



# Maintenance and Service Guide

The street/model name goes here

## **SUMMARY**

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

## Legal information

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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.

Not all features are available in all editions or versions of Windows. Systems may require upgraded and/or separately purchased hardware, drivers, software or BIOS update to take full advantage of Windows functionality. Windows 10 is automatically updated, which is always enabled. ISP fees may apply and additional requirements may apply over time for updates. Go to <http://www.microsoft.com> for details.

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

### Software terms

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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.

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**⚠ 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.

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# 1 Product description

This table provides detailed product information.

**Table 1-1 Product components and their descriptions**

Category	Description
<b>Product Name</b>	<b>HP Pavilion Plus 14 inch Laptop PC</b> Model numbers: 14-ew0xxx CTO model number: 14t-ew000
<b>Processors</b>	<b>13th generation Intel® processors</b> Intel Core® i7-1335U (3.7 GHz [turbo up to 5.0 GHz], 10 cores, 12 MB Intel Smart (L3) Cache, 15 W) Intel Core i5-1335U (3.4 GHz [turbo up to 4.6 GHz], 10 cores, 12 MB L3 cache, 15 W)
<b>Graphics</b>	<b>Internal graphics</b> Intel Iris® Xe Graphics Supports HD Decode, DX12, and HDMI®
<b>Display</b>	<b>14.0 in (35.6 cm)</b> 2.8K (2880 × 1800), Organic Light-Emitting Diode (OLED), In-Plane Switching (IPS), 100% DCI-P3, BrightView, ultra wide viewing angle (UWVA), embedded DisplayPort™ (eDP) 1.4 + panel self-refresh (PSR), 400 nits, 120 Hz WQXGA (2560 × 1600), WLED, low blue light, antiglare, 100% sRGB, eDP 1.4 + PSR2, 300 nits, 120 Hz WUXGA (1920 × 1200), LED, UWVA, 45% NTSC, eDP 1.2 without PSR, 300 nits
<b>Memory</b>	Integrated, not customer accessible or upgradeable supporting 16 GB of RAM LPDDR5x-5200, dual-channel support
<b>Primary storage</b>	<b>PCIe®, Non-Volatile Memory express (NVMe®), M.2 2280 solid-state drives</b> 1 TB, PCIe-4 × 4, triple layer cell (TLC) 1 TB (China only) 512 GB, PCIe-4 × 4, TLC 512 GB 256 GB (not available in China)

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

<b>Category</b>	<b>Description</b>
<b>Audio and video</b>	B&O Play
	Dual speakers
	Supports DTS:X Ultra
	Support for HP Audio Boost
	Supports XiaoWei
	Supports Cortana (far field)
	<b>HP Wide Vision 5 MP Camera:</b> indicator LED, USB 2.0, 5 MP BSI sensor, f2.0, 88° wide field-of-view (WFOV)
	5 MP by 30 frames per second
	Dual-array digital microphone with appropriate software: beam forming, echo cancellation, noise suppression
	Supports Windows Hello
<b>Wireless</b>	Compatible with Miracast® devices
	Supports Modern Standby (Connected)
	Dynamic antenna gain
	UNII-4 5 GHz channel
	<b>Integrated wireless module</b>
	Intel AX211 Wi-Fi® 6E Bluetooth® 5.3 WLAN
	MediaTek™ MT7921 Wi-Fi 6 Bluetooth 5.3 WLAN
<b>Ports</b>	Hot plug/unplug and autodetect for correct output to wide-aspect vs. standard aspect video
	Audio-out (headphone)/audio-in (microphone) combo jack
	USB 3.2 Gen 2 Type-C® (supports data transfer, power delivery, HP Sleep & Charge; DisplayPort 1.4 and HDMI 2.1 out through adapter; HDMI 2.1 out up to 4K @ 60 Hz with HDCP 2.2)
	USB Gen4® Type-C Thunderbolt™ (supports data transfer, power delivery, HP Sleep & Charge; DisplayPort 1.4 and HDMI 2.1 out through adapter; HDMI 2.1 out up to 4K @ 60 Hz with HDCP 2.2)
	USB 3.2 Gen 2 Type-A (right side)
	USB 3.2 Gen 1 Type-A (left side)
	HDMI v2.1 supporting 4K @ 60 Hz



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

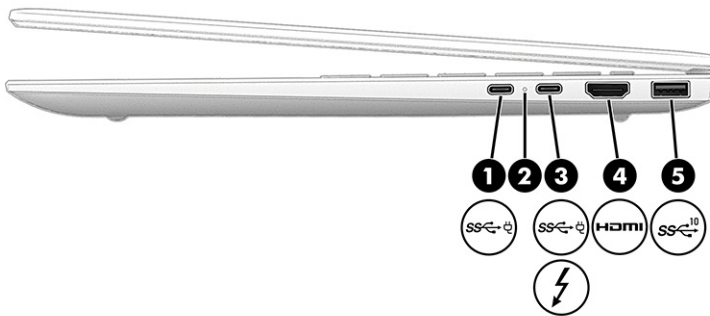
<b>Category</b>	<b>Description</b>
<b>Keyboard/pointing devices</b>	<b>Keyboard</b>
	Backlit, full size
	Supports power button key
	<b>Touchpad</b>
	Clickpad with image sensor
	Multitouch gestures enabled
	Precision touchpad support
	Support for Modern Trackpad Gestures
Taps enabled as default	
<b>Power requirements</b>	<b>Battery</b> (polymer, HP Long Life)
	4 cell, 68 Whr
	3 cell, 51 Whr
	HP Fast Charge Technology
	<b>Smart AC adapters</b> (USB Type-C, 1.8 m [6 ft])
	65 W
	<b>Power cord</b>
C5, conventional, 1 m (3.3 ft) (adapters < 90 W = worldwide except Japan; adapters 90 W - 200 W = worldwide)	
C5 (conventional), 1 m (3.3 ft) with plug adapter (adapters < 90 W = Japan)	
<b>Security</b>	Supports Trusted Platform Module (TPM) 2.0, firmware based
	Microphone mute
	Camera privacy cover
<b>Operating system</b>	Windows® 11 Pro
	Windows 11 Pro Education
	Windows 11 Home - HP recommends Windows 11 Pro for Business
	Windows 11 Home Single Language - HP recommends Windows 11 Pro for Business
	Windows 11 Pro (Windows 11 Enterprise or Windows 10 Enterprise available with a Volume Licensing Agreement)
	Windows 11 Pro (preinstalled with Windows 10 Pro Downgrade)
	FreeDOS
<b>Serviceability</b>	<b>End user replaceable parts</b>
	AC adapter

## 2 Getting to know your computer


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

### Right side





Identify the components on the right side of the computer.



**Table 2-1** Right-side components and their descriptions

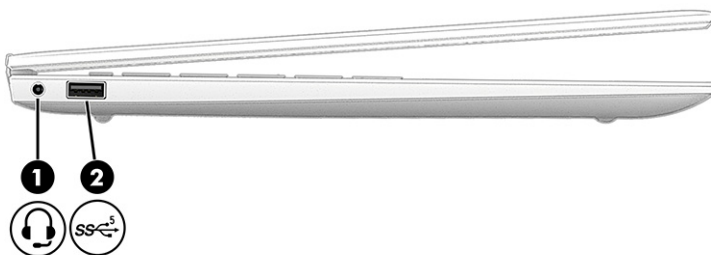
Component	Description
(1) 	<p>USB Type-C® power connector and 20 Gbps port with HP Sleep and Charge and DisplayPort™ output</p> <p>- and -</p> <p>Connects a USB device, provides high-speed data transfer, and charges small devices (such as a smartphone), even when the computer is off.</p> <p><b>NOTE:</b> Use a standard USB Type-C charging cable or cable adapter (purchased separately) when charging a small external device.</p> <p>- and -</p> <p>Connects a display device that has a USB Type-C connector, providing DisplayPort output.</p>
(2) AC adapter and battery light	<ul style="list-style-type: none"><li>• White: The AC adapter is connected and the battery is fully charged.</li><li>• Blinking amber: The AC adapter is disconnected and the battery has reached a low battery level.</li><li>• Amber: The AC adapter is connected and the battery is charging.</li><li>• Off: The battery is not charging.</li></ul>

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



Component	Description
<p>(3)</p>  <p>USB Type-C Thunderbolt™ port with HP Sleep and Charge and DisplayPort output</p> <p>- or -</p> 	<p>Connects a USB device, provides high-speed data transfer, and charges small devices (such as a smartphone), even when the computer is off.</p> <p><b>NOTE:</b> Use a standard USB Type-C charging cable or cable adapter (purchased separately) when charging a small external device.</p> <p>- and -</p> <p>Connects a display device that has a USB Type-C connector, providing DisplayPort output.</p> <p><b>NOTE:</b> Your computer might also support a Thunderbolt docking station.</p>
<p>(4)</p>  <p>HDMI port</p>	<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>
<p>(5)</p>  <p>USB 10 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><b>NOTE:</b> Use a standard USB Type-A charging cable or cable adapter (purchased separately) when charging a small external device.</p>

## Left side

Identify the components on the left side of the computer.



**Table 2-2** Left-side components and their descriptions

Component	Description
(1)  Audio-out (headphone)/Audio-in (microphone) combo jack	<p>Connects optional powered stereo speakers, headphones, earbuds, a headset, or a television audio cable. Also connects an optional headset microphone. This jack does not support optional standalone microphones.</p> <p><b>WARNING!</b> 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>To access this guide:</p> <ul style="list-style-type: none"><li>■ Select the <b>Search</b> icon in the taskbar, type <b>HP Documentation</b> in the search box, and then select <b>HP Documentation</b>.</li></ul> <p><b>NOTE:</b> When a device is connected to the jack, the computer speakers are disabled.</p>
(2)  USB 5 Gbps port	<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><b>NOTE:</b> Use a standard USB Type-A charging cable or cable adapter (purchased separately) when charging a small external device.</p>

## Display

The computer display can include essential components such as speakers, antennas, cameras, and microphones.

### Low blue light mode (select products only)

Your computer display is shipped from the factory in low blue light mode for improved eye comfort and safety. Also, blue light mode automatically adjusts blue light emissions when you are using the computer at night or for reading.

- WARNING!** To reduce the risk of serious injury, read the *Safety & Comfort Guide*. It describes proper workstation setup and proper posture, health, and work habits for computer users. The *Safety & Comfort Guide* also provides important electrical and mechanical safety information. The *Safety & Comfort Guide* is available on the web at <http://www.hp.com/ergo>.

### Wake-on-voice (select products only)

Use the wake-on-voice feature to bring the computer out of the Sleep state quickly.

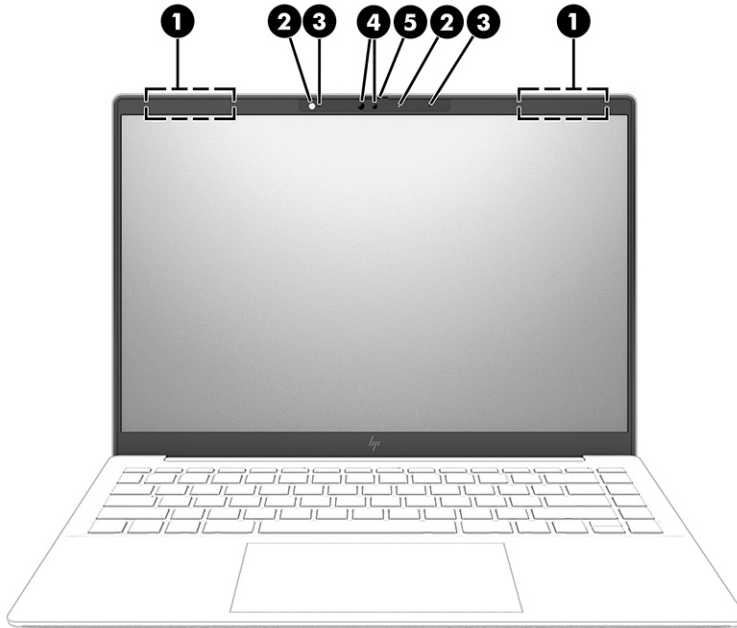
To access the wake-on-voice settings, follow these steps:

1. Select the **Search** icon in the taskbar, type **XiaoWei** in the search box, and then select **XiaoWei**.
2. When the tool opens, scan the QR code with your mobile device, which takes you to the settings page, where you can select your wake-on-voice features.

3. Follow the on-screen instructions.



**NOTE:** Allow the XiaoWei app to continue running on the computer.



**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) Camera lights	On: One or more cameras are in use.
(3) Internal microphones (2)	Record sound.
(4) Cameras	Allow you to video chat, record video, and record still images. Some cameras also allow a facial recognition logon to Windows®, instead of a password logon. <b>NOTE:</b> Camera functions vary depending on the camera hardware and software installed on your product.
(5) 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. <b>NOTE:</b> If you have both front-facing and rear-facing cameras, when one camera lens is revealed and ready to use, the other is concealed.

\*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.

To access this guide:

- Select the **Search** icon in the taskbar, type `HP Documentation` in the search box, and then select **HP Documentation**.

# Keyboard area

Keyboards can vary by language.



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**NOTE:** The keyboard area, including the function keys and (select products only) power key, is disabled in stand, tent, and tablet modes. To enable the keyboard, including the power key, change to the clamshell mode.

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## Touchpad settings and components

Learn the touchpad settings and components.

### Touchpad settings

Learn how to adjust touchpad settings.

#### Adjusting touchpad settings

Use these steps to adjust touchpad settings and gestures.

1. Select the **Search** icon in the taskbar, type `touchpad settings` in the search box, and then press `enter`.
2. Choose a setting.

#### Turning on the touchpad

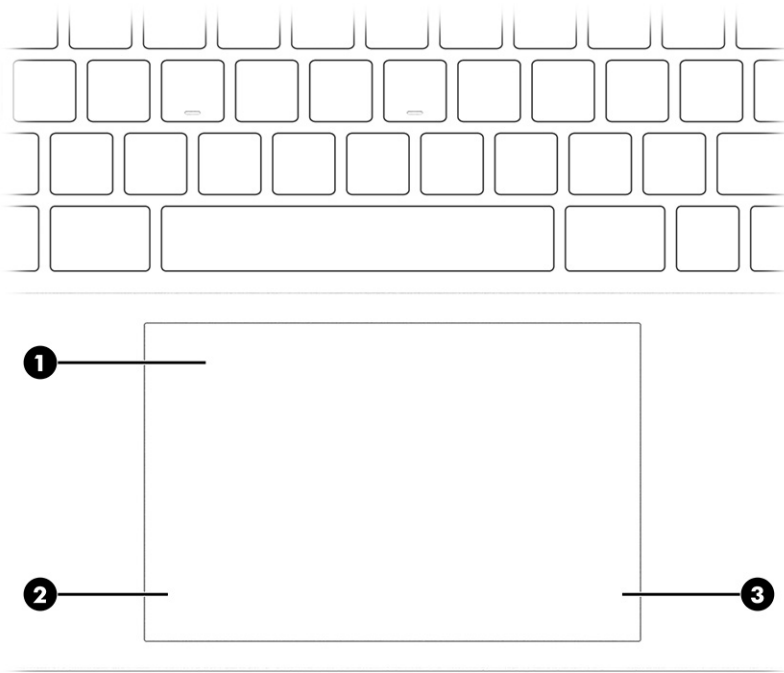
Follow these steps to turn on the touchpad.

