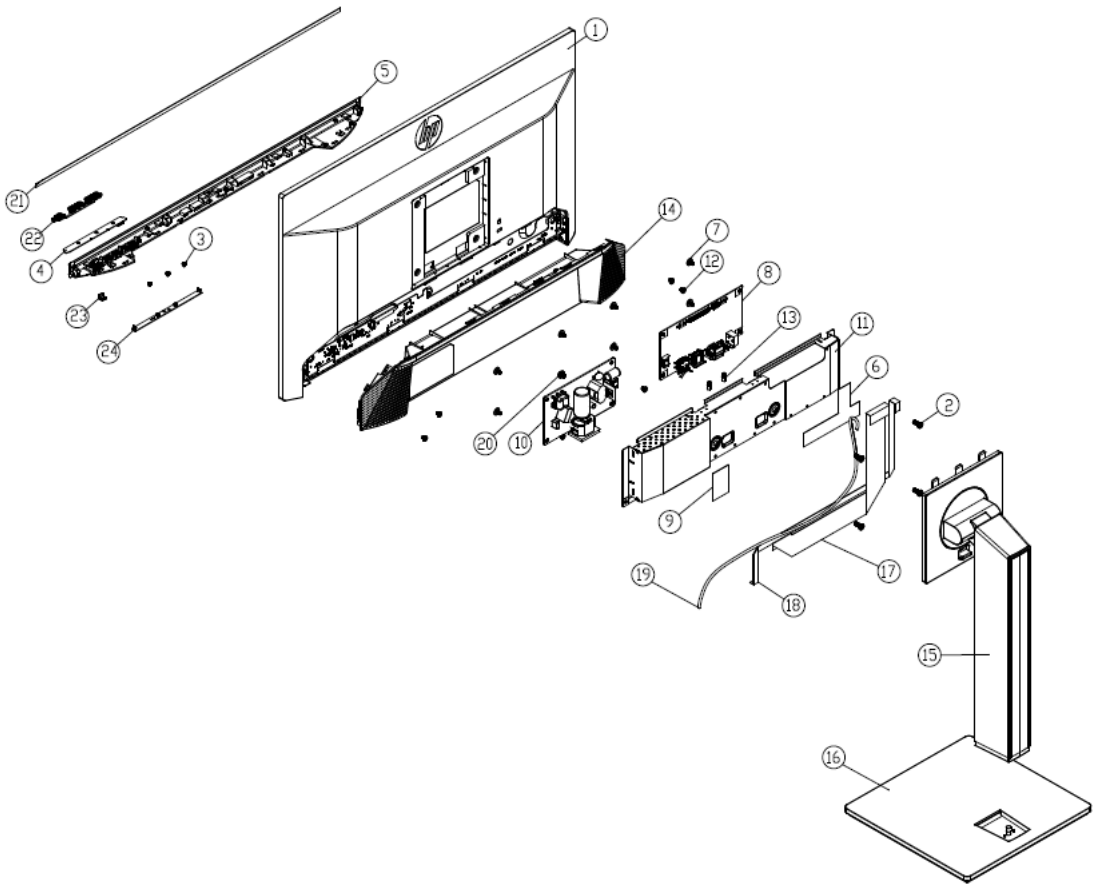

<Table 3-1>

Item	Description	Qty
1	21.5 LCM milky way （ES 8.0）	1
2	MAC. SCREW-MI M4.0*10 ,Blk-Zn	4
3	TAP.SCREW-T1 M2.0*3.0L,NI	3
4	DISPLAY BD ASS'Y HP MilkyWay	1
5	FRONT DECO(ABS 94-HB/Jack Black(6009-0337))(HP MILKY WAY P22h G4)ASS'Y	1
6	MYLAR BLACK(96*55*0.325t)	1
7	MAC. SCREW-MRF M3.0*6.0L, BLK-Ni	7
8	MAIN BD ASS'Y HP MilkyWay P22h G4 (LM215WF3-RSAU1)	1

9	MYLAR BLACK(40*26*0.3t)	1
10	A-D PSU 1.3 A 19V (ADO-25W1-A 19(x)_120x70mm)_HP Milkway	1
11	MAIN SHIELDING (SECC 0.5T)(HP Milky Way 1H1DP1AUDIO)	1
12	MAC. SCREW-MI M3.0*4.0L, BLK-Ni	4
13	MAC. SCREW-MH #4-40*5.0L,Ni	2
14	BACK COVER(ABS 94-HB/Jack Black(6009-0337))(HP MILKY WAY P22h G4)	1
15	NECK(HP Milky Way P22h G4)(Jack Black)_CX	1
16	BASE(HP MILKY WAY P27h G4)(JACK BLACK)_CX	1
17	WH FFC 30P(0.5mm) 350mm(3FOLD)60V G/F W/CONN(A15+BC)+AL(AA) HF OP	1
18	WH FFC 8P(0.5mm) 430mm(2FOLD+PRO)60V G/F (A8+A12/V-CUT) HF	1
19	WH A1007H00-6P/A1251-H06 #28 420mm W/B HF	1
20	MAC.SCREW-PH-LWM4*6L NI	1
21	CR SPONGE(L480*W5*0.3t)(P22h G4)	1
22	Key Button(ABS 94-HB/Jack Black(6009-0337))(HP Milky Way)	1
23	LENS(PC122/TRANSPARENT)(HP Milky Way)	1
24	SPK COVER(ABS 94-HB/Jack Black(6009-0337))(HP Milky Way)	1

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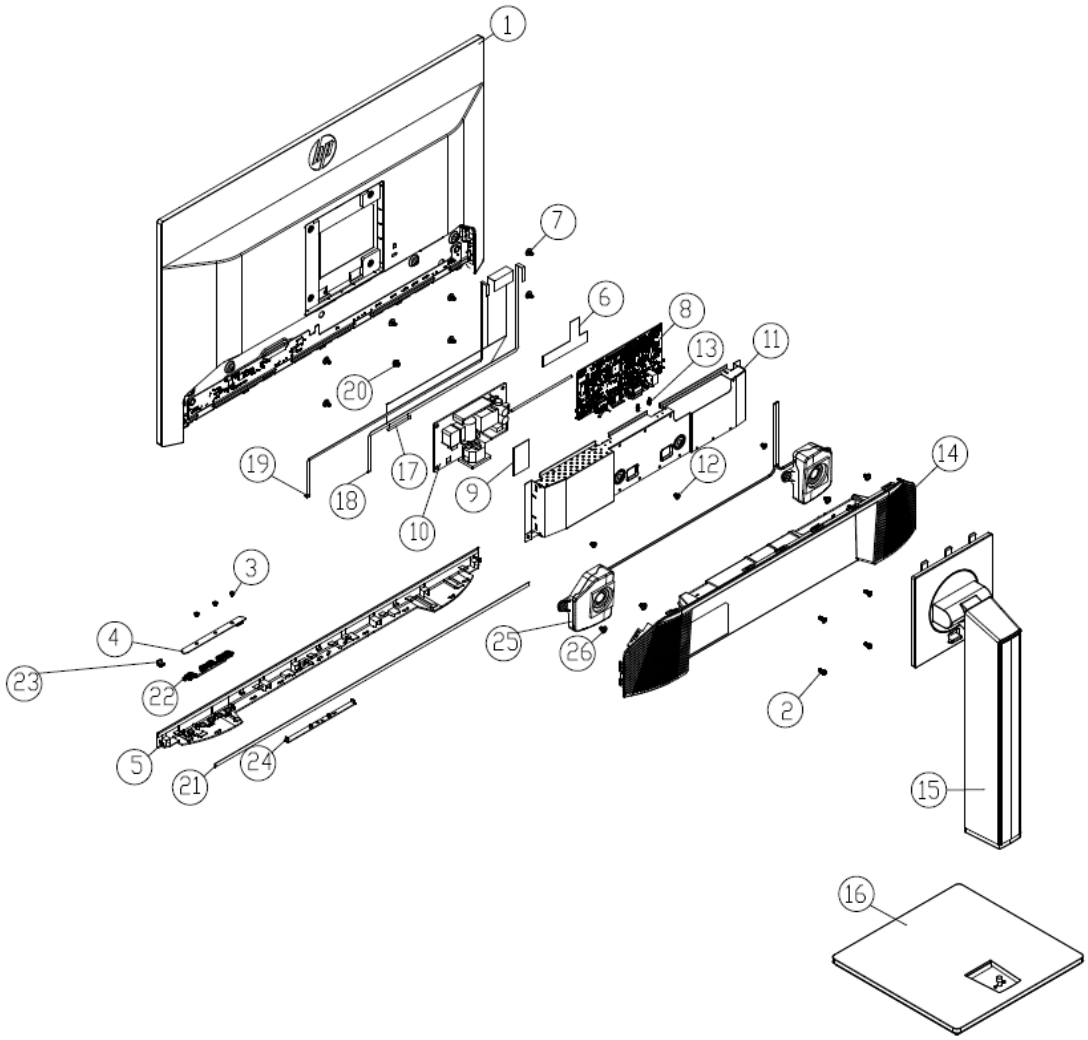

<Table 3-4>

Item	Description	Qty
1	23.8 LCM milky way （ES 8.0）	1
2	MAC. SCREW-MI M4.0*10 ,Blk-Zn	4
3	TAP.SCREW-T1 M2.0*3.0L,NI	3
4	DISPLAY BD ASS'Y HP MilkyWay	1
5	FRONT DECO(ABS 94-HB/Jack Black(6009-0337))(HP Milky Way P24h G4)	1
6	MYLAR BLACK(96*55*0.325t)	1
7	MAC. SCREW-MRF M3.0*6.0L, BLK-Ni	7
8	MAIN BD ASS'Y HP MilkyWay P24h G4(LM238WF2-RSAU1)	1
9	MYLAR BLACK(40*26*0.3t)	1
10	A-D PSU 1.3 A 19V (ADO-25W1-A 19(x)_120x70mm)_HP Milkway	1
11	MAIN SHIELDING (SECC 0.5T)(HP Milky Way 1A1H1DP1AUDIO)	1
12	MAC. SCREW-MI M3.0*4.0L, BLK-Ni	4

13	MAC. SCREW-MH #4-40*5.0L,Ni	2
14	BACK COVER (ABS 94-HB/Jack Black(6009-0337))(HP Milky Way P24h G4)	1
15	NECK(HP Milky Way P24h G4)(Jack Black)_CX	1
16	BASE(HP MILKY WAY P27h G4)(JACK BLACK)_CX	1
17	WH FFC 30P(0.5mm) 350mm(3FOLD)60V G/F W/CONN(A15+BC)+AL(AA) HF OP	1
18	WH FFC 8P(0.5mm) 430mm(2FOLD+PRO)60V G/F (A8+A12/V-CUT) HF	1
19	WH A1007H00-6P/A1251-H06 #28 420mm W/B HF	1
20	MAC.SCREW-PH-LWM4*6L NI	1
21	CR SPONGE(L526*W5*0.3t)(P24h G4)	1
22	Key Button(ABS 94-HB/Jack Black(6009-0337))(HP Milky Way)	1
23	LENS(PC122/TRANSPARENT)(HP Milky Way)	1
24	SPK COVER(ABS 94-HB/Jack Black(6009-0337))(HP Milky Way)	1
25	SPK 3W 4ohm 68.9*54.7*21.3mm(R440mm*L190mm) (PB25CCG04-11-9JB2)VECO for Milkyway HF	1
26	MAC. SCREW-MPHW M3.0*5 ,NI	4

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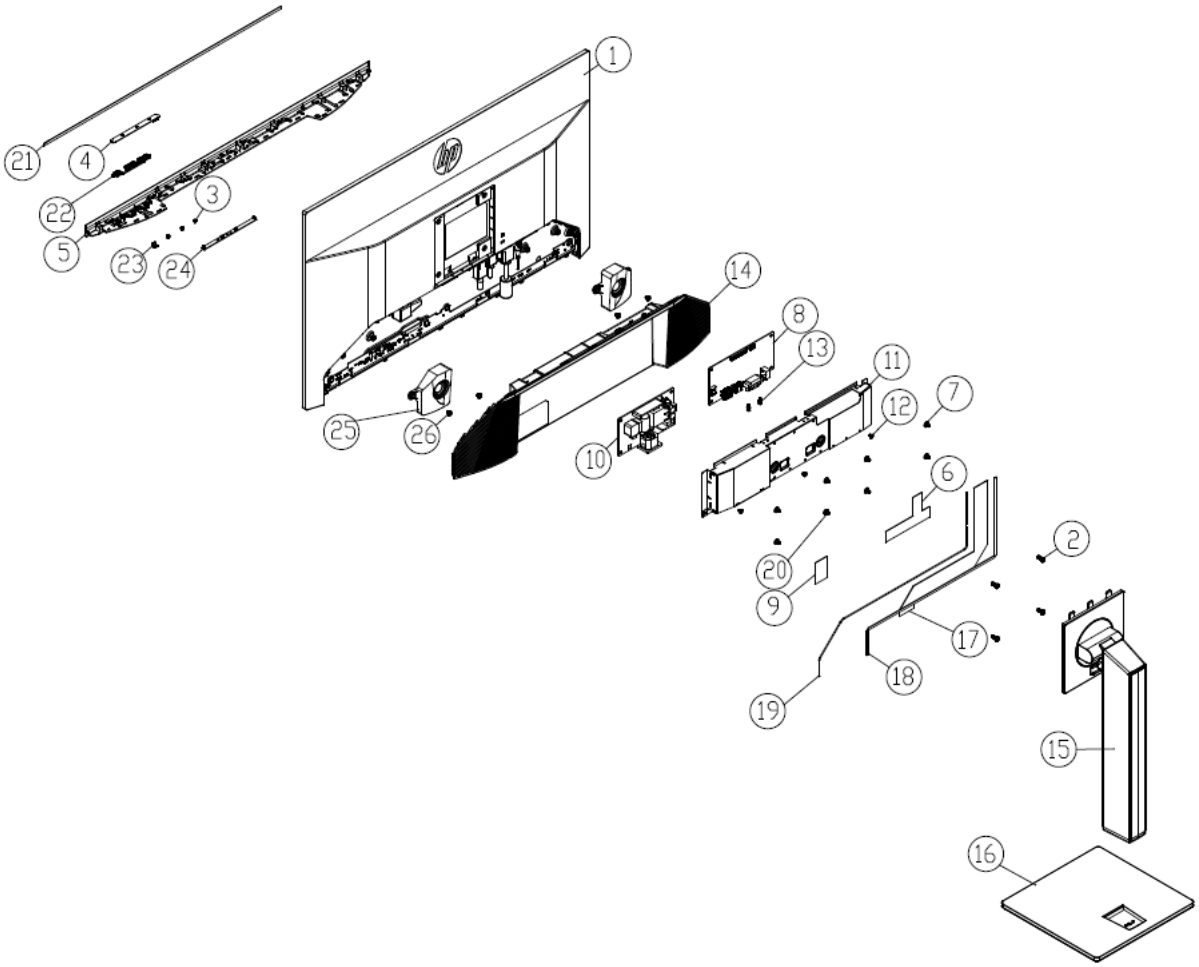

