

Disassembly and repairs

Display P2711 TE QHD

Display P2711 TS QHD

Display P2711 TS CAM

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Category	Disassembly and repairs

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Disassembly and Repair



We recommend printing out the relevant sections of this chapter prior to installation as the device for installing/removing hardware components needs to be switched off.

In order to repair the display, please follow the disassembly instructions to remove the defect part, replace it with spare part, then follow the instructions in reverse order.

If you have received any further documents with your device, you should read these through carefully.

Please note the following instructions before installing/removing system components:



- The device must be switched off when installing/removing components and it must not be in power-saving mode.
- Disconnect the mains plug before opening the device.
- After unplugging the mains plug, discharge the remaining voltage by pressing the activation button.
- Remove all externally connected cables.
- Take care not to flex foil cable or any cables when installing/removing components.
- Please ensure that the installed components that might heat up intensely during operation do not exceed the permitted operating temperature.

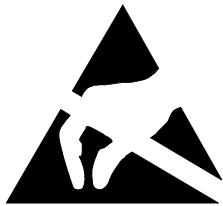
Information on the installation and removal of components

Please pay attention to the locking mechanism (indentations and centring flex foil cables) when installing hardware components.

Note that some components on the mainboard may be very hot if the device was in use shortly before the case was removed.

Utmost care is required during installation and removal to avoid damaging components.

Never use items with sharp edges (screwdrivers) to lever them out.



Parts with Electrostatic Sensitive Devices (ESD) can be identified by a corresponding label.
When dealing with boards with ESDs, the following points must always be observed:

- Always ensure there is a static discharge (e.g. by touching a grounded object) prior to commencing with the work.
- The devices and tools being used must not be statically charged.
- Only touch the components along the edges or on the areas marked in green (contact points).
- Contacts and electronic components must not touch when handling components equipped with ESD protection.

Tools



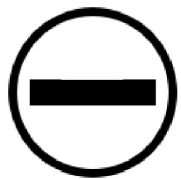
Screwdriver: Pozidriv PZ 2



Screwdriver: Phillips PH 1

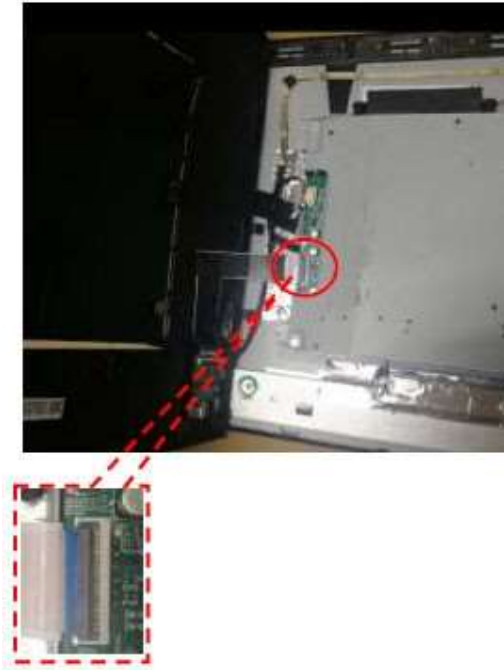


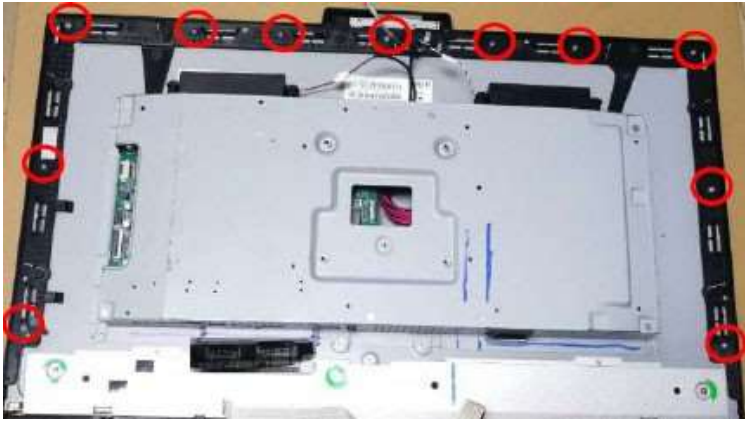
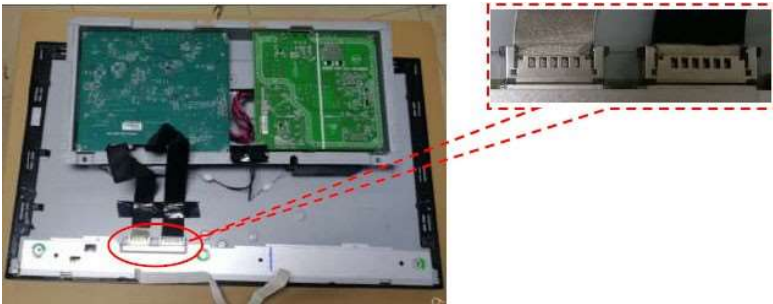
Hexagon Screwdriver size 5