1. Select the **Search** icon in the taskbar, type `touchpad settings` in the search box, and then press `enter`.
2. Using an external mouse, click the **touchpad** button.

If you are not using an external mouse, press the **Tab** key repeatedly until the pointer rests on the **touchpad** button. Then press the `spacebar` to select the button.

### Touchpad components

Identify the touchpad components.

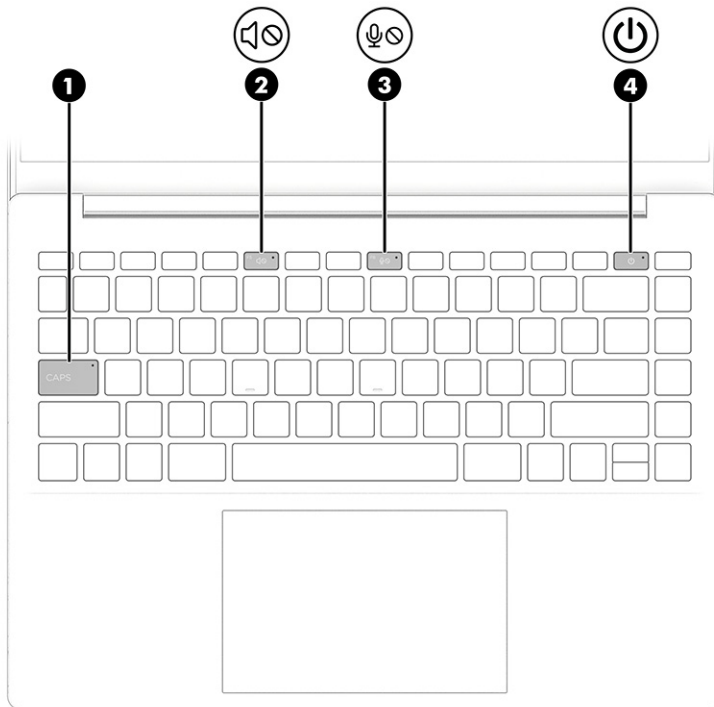


**Table 2-4** Touchpad components and their descriptions




Component	Description
(1) Touchpad zone	Reads your finger gestures to move the pointer or activate items on the screen.
(2) Left control zone	Textured area that allows you to perform additional gestures.
(3) Right control zone	Textured area that allows you to perform additional gestures.

## Lights

Identify the lights on the computer.



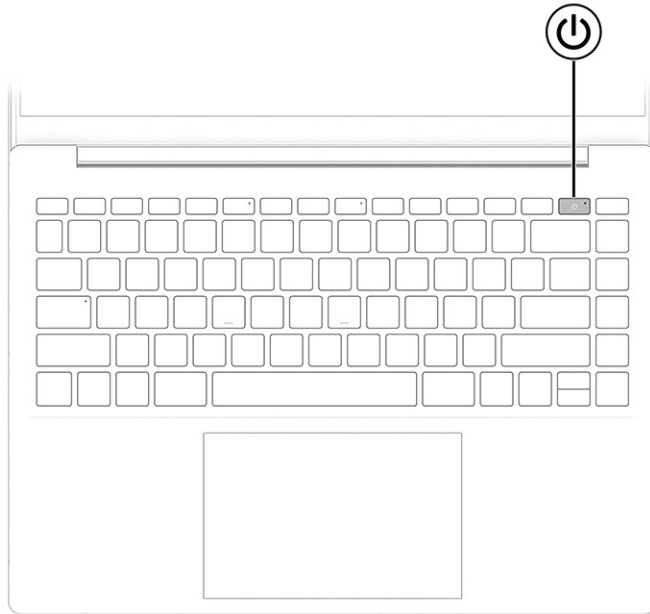
**Table 2-5** Lights and their descriptions

Component	Description
(1) Caps lock light	On: Caps lock is on, which switches the key input to all capital letters.
(2)  Mute light	<ul style="list-style-type: none"> <li>On: Computer sound is off.</li> <li>Off: Computer sound is on.</li> </ul>
(3)  Microphone mute light	<ul style="list-style-type: none"> <li>On: Microphone is off.</li> <li>Off: Microphone is on.</li> </ul>
(4)  Power light	<ul style="list-style-type: none"> <li>On: The computer is on.</li> <li>Blinking (select products only): The computer is in the Sleep state, a power-saving state. The computer shuts off power to the display and other unnecessary components.</li> <li>Off: Depending on your computer model, the computer is off, in Hibernation, or in Sleep. Hibernation is the power-saving state that uses the least amount of power.</li> </ul>



## Button

Identify the computer button.



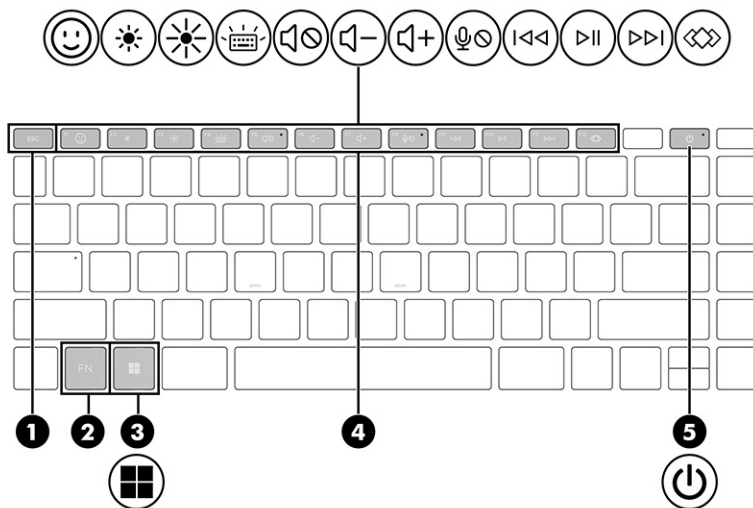


**Table 2-6** Button and description



Component	Description
 Power button	<ul style="list-style-type: none"> <li>• When the computer is off, press the button briefly to turn on the computer.</li> <li>• When the computer is on, press the button briefly to initiate Sleep.</li> <li>• When the computer is in the Sleep state, press the button briefly to exit Sleep (select products only).</li> <li>• When the computer is in Hibernation, press the button briefly to exit Hibernation.</li> </ul> <p><b>IMPORTANT:</b> Pressing and holding down the power button 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 button down for at least 10 seconds to turn off the computer.</p> <p>To learn more about your power and sleep settings:</p> <ul style="list-style-type: none"> <li>■ Right-click the <b>Power</b> icon , and then select <b>Power and sleep settings</b>.</li> </ul>

## Special keys

Identify the special keys.

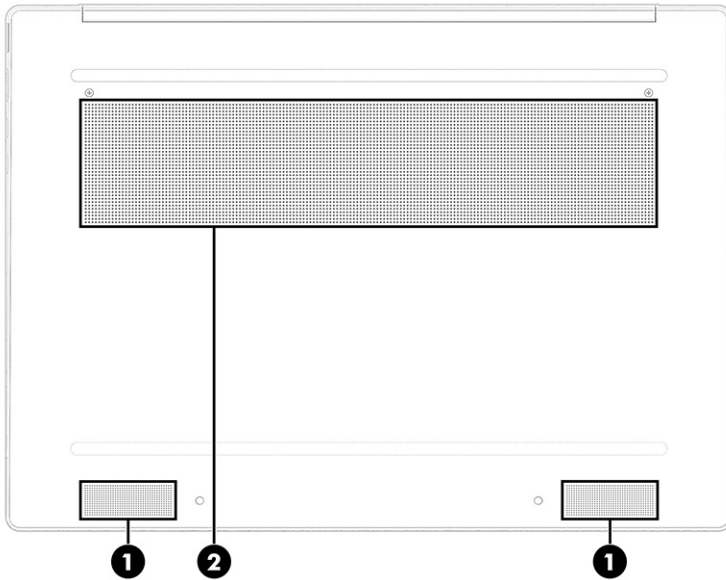


**Table 2-7** Special keys and their descriptions

Component	Description
(1) <span style="margin-left: 20px;">esc key</span>	Displays system information when pressed in combination with the <b>fn</b> key.
(2) <span style="margin-left: 20px;">fn key</span>	Executes specific functions when pressed in combination with another key.
(3)  <span style="margin-left: 10px;">Windows key</span>	Opens the Start menu.  <b>NOTE:</b> Pressing the Windows key again will close the Start menu.
(4) <span style="margin-left: 20px;">Action keys</span>	Execute frequently used system functions as defined by the icon symbols on <b>f1</b> through <b>f12</b> function keys.
(5)  <span style="margin-left: 10px;">Power button</span>	<ul style="list-style-type: none"> <li>• When the computer is off, press the button briefly to turn on the computer.</li> <li>• When the computer is on, press the button briefly to initiate Sleep.</li> <li>• When the computer is in the Sleep state, press the button briefly to exit Sleep (select products only).</li> <li>• When the computer is in Hibernation, press the button briefly to exit Hibernation.</li> </ul>

## Bottom

Identify the bottom components.



**Table 2-8** Bottom components and their descriptions

Component		Description
(1)	Speakers (2)	Produce sound.
(2)	Vent	Enables airflow to cool internal components.

**NOTE:** The computer fan starts up automatically to cool internal components and prevent overheating. It is normal for the internal fan to cycle on and off during routine operation.

## Labels

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

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

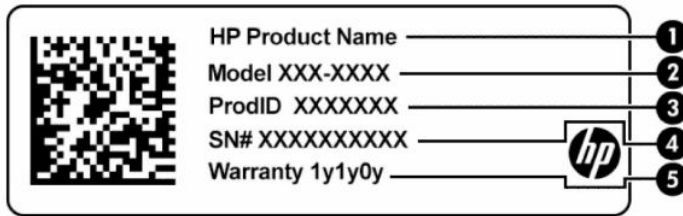
- **Service label**—Provides important information to identify your computer. When contacting support, you might be asked for the serial number, the product number, or the model number. Locate this information before you contact support.

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



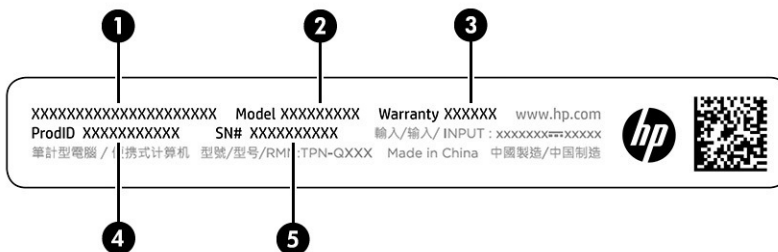
**Table 2-9 Service label components**

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



**Table 2-10 Service label components**

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



**Table 2-11 Service label components**

Component	
(1)	HP product name

**Table 2-11 Service label components (continued)**

Component	
(2)	Model number
(3)	Warranty period
(4)	Product ID
(5)	Serial number

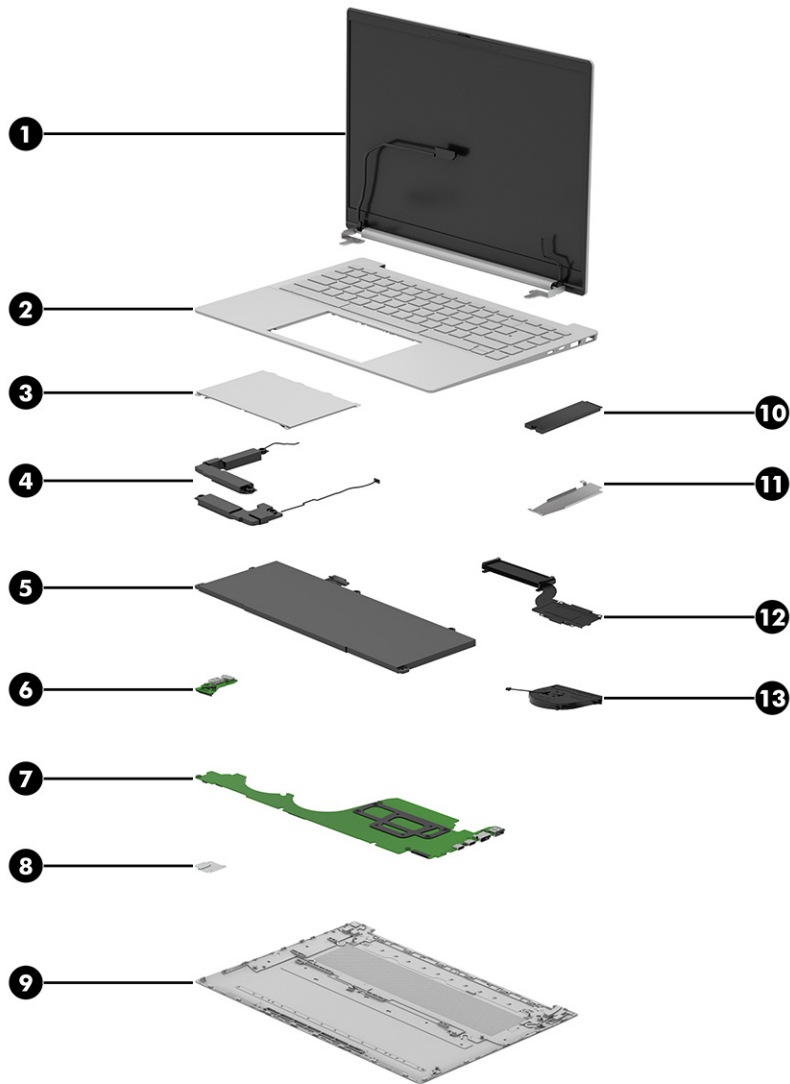
- Regulatory labels—Provide regulatory information about the computer.
- Wireless certification labels—Provide information about optional wireless devices and the approval markings for the countries or regions in which the devices have been approved for use.

