

Dell 24 240Hz Monitor

SE2426HG

Simplified Service Manual

Notes, cautions, and warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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Safety instructions

Use the following safety guidelines to protect your monitor from potential damage and to ensure your personal safety. Unless otherwise noted, each procedure in this document assumes that you have read the safety information that is shipped with your monitor.

NOTE: Before using the monitor, read the safety information that is shipped with your monitor and printed on the product. Keep the documentation at a secure location for future reference.

WARNING: Use of controls, adjustments, or procedures other than those specified in this documentation may result in exposure to shock, electrical hazards and/or mechanical hazards.

CAUTION: The possible long-term effect of listening to audio at high volume through the headphones (on monitors that support it) may cause damage to your hearing ability.

- Place the monitor on a solid surface and handle it carefully.
- The screen is fragile and can be damaged if dropped or hit with a sharp object.
- Ensure that your monitor is electrically rated to operate with the AC power available in your location.
- Keep the monitor in room temperature. Excessive cold or hot conditions can have an adverse effect on the liquid crystal of the display.
- Connect the power cable from the monitor to a wall outlet that is near and accessible. See [Connecting your monitor](#).
- Do not place and use the monitor on a wet surface or near water.
- Do not subject the monitor to severe vibration or high impact conditions. For example, do not place the monitor inside a car trunk.
- Unplug the monitor when it is going to be left unused for an extended period.
- To avoid electric shock, do not attempt to remove any cover or touch the inside of the monitor.
- Read these instructions carefully. Keep this document for future reference. Follow all warnings and instructions that are marked on the product.
- Certain monitors can be wall mounted using the VESA mount that is sold separately. Ensure to use the correct VESA specifications as mentioned in the wall mounting section of the User's Guide.

For information about safety instructions, see the Safety, Environmental and Regulatory Information (SERI) document that is shipped with your monitor.

Before working inside your monitor

Steps

1. Save and close all open files and exit all open applications.
2. Turn off your monitor.
3. Disconnect your monitor and all attached devices from their electrical outlets.
4. Disconnect all attached network devices and peripherals, such as keyboard, mouse, and dock from your monitor.

CAUTION: To disconnect a network cable, first unplug the cable from your monitor and then unplug the cable from the network device.

5. Remove any media card and optical disc from your monitor, if applicable.

After working inside your monitor

CAUTION: Leaving stray or loose screws inside your monitor may severely damage your monitor.

Steps

1. Replace all screws and ensure that no stray screws remain inside your monitor.
2. Connect any external devices, peripherals, or cables you removed before working on your monitor.
3. Replace any media cards, discs, or any other parts that you removed before working on your monitor.
4. Connect your monitor and all attached devices to their electrical outlets.
5. Turn on your monitor.

Views of SE2426HG Monitor

Front view

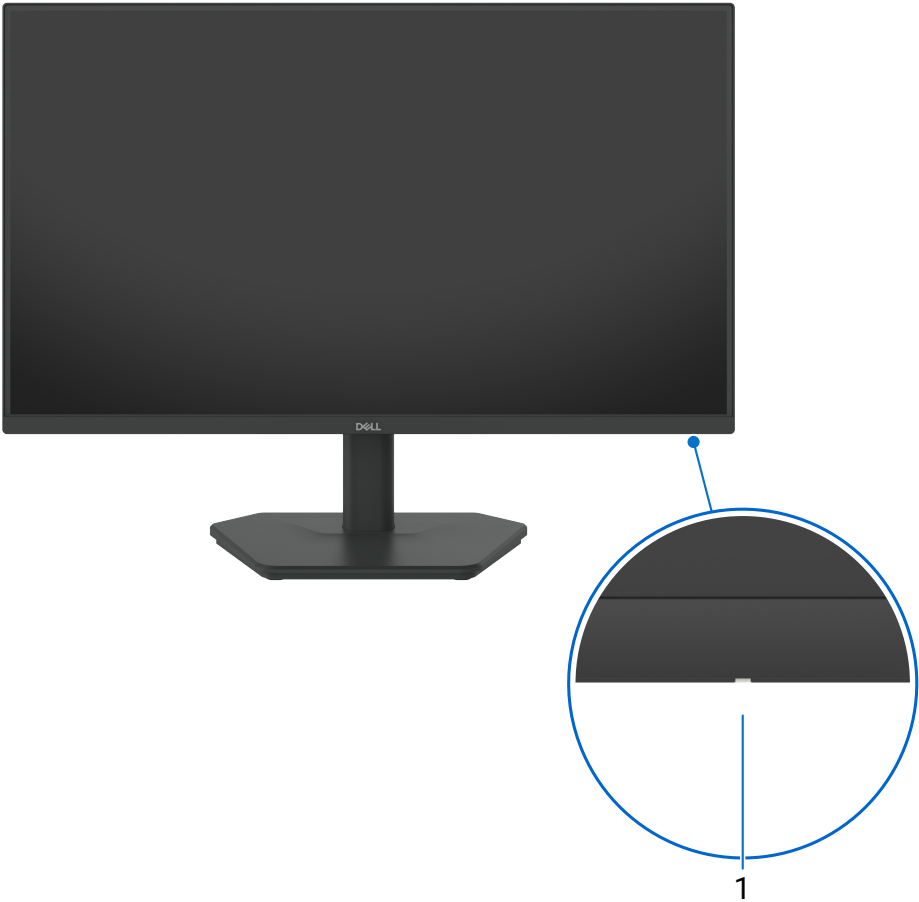


Figure 1. Front view of the monitor

Table 1. Components and descriptions.