<Table 3-3>

Item	Description	Qty
1	27 LCM milky way （ES 8.0）	1
2	MAC. SCREW-MI M4.0*10 ,Blk-Zn	4
3	TAP.SCREW-T1 M2.0*3.0L,NI	3
4	DISPLAY BD ASS'Y HP MilkyWay	1
5	FRONT DECO(ABS 94-HB/Jack Black(6009-0337))(HP MILKY WAY P27h G4)	1
6	MYLAR BLACK(96*55*0.325t)	1
7	MAC. SCREW-MRF M3.0*6.0L, BLK-Ni	7
8	MAIN BD ASS'Y HP MilkyWay P27h G4(LM270WF5-RSAU1)	1
9	MYLAR BLACK(40*26*0.3t)	1
10	A-D PSU 1.84 A 19V (ADO-35W1-A 19(x)_120x70mm)_HP Milkway	1
11	MAIN SHIELDING (SECC 0.5T)(HP Milky Way 1A1H1DP1AUDIO)	1
12	MAC. SCREW-MI M3.0*4.0L, BLK-Ni	4
13	MAC. SCREW-MH #4-40*5.0L,Ni	2

14	BACK COVER(ABS 94-HB/Jack Black(6009-0337))(HP MILKY WAY P27h G4)	1
15	NECK(HP MILKY WAY P27h G4)(JACK BLACK)_CX	1
16	BASE(HP MILKY WAY P27h G4)(JACK BLACK)_CX	1
17	WH FFC 30P(0.5mm) 350mm(3FOLD)60V G/F W/CONN(A15+BC)+AL(AA) HF OP	1
18	WH FFC 8P(0.5mm) 430mm(2FOLD+PRO)60V G/F (A8+A12/V-CUT) HF	1
19	WH A1007H00-6P/A1251-H06 #28 420mm W/B HF	1
20	MAC.SCREW-PH-LWM4*6L NI	1
21	FRONT DECO(HP MILKY WAY P27h G4)	1
22	Key Button(ABS 94-HB/Jack Black(6009-0337))(HP Milky Way)	1
23	LENS(PC122/TRANSPARENT)(HP Milky Way)	1
24	SPK COVER(ABS 94-HB/Jack Black(6009-0337))(HP Milky Way)	1
25	SPK 3W 4ohm 68.9*54.7*21.3mm(R440mm*L190mm) (PB25CCG04-11-9JB2)VECO for Milkyway HF	1
26	MAC. SCREW-MPHW M3.0*5 ,NI	4

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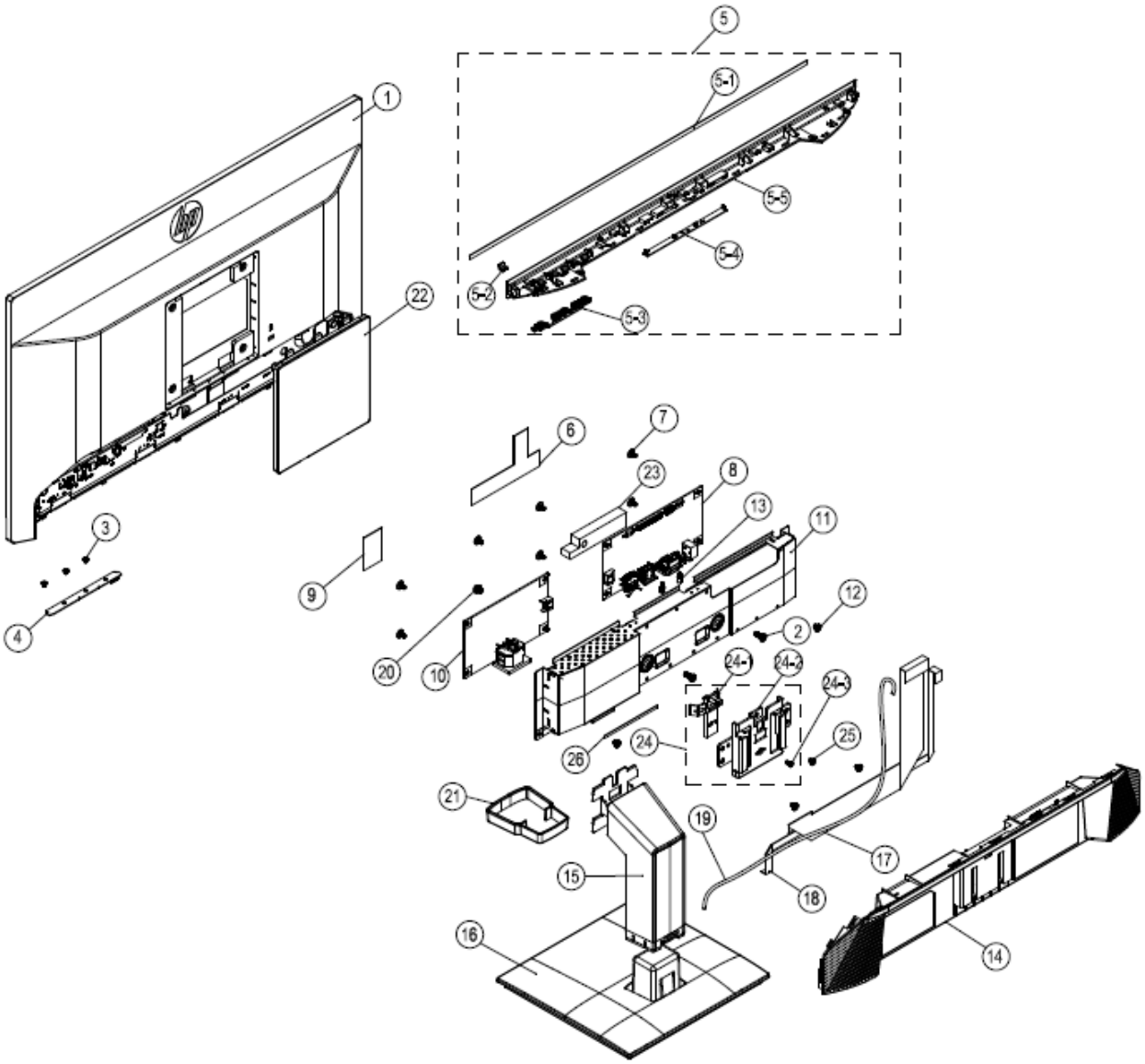

<Table 3-4>

Item	Description	Qty
1	21.5 LCM milky way （ES 8.0） change fixed base	1
2	MAC. SCREW-MI M4.0*10 ,Blk-Zn	4
3	TAP.SCREW-T1 M2.0*3.0L,NI	3
4	DISPLAY BD ASS'Y HP MilkyWay	1
5	FRONT DECO(ABS 94-HB/Jack Black(6009-0337))(HP MILKY WAY P22h G4)ASS'Y	1
5-1	CR SPONGE(L480*W5*0.3t)(P22h G4)	1
5-2	Key Button(ABS 94-HB/Jack Black(6009-0337))(HP Milky Way)	1

5-3	LENS(PC122/TRANSPARENT)(HP Milky Way)	1
5-4	SPK COVER(ABS 94-HB/Jack Black(6009-0337))(HP Milky Way)	1
5-5	FRONT DECO(ABS 94-HB/Jack Black(6009-0337))(HP MILKY WAY P22h G4)	1
6	MYLAR BLACK(96*55*0.325t)	1
7	MAC. SCREW-MRF M3.0*6.0L, BLK-Ni	7
8	MAIN BD ASS'Y HP MilkyWay P22h G4 (LM215WF3-RSAU1)	1
9	MYLAR BLACK(40*26*0.3t)	1
10	A-D PSU 1.3 A 19V (ADO-25W1-A 19(x)_120x70mm)_HP Milkway	1
11	MAIN SHIELDING (SECC 0.5T)(HP Milky Way 1H1DP1AUDIO)	1
12	MAC. SCREW-MI M3.0*4.0L, BLK-Ni	4
13	MAC. SCREW-MH #4-40*5.0L,Ni	2
14	BACK COVER(HP MW Fixed Stand P22 G4)	1
15	NECK(HP Milky Way P22 G4)(Jack Black)_CX	1
16	BASE(HP Milky Way P22 G4)(Jack Black)_CX	1
17	WH FFC 30P(0.5mm) 350mm(3FOLD)60V G/F W/CONN(A15+BC)+AL(AA) HF OP	1
18	WH FFC 8P(0.5mm) 430mm(2FOLD+PRO)60V G/F (A8+A12/V-CUT) HF	1
19	WH A1007H00-6P/A1251-H06 #28 420mm W/B HF	1
20	MAC.SCREW-PH-LWM4*6L NI	1
21	Cable management (HP Milky Way P27 G4)(Jack Black)_CX	1
22	VESA COVER (ABS 94-HB/Jack Black(6009-0337))(HP MW Fixed Stand P24 G4)	1
23	PU SPONGE(L80*W18*12T)(P27h G4)	1
24	Hinge Hold Assy (HP Milky Way Fixed Stand)	1
24-1	Release Button (POM/Jack Black(6009-0337))(HP MW Fixed Stand P24 G4)	1
24-2	Hinge Hold(SGCC 2.0t)(HP Milky Way Fixed Stand)	1
24-3	TAP. SCREW-TF #3.0*6.0L,Ni	1
25	MAC. SCREW-MI M3.0*6.0L, BLK-ZNNI(HEAD DIAMETER 7.0)	1
26	SPONGE(AEPE/L110*W4*D1.0)(BLK)	1

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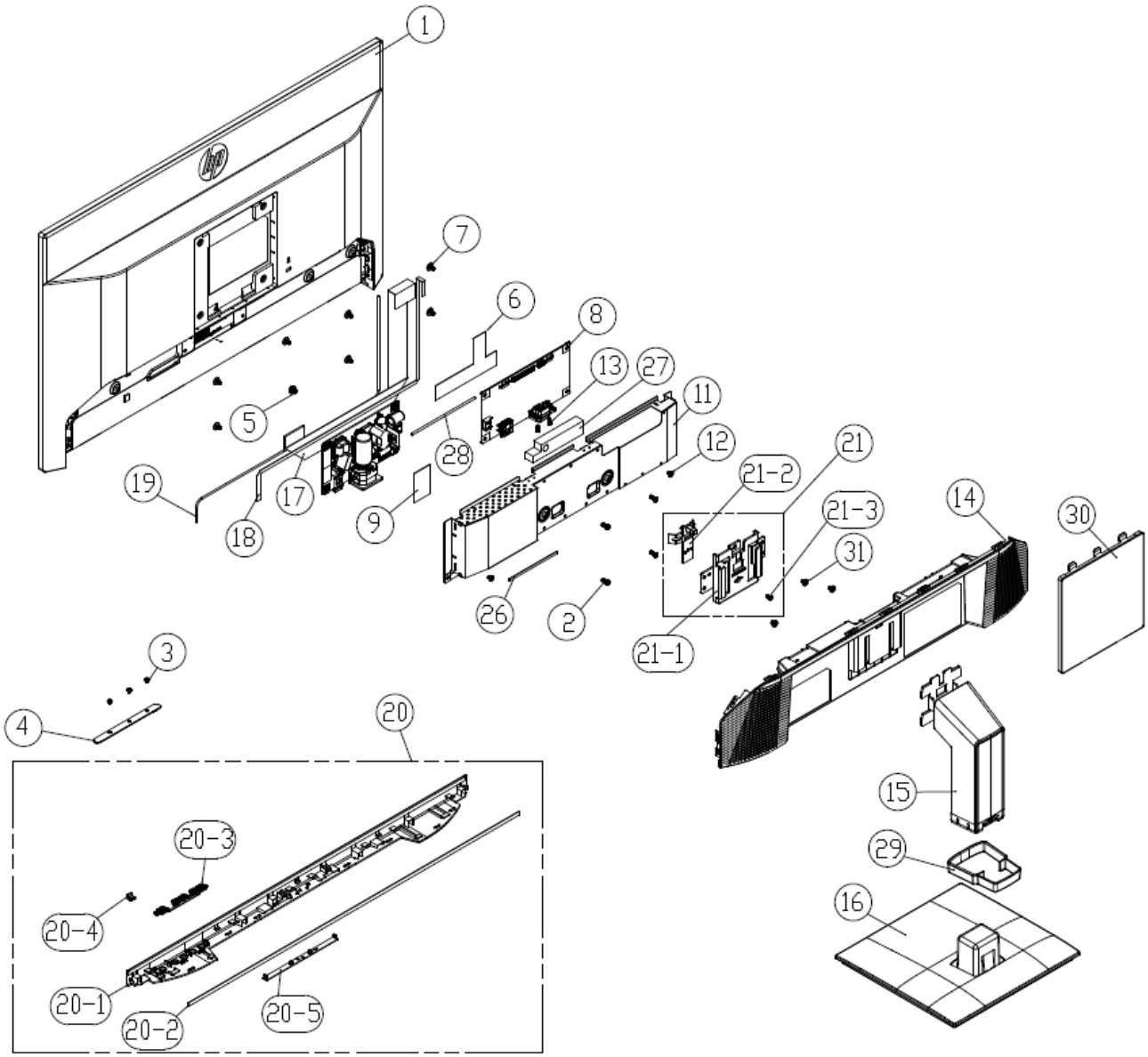


<Table 3-5>

Item	Description	Qty
1	23.8 LCM milky way （ES 8.0）change fixed base	1
2	MAC. SCREW-MI M4.0*10 ,Blk-Zn	4
3	TAP.SCREW-T1 M2.0*3.0L,NI	3
4	MAC.SCREW-PH-LWM4*6L NI	1
5	FRONT DECO(ABS 94-HB/Jack Black(6009-0337))(HP Milky Way P24h G4)	1
6	MYLAR BLACK(40*26*0.3t)	1
7	MAC. SCREW-MRF M3.0*6.0L, BLK-Ni	7
8	MAIN BD ASS'Y HP MilkyWay fixed stand P24 G4 (LM238WF2-RSAU1)	1

9	MYLAR BLACK(40*26*0.3t)	1
10	A-D PSU 1.32 A 19V (ADO-25W1-A 19(x)_120x70mm)_HP Milkway	1
11	MAIN SHIELDING (SECC 0.5T)(HP Milky Way 1A1H1DP1AUDIO)	1
12	MAC. SCREW-MI M3.0*4.0L, BLK-Ni	6
13	MAC. SCREW-MH #4-40*5.0L,Ni	2
14	BACK COVER (ABS 94-HB/Jack Black(6009-0337))(HP MW Fixed Stand P24 G4)	1
15	NECK(HP Milky Way P22 G4)(Jack Black)_CX	1
16	BASE(HP Milky Way P22 G4)(Jack Black)_CX	1
17	WH FFC 30P(0.5mm) 350mm(3FOLD)60V G/F W/CONN(A15+BC)+AL(AA) HF OP	1
18	WH FFC 8P(0.5mm) 430mm(2FOLD+PRO)60V G/F (A8+A12/V-CUT) HF	1
19	WH A1007H00-6P/A1251-H06 #28 420mm W/B HF	1
20	FRONT DECO(ABS 94-HB/Jack Black(6009-0337))(HP Milky Way P24h G4)ASS'Y	1
20-1	FRFRONT DECO(ABS 94-HB/Jack Black(6009-0337))(HP Milky Way P24h G4)	1
20-2	CR SPONGE(L480*W5*0.3t)(P22h G4)	1
20-3	Key Button(ABS 94-HB/Jack Black(6009-0337))(HP Milky Way)	1
20-4	LENS(PC122/TRANSPARENT)(HP Milky Way)	1
20-5	SPK COVER(ABS 94-HB/Jack Black(6009-0337))(HP Milky Way)	1
21	Hinge Hold Assy (HP Milky Way Fixed Stand)	1
21-1	Hinge Hold(SGCC 2.0t)(HP Milky Way Fixed Stand)	1
21-2	TAP. SCREW-TF #3.0*6.0L,Ni	1
21-3	Release Button (POM/Jack Black(6009-0337))(HP MW Fixed Stand P24 G4)	1
22	SPONGE(AEPE/L110*W4*D1.0)(BLK)	1
23	PU SPONGE(L80*W18*12T)(P27h G4)	1
24	WH A2501-H04/A2501-H04 #24 80mm HF	1
25	Cable management (HP Milky Way P27 G4)(Jack Black)_CX	1
26	VESA COVER (ABS 94-HB/Jack Black(6009-0337))(HP MW Fixed Stand P24 G4)	1
27	MAC. SCREW-MI M3.0*6.0L, BLK-ZNNI(HEAD DIAMETER 7.0)	1