# 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**

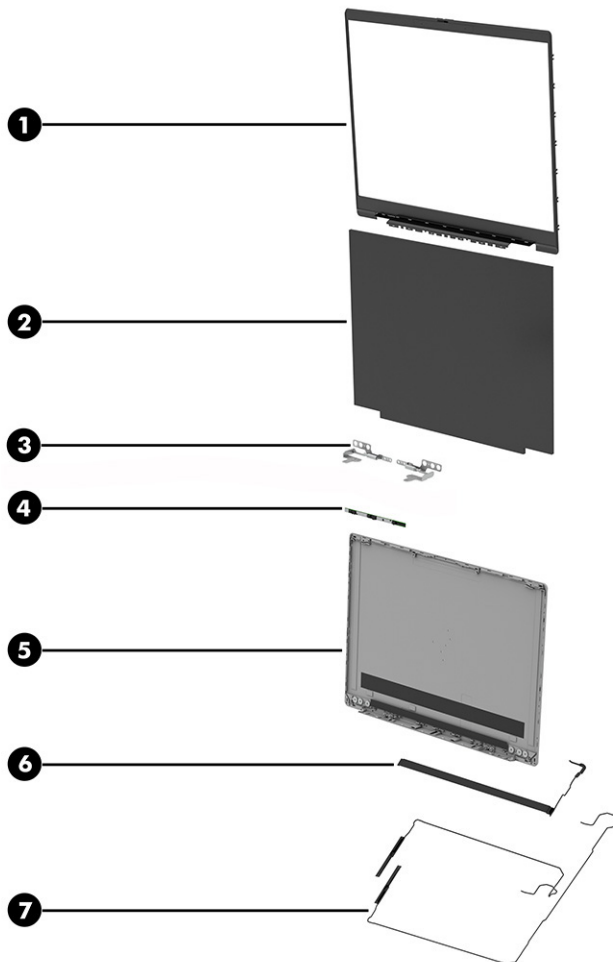
Item	Component	Spare part number
(1)	<b>Display assembly</b>  <b>NOTE:</b> Display assemblies are offered as spare parts only at a subcomponent level. For more information, see <a href="#">Display assembly subcomponents on page 18</a> .	not available as a spare part
(2)	<b>Top cover with keyboard</b>  For a detailed list of country codes, see <a href="#">Top cover with keyboard on page 54</a> .	
	Moonlight blue	N60120-xx1
	Natural silver	N60121-xx1
	Tranquil pink	N60122-xx1
(3)	<b>Touchpad</b> (does not include bracket)  <b>NOTE:</b> The touchpad cable is available using spare part number N60147-001.	
	Natural silver	N60134-001
	Moonlight blue	N60135-001
	Tranquil pink	N60136-001
(4)	<b>Speakers</b> (left and right)	N60152-001
(5)	<b>Battery</b>	
	4 cell, 68 Whr	N60156-001
	3 cell, 51 Whr	N60155-001
(6)	<b>USB/audio board</b>  <b>NOTE:</b> The USB/audio board cable is available using spare part number N60148-001.	N60137-001
(7)	<b>System board</b> (includes processor; for use in models with the Windows operating system)	
	Intel Core i7-1355U processor and 16 GB of system memory and an OLED display	N60112-601
	Intel Core i5-1335U processor and 16 GB of system memory	N60111-601
(8)	<b>Battery bracket</b> (for use in models with a 3-cell battery)	not available as a spare part
(9)	<b>Bottom cover</b>	
	Natural silver	N60140-001
	Moonlight blue	N60141-001
	Tranquil pink	N60142-001
(10)	<b>Solid-state drive</b> (PCIe)  <b>NOTE:</b> Solid-state drive thermal pad is available as spare part number N60151-001.	
	1 TB, TLC	M16560-005
	1 TB	N45474-005
	512 GB, TLC	M17436-005
	512 GB	N45476-005
	256 GB	N45477-001

**Table 3-1** Computer major component descriptions and part numbers (continued)

Item	Component	Spare part number
(11)	Solid-state drive cover	not available as a spare part
(12)	Heat sink	N60149-001
	<b>NOTE:</b> Thermal pads are available using spare part number N60158-001.	
(13)	Fan	N60150-001
*	<b>WLAN module</b>	
	MediaTek MT7921 Wi-Fi 6 Bluetooth 5.3 WLAN	M74879-005
	Intel AX211 Wi-Fi 6e Bluetooth 5.3 WLAN	M53366-005
	*not illustrated	

## 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
<b>(1)</b>	<b>Display bezel</b> (includes hinge cover)	
	Natural silver	N60131-001
	Moonlight blue	N60132-001
	Tranquil pink	N60133-001
<b>(2)</b>	<b>Display panel</b>	
	<b>NOTE:</b> Panel adhesive is available as spare part number N60157-001.	
	WUXGA	N60117-001
	WOXGA	N60118-001
	2.8K, OLED	N60119-001
<b>(3)</b>	<b>Hinges</b> (left and right)	N60130-001
<b>(4)</b>	<b>Camera module</b>	N60139-001
<b>(5)</b>	<b>Display back cover</b>	
	For use in LCD panels:	
	• Natural silver	N60124-001
	• Moonlight blue	N60125-001
	• Tranquil pink	N60126-001
	For use in OLED panels:	
	• Natural silver	N60127-001
	• Moonlight blue	N60128-001
	• Tranquil pink	N60129-001
<b>(6)</b>	<b>Camera cable</b>	N60146-001
<b>(7)</b>	<b>Wireless antenna kit</b>	N60123-001
*	<b>Display panel cable</b>	
	For use in WUXGA models	N60143-001
	For use in WOXGA models	N60144-001
	For use in OLED models	N60145-001
*	<b>OLED panel bracket</b>	N60138-001
*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
<b>AC adapters</b> (USB Type-C, nPFC)	
100 W	N57045-001
65 W	L67440-001
<b>Screw Kit</b>	N60153-001
<b>Mylar Kit</b>	N60154-001
<b>Display panel adhesive</b>	N60157-001
<b>USB-C-to-RJ-45 adapter</b>	M95985-001
<b>Hub, HP Elite USB-C® multiport</b>	L39572-001
<b>HP 14 reversible sleeve</b>	L62792-001
<b>HP Z3700 Wireless Mouse</b>	N41663-001
<b>Power adapter</b> (C5)	
Japan	L33157-001
<b>Power cords</b> (C5, conventional, 1.0 m [3.3 ft])	
Australia	L19358-001
Denmark	L19360-001
Europe (Austria, Belgium, Finland, France, Germany, the Netherlands, Norway, and Sweden)	L19361-001
India	L19363-001
Israel	L19362-001
Italy	L19364-001
Japan	L19365-001
North America	L19367-001
People's Republic of China	L19368-001
South Africa	L19369-001
South Korea	L19366-001
Switzerland	L19370-001
Taiwan	L19372-001
Thailand (bundle)	M85418-001
United Kingdom	L19373-001
<b>Power cords</b> (C5, premium, 1.0 m [3.3 ft])	
Australia	L22327-001
Denmark	L22322-001
Europe (Austria, Belgium, Finland, France, Germany, the Netherlands, Norway, and Sweden)	L22321-001
Europe (bundle)	N16170-001
India	L22624-001

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

<b>Component</b>	<b>Spare part number</b>
Italy	L30813-001
Japan	L22330-001
North America	L22319-001
People's Republic of China	L21930-001
South Korea	L22328-001
Taiwan	L22329-001
Thailand	L22326-001
Thailand (bundle)	M85421-001
United Kingdom	L22320-001

---

## 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 24](#).
  - 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 26](#) 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 27](#) 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 28](#).

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 27](#) 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 26](#), [Caring for wood veneer \(select products only\) on page 28](#), 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 26](#) 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 27](#) 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><b>Windows®:</b></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"> <li>1. Press the power button.</li> <li>2. Immediately and repeatedly press <b>esc</b> when the power button light turns white.</li> </ol> <p><b>NOTE:</b> If you do not press <b>esc</b> at the appropriate time, you must restart the computer and again repeatedly press <b>esc</b> when the power button light turns white to access the utility.</p> <ol style="list-style-type: none"> <li>3. Press <b>f10</b> to enter the BIOS setup.</li> <li>4. (On commercial products) Under the <b>Main</b> tab, select <b>BIOS event log</b>, and then select <b>View BIOS Event Log</b>.</li> </ol> <p>- or -</p> <p>(On consumer products) Under the <b>Main</b> tab, select <b>System Log</b>.</p> <p>Post-operating system failures are logged in the Event Viewer.</p> <ol style="list-style-type: none"> <li>1. Turn on the computer and allow the operating system to open.</li> <li>2. Select the search icon  in the taskbar.</li> <li>3. Type <code>Event Viewer</code>, and then press <b>enter</b>.</li> <li>4. Select the log from the left panel. Details display in the right panel.</li> </ol> <p><b>Chrome™:</b></p> <ol style="list-style-type: none"> <li>1. Go to <a href="https://support.google.com/chrome">support.google.com/chrome</a>.</li> <li>2. Search <code>collect Chrome device logs</code>.</li> </ol>
Technical bulletins	<p>To locate technical bulletins:</p> <ol style="list-style-type: none"> <li>1. Go to <a href="https://www.hp.com">www.hp.com</a>.</li> <li>2. Place the cursor over <b>Problem solving</b> to display more options.</li> <li>3. Select <b>Support &amp; Troubleshooting</b>.</li> <li>4. Type the serial number, product number, or product name to go to the product support page.</li> <li>5. Select <b>Advisories</b> to view technical bulletins.</li> </ol>


**Table 4-3** Support information locations (continued)

Service consideration	Path to access information
Repair professionals	To locate repair professionals: <ol style="list-style-type: none"><li data-bbox="679 306 906 333">1. Go to <a href="http://www.hp.com">www.hp.com</a>.</li><li data-bbox="679 359 1337 386">2. Place the cursor over <b>Support resources</b> to display more options.</li><li data-bbox="679 411 1066 438">3. Select <b>Authorized service providers</b>.</li></ol>
Component and diagnosis information, failure detection, and required action	To locate diagnosis information and actions: <ol style="list-style-type: none"><li data-bbox="679 506 1177 533">1. Go to <a href="http://www.hp.com/go/techcenter/pcdiags">http://www.hp.com/go/techcenter/pcdiags</a>.</li><li data-bbox="679 558 911 585">2. Select <b>Get Support</b>.</li><li data-bbox="679 611 1422 653">3. Near the bottom of the window, select <b>Notebook PCs</b>, and then select your location.</li></ol>

# 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 <https://partsurfer.hp.com/partsurfer/>, 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 22](#).

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.

## Bottom cover

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

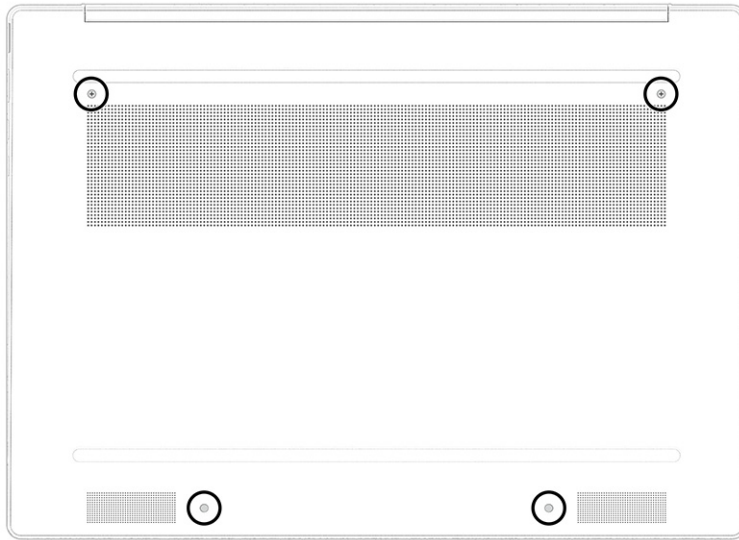
**Table 5-1** Bottom cover description and part number

Description	Spare part number
Bottom cover, natural silver	N60140-001
Bottom cover, moonlight blue	N60141-001
Bottom cover, tranquil pink	N60142-001

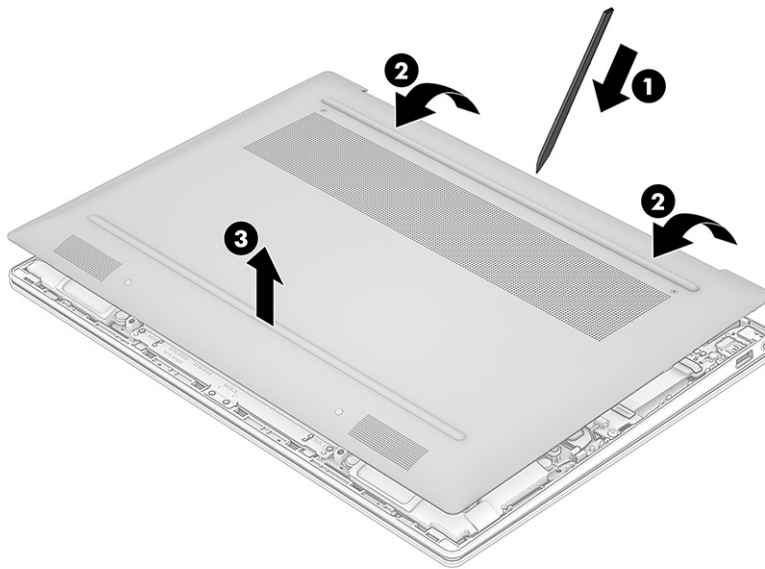
Before removing the bottom cover, prepare the computer for disassembly (see [Preparation for disassembly on page 31](#)).

Remove the bottom cover:

1. Remove the four Phillips M2.0 × 6.0 screws from the bottom cover.



2. Starting between the hinges, use a plastic tool (1) to release the bottom cover (2) from the computer, and then remove the cover (3).




To install the bottom cover, reverse the removal procedures.

## Battery

To remove the battery, use this procedure and illustration.

**Table 5-2 Battery description and part number**


Description	Spare part number
4 cell, 68 Whr	N60156-001
3 cell, 51 Whr	N60155-001


 **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. They 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 on 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 31](#)).
2. Remove the bottom cover (see [Bottom cover on page 31](#)).