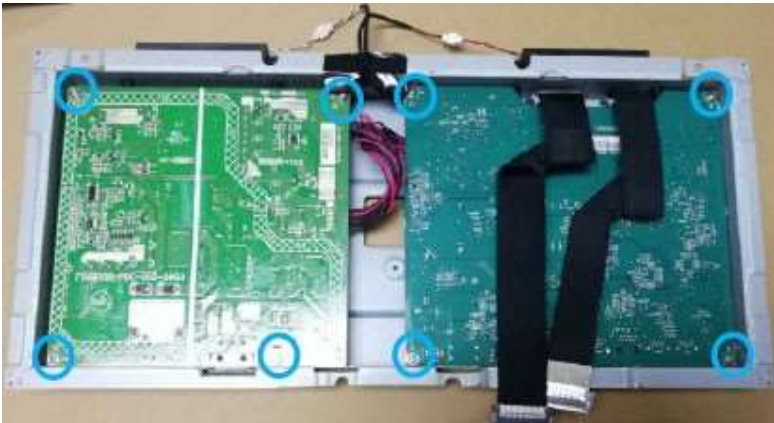
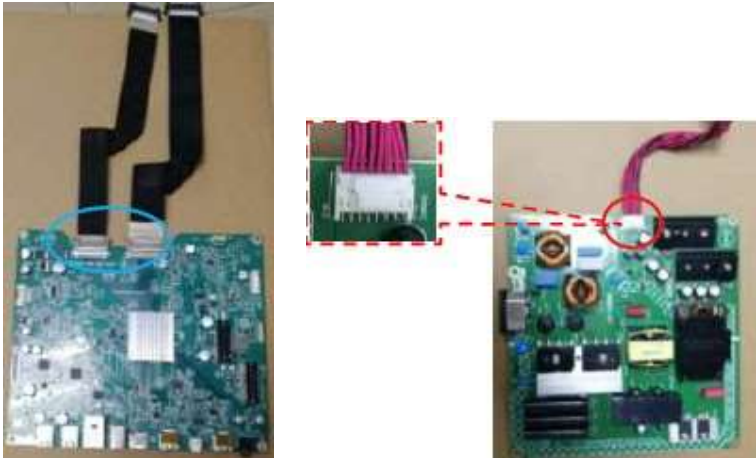
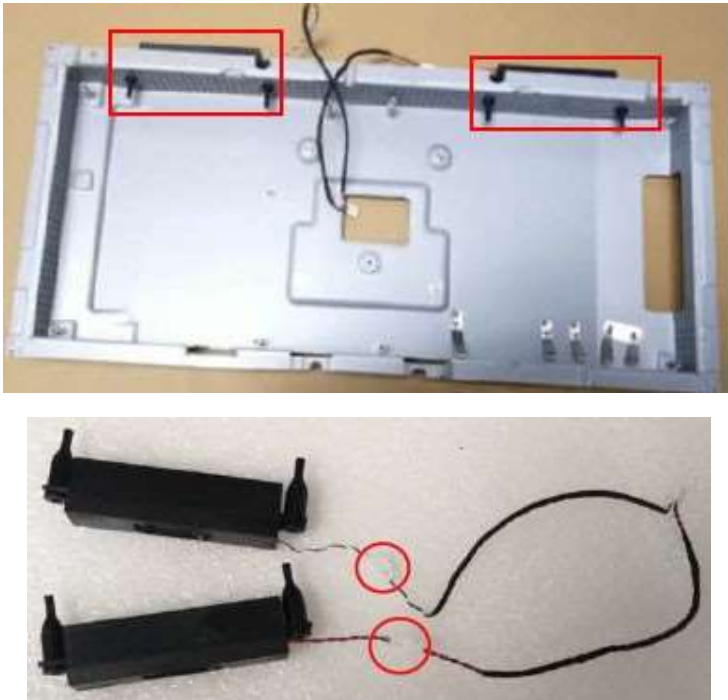