How to order parts

Power board

Description	Power board HP PN	HP spare part number	Manufacturer part number
PSU P22 G4 & P22h G4, P24 G4 & P24h G4	M84491-001	M84528-001	R050005062260
PSU P27h G4	M84494-001	M84532-001	R050005062270

Connectors by manufacturer

- Farnell: Farnell UK - Electronic Components Distributor
- RS Component: Capacitors | RS Components (rs-online.com)
- Digi-Key Component: Digi-Key Component United Kingdom

Component description	Location identifier	Component distributor	Distributer part number
VGA	P101	Farnell	10090926-P15*VLF
HDMI	P200	Farnell	RAHHD19TR
DP	P300	Farnell	DP1RD20JQ1(R400)(SJ108326)
Phone jack	AP1	Farnell	35RAPC4BV4

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

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

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

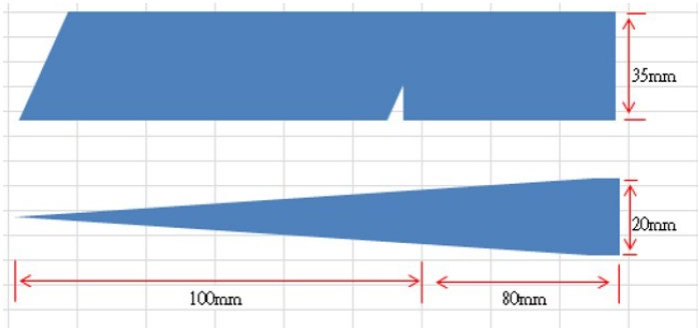
4 Removal and replacement procedures

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

Preparation for disassembly

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

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



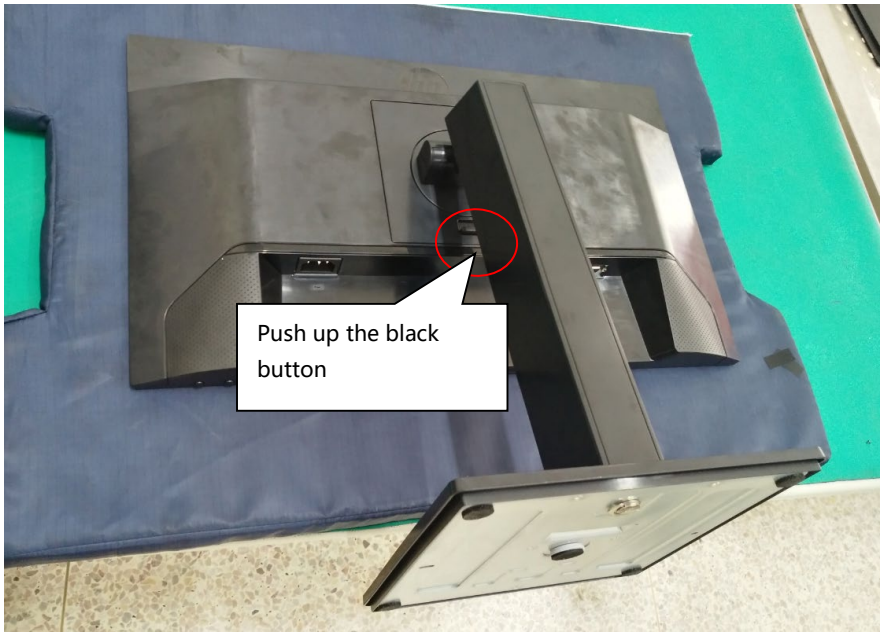
Rear Cover

Before removing the RC, follow these steps:

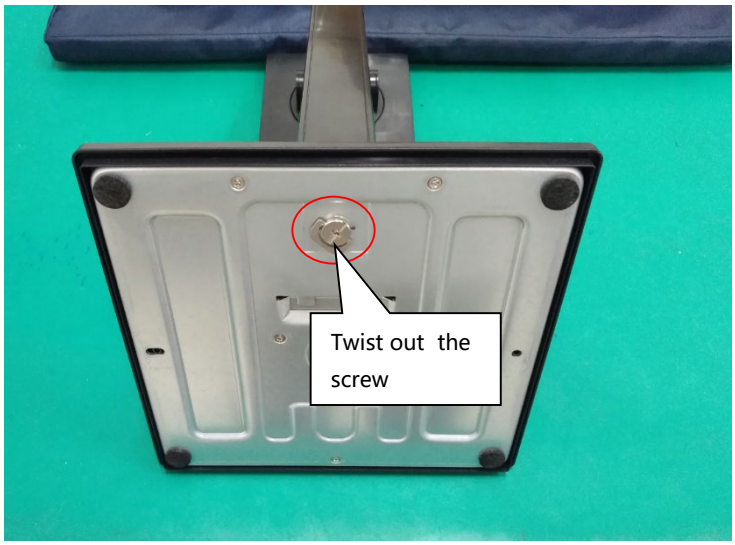
▲ Prepare the monitor for disassembly. See Preparation for disassembly on page 13.

P22h G4

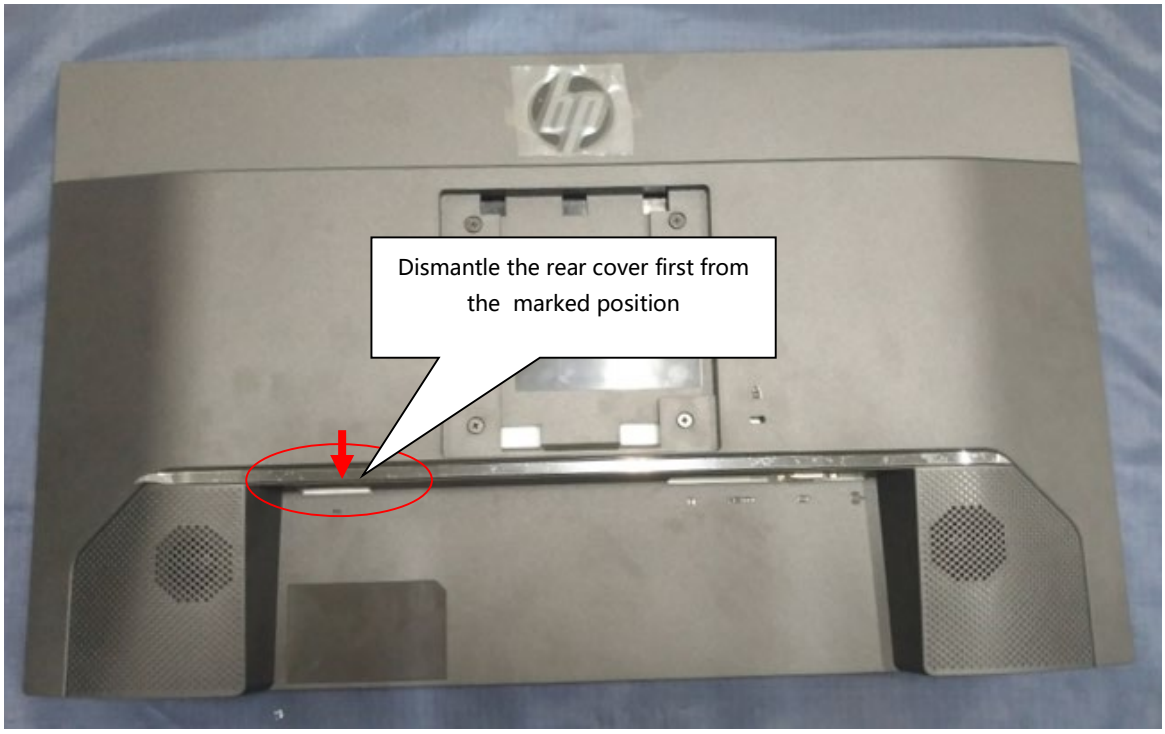
1. Lay the display on soft desk and push the button of stand to unlock the stand, then pull out the stand form the monitor head.



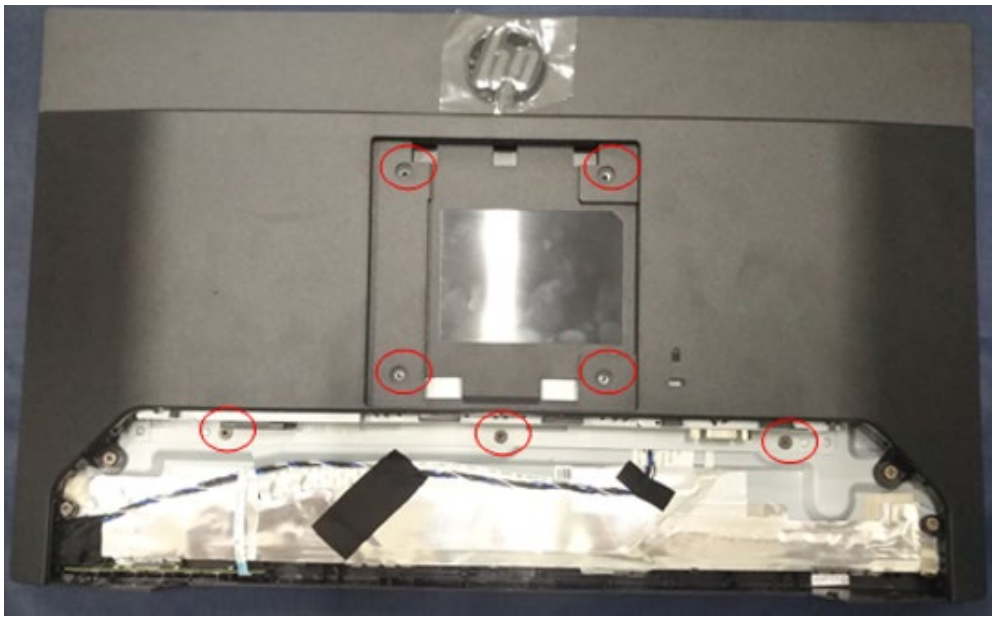
2. Twist out the screw and separate base and stand.



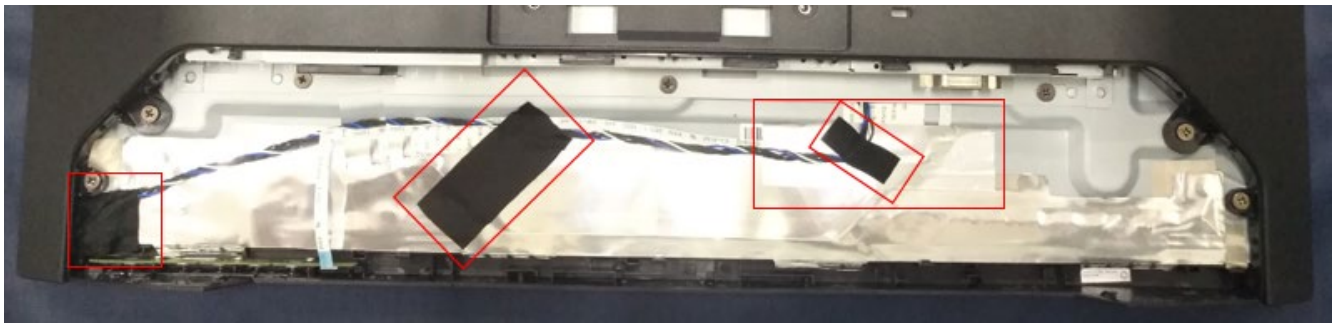
3. Move rear cover follow the below way.


Dismantle the rear cover first from
the marked position

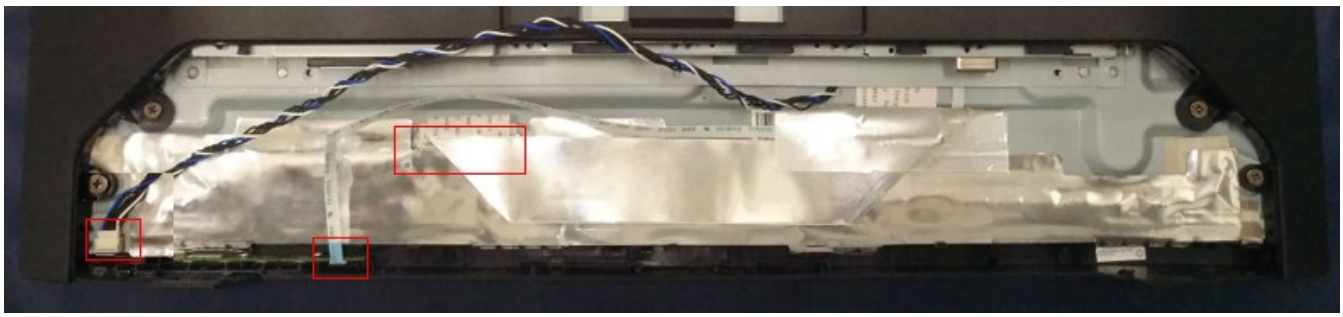
4. Strip seven screws from the rear cover and shielding.



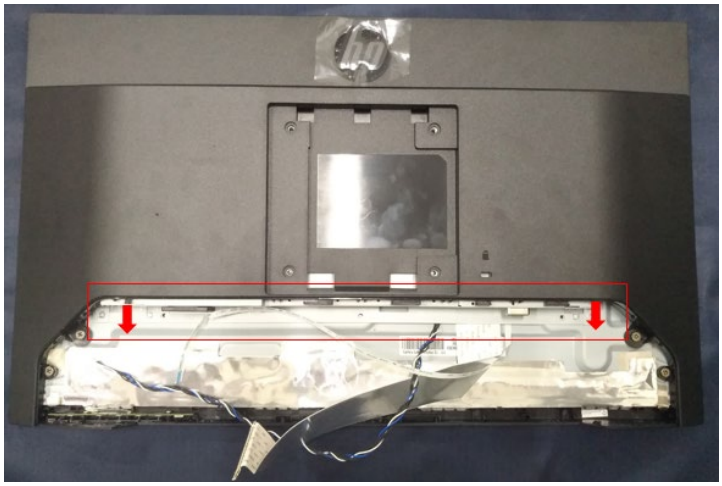
5. Remove the acetate tapes and aluminum tape from the LVDS/ LED/KP cable.