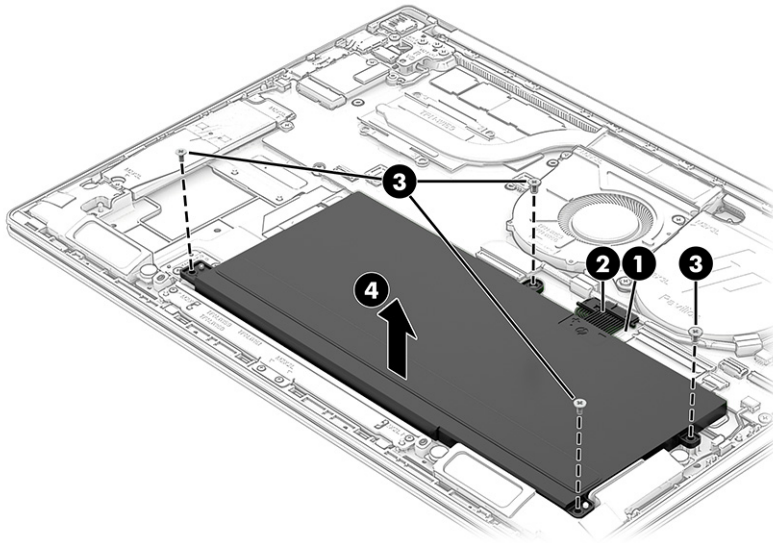
 **WARNING!** To reduce potential safety issues, use only the user-replaceable battery provided with the computer, a replacement battery provided by HP, or a compatible battery purchased from HP.

 **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.

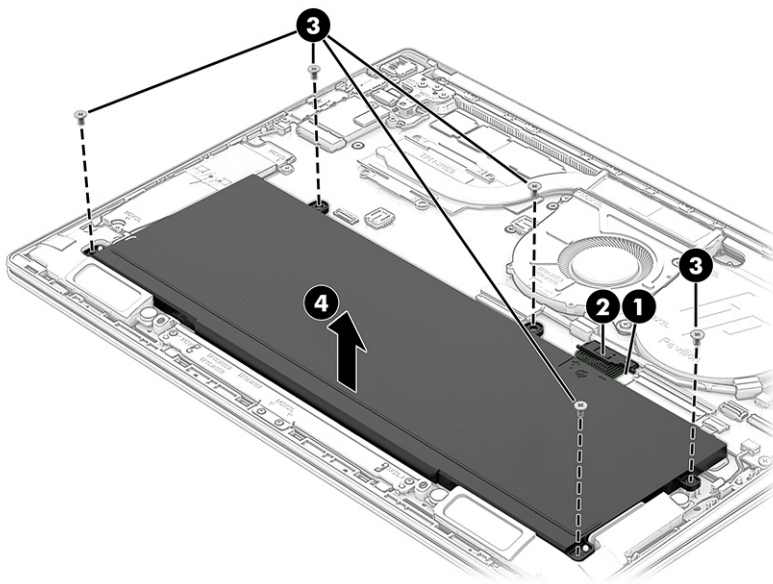
Remove the battery:

1. **3-cell battery:** Remove the edge of the Mylar **(1)** that covers the battery connector.
2. Disconnect the cable **(2)** from the system board.
3. Remove the four Phillips M2.0 × 3.5 screws **(3)** that secure the battery to the computer.

4. Remove the battery from the computer (4).

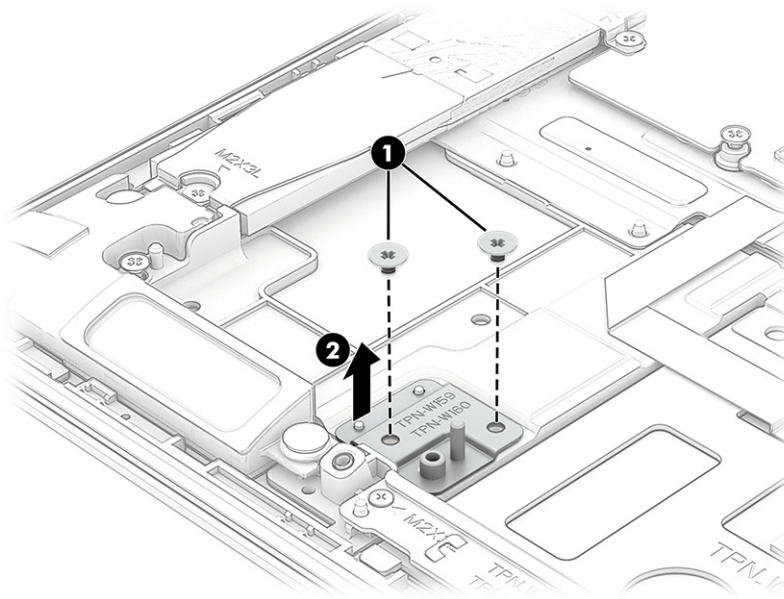


5. **4-cell battery:** Remove the edge of the Mylar (1) that covers the battery connector.
6. Disconnect the cable (2) from the system board.
7. Remove the five Phillips M2.0 × 3.5 screws (3) that secure the battery to the computer.
8. Remove the battery from the computer (4).





- To remove the battery bracket, remove the two Phillips M2.0 × 2.0 screws (1) from the bracket, and then remove the bracket (2). The battery bracket is used on models with a smaller 3-cell battery.



To install the battery, reverse the removal procedures.

## WLAN module

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

**Table 5-3 WLAN module descriptions and part numbers**

Description	Spare part number
MediaTek MT7921 Wi-Fi 6 Bluetooth 5.3 WLAN	M74879-005
Intel AX211 Wi-Fi 6e Bluetooth 5.3 WLAN	M53366-005

**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:

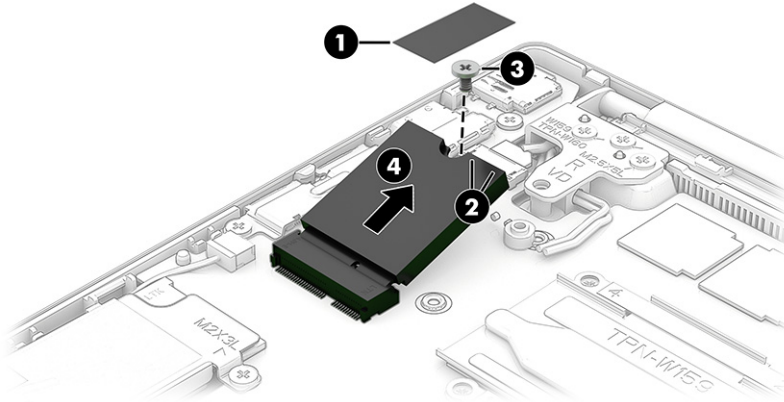
- Prepare the computer for disassembly (see [Preparation for disassembly on page 31](#)).
- Remove the bottom cover (see [Bottom cover on page 31](#)).
- Disconnect the battery cable from the system board (see [Battery on page 32](#)).

Remove the WLAN module:

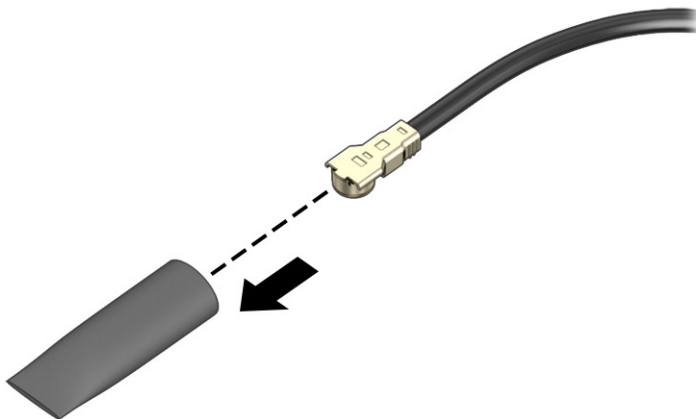
- Lift the large piece of black Mylar that covers the WLAN module.
- Remove the plastic antenna protector from the module (1).
- Carefully disconnect the antenna cables from the module (2).

4. Remove the Phillips M2.0 × 3.0 screw (3), and then remove the WLAN module (4).

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



5. 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 a WLAN module, reverse this procedure.

## USB/audio board

To remove the USB/audio board, use this procedure and illustration.

**Table 5-4** USB/audio board description and part number

Description	Spare part number
USB/audio board	N60137-001
USB/audio board cable	N60148-001

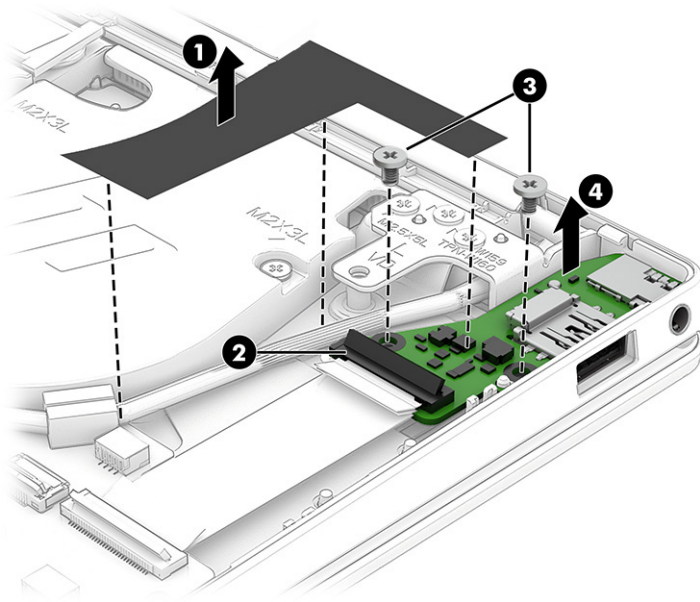
Before removing the USB/audio board, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 31](#)).

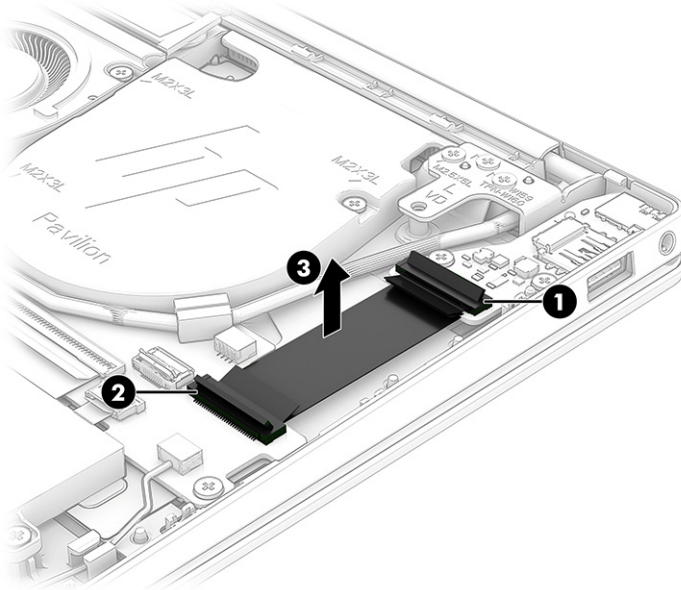
2. Remove the bottom cover (see [Bottom cover on page 31](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 32](#)).

Remove the USB/audio board:

1. Remove the Mylar (1) from the top of the board.
2. Disconnect the cable from the ZIF connector (2) on the USB/audio board.
3. Remove the two Phillips M2.0 × 3.0 screws (3) that secure the board to the computer.
4. Lift the inside of the board up first, and then remove the board from the computer (4).



- To remove only the USB/audio cable, disconnect the cable from the ZIF connector on the USB/audio board **(1)** and system board **(2)**, and then peel the cable **(3)** off the computer. The cable is secured with adhesive.



To install the USB/audio board, reverse this procedure.

## Speakers

To remove the speakers, use this procedure and illustration.

**Table 5-5 Speaker description and part number**

Description	Spare part number
Speaker Kit	N60152-001

Before removing the speakers, follow these steps:

- Prepare the computer for disassembly (see [Preparation for disassembly on page 31](#)).
- Remove the bottom cover (see [Bottom cover on page 31](#)).
- Disconnect the battery cable from the system board (see [Battery on page 32](#)).
- (Models with a 3-cell battery) Remove the solid-state drive (see [Solid-state drive on page 39](#)).

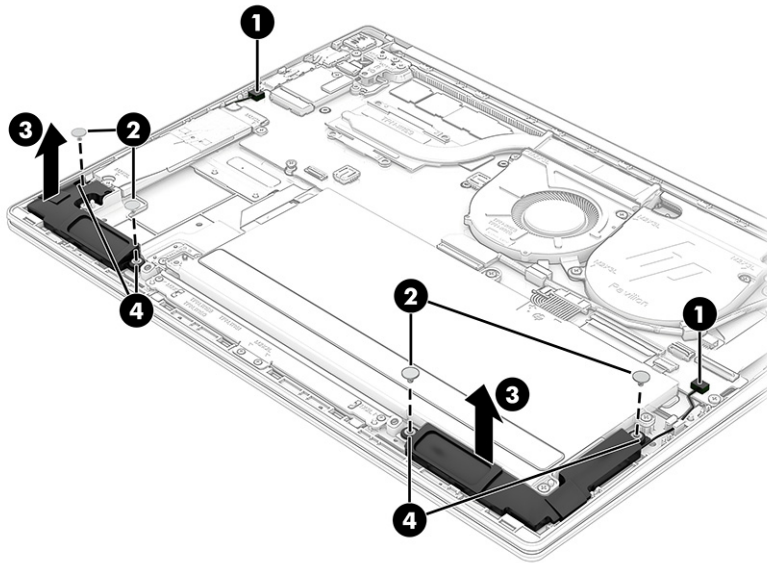
Remove the speakers:

- Lift the Mylar that covers the connectors, and then disconnect the two speaker cables **(1)** from the system board.
- Remove the four Phillips M1.6 × 3.0 screws **(2)** that secure the speakers.
- Remove the speakers from the computer **(3)**.



**NOTE:** On models with a 3-cell battery, the solid-state drive covers the speaker cable.

When installing the speakers, be sure that the rubber grommets (4) are correctly installed in the speakers.



To install the speakers, reverse this procedure.

## Solid-state drive

To remove the M.2 solid-state drive, use this procedure and illustration.

**Table 5-6** Solid-state drive descriptions and part numbers

Description	Spare part number
1 TB, TLC	M16560-005
1 TB	N45474-005
512 GB, TLC	M17436-005
512 GB	N45476-005
256 GB	N45477-001
Solid-state drive thermal pad	N60151-001

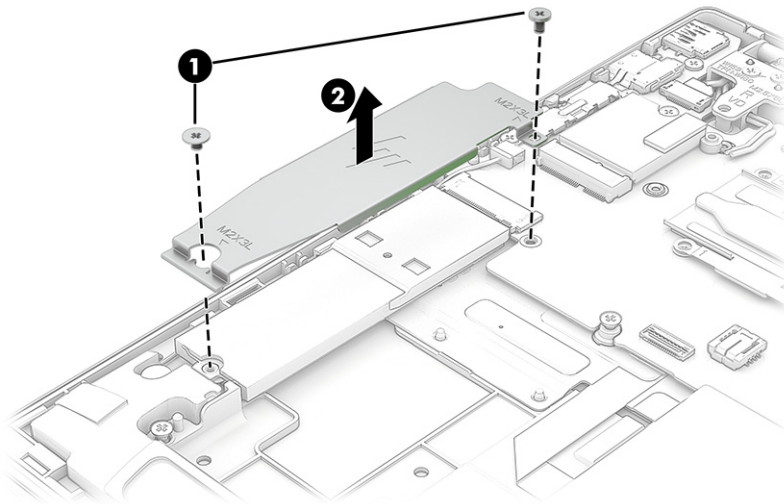
Before removing the solid-state drive, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 31](#)).
2. Remove the bottom cover (see [Bottom cover on page 31](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 32](#)).