Flat Head Screwdriver

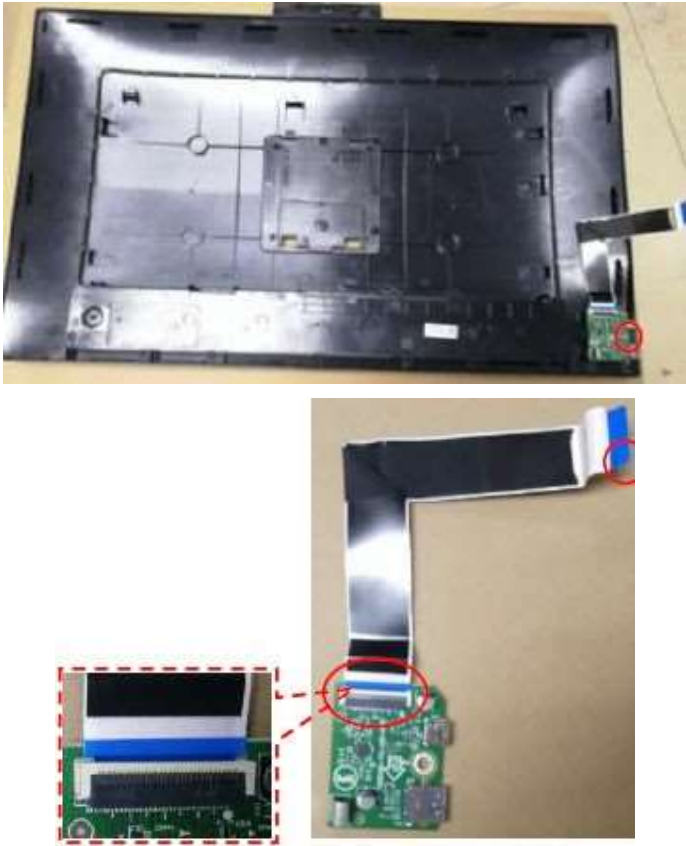
Disassembly

Step	Figure	Description
Remove the Stand Base Ass'y.		Remove the screws to remove the stand base assy.
Remove the rear cover		Remove the rear cover
Disconnect the flex foil cable.		Disconnect the flex foil cable to remove the rear cover.

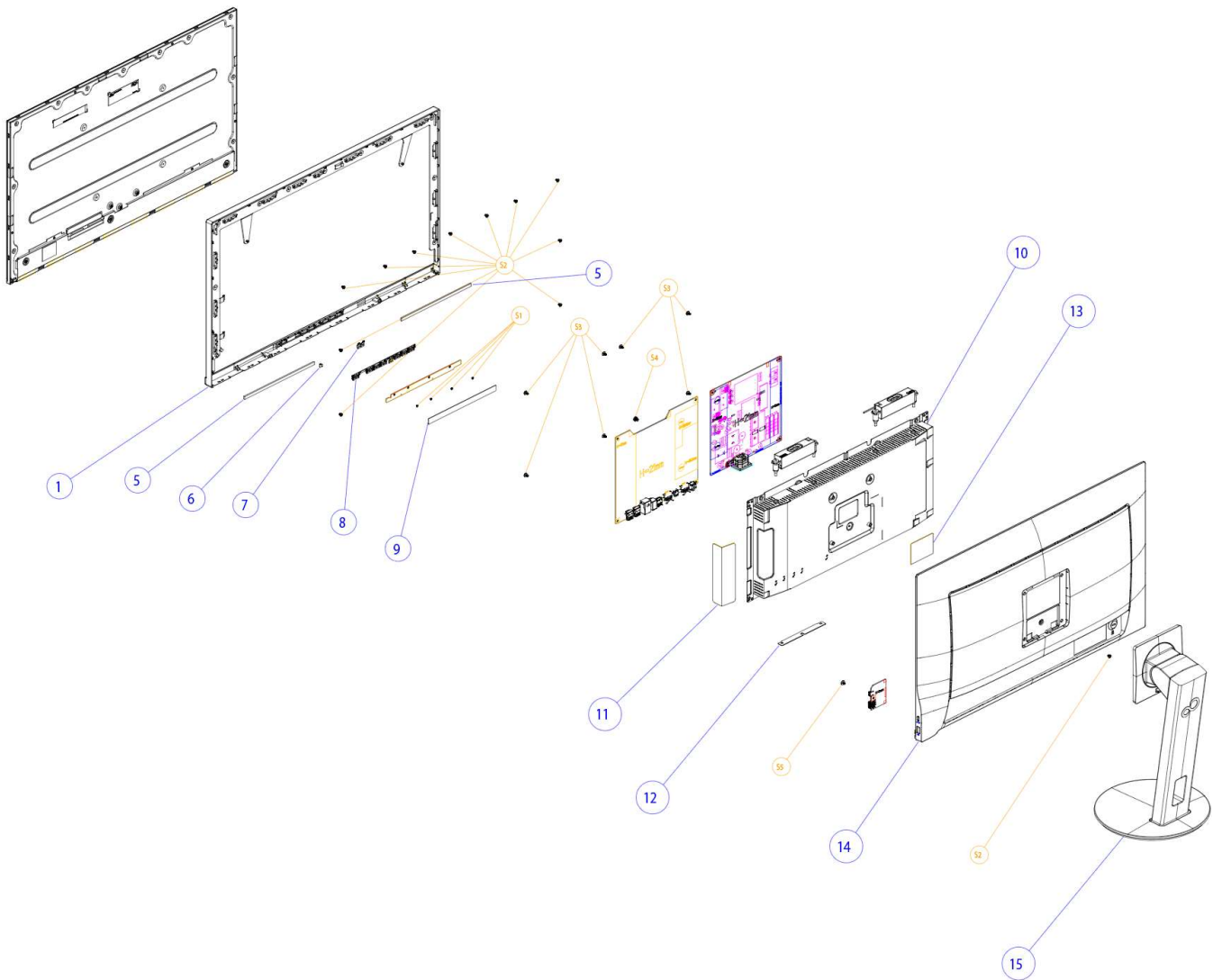
Remove the tapes and the flex foil cable		Remove the tapes and the flex foil cable
Remove the screws to remove the middle frame and the panel		Remove the screws to remove the middle frame and the panel
Take off the tape and disconnect the flex foil cable		Take off the tape and disconnect the flex foil cable