6. Pull out the LVDS/ LED/KP cable to panel.

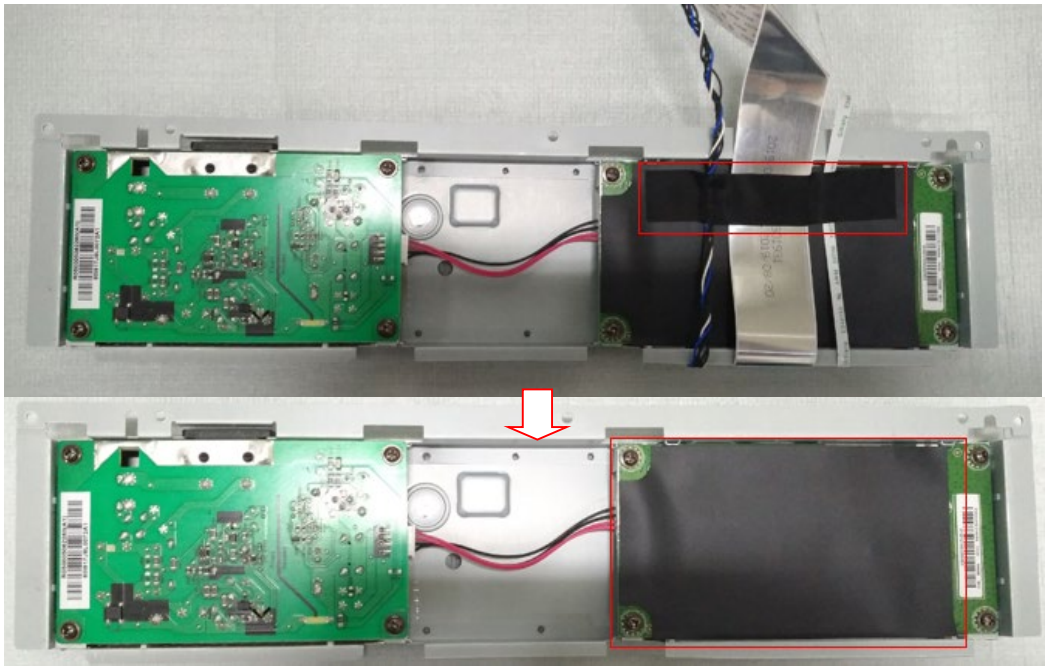


7. Take down the shielding from big rear cover.

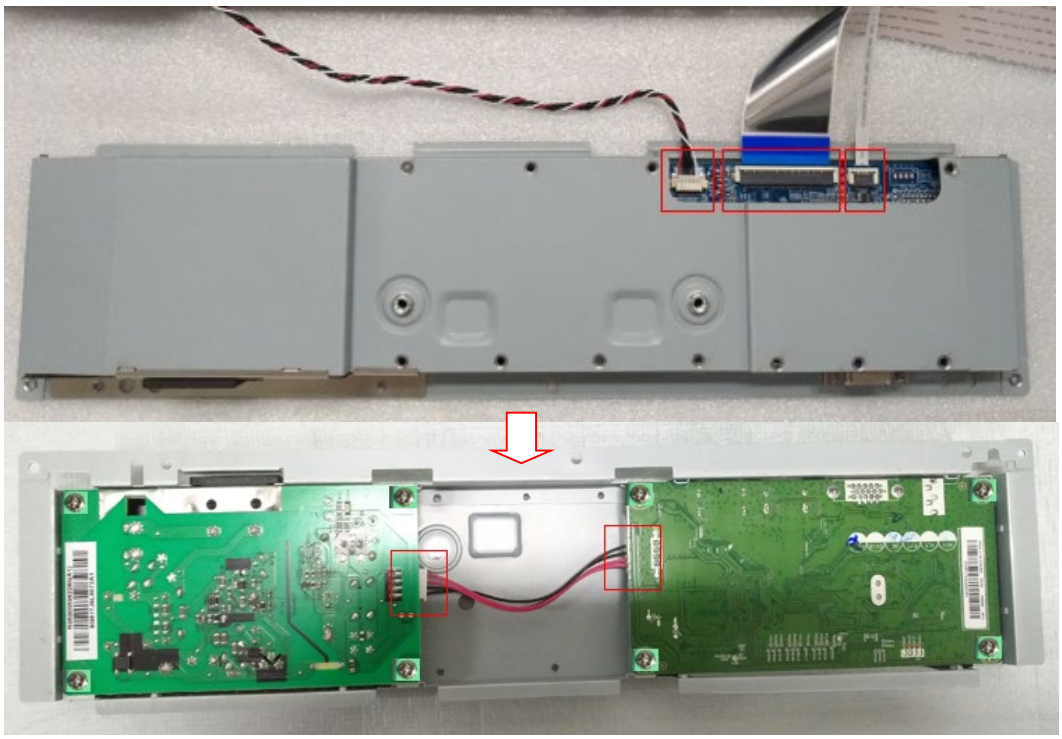


8. Remove deco from the monitor.

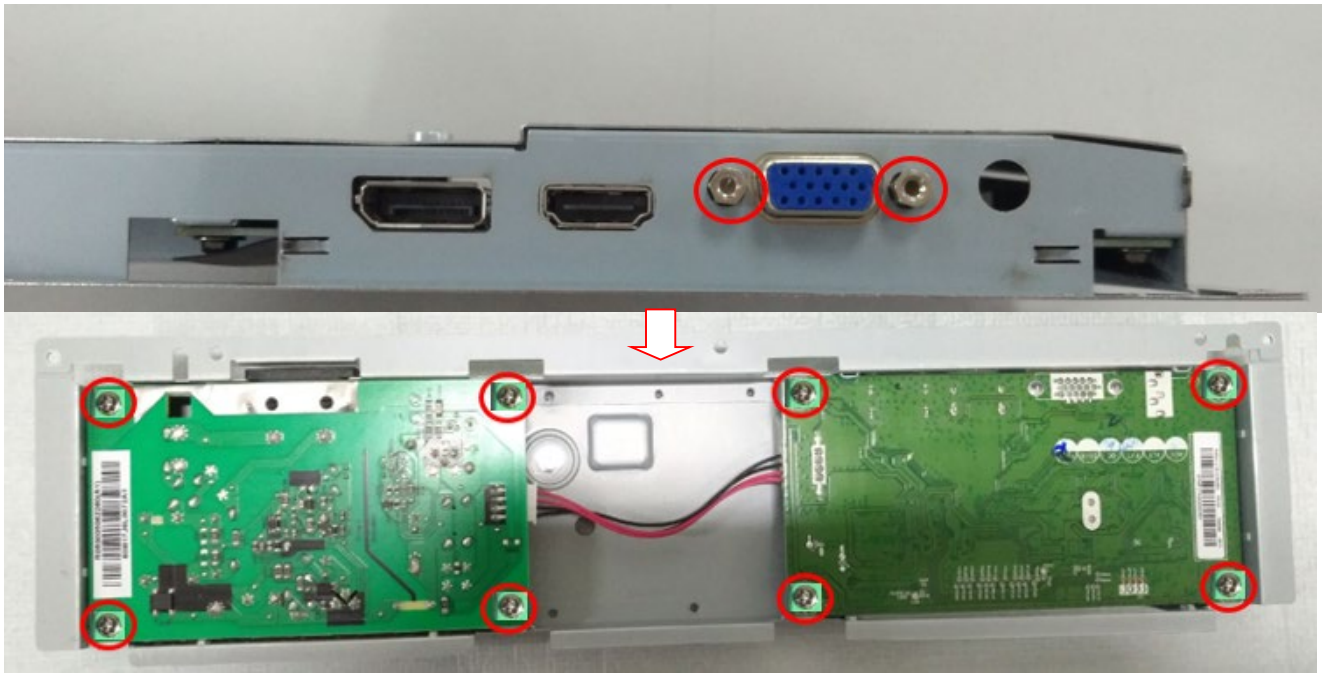
9. Remove the acetate tape and mylar from MB.



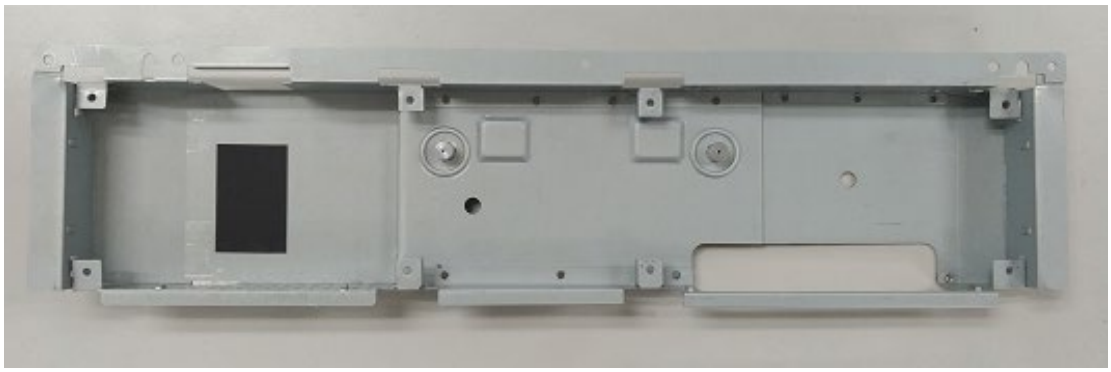
10. Pull out the LVDS/ LED/KP cables to MB； pull out the MB to PB cable to MB and power board.



11. Strip ten screws from the shielding.



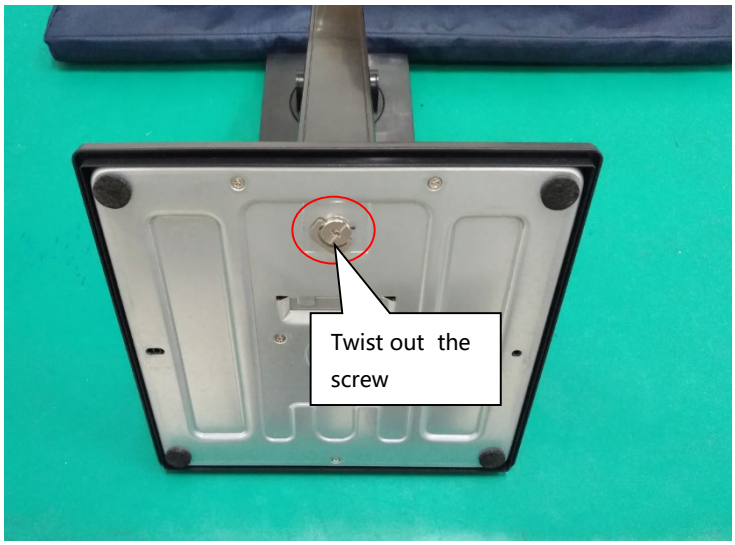
12. Take out MB and power board from the shielding.



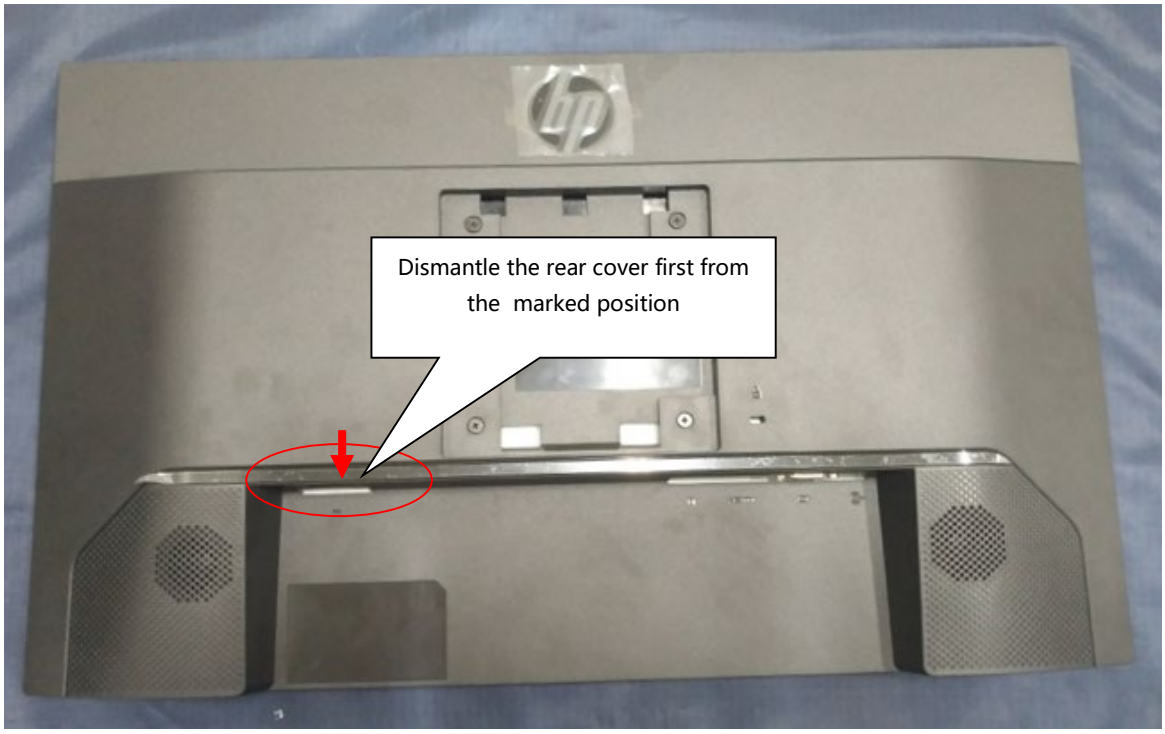
P24h G4 / P27h G4

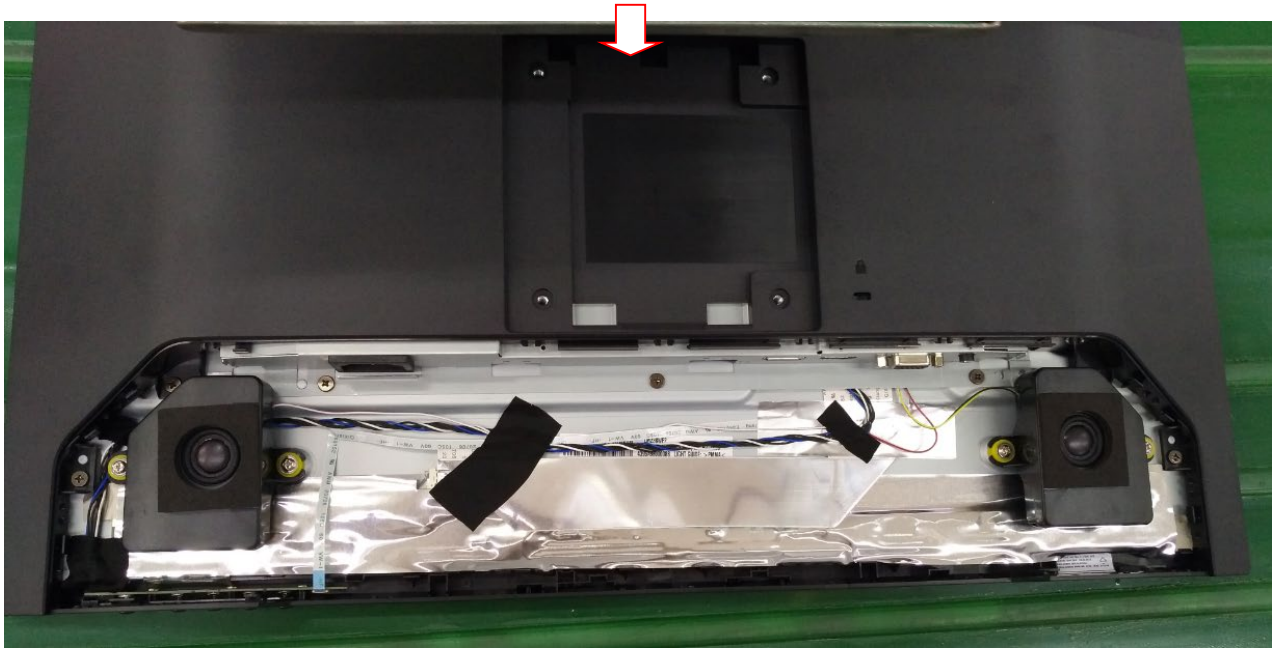
1. Lay the display on soft desk and push the button of stand to unlock the stand, then pull out the stand form the monitor head.