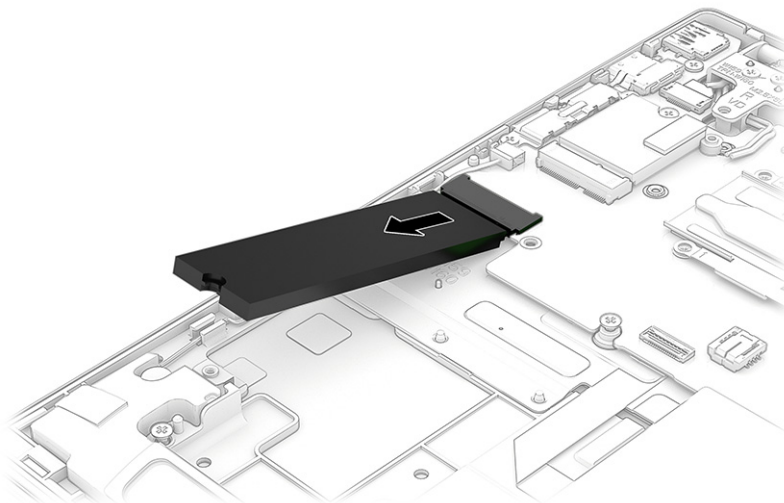
Remove the solid-state drive:

1. Remove the two Phillips M2.0 × 2.0 screws (1) that secures the bracket.

2. Lift the bracket (2) off the drive.




3. Pull the drive away from the socket to remove it.



4. When installing a solid-state drive, be sure a thermal pad is installed on the bottom of the bracket.



To install the solid-state drive, reverse the removal procedures.

 **NOTE:** Solid-state drives are designed with a notch to prevent incorrect insertion.

## Fan

To remove the fan, use this procedure and illustration.

**Table 5-7** Fan description and part number

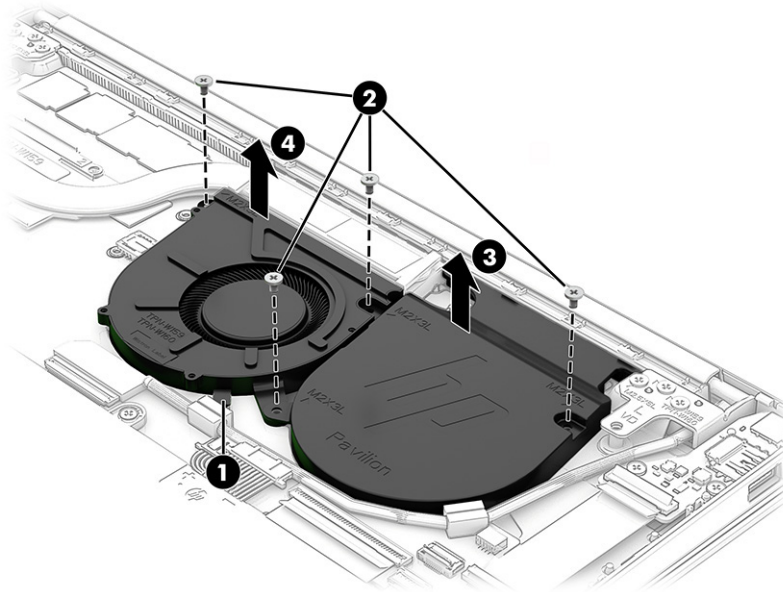
Description	Spare part number
Fan	N60150-001

Before removing the fan, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 31](#)).
2. Remove the bottom cover (see [Bottom cover on page 31](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 32](#)).

Remove the fan:

1. Disconnect the fan cable **(1)** from the system board.
2. Remove the four Phillips M2.0 × 3.0 screws **(2)** that secure the fan and fan insert to the computer.
3. Remove the fan insert **(3)** and fan **(4)** from the computer.



To install the fan, reverse this procedure.

## Heat sink

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

**Table 5-8** Heat sink descriptions and part numbers

Description	Spare part number
Heat sink	N60149-001
Thermal pads	N60158-001

Before removing the heat sink, follow these steps:

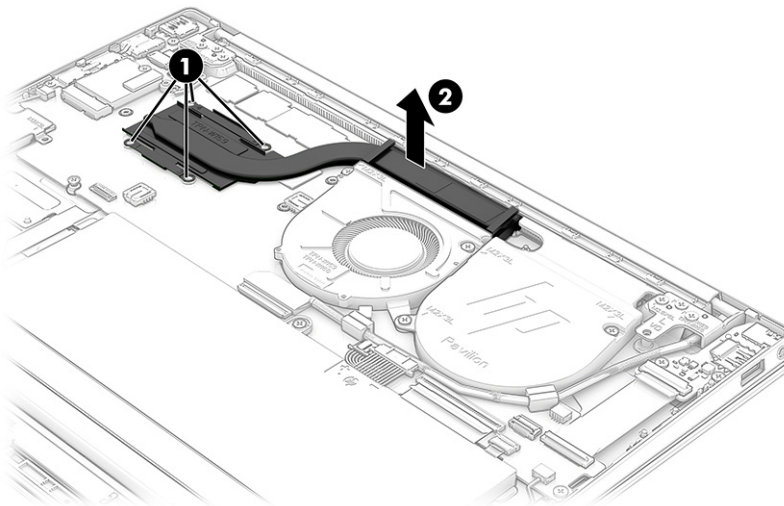


**NOTE:** You do not have to remove the system board to remove the heat sink. You can remove the system board with the heat sink attached.

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 31](#)).
2. Remove the bottom cover (see [Bottom cover on page 31](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 32](#)).

Remove the heat sink:

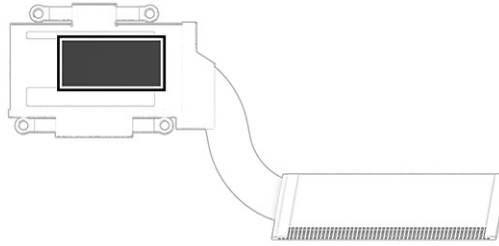
1. In the order indicated on the heat sink, loosen the four captive Phillips screws **(1)** that secure the heat sink to the system board.
2. Remove the heat sink **(2)**.



3. Thoroughly clean the thermal paste from the surfaces of the heat sink and the system board component each time the heat sink is removed. Replacement thermal material is included with the heat sink and system board spare part kits.

Thermal paste is used on the heat sink in the following location.





To install the heat sink, reverse this procedure.

## Touchpad

To remove the touchpad, use this procedure and illustration.

**Table 5-9** Touchpad description and part number

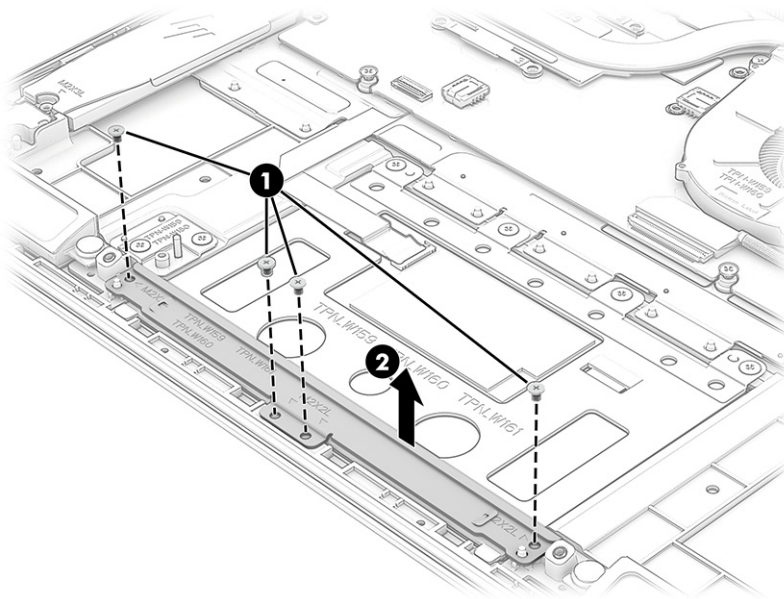
Description	Spare part number
Touchpad, natural silver	N60134-001
Touchpad, moonlight blue	N60135-001
Touchpad, tranquil pink	N60136-001
Touchpad cable	N60147-001

Before removing the touchpad, follow these steps:

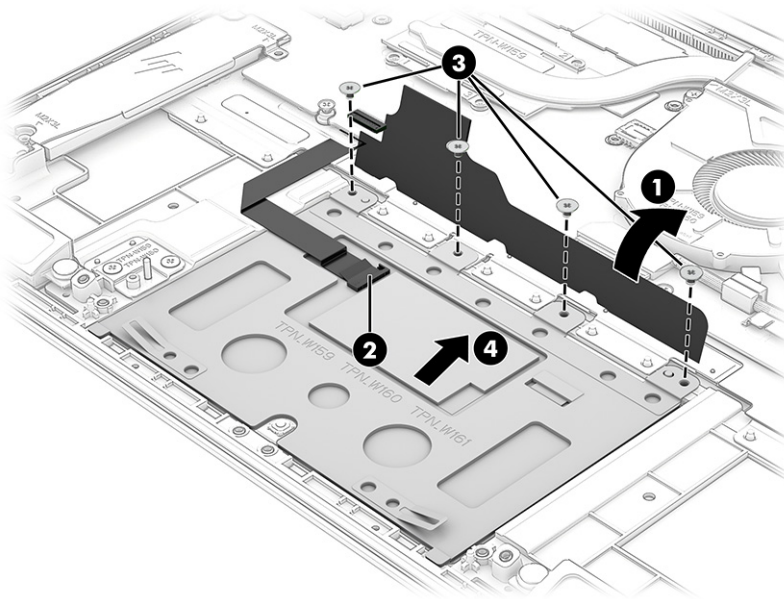
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 31](#)).
2. Remove the bottom cover (see [Bottom cover on page 31](#)).
3. Remove the battery (see [Battery on page 32](#)).

Remove the touchpad:

1. Remove the four Phillips M2.0 × 2.0 screws (1) from the touchpad bracket, and then remove the bracket from the computer (2).



2. Lift the shielding (1) from the top of the touchpad.
3. Disconnect the touchpad cable from the ZIF connector (2) on the touchpad.
4. Remove the four Phillips M2.0 × 2.0 screws (3) from the touchpad.
5. Remove the touchpad from the computer (4).



To install the touchpad, reverse this procedure.

## System board

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

**Table 5-10 System board descriptions and part numbers**


Description	Spare part number
<b>System board</b> (includes processor; for use in models with the Windows operating system)	
Intel Core i7-1355U processor and 16 GB of system memory and an OLED display	N60112-601
Intel Core i5-1335U processor and 16 GB of system memory	N60111-601

Before removing the system board, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 31](#)).
2. Remove the bottom cover (see [Bottom cover on page 31](#)).
3. Remove the battery (see [Battery on page 32](#)).
4. Remove the fan (see [Fan on page 41](#)).

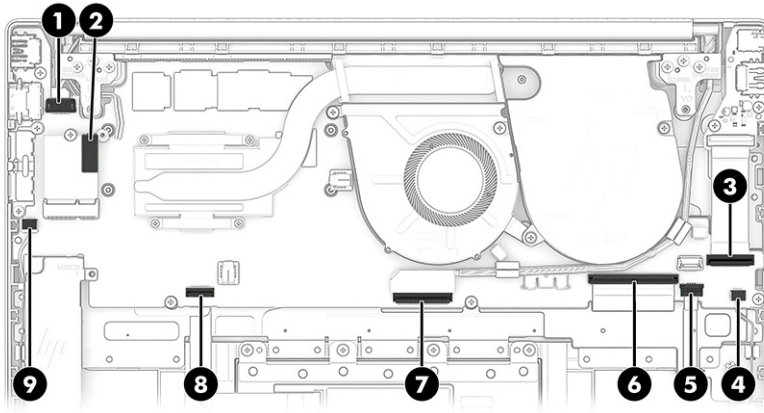
When you replace the system board, be sure to remove the following components (as applicable) from the defective system board and install them on the replacement system board:

- Mylar pieces
- WLAN module (see [WLAN module on page 35](#)).
- Solid-state drive (see [Solid-state drive on page 39](#)).
- Heat sink (see [Heat sink on page 41](#)).

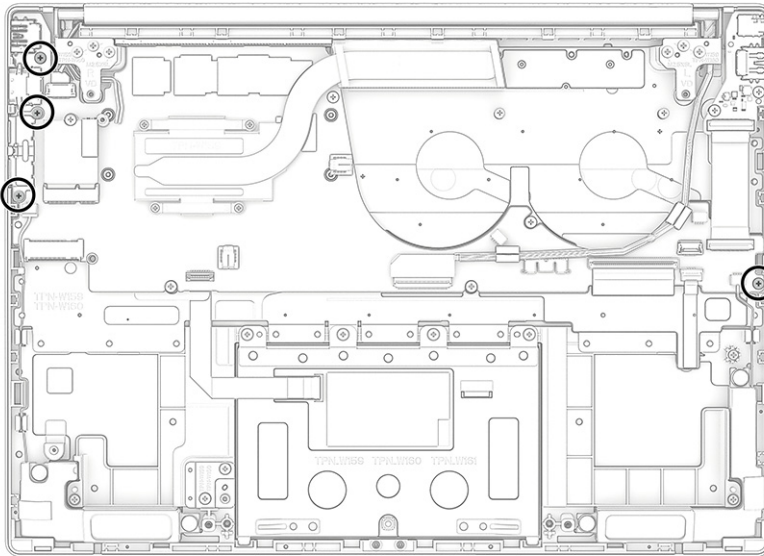
 **NOTE:** You do not have to remove the system board to remove the heat sink. You can remove the system board with the heat sink attached.