Remove the main board and power board		Remove the screws to remove the main board and power board
Remove the connectors		Remove the connect flex foil cables
Remove the speakers		Remove the speakers

The panel		The panel
The WEBCAM	 	Remove the screws to remove the WEBCAM
The key board	    	Remove the screws to remove the key board

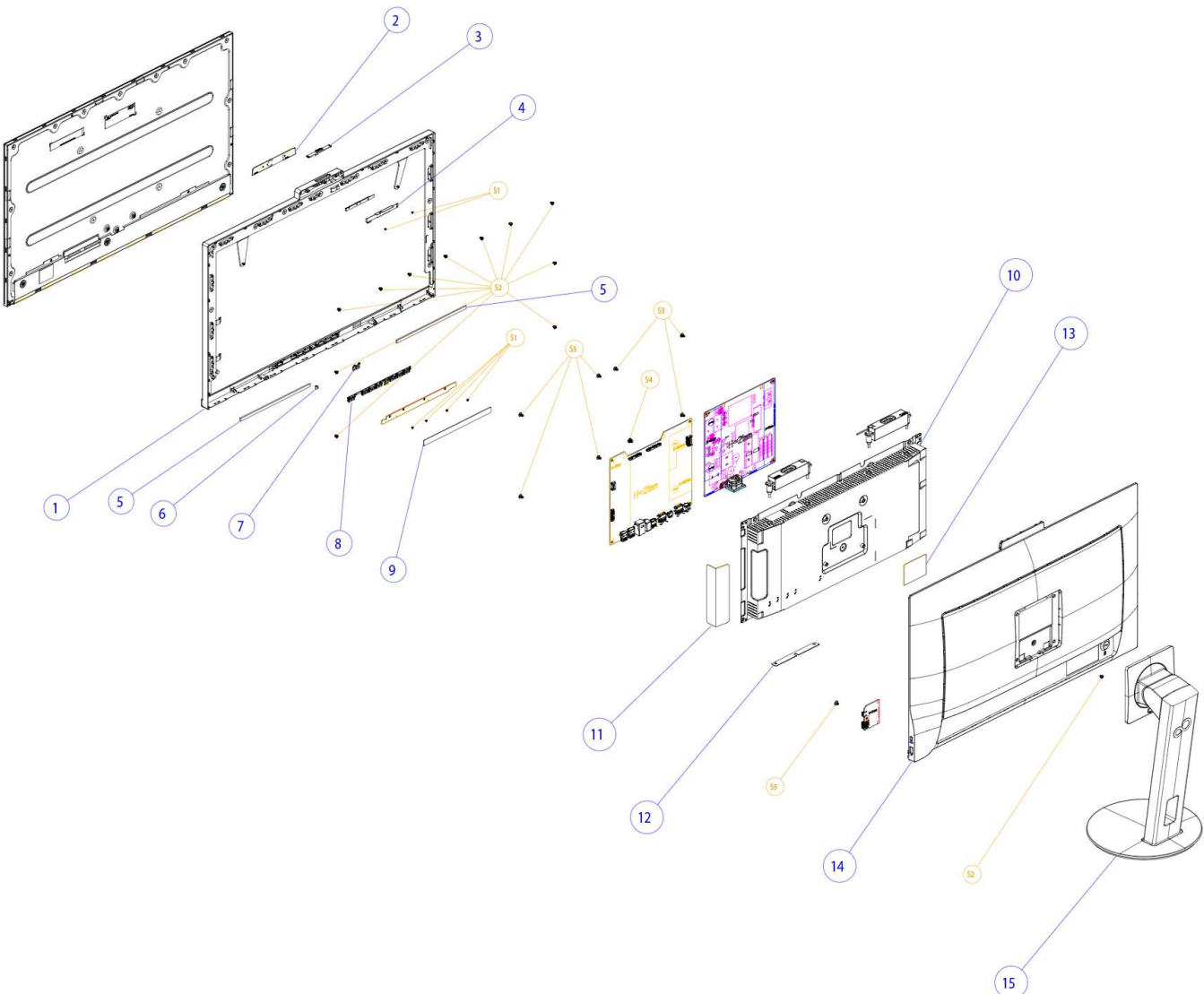
The middle frame		The middle frame
The USB board		Remove the screw to remove the USB board.
The Rear Cover		The Rear Cover