2. Twist out the screw and separate base and stand.

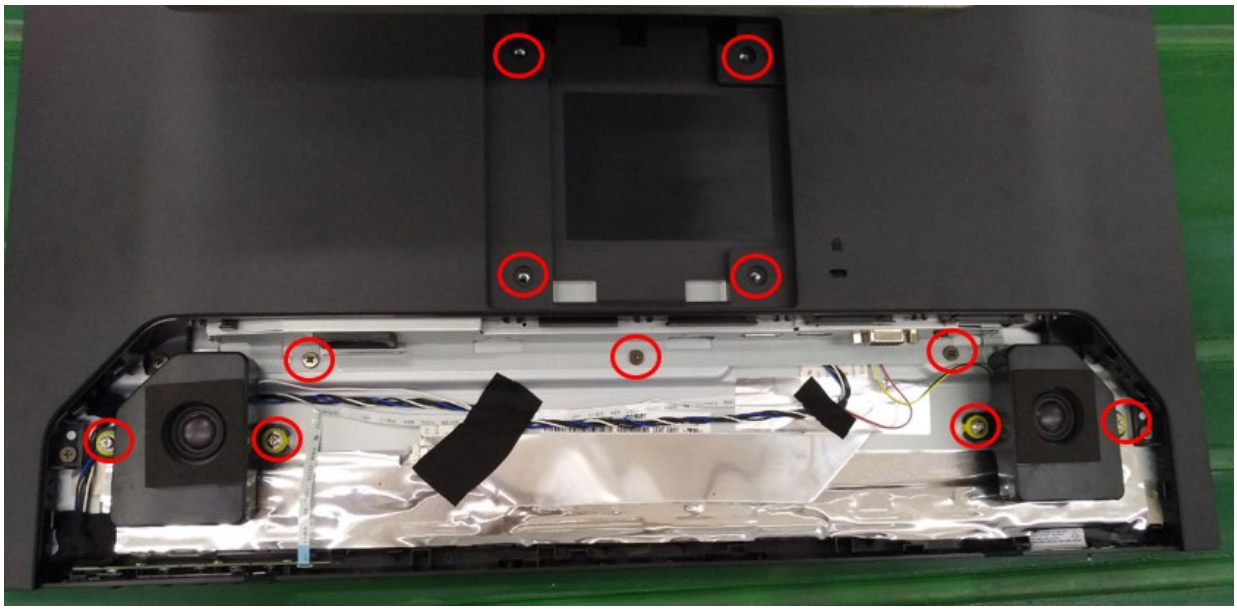


3. Move rear cover follow the below way.

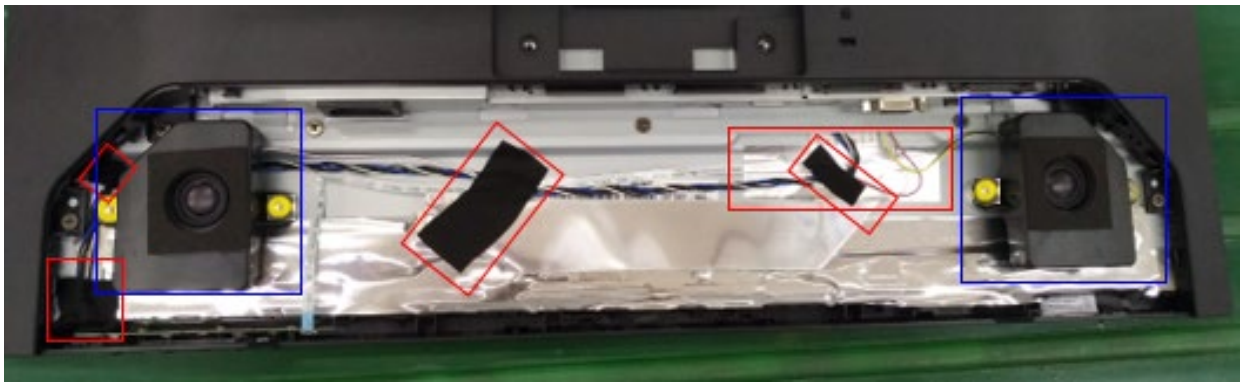

Dismantle the rear cover first from
the marked position



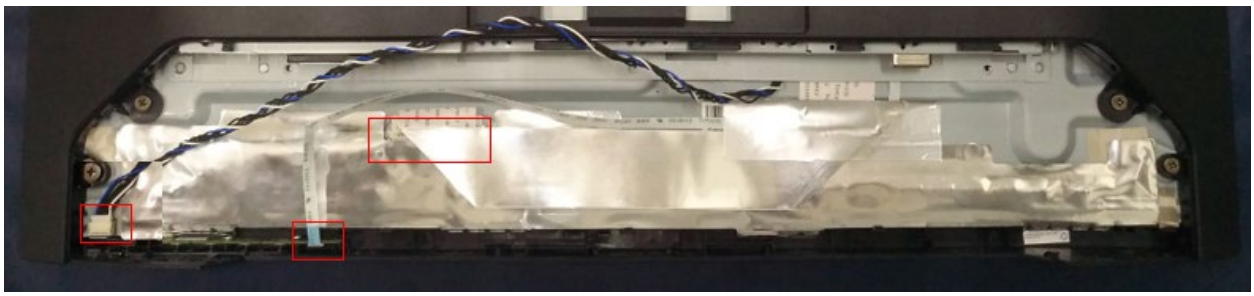
4. Strip eleven screws from the rear cover 、shielding and speaker.



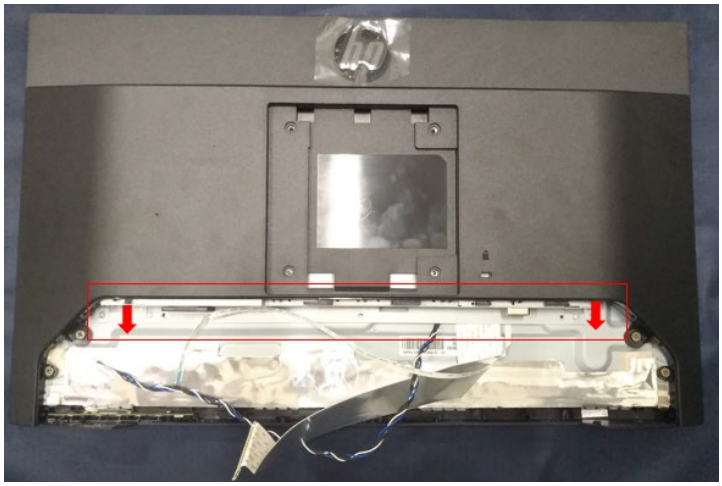
5. Remove speaker 、the acetate tapes and aluminum tape from the LVDS/ LED/KP cable.



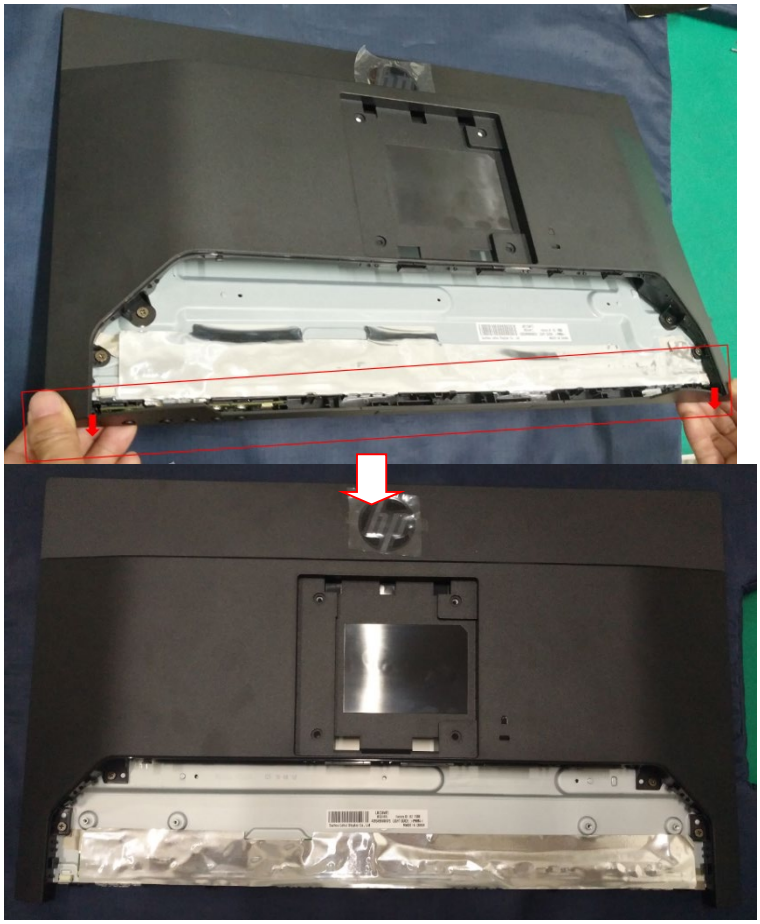
6. Pull out the LVDS/ LED/KP cable to panel.



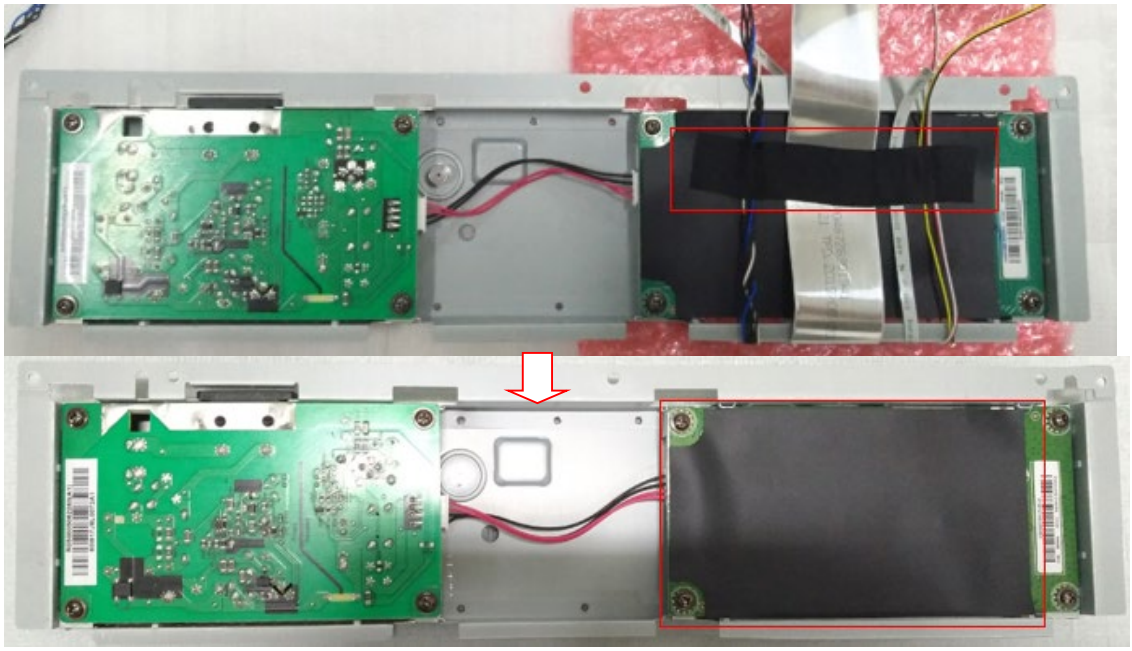
7. Take down the shielding from big rear cover.



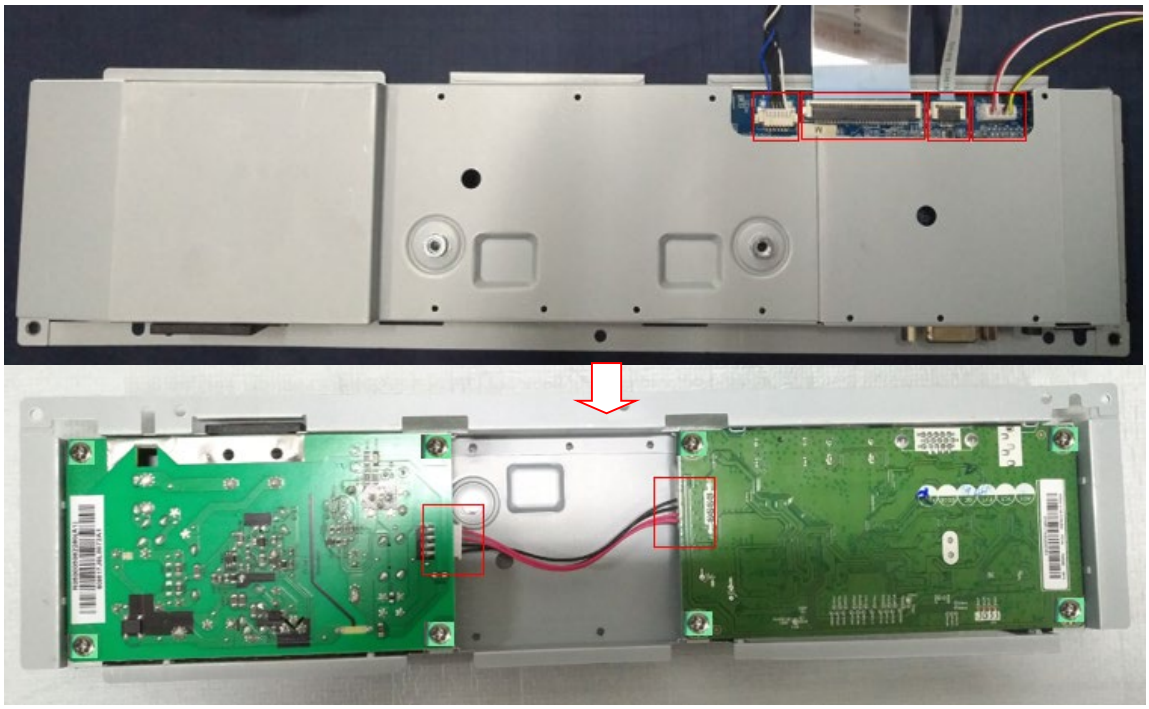
8. Remove deco from the monitor.



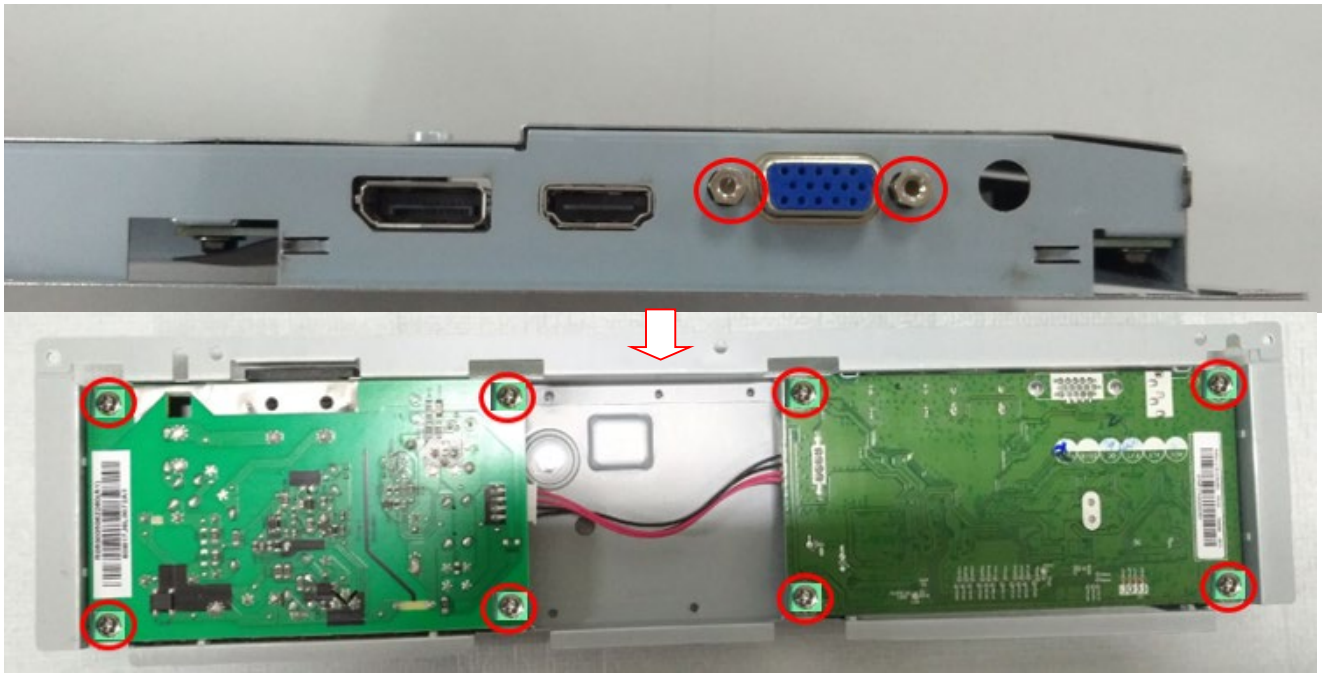
9. Remove the acetate tape and mylar from MB.