Remove the system board:

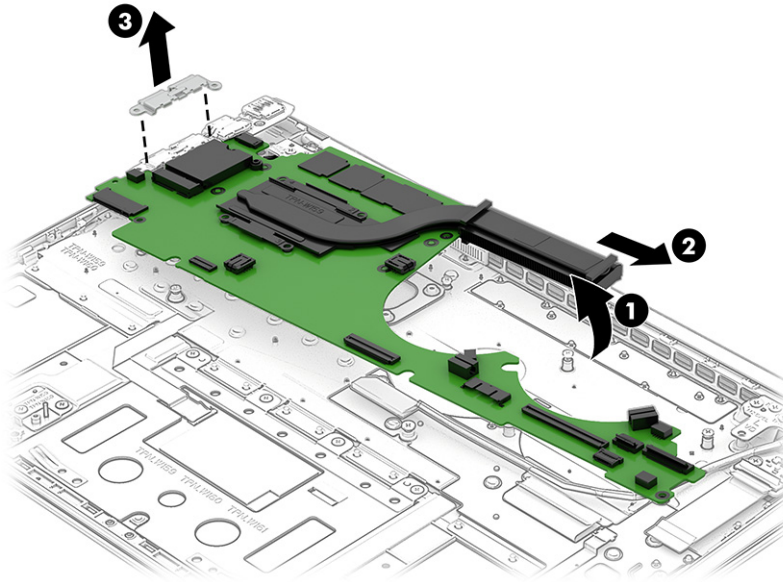
1. Disconnect the following cables from the system board:
  - Camera cable (ZIF) **(1)**
  - WLAN antennas from the WLAN module **(2)**
  - USB/audio board cable (ZIF) **(3)**
  - Left speaker cable **(4)**
  - Keyboard backlight cable (ZIF) **(5)** (select products only)
  - Keyboard cable (ZIF) **(6)**
  - Display cable (ZIF) **(7)**
  - Touchpad cable (ZIF) **(8)**
  - Right speaker cable **(9)**



2. Remove the four Phillips M2.0 × 3.0 screws that secure the system board to the computer.




3. Lift the right side of system board **(1)**, and then pull the system board right and away from the connectors to remove it from the computer **(2)**. You can remove the USB bracket **(3)** after removing the system board.



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. For display assembly spare part information, see the individual removal subsections.

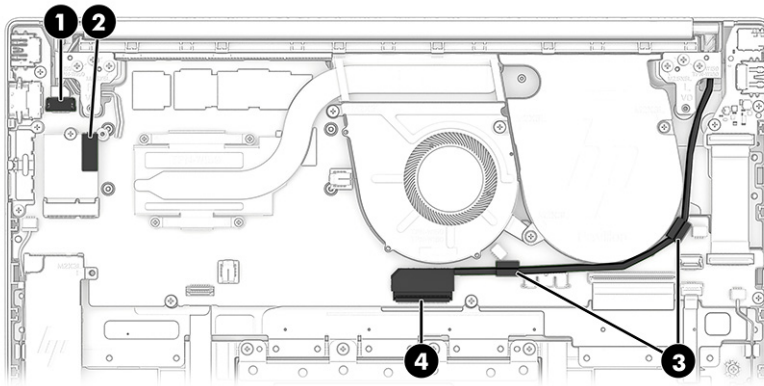
Before removing the display panel, follow these steps:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 31](#)).
2. Remove the bottom cover (see [Bottom cover on page 31](#)).
3. Disconnect the battery cable from the system board (see [Battery on page 32](#)).

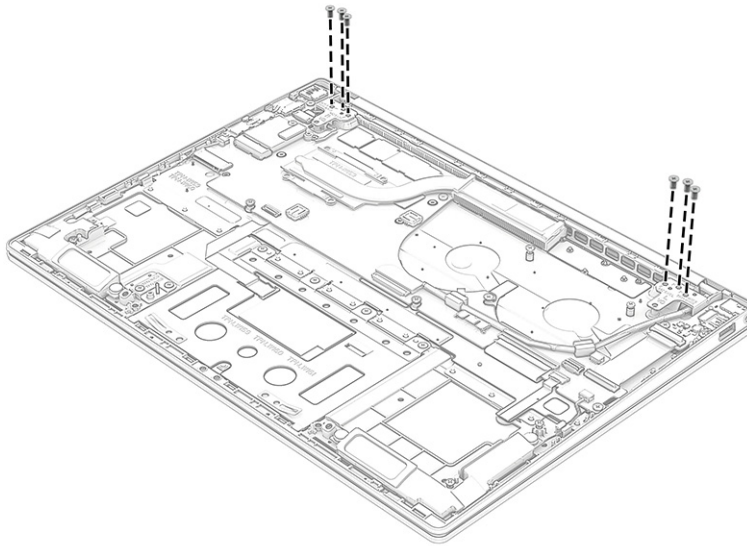
Remove the display assembly:

1. Disconnect the camera cable **(1)** from the system board ZIF connector.
2. Disconnect the WLAN antenna cables **(2)** from the terminals on the WLAN module.
3. Release the display cable from the retention clips **(3)**.

4. Disconnect the display cable from the system board (4).

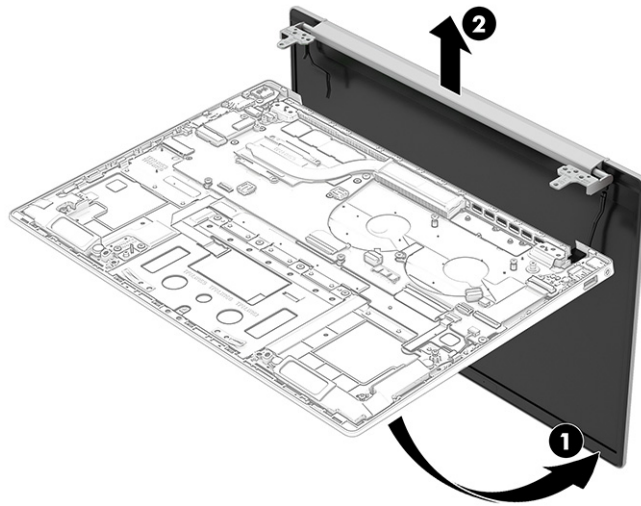


5. Remove the six Phillips M2.5 × 5.0 screws that secure the display assembly to the computer.




6. Open the display (1) to open the hinges.

7. Separate the display (2) from the computer.



8. To remove the display bezel:

 **IMPORTANT:** To avoid damaging the bezel or display panel, when removing a display bezel:

- To avoid damaging the panel, do not use a tool to release the inside of the bezel. Use your fingers to lift up on the bezel. Avoid pressing down on the panel during removal.
- When lifting the bezel, gently detach the double-sided tape underneath it with your fingernail, making sure not to apply any force on the panel. Be sure that the tape does not pull the panel upward during removal.

- a. Release the left and right (1) edges of the bezel.
- b. Release the top (2) of the bezel.
- c. Insert and slide a tool (3) along the bottom edge of the display bezel to release it, and then remove the bezel (4).

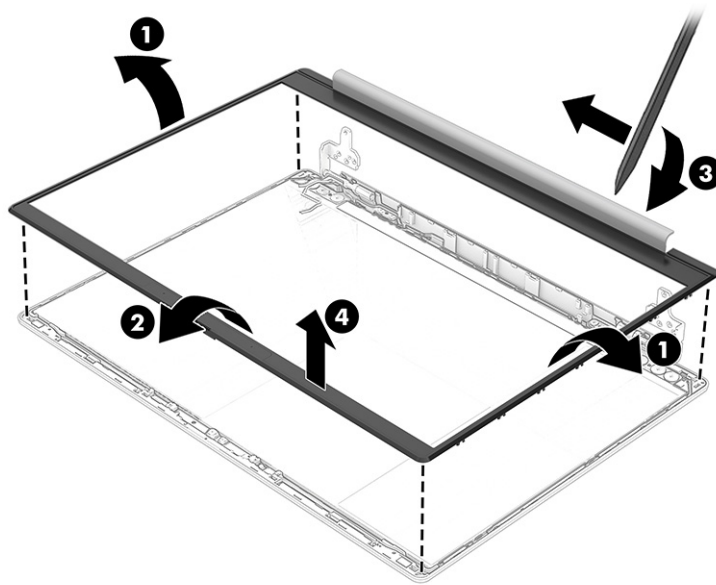
Display adhesive is available in the Adhesive Kit as spare part number N60157-001.

The bezel is available as the following spare part numbers:

N60131-001: Natural silver

N60132-001: Moonlight blue

N60133-001: Tranquil pink



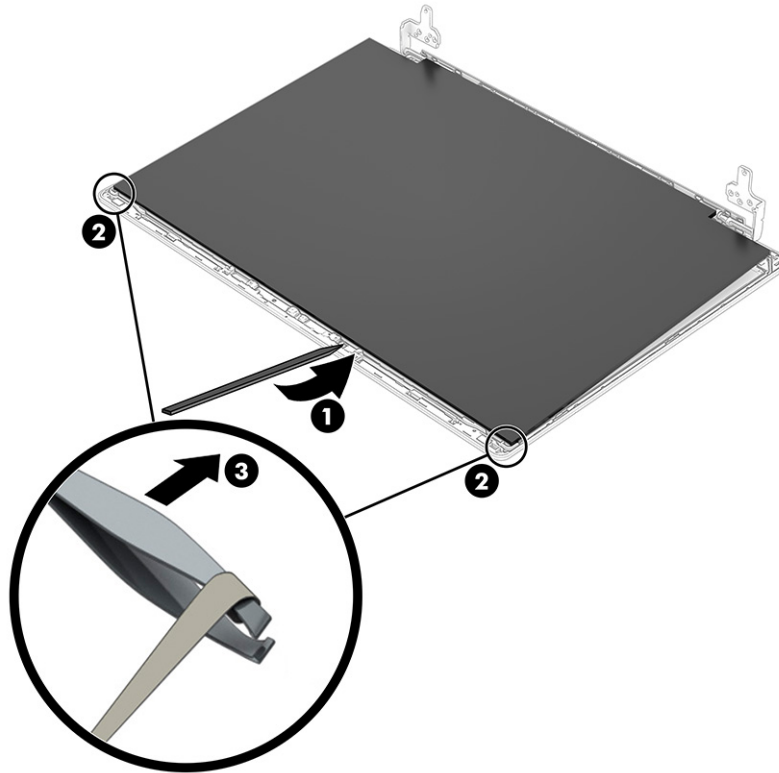
9. To remove the display panel:

The display panel is secured to the display enclosure with stretchable tape that is installed under the left and right sides of the panel.

- a. Insert a tool **(1)** under the top of the panel and release it just enough to grasp the tape that secures the panel to the cover.



- b. Use tweezers to grasp the end of the tape at the top corners of the panel (2). Using tweezers or your fingers, pull the tape out from behind the display panel (3). You must pull the tape multiple times before it is completely removed.



- c. Rotate the display panel over and place it next to the display enclosure.



**NOTE:** Pull the tape out slowly and evenly to prevent it from breaking prematurely.

Display adhesive is available as spare part number N60157-001.

Display panels are available as the following spare part numbers:

N60117-001: WUXGA

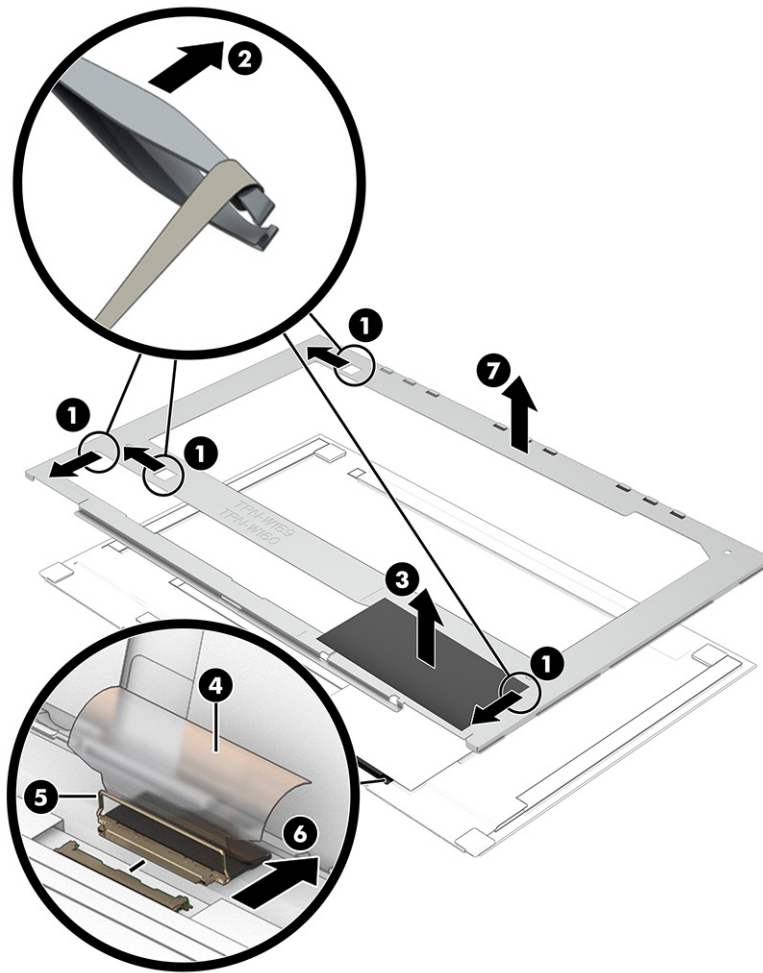
N60118-001: WQXGA

N60119-001: 2.8K, OLED

- d. (For non-OLED models, skip to substep e) The large OLED display frame is secured to the display enclosure with stretchable tape that is installed under the frame. To remove the frame, use tweezers to grasp the end of the tape (1) at each of four locations. Pull the tape out from behind the frame (2). You must pull the tape multiple times before it is completely removed.
- e. Remove the Mylar (3) that covers the cable connector on the bottom of the panel.
- f. Release the adhesive support strip (4) that secures the display panel cable connector to the display panel.
- g. Open the locking lever (5) on the connector.
- h. Disconnect the display panel cable (6) from the display panel.

- i. Remove the frame (7).

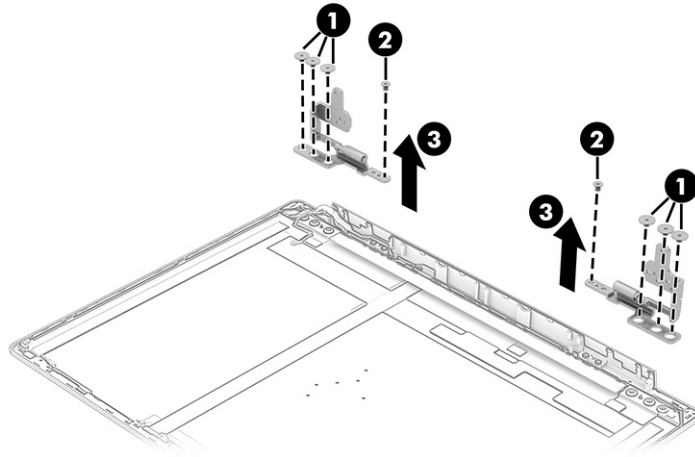
The OLED display bracket is available as spare part number N60138-001.