P2711 TE/TS QHD/CAM Monitor Exploded Drawing



No	Location	Description	PN	Qty.	No	Location	Description	PN	Qty.
1	ME001	Middle_Frame	Q34GA70801101A	1	11	ME011	MYLAR_MF_USB		1
2	ME002	COVER_WEBCAM	Q35G104601101A	0	12	ME012	MYLAR_MF_LVDS		1
3	ME003	COVER_SWITCH	Q33G230001101A	0	13	ME013	MYLAR_MF_KEY		1
4	ME004	BKT_IR	Q15G540701101A	0	14	ME014	REAR_COVER	Q34GA70901101A	1
5	ME005	SPONGE		2	15	ME015	STAND		1
6	ME006	LENS_POWER	Q33G229801101A	1	S1	MES01	Q2X2	Q01G6019-1	4
7	ME007	LENS_FUNCTION	Q33G229901101A	1	S2	MES02	M3X4	0M1G3030-4-120	12
8	ME008	KEY	Q33G229701101A	1	S3	MES03	M3X6	0D1G1030-6-120	7
9	ME009	MYLAR_KEY		1	S4	MES04	M4X6	QM1G38400601200ARA	1
10	ME010	MAINFRAME	Q15G540601101A	1	S5	MES05	Q3X5	0Q1G2030-5-120	1

P2711 TS CAM Monitor Exploded Drawing



No	Location	Description	PN	Qty.	No	Location	Description	PN	Qty.
1	ME001	Middle_Frame	Q34GA70801101A	1	11	ME011	MYLAR_MF_USB		1
2	ME002	COVER_WEBCAM	Q35G104601101A	1	12	ME012	MYLAR_MF_LVDS		1
3	ME003	COVER_SWITCH	Q33G230001101A	1	13	ME013	MYLAR_MF_KEY		1
4	ME004	BKT_IR	Q15GS40701101A	1	14	ME014	REAR_COVER	Q34GA70901101A	1
5	ME005	SPONGE		2	15	ME015	STAND		1
6	ME006	LENS_POWER	Q33G229801101A	1	S1	MES01	Q2X2	Q01G6019-1	6
7	ME007	LENS_FUNCTION	Q33G229901101A	1	S2	MES02	M3X4	0M1G3030-4-120	12
8	ME008	KEY	Q33G229701101A	1	S3	MES03	M3X6	0D1G1030-6-120	7
9	ME009	MYLAR_KEY		1	S4	MES04	M4X6	QM1G38400601200ARA	1
10	ME010	MAINFRAME	Q15GS40601101A	1	S5	MES05	Q3X5	0Q1G2030-5-120	1

Replaceable Components and Services

Spare parts						
Pos.	Spare part	Material number	Parts that can be replaced by customer	Parts that can be replaced by service team	Replaceable	Repairable
1	Power supply	Obtained at service partner		x		
2	Display Panel	Obtained at service partner		x		
3	Main Board	Obtained at service partner		x		
4	DisplayPort cable	38059292	x		x	
5	USB-C to USB-C cable	38049674	x		x	
6	USB-A to USB-B cable	38045065	x		x	
7	Power cable	84003355	x		x	

Remark: Not all cables may have been supplied with your device when purchasing it. Material numbers may change after time. For actual order codes and in order to obtain spare parts please contact your local dealer or service partner.