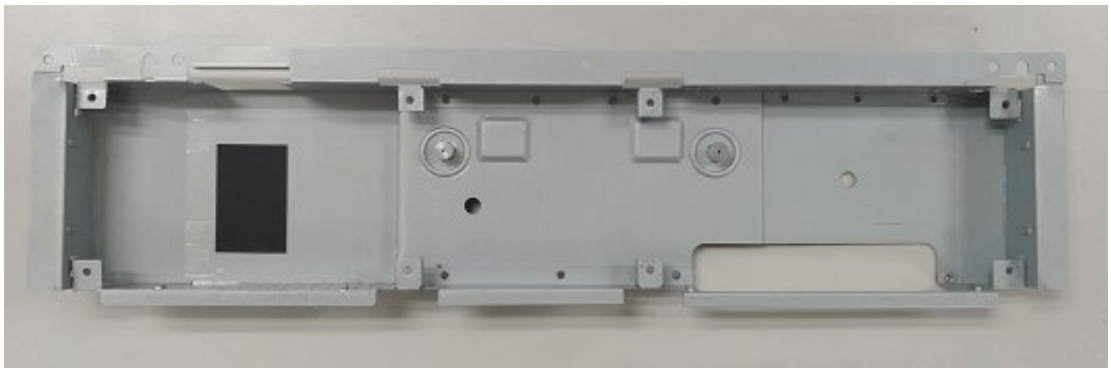
10. Pull out the LVDS/ LED/KP/Speaker cables to MB； pull out the MB to PB cable to MB and power board.



11. Strip ten screws from the shielding.



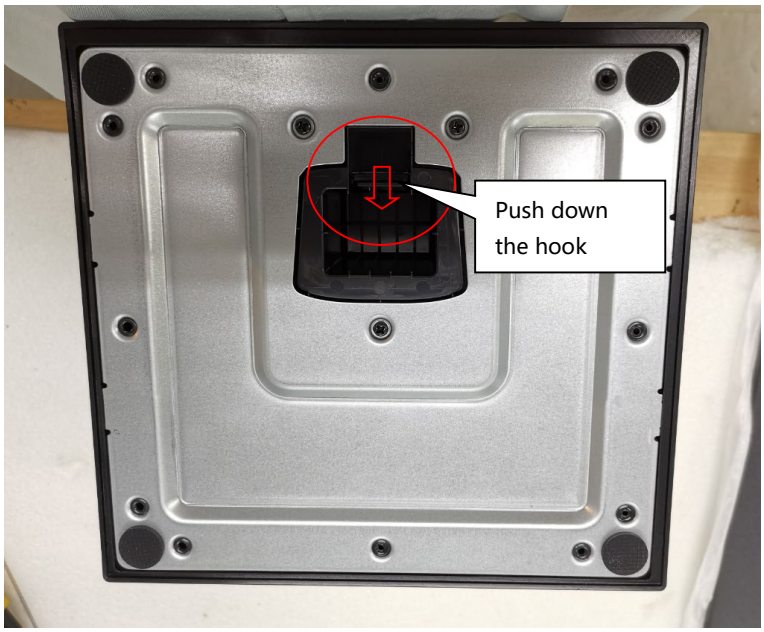
12. Take out MB and power board from the shielding.



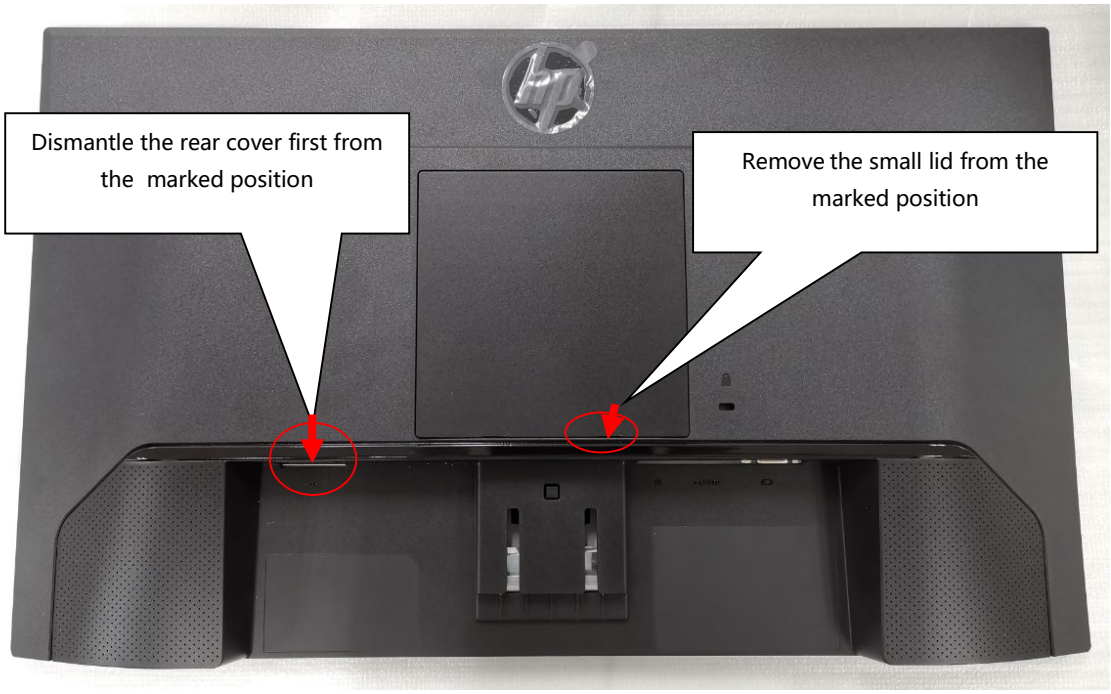
P22 G4/P24 G4

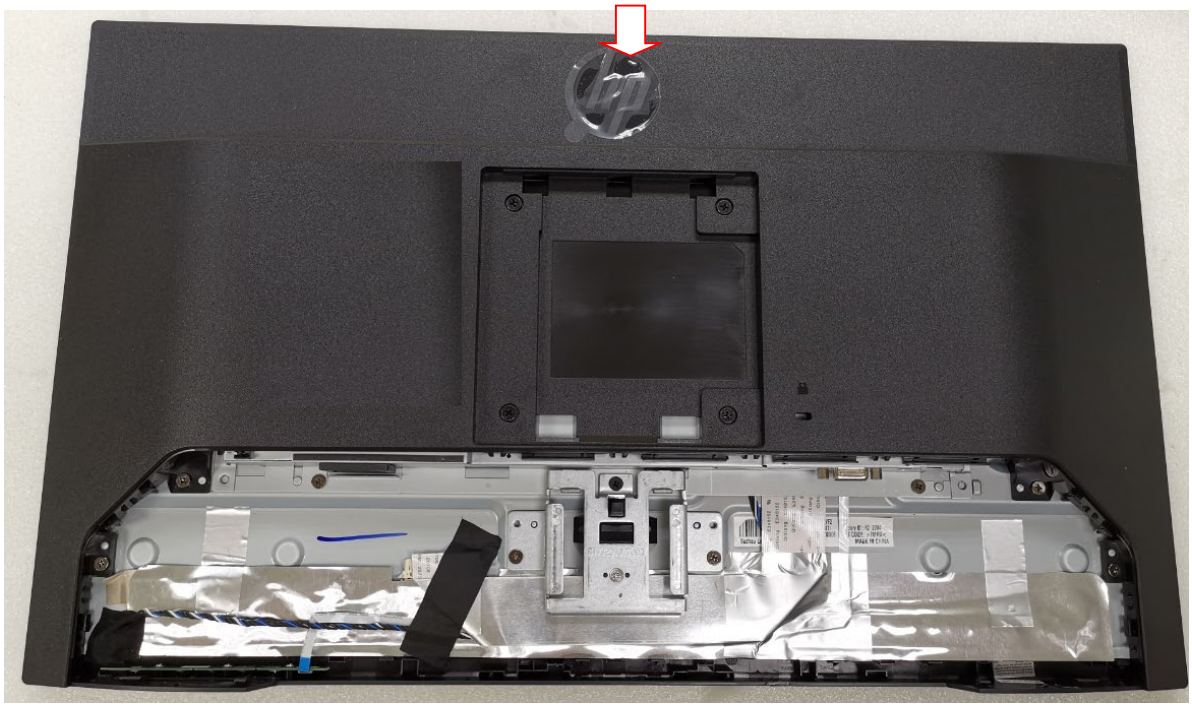
1. Lay the display on soft desk and push the button of stand to unlock the stand, then pull out the stand form the monitor head.

2. Push down the hook and separate base and stand.

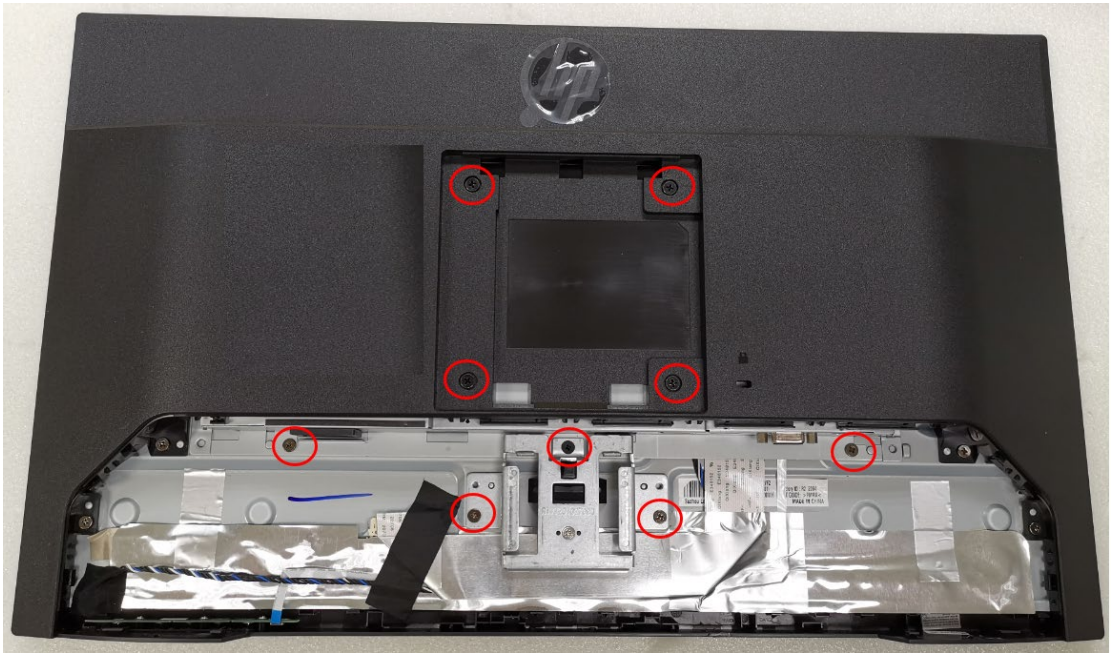


3. Move rear cover follow the below way and remove the small lid.

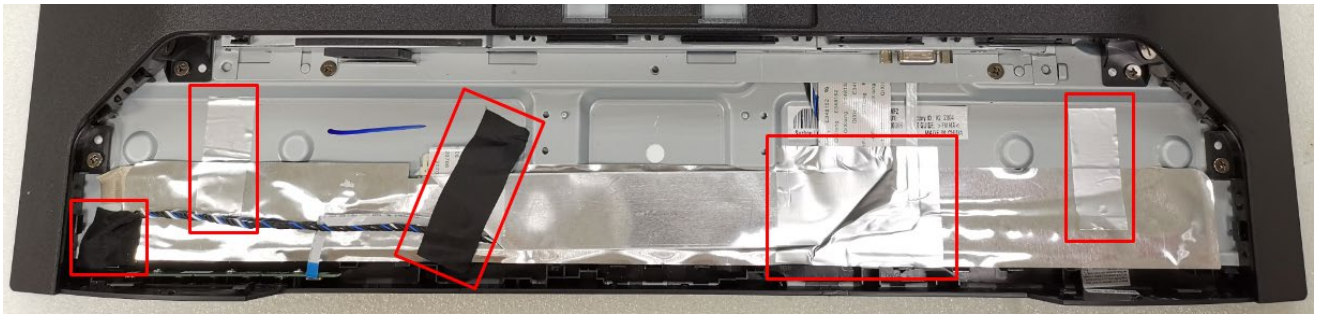

Dismantle the rear cover first from the marked position
Remove the small lid from the marked position



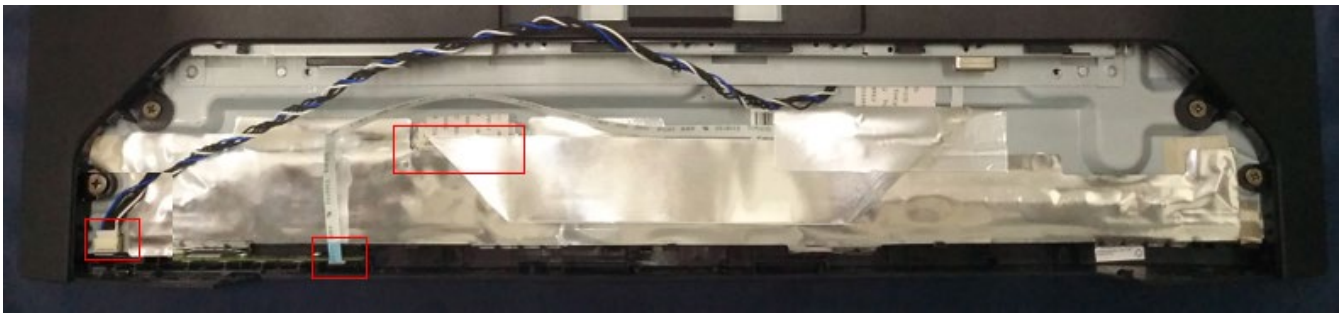
4. Strip nine screws from the rear cover and shielding.



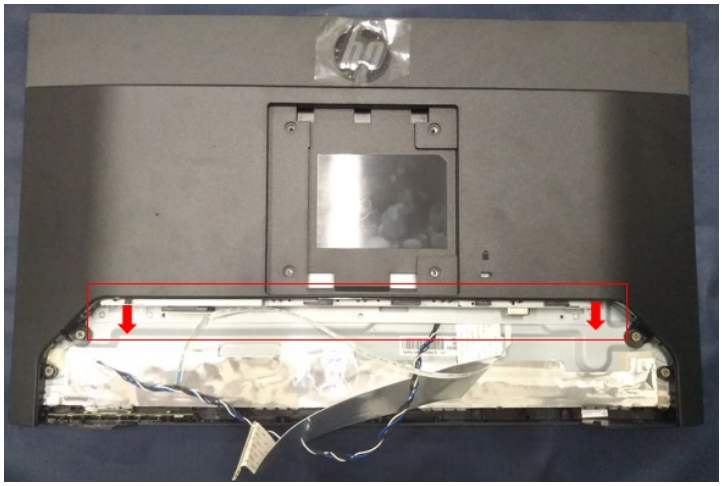
5. Remove the acetate tapes and aluminum tape from the LVDS/ LED/KP cable.