- 10. To remove the hinges from the display rear cover:

- a. Remove the three Phillips M2.0 × 2.5 broadhead screws (1) and Phillips M2.0 × 2.0 screw (2) from each hinge.
- b. Remove the hinges (3) from the display back cover.


The display hinges are available as spare part number N60130-001.



**11.** To remove the camera module:

- a. Disconnect the cable (1) from the module.
- b. Use a tool (2) to detach the camera module from the display back cover. The module is attached with double-sided adhesive.

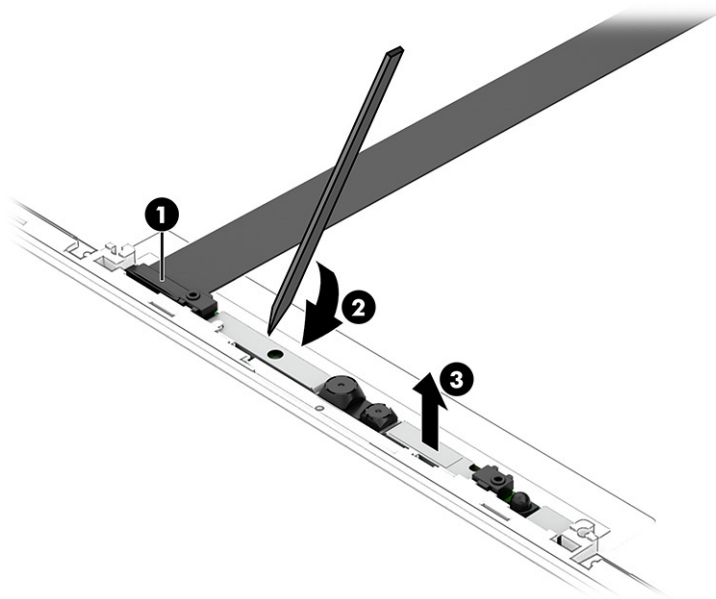
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 **NOTE:** To avoid damaging the module, insert the tool under the module and pull it along the length of the module to release it.

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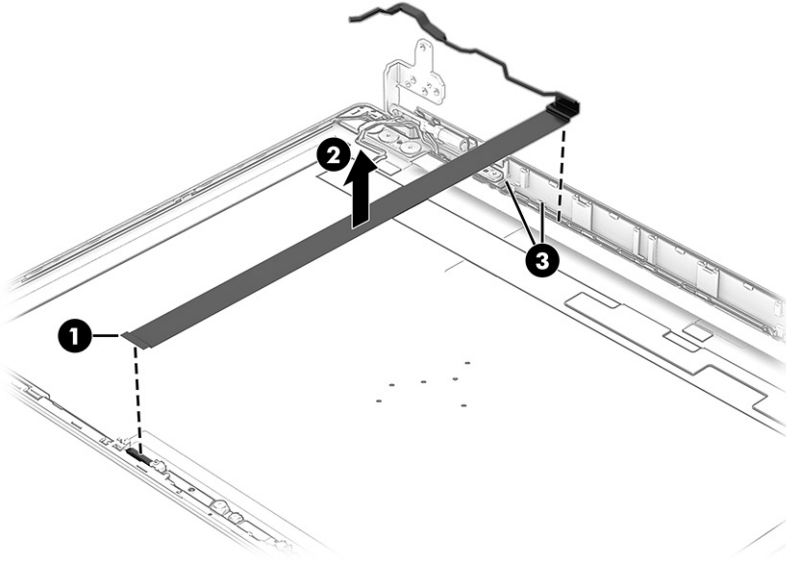
- c. Remove the module (3).

The camera module is available as spare part number N60139-001.



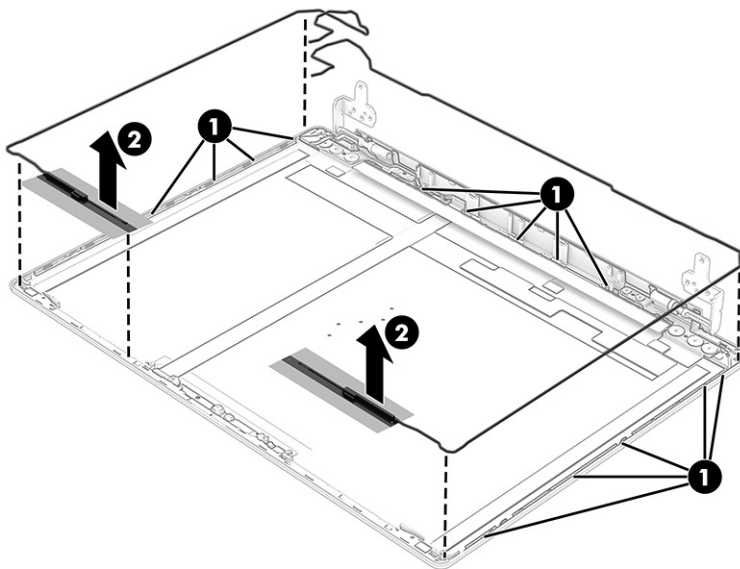
- 12.** To remove the camera cable, disconnect the cable (1) from the camera module, peel the cable off the inside of the display back cover (2), and then remove the cable from the clips (3) along the bottom of the display back cover.

The camera cable is available as spare part number N60146-001.



13. Release the wireless antenna cables from the retention clips and routing channels (1) built into the sides and bottom of the display back cover, and then peel the foil that holds the wireless antennas (2) off the display back cover.

The wireless cables and antennas are available as spare part number N60123-001.



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

## Top cover with keyboard

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

**Table 5-11 Top cover with keyboard descriptions and part numbers**

Description	Spare part number
Top cover with keyboard, moonlight blue	N60120-xx1
Top cover with keyboard, natural silver	N60121-xx1
Top cover with keyboard, tranquil pink	N60122-xx1

**Table 5-12 Spare part country codes**

For use in country or region	Spare part number	For use in country or region	Spare part number	For use in country or region	Spare part number
Latin America	-161	Japan	-291	Spain	-071
Denmark, Finland, and Norway	-DH1	The Netherlands	-DH1	Taiwan	-AB1
French Canada	-DB1	International	-B31	Thailand	-281
France	-051	Portugal	-131	United Kingdom	-031
Germany	-041	Saudi Arabia	-171	United States	-001
Italy	-061	South Korea	-AD1		

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## 6 Using Setup Utility (BIOS)

Setup Utility, or Basic Input/Output System (BIOS), controls communication between all the input and output devices on the system (such as disk drives, display, keyboard, mouse, and printer). Setup Utility (BIOS) includes settings for the types of devices installed, the startup sequence of the computer, and the amount of system and extended memory.



**NOTE:** To start Setup Utility on convertible computers, your computer must be in notebook mode and you must use the keyboard attached to your notebook.

---

### Starting Setup Utility (BIOS)

You have several ways to access the Setup Utility (BIOS).



**IMPORTANT:** Use extreme care when making changes in Setup Utility (BIOS). Errors can prevent the computer from operating properly.

---

- Turn on or restart the computer and quickly press **f10**.

- or -

Turn on or restart the computer, quickly press **esc**, and then press **f10** when the Start menu is displayed.

### Updating Setup Utility (BIOS)

Updated versions of Setup Utility (BIOS) might be available on the HP website. Most BIOS updates on the HP website are packaged in compressed files called *SoftPags*. Some download packages contain a file named *Readme.txt*, which contains information regarding installing and troubleshooting the file.

### Determining the BIOS version

To decide whether you need to update Setup Utility (BIOS), first determine the BIOS version on your computer.

To reveal the BIOS version information (also known as *ROM date* and *System BIOS*), use one of these options.

- HP Support Assistant
  1. Select the **Search** icon in the taskbar, type `support` in the search box, and then select the **HP Support Assistant** app.

- or -

Select the question mark icon in the taskbar.

  2. Under **My notebook**, select **Specifications**.
- Setup Utility (BIOS)
  1. Start Setup Utility (BIOS) (see [Starting Setup Utility \(BIOS\) on page 56](#)).


2. Select **Main**, and then make note of the BIOS version.
  3. Select **Exit**, select one of the options, and then follow the on-screen instructions.
- In Windows, press **ctrl+alt+s**.

To check for later BIOS versions, see [Preparing for a BIOS update on page 57](#).


## Preparing for a BIOS update

Be sure to follow all prerequisites before downloading and installing a BIOS update.

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 **IMPORTANT:** To reduce the risk of damage to the computer or an unsuccessful installation, download and install a BIOS update only when the computer is connected to reliable external power using the AC adapter. Do not download or install a BIOS update while the computer is running on battery power, docked in an optional docking device, or connected to an optional power source. During the download and installation, follow these instructions:

- Do not disconnect power from the computer by unplugging the power cord from the AC outlet.
- Do not shut down the computer or initiate Sleep.
- Do not insert, remove, connect, or disconnect any device, cable, or cord.

 **NOTE:** If your computer is connected to a network, consult the network administrator before installing any software updates, especially system BIOS updates.

---

## Downloading a BIOS update

After you review the prerequisites, you can check for and download BIOS updates.

1. Select the **Search** icon in the taskbar, type `support` in the search box, and then select the **HP Support Assistant** app.  
  
- or -  
Select the question mark icon in the taskbar.
2. Select **Updates**. The **Checking for Updates** window opens, and Windows checks for updates.
3. Follow the on-screen instructions.
4. At the download area, follow these steps:
  - a. Identify the most recent BIOS update and compare it to the BIOS version currently installed on your computer. If the update is more recent than your BIOS version, make a note of the date, name, or other identifier. You might need this information to locate the update later, after it has been downloaded to your hard drive.
  - b. Follow the on-screen instructions to download your selection to the hard drive.

Make a note of the path to the location on your hard drive where the BIOS update is downloaded. You will need to access this path when you are ready to install the update.

## Installing a BIOS update

BIOS installation procedures vary. Follow any instructions that appear on the screen after the download is complete. If no instructions appear, follow these steps.

1. Select the **Search** icon in the taskbar, type `file` in the search box, and then select **File Explorer**.

2. Select your hard drive designation. The hard drive designation is typically Local Disk (C:).
3. Using the hard drive path you recorded earlier, open the folder that contains the update.
4. Double-click the file that has an .exe extension (for example, *filename.exe*).

The BIOS installation begins.

5. Complete the installation by following the on-screen instructions.



**NOTE:** After a message on the screen reports a successful installation, you can delete the downloaded file from your hard drive.

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---

## 7 Backing up, restoring, and recovering

You can use Windows tools or HP software to back up your information, create a restore point, reset your computer, create recovery media, or restore your computer to its factory state. Performing these standard procedures can return your computer to a working state faster.

---

 **IMPORTANT:** If you are performing recovery procedures on a tablet, the tablet battery must be at least 70% charged before you start the recovery process.

 **IMPORTANT:** For a tablet with a detachable keyboard, connect the tablet to the keyboard base before beginning any recovery process.

---


### Backing up information and creating recovery media

These methods of creating recovery media and backups are available on select products only.

#### Using Windows tools for backing up

HP recommends that you back up your information immediately after initial setup. You can do this task either using Windows Backup locally with an external USB flash drive or using online tools.

---

 **NOTE:** If computer storage is 32 GB or less, Microsoft® System Restore is disabled by default.

---


#### Using the HP Cloud Recovery Download Tool to create recovery media (select products only)


You can use the HP Cloud Recovery Download Tool to create HP Recovery media on a bootable USB flash drive.

For details:

- Go to <http://www.hp.com>, search for HP Cloud Recovery, and then select the result that matches the type of computer that you have.

---

 **NOTE:** If you cannot create recovery media yourself, contact support to obtain recovery discs. Go to <http://www.hp.com/support>, select your country or region, and then follow the on-screen instructions.

 **IMPORTANT:** HP recommends that you follow the [Restoring and recovery methods on page 60](#) to restore your computer before you obtain and use the HP recovery discs. Using a recent backup can return your machine to a working state sooner than using the HP recovery discs. After the system is restored, reinstalling all the operating system software released since your initial purchase can be a lengthy process.

---

### Restoring and recovering your system

You have several tools available to recover your system both within and outside of Windows if the desktop cannot load.

HP recommends that you attempt to restore your system using the [Restoring and recovery methods on page 60](#).

## Creating a system restore

System Restore is available in Windows. The System Restore software can automatically or manually create restore points, or snapshots, of the system files and settings on the computer at a particular point.

When you use System Restore, it returns your computer to its state at the time you made the restore point. Your personal files and documents should not be affected.

## Restoring and recovery methods

After you run the first method, test to see whether the issue still exists before you proceed to the next method, which might now be unnecessary.

1. Run a Microsoft System Restore.
2. Run Reset this PC.



---

**NOTE:** The options **Remove everything** and then **Fully clean the drive** can take several hours to complete and leave no information on your computer. It is the safest way to reset your computer before you recycle it.

---

3. Recover using HP Recovery media. For more information, see [Recovering using HP Recovery media on page 60](#).

For more information about the first two methods, see the Get Help app:

- Select the **Start** button, select **All apps**, select the **Get Help** app, and then enter the task you want to perform.



---

**NOTE:** You must be connected to the internet to access the Get Help app.

---

## Recovering using HP Recovery media

You can use HP Recovery media to recover the operating system and drivers that were installed at the factory. On select products, you can create recovery media on a bootable USB flash drive using the HP Cloud Recovery Download Tool.

For details, see [Using the HP Cloud Recovery Download Tool to create recovery media \(select products only\) on page 59](#).



---

**NOTE:** If you cannot create recovery media yourself, contact support to obtain recovery discs. Go to <http://www.hp.com/support>, select your country or region, and then follow the on-screen instructions.

---

To recover your system:

- Insert the HP Recovery media, and then restart the computer.



---


**NOTE:** HP recommends that you follow the [Restoring and recovery methods on page 60](#) to restore your computer before you obtain and use the HP recovery discs. Using a recent backup can return your machine to a working state sooner than using the HP recovery discs. After the system is restored, reinstalling all the operating system software released since your initial purchase can be a lengthy process.

---

## Changing the computer boot order

If your computer does not restart using the HP Recovery media, you can change the computer boot order, which is the order of devices listed in BIOS for startup information. You can select an optical drive or a USB flash drive, depending on the location of your HP Recovery media.

---

 **IMPORTANT:** For a tablet with a detachable keyboard, connect the tablet to the keyboard base before beginning these steps.

---

To change the boot order:

1. Insert the HP Recovery media.
2. Access the system **Startup** menu.
  - For computers or tablets with keyboards attached, turn on or restart the computer or tablet, quickly press **esc**, and then press **f9** for boot options.
  - For tablets without keyboards, turn on or restart the tablet, quickly press and hold the volume up button, and then select **f9**.