Services and conditions	
Warranty period	3 years (depending on country)
Warranty terms & conditions	http://www.fujitsu.com/warranty
Spare parts availability	7 years after end of product life
How to obtain spare parts	https://docs.ts.fujitsu.com/dl.aspx?id=3e31d2de-d35f-4163-80ee-329dae20b6b7
Product related services – Comprehensive offerings at a glance	https://docs.ts.fujitsu.com/dl.aspx?id=aae0a6a3-5b6e-4f82-99d7-6956055e4312
Fujitsu product support hardware	https://www.fujitsu.com/emeia/products/product-support-services/hardware-maintenance
Fujitsu Troubleshooting and Support	https://support.ts.fujitsu.com/Index.asp?lng=COM

Disposal information for recycling companies

These instructions are for the complete dismantling of a Fujitsu product. All materials can thereby be disposed of according to their provision in the EC directive 2012/19/EC (Waste Electrical and Electronic Equipment (WEEE)).

Product group: Display

Materials which must be disposed of in a special manner		
Designation	Remarks	Quantity
Printed circuit boards With a surface area greater than 10 cm²	Mainboard	1
	Power board	1
	PCB inside LCD panel	1
	Key and sensor board	1
	Side USB PCB board	1
Batteries	Not contained	0
Components containing mercury	Not contained	0
Liquid crystal displays (if applicable, together with the casing) with a surface area greater than 100 square centimetres and backlit displays with gas discharge lamps	> 100cm² display: Yes, for its display Gas discharge lamps: No	1
Cathode ray tubes	Not contained	0
Capacitors containing PCBs (PolyChlorinated Biphenyls)	Not contained	0
Electrolytic capacitors which contain critical substances (height > 25 mm; diameter: > 25 mm or proportional similar volumes).	Not contained	0
External electrical cables	AC adapter cable, if present	1
Gas discharge lamps	Not contained	0
Chlorofluorocarbons (CFC), hydrochlorofluorocarbons (HCFC) or hydrofluorocarbons (HFC), hydrocarbons (HC)	Not contained	0

Materials which must be disposed of in a special manner		
Designation	Remarks	Quantity
Plastics which contain brominated flame retardant	This product may contain plastic components containing brominated flame retardants. To the best of our knowledge, we provide this information for sorting them out. The position of the plastic components can be visually identified by their typical design function on the product (as shown in the disassembly manual). Many of these components (> 25 g) are bromine-free. Irrespective of this, these components are marked in accordance with ISO 11469 (usually marked directly on the plastic). A typical marking looks like this: > Polymer abbreviation - FR(xx) < i.e. > PC+ABS FR (40) < Code numbers for flame retardants (FR(xx)) can be found in ISO 1043-4. Codes for some brominated flame retardants: 14 Aliphatic/alicyclic brominated compounds 15 Aliphatic/alicyclic brominated compounds with antimony compounds 16 Aromatic brominated compounds (excluding brominated diphenyl ether and biphenyl) 17 Aromatic brominated compounds (other than brominated diphenyl ether and biphenyl) containing antimony compounds 22 Aliphatic/alicyclic chlorinated and brominated compounds 42 Brominated organic phosphorus compounds Plastic components weighing less than 25 grams may contain brominated flame retardants. These smaller plastic components are located inside the plastic housing of the display. These include, above all: Components on PCBs, cables, LCD panel and speakers. The location of these parts can be seen in the exploded drawing and on the photos above in the disassembly description.	
Toner cartridges, liquid and paste-like, and colour toner	Not contained	0
Asbestos waste and components which contain asbestos	Not contained	0
Components which contain fire-proof ceramic fibres	Not contained	0
Components which contain radioactive substances	Not contained	0
Mass storage device(s)		
Does the product contain mass storage devices? If so, is any of them soldered to a circuit board?	Not contained	0
Required tools		
See page 4 of this instruction		