6. Pull out the LVDS/ LED/KP cable to panel.

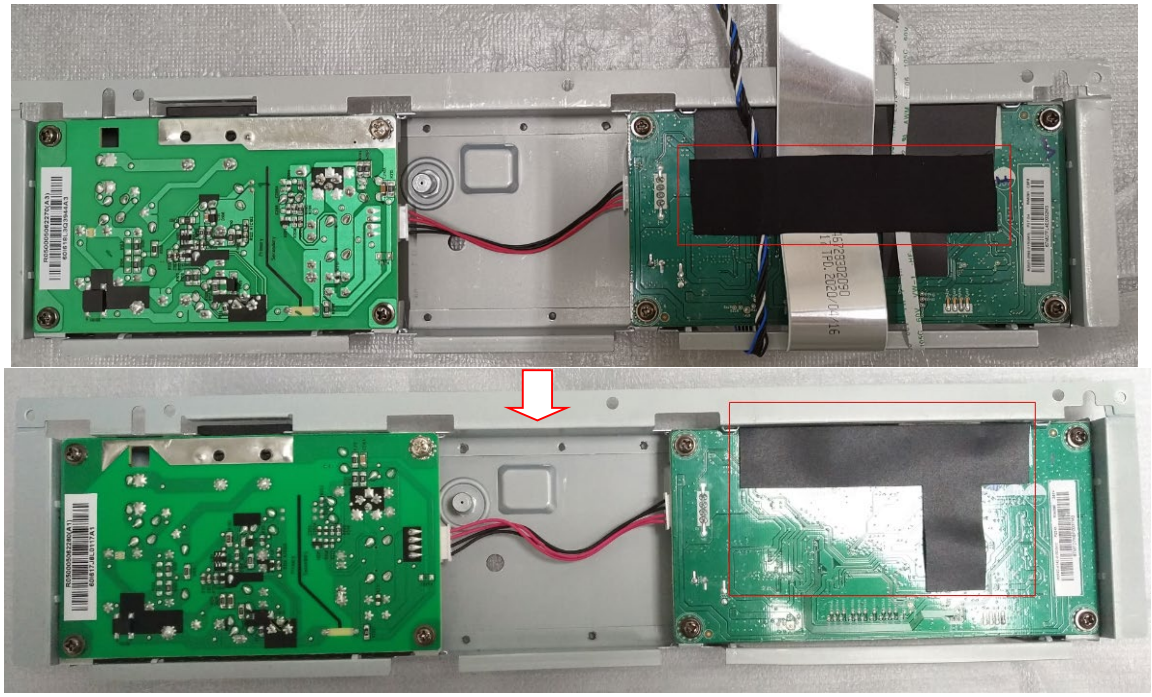


7. Take down the shielding from big rear cover.

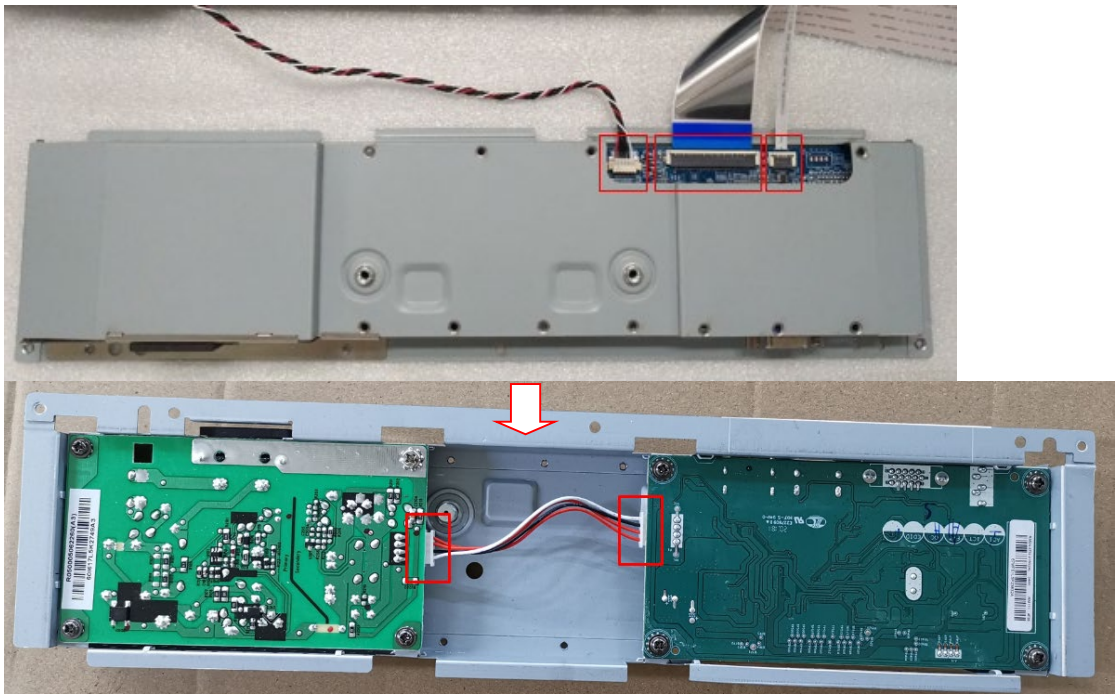


8. Remove deco from the monitor.

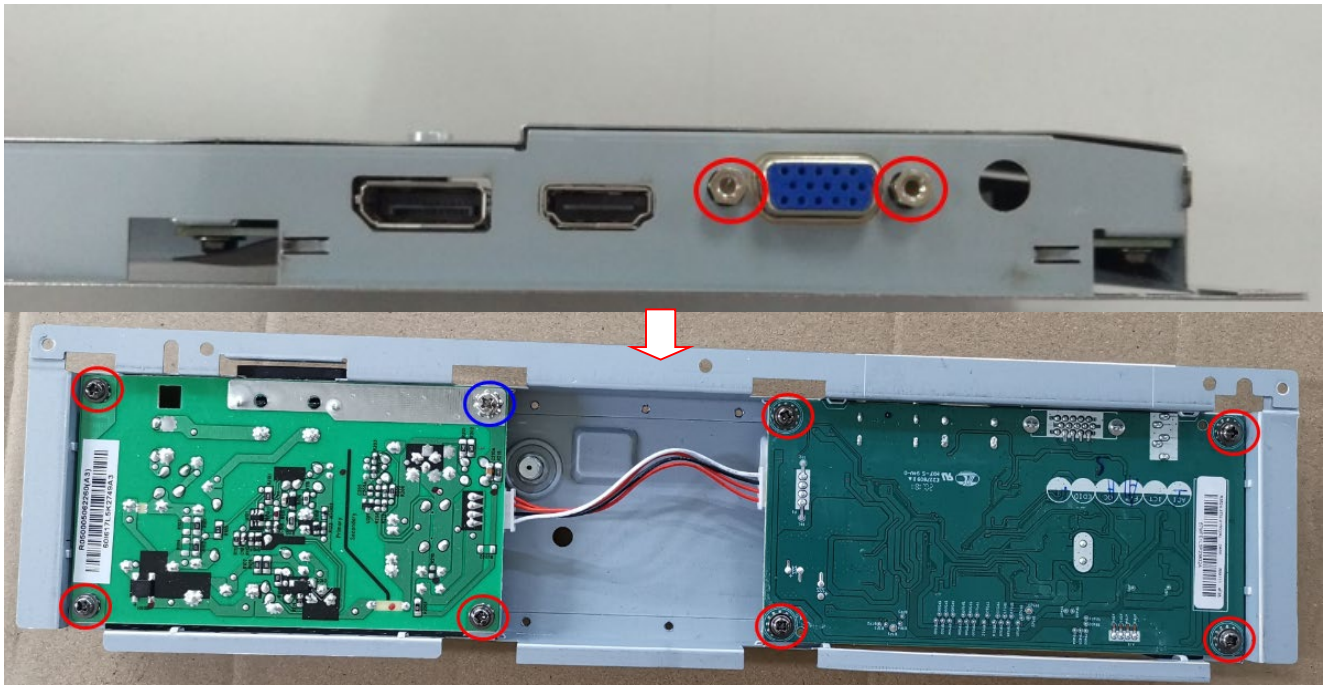
9. Remove the acetate tape and mylar from MB.



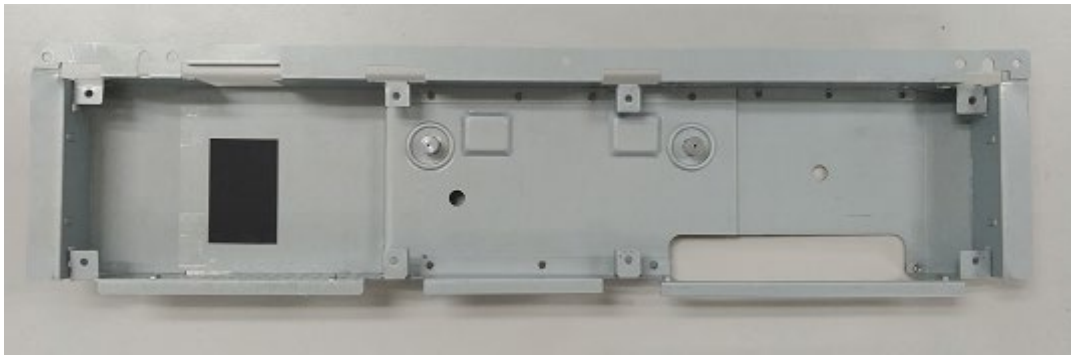
10. Pull out the LVDS/ LED/KP cables to MB； pull out the MB to PB cable to MB and power board.



11. Strip ten screws from the shielding.



12. Take out MB and power board from the shielding.



Connector repair

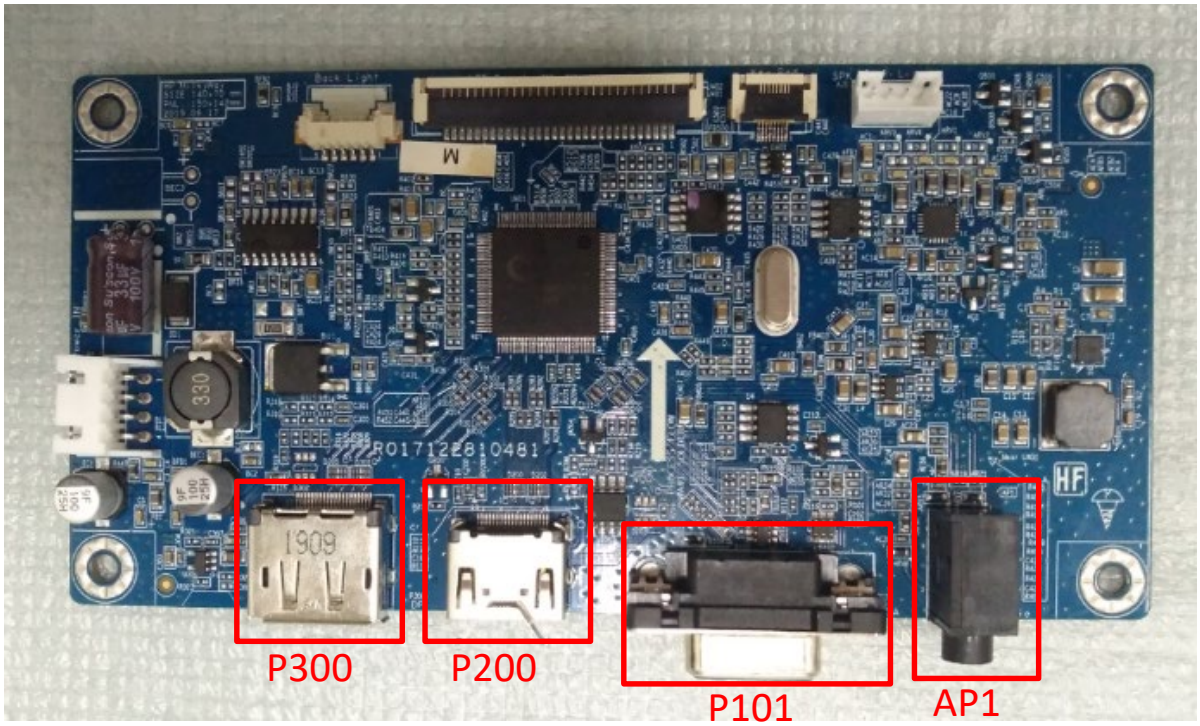
This procedure includes VGA, HDMI, DP, phone jack connectors.

The connectors are on the main board.

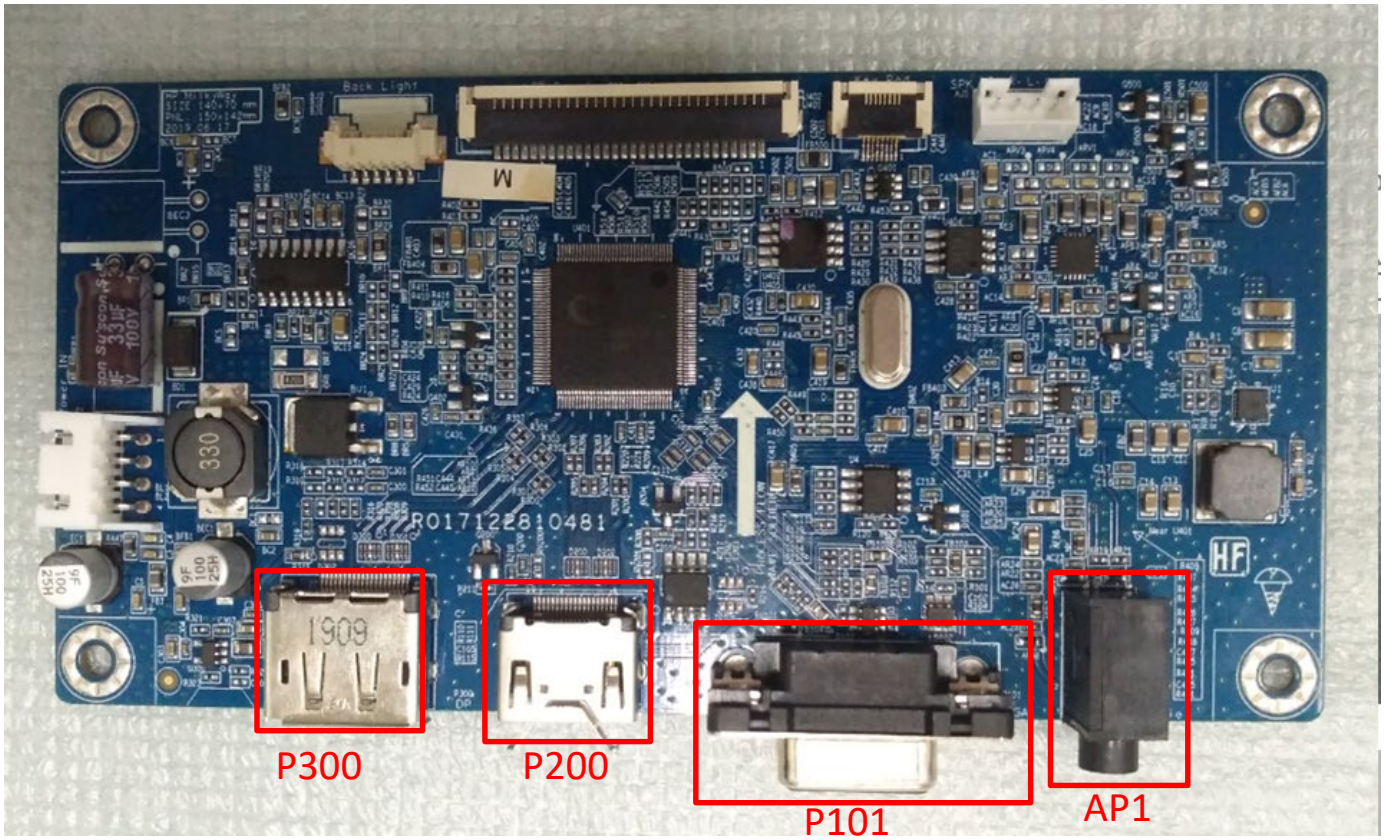
The connectors identifiers are as follows:

Connector	Location
VGA	P101
HDMI	P200
Display port	P300
Audio phone jack	AP1

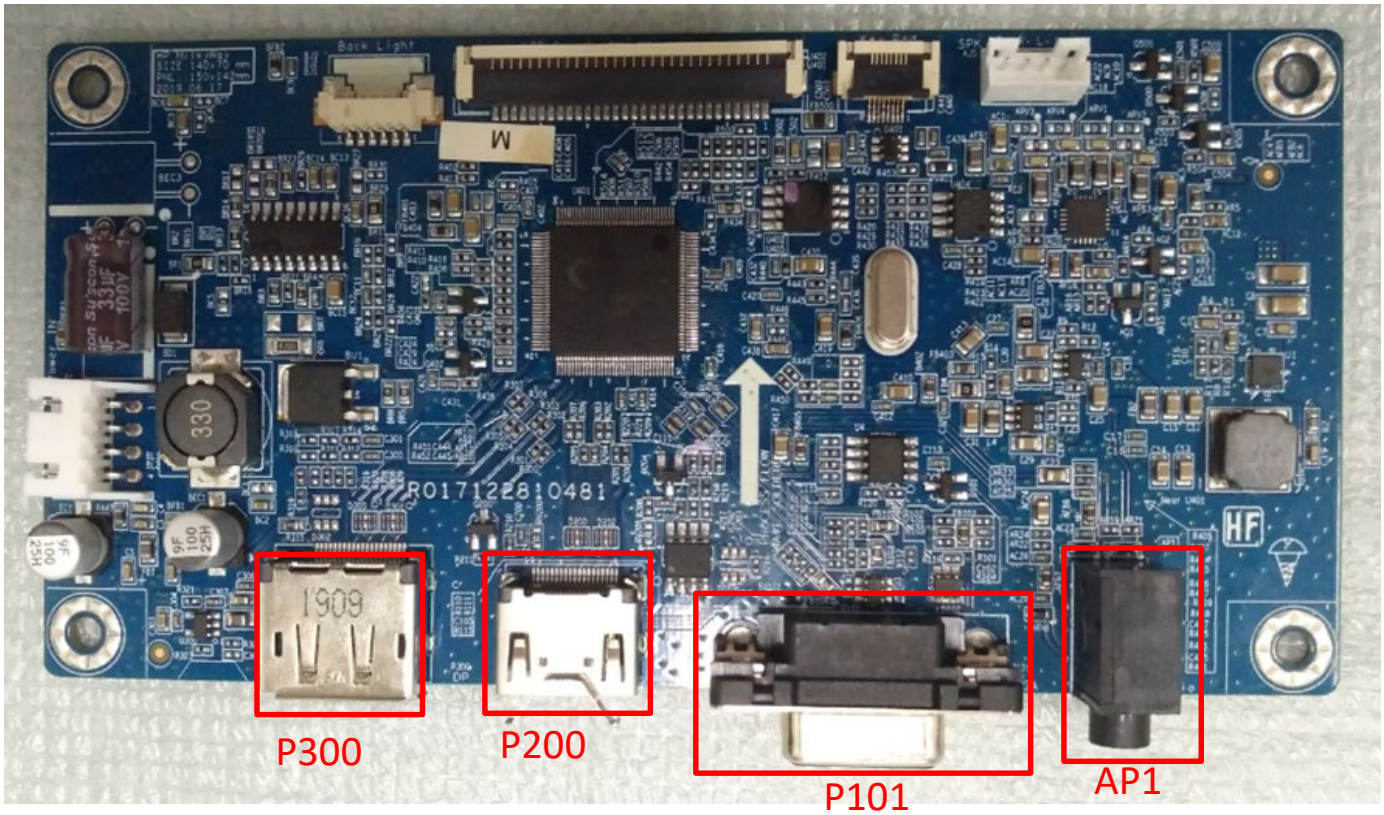
P22h G4



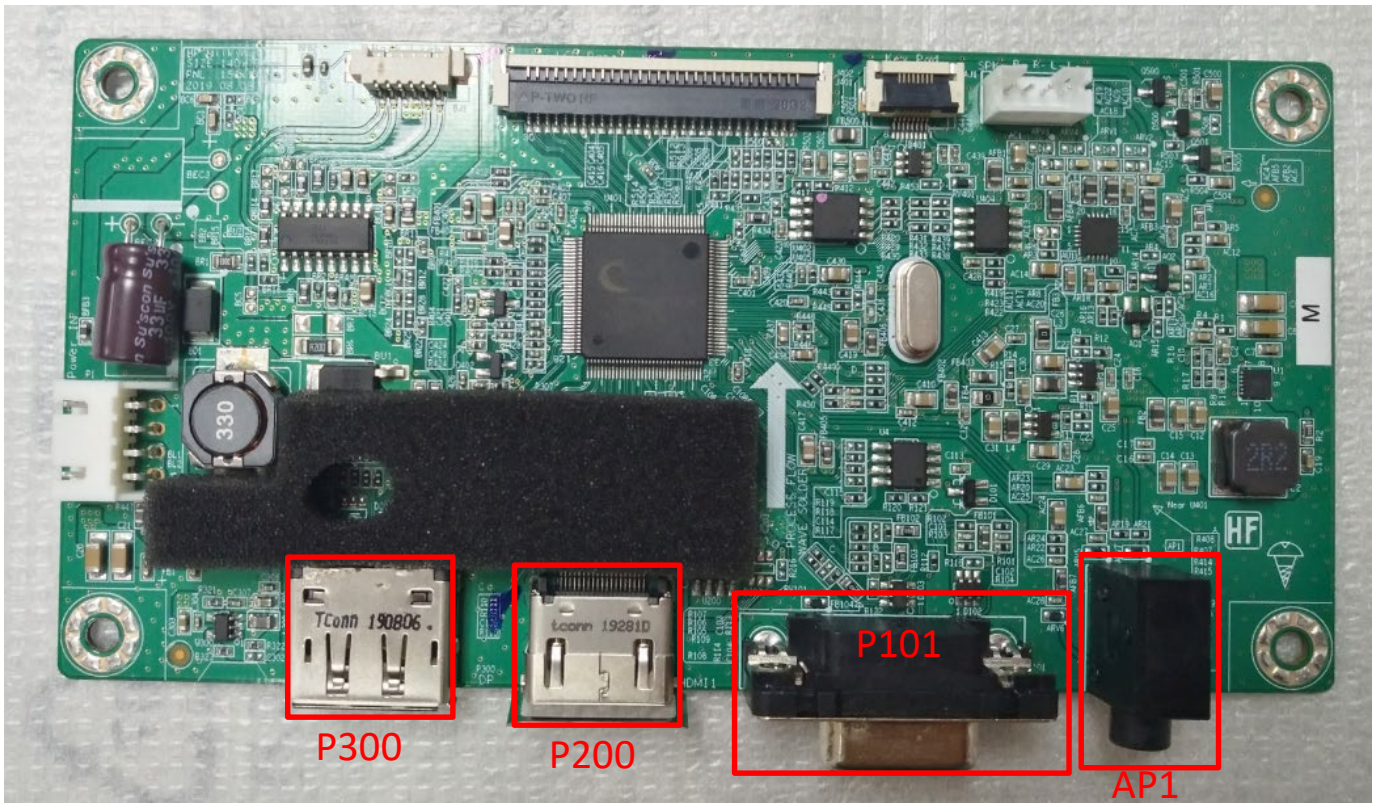
P24h G4

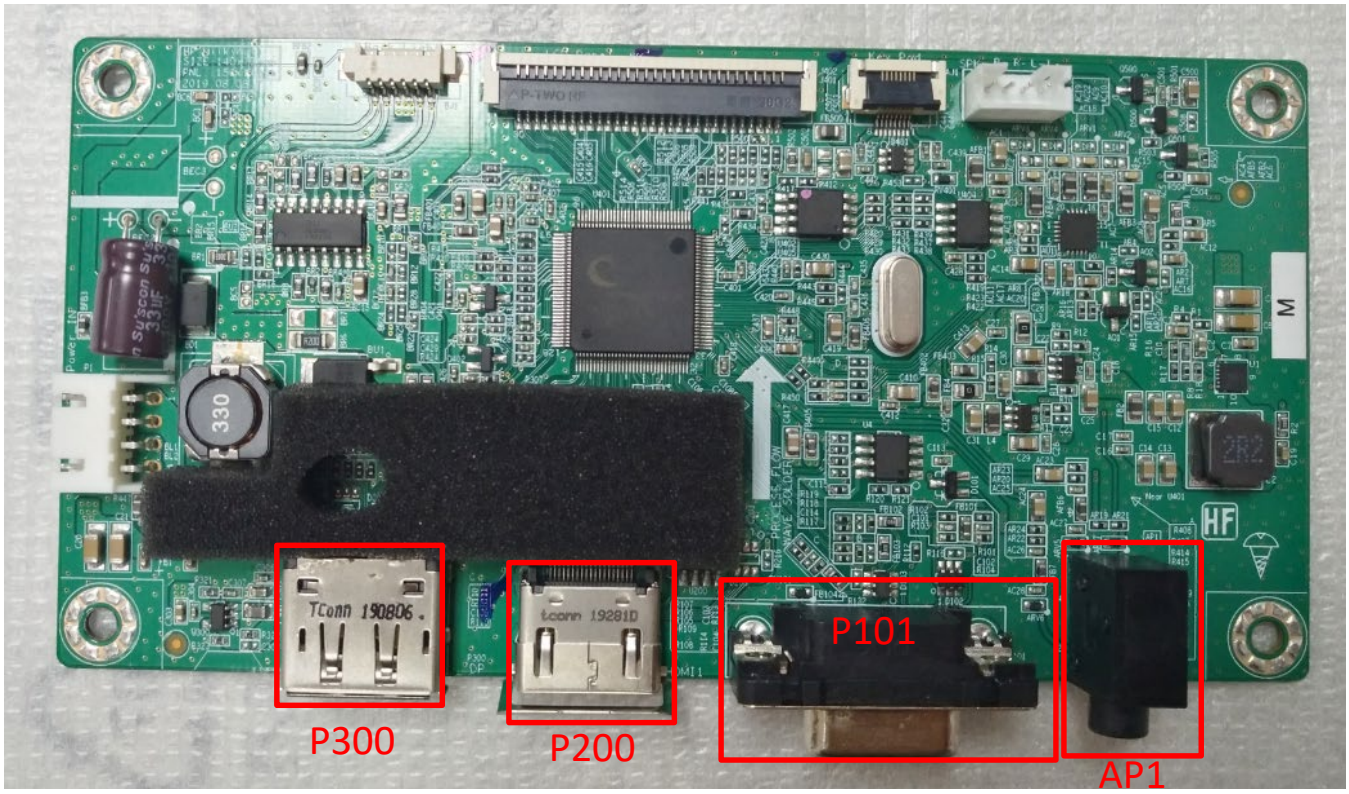


P27h G4



P22 G4





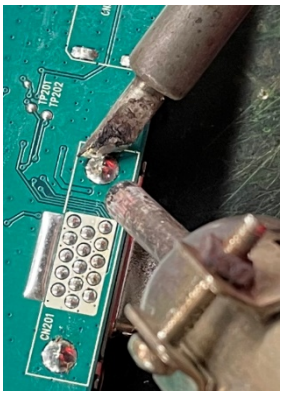
Before repairing connectors, follow these steps:

▲ Prepare the monitor for disassembly. See Preparation for disassembly on page 22.

VGA P101

Repair the VGA connector:

1) Use a hot air gun to melt the solder on the pins. Pin solder with soldering iron and absorber. You can gently push down with the soldering iron once everything is molten to move the CN201 out of the through holes.

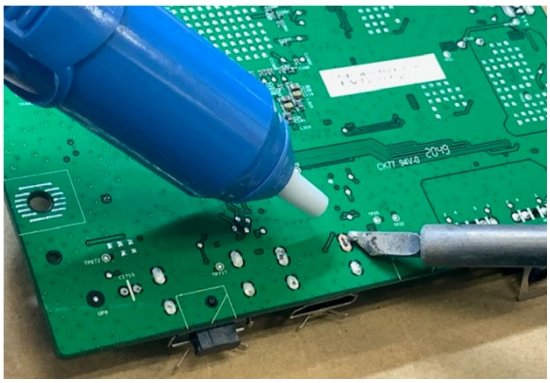


2) Lift the P6 connector from the PCB.
3) Place the new component on the PCB. Be sure that it matches the PCB footprint.
4) Solder the new component.

HDMI connector P300

Repair the HDMI connector:

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



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

3) Lift the J2 connector from the PCB.
4) Place the new component on the PCB. Be sure that it matches the PCB footprint.
5) Solder the new component.

Function test

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

Table 4-1: Function test

Test item	Operating description	Tool used
VGA test	Confirm whether image displays and sound plays correctly on the monitor.	Computer or DVD player
HDMI test	Confirm whether image displays and sound plays correctly on the monitor.	Computer or DVD player
DP test	Confirm whether image displays and sound plays correctly on the monitor.	Computer or DVD player
Audio test	Change volume and balance to confirm whether volume is smooth and loud enough.	Speaker

Support and troubleshooting

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

Table 4-2: Solving common problems

Problem	Possible cause	Solution
Screen is blank or video is flashing.	Power cord is disconnected.	Connect the power cord.
	Monitor is off.	Power the power button. NOTE: If pressing the Power button has no effect, press and hold the power button for 10 seconds to disable the Power button lockout feature.
	Video cable is improperly connected.	Connect the video cable properly.
	System is in Sleep mode.	Press any key on the keyboard or move the mouse to exit Sleep mode.
	Video card is incompatible.	Open the OSD menu and select the Input Control menu. Set Auto-Switch Input to Off and manually select the input

Image appears blurred, indistinct, or too dark.	Brightness is too low.	Open the OSD menu and select **Brightness** to adjust the brightness scale as needed.
Check Video Cable is displayed on screen.	Monitor video cable is disconnected.	Connect the appropriate video signal cable between the computer and monitor. Be sure that the computer power is off while you connect the video cable.
Input Signal Out of Range is displayed on screen.	Video resolution and/or refresh rate are set higher than what the monitor supports.	Change the settings to a supported setting.
The monitor is off, but it did not seem to enter into Sleep mode.	The monitor's power saving control is disabled.	Open the OSD menu and select **Power Control > Auto-Sleep Mode** and set auto-sleep to **On**.
On-Screen Menus are Locked is displayed.	The monitor's OSD lock function is enabled.	Press and hold the **Menu** button on the front bezel to 10 seconds to disable the OSD lockout function.
No low-power sleep mode	The monitor's power button is locked.	Press and hold the power button for 10 seconds to disable the power button lock function.

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