– or –

Turn on or restart the tablet, quickly press and hold the volume down button, and then select **f9**.
3. Select the optical drive or USB flash drive from which you want to boot, and then follow the on-screen instructions.

## Using HP Sure Recover (select products only)

Select computer models are configured with HP Sure Recover, a PC operating system (OS) recovery solution built into the hardware and software. HP Sure Recover can fully restore the HP OS image without installed recovery software.

Using HP Sure Recover, an administrator or user can restore the system and install:

- Latest version of the operating system
- Platform-specific device drivers
- Software applications, in the case of a custom image

To access the latest documentation for HP Sure Recover, go to <http://www.hp.com/support>. Follow the on-screen instructions to find your product and locate your documentation.

---

## 8 Using HP PC Hardware Diagnostics

You can use the HP PC Hardware Diagnostics utility to determine whether your computer hardware is running properly. The three versions are HP PC Hardware Diagnostics Windows, HP PC Hardware Diagnostics UEFI (Unified Extensible Firmware Interface), and (for select products only) Remote HP PC Hardware Diagnostics UEFI, a firmware feature.

### Using HP PC Hardware Diagnostics Windows (select products only)

HP PC Hardware Diagnostics Windows is a Windows-based utility that allows you to run diagnostic tests to determine whether the computer hardware is functioning properly. The tool runs within the Windows operating system to diagnose hardware failures.

If HP PC Hardware Diagnostics Windows is not installed on your computer, you must download and install it. To download HP PC Hardware Diagnostics Windows, see [Downloading HP PC Hardware Diagnostics Windows on page 63](#).

### Using an HP PC Hardware Diagnostics Windows hardware failure ID code

When HP PC Hardware Diagnostics Windows detects a failure that requires hardware replacement, a 24-digit failure ID code is generated for select component tests. For interactive tests, such as keyboard, mouse, or audio and video palette, you must perform troubleshooting steps before you can receive a failure ID.

- You have several options after you receive a failure ID:
  - Select **Next** to open the Event Automation Service (EAS) page, where you can log the case.
  - Scan the QR code with your mobile device, which takes you to the EAS page, where you can log the case.
  - Select the box next to the 24-digit failure ID to copy your failure code and send it to support.

### Accessing HP PC Hardware Diagnostics Windows

After HP PC Hardware Diagnostics Windows is installed, you can access it from HP Support Assistant or the Start menu.


#### Accessing HP PC Hardware Diagnostics Windows from HP Support Assistant

After HP PC Hardware Diagnostics Windows is installed, follow these steps to access it from HP Support Assistant:

1. Complete one of the following tasks:
  - Select the **Search** icon in the taskbar, type `support` in the search box, and then select the **HP Support Assistant** app.
  - Select the question mark icon in the taskbar.
2. Select **Fixes & Diagnostics**.

3. Select **Run hardware diagnostics**, and then select **Launch**.
4. When the tool opens, select the type of diagnostic test that you want to run, and then follow the on-screen instructions.

---

 **NOTE:** To stop a diagnostic test, select **Cancel**.


---

## Accessing HP PC Hardware Diagnostics Windows from the Start menu (select products only)

After HP PC Hardware Diagnostics Windows is installed, follow these steps to access it from the Start menu:

1. Select the **Start** button, and then select **All apps**.
2. Select **HP PC Hardware Diagnostics Windows**.
3. When the tool opens, select the type of diagnostic test that you want to run, and then follow the on-screen instructions.

---

 **NOTE:** To stop a diagnostic test, select **Cancel**.

---

## Downloading HP PC Hardware Diagnostics Windows

The HP PC Hardware Diagnostics Windows downloading instructions are provided in English only. You must use a Windows computer to download this tool because only .exe files are provided.

### Downloading the latest HP PC Hardware Diagnostics Windows version from HP

To download HP PC Hardware Diagnostics Windows from HP, follow these steps:

1. Go to <http://www.hp.com/go/techcenter/pcdiags>. The HP PC Diagnostics home page is displayed.
2. Select **Download HP Diagnostics Windows**, and then select the specific Windows diagnostics version to download to your computer or a USB flash drive.

The tool downloads to the selected location.

### Downloading the HP PC Hardware Diagnostics Windows from the Microsoft Store

You can download the HP PC Hardware Diagnostics Windows from the Microsoft Store:


1. Select the Microsoft Store app on your desktop or select the **Search** icon in the taskbar, and then type `Microsoft Store` in the search box.
2. Type `HP PC Hardware Diagnostics Windows` in the **Microsoft Store** search box.
3. Follow the on-screen directions.

The tool downloads to the selected location.

### Downloading HP Hardware Diagnostics Windows by product name or number (select products only)

You can download HP PC Hardware Diagnostics Windows by product name or number.

---

 **NOTE:** For some products, you might have to download the software to a USB flash drive by using the product name or number.

---

1. Go to <http://www.hp.com/support>.
2. Select **Software and Drivers**, select your type of product, and then enter the product name or number in the search box that is displayed.
3. In the **Diagnostics** section, select **Download**, and then follow the on-screen instructions to select the specific Windows diagnostics version to be downloaded to your computer or USB flash drive.

The tool downloads to the selected location.

## Installing HP PC Hardware Diagnostics Windows

To install HP PC Hardware Diagnostics Windows, navigate to the folder on your computer or the USB flash drive where the .exe file downloaded, double-click the .exe file, and then follow the on-screen instructions.

## Using HP PC Hardware Diagnostics UEFI

HP PC Hardware Diagnostics Unified Extensible Firmware Interface (UEFI) allows you to run diagnostic tests to determine whether the computer hardware is functioning properly. The tool runs outside the operating system so that it can isolate hardware failures from issues that are caused by the operating system or other software components.



**NOTE:** For some products, you must use a Windows computer and a USB flash drive to download and create the HP UEFI support environment because only .exe files are provided. For more information, see [Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive on page 65](#).

If your PC does not start in Windows, you can use HP PC Hardware Diagnostics UEFI to diagnose hardware issues.

## Using an HP PC Hardware Diagnostics UEFI hardware failure ID code

When HP PC Hardware Diagnostics UEFI detects a failure that requires hardware replacement, a 24-digit failure ID code is generated.

For assistance in solving the problem, complete one of these tasks:

- Select **Contact HP**, accept the HP privacy disclaimer, and then use a mobile device to scan the failure ID code that appears on the next screen. The HP Customer Support - Service Center page appears with your failure ID and product number automatically filled in. Follow the on-screen instructions.
- Contact support, and provide the failure ID code.

## Starting HP PC Hardware Diagnostics UEFI

To start HP PC Hardware Diagnostics UEFI, follow this procedure.

1. Turn on or restart the computer, and quickly press **esc**.
2. Press **f2**.

The BIOS searches three places for the diagnostic tools, in the following order:

- a. Connected USB flash drive



---

**NOTE:** To download the HP PC Hardware Diagnostics UEFI tool to a USB flash drive, see [Downloading the latest HP PC Hardware Diagnostics UEFI version on page 66](#).

---

- b. Hard drive
  - c. BIOS
3. When the diagnostic tool opens, select the type of diagnostic test that you want to run, and then follow the on-screen instructions.

## Starting HP PC Hardware Diagnostics UEFI through HP Hotkey Support software (select products only)

This section describes how to start HP PC Hardware Diagnostics UEFI through HP Hotkey Support software.



---

**NOTE:** You must disable fast boot to access HP PC Hardware Diagnostics UEFI from the HP System Information application.

To disable fast boot:

1. Turn on or restart the computer, and when the HP logo appears, press **f10** to enter Computer Setup.
2. Select **Advanced**, and then select **Boot Options**.
3. Clear **Fast Boot**.
4. Select **Save Changes and Exit**, and then select **Yes**.

---

To start HP PC Hardware Diagnostics UEFI through HP Hotkey Support software, follow this procedure.:

1. From the **Start** menu, open the HP System Information Application or press **fn+esc**.
2. In HP System Information screen, select **Run System Diagnostics**, select **Yes** to run the application, and then select **Restart**.



---

**IMPORTANT:** To prevent loss of data, save your work in all open apps before restarting your computer.



---

**NOTE:** When the restart is complete, the computer opens the HP PC Hardware Diagnostics UEFI Application. Proceed with the troubleshooting tests.

---

## Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive

Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive can be useful in some situations.

- HP PC Hardware Diagnostics UEFI is not included in the preinstallation image.
- HP PC Hardware Diagnostics UEFI is not included in the HP Tool partition.
- The hard drive is damaged.



---

**NOTE:** The HP PC Hardware Diagnostics UEFI downloading instructions are provided in English only, and you must use a Windows computer to download and create the HP UEFI support environment because only .exe files are provided.

---

## Downloading the latest HP PC Hardware Diagnostics UEFI version

To download the latest HP PC Hardware Diagnostics UEFI version to a USB flash drive, follow this procedure:

1. Go to <http://www.hp.com/go/techcenter/pcdiags>. The HP PC Diagnostics home page is displayed.
2. Select **Download HP Diagnostics UEFI**, and then select **Run**.

## Downloading HP PC Hardware Diagnostics UEFI by product name or number (select products only)

You can download HP PC Hardware Diagnostics UEFI by product name or number (select products only) to a USB flash drive.



---

**NOTE:** For some products, you might have to download the software to a USB flash drive by using the product name or number.

---

1. Go to <http://www.hp.com/support>.
2. Enter the product name or number, select your computer, and then select your operating system.
3. In the **Diagnostics** section, follow the on-screen instructions to select and download the specific UEFI Diagnostics version for your computer.

## Using Remote HP PC Hardware Diagnostics UEFI settings (select products only)

Remote HP PC Hardware Diagnostics UEFI is a firmware (BIOS) feature that downloads HP PC Hardware Diagnostics UEFI to your computer. It can then run the diagnostics on your computer, and it might upload results to a preconfigured server.

For more information about Remote HP PC Hardware Diagnostics UEFI, go to <http://www.hp.com/go/techcenter/pcdiags>, and then select **Find out more**.

## Downloading Remote HP PC Hardware Diagnostics UEFI

Remote HP PC Hardware Diagnostics UEFI is also available as a SoftPaq that you can download to a server.

## Downloading the latest Remote HP PC Hardware Diagnostics UEFI version

You can download the latest Remote HP PC Hardware Diagnostics UEFI version to a USB flash drive.

1. Go to <http://www.hp.com/go/techcenter/pcdiags>. The HP PC Diagnostics home page is displayed.
2. Select **Download Remote Diagnostics**, and then select **Run**.

## Downloading Remote HP PC Hardware Diagnostics UEFI by product name or number

You can download Remote HP PC Hardware Diagnostics UEFI by product name or number.



---

**NOTE:** For some products, you might have to download the software by using the product name or number.

---

1. Go to <http://www.hp.com/support>.



2. Select **Software and Drivers**, select your type of product, enter the product name or number in the search box that is displayed, select your computer, and then select your operating system.
3. In the **Diagnostics** section, follow the on-screen instructions to select and download the **Remote UEFI** version for the product.

## Customizing Remote HP PC Hardware Diagnostics UEFI settings

Using the Remote HP PC Hardware Diagnostics setting in Computer Setup (BIOS), you can perform several customizations.

- Set a schedule for running diagnostics unattended. You can also start diagnostics immediately in interactive mode by selecting **Execute Remote HP PC Hardware Diagnostics UEFI**.
- Set the location for downloading the diagnostic tools. This feature provides access to the tools from the HP website or from a server that has been preconfigured for use. Your computer does not require the traditional local storage, such as a hard drive or USB flash drive, to run remote diagnostics.
- Set a location for storing the test results. You can also set the user name and password that you use for uploads.
- Display status information about the diagnostics run previously.

To customize Remote HP PC Hardware Diagnostics UEFI settings, follow these steps:

1. Turn on or restart the computer, and when the HP logo appears, press **f10** to enter Computer Setup.
2. Select **Advanced**, and then select **Settings**.
3. Make your customization selections.
4. Select **Main**, then select **Save Changes and Exit** to save your settings.

Your changes take effect when the computer restarts.

# 9 Specifications

This chapter provides specifications for your computer system.

## Computer specifications

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

**Table 9-1** Computer specifications

	Metric	U.S.
<b>Dimensions</b>		
Width	314.0 mm	12.4 in
Depth	227.0 mm	8.9 in
Height (rear)	18.9 mm	0.7 in
Height (front)	17.5 mm	0.7 in
<b>Weight</b> (68 Whr battery models)		
OLED models	1449 g	3.19 lb
Non-OLED models (68 W)	1520 g	3.35 lb
Non-OLED models (51 W)	1470 g	3.24 lb
<b>Input power</b>		
Operating voltage and current	19.5 V DC @ 3.33 A - 65 W	
<b>Temperature</b>		
Operating	5°C to 35°C	41°F to 95°F
Nonoperating	-20°C to 60°C	-4°F to 140°F
<b>Relative humidity</b> (noncondensing)		
Operating	10% to 90%	
Nonoperating	5% to 95%	
<b>Maximum altitude</b> (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
<b>NOTE:</b> Applicable product safety standards specify thermal limits for plastic surfaces. The device operates well within this range of temperatures.		

## Display specifications

This section provides specifications for your display.

**Table 9-2 Display specifications**

	<b>Metric</b>	<b>U.S.</b>
Active diagonal size	<b>35.6 cm</b>	14.0 in
Resolution	1920 × 1200 (WUXGA) 2560 × 1600 (WQXGA) 2880 × 1800 (2.8K)	
Surface treatment	Antiglare (WUXGA, WQXGA) BrightView (2.8K)	
Brightness	400 nits (2.8K) 300 nits (WUXGA, WQXGA)	
Viewing angle	UWVA	
Backlight	OLED (2.8K) LCD (WUXGA, WQXGA)	
Display panel interface	eDP	

# 10 Power cord set requirements

This chapter provides power cord requirements for countries and regions.

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

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

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

## Requirements for all countries

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

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

## Requirements for specific countries and regions

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

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

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

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

Country/region	Accredited agency	Applicable note number
Germany	VDE	1
India	BIS	1
Israel	SII	1
Italy	IMQ	1
Japan	JIS	3
Netherlands	KEMA	1
New Zealand	SANZ	1
Norway	NEMKO	1
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 mm<sup>2</sup> 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 mm<sup>2</sup> or 1.25 mm<sup>2</sup> 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 mm<sup>2</sup> 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 mm<sup>2</sup> 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 mm<sup>2</sup> 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 mm<sup>2</sup> or 1.00 mm<sup>2</sup> conductor size, with plug BS 1363/A with BSI or ASTA marks.

---

# 11 Recycling

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

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

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