Label	Description	Use
1	Power button (with LED indicator)	Solid white light indicates that the monitor is turned on and is functioning. Blinking white light indicates that the monitor is in Standby Mode.

Back view

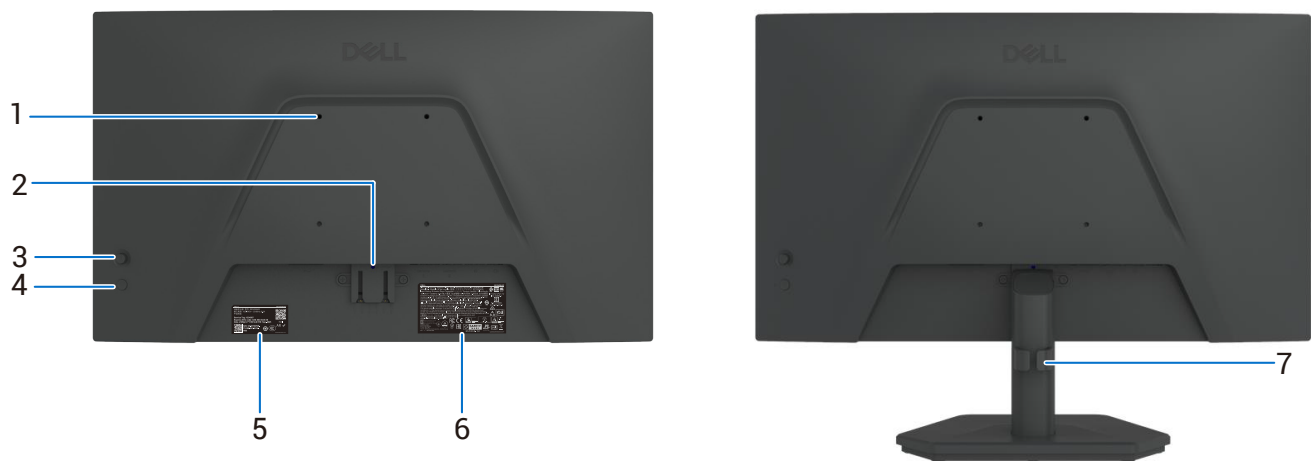


Figure 2. Back view of the monitor

Table 2. Components and descriptions.

Label	Description	Use
1	VESA mounting holes (100 mm x 100 mm)- behind attached VESA cover	Wall mount the monitor using a VESA compatible wall mounting kit (sold separately). For more information, see <i>wall mounting (optional)</i> in the <i>User's Guide</i> of SE2426HG.
2	Stand release button	Release the stand from the monitor.
3	Joystick	Use it to control the OSD menu. For more information, see <i>Operating the monitor</i> in the <i>User's Guide</i> of SE2426HG.
4	Power button	To turn the monitor on or off.
5	Regulatory label (including MyDell QR code, serial number, and Service Tag label)	See this label if you must contact Dell for technical support. The Service Tag is a unique alphanumeric identifier that enables Dell service technicians to identify the hardware components in your monitor and access warranty information.
6	Regulatory information label	Lists the regulatory approvals.
7	Cable-management clip	Used to organize cables by inserting them through the slot.

Side view

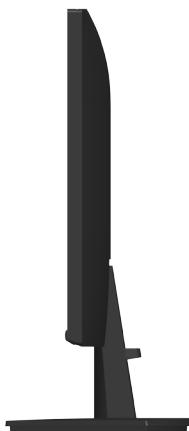


Figure 3. Side view of the monitor

Bottom view

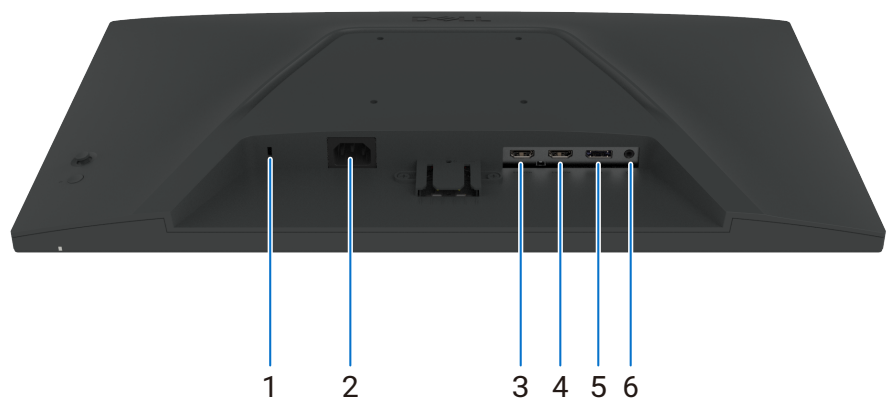


Figure 4. Bottom view

Table 3. Components and descriptions.

Label	Description	Use
1	Security-lock slot (based on Kensington Security Slot)	Secure your monitor using a security lock (purchased separately) to prevent unauthorized movement of your monitor. For more information, see Securing your monitor using Kensington lock (optional) .
2	Power port	Connect the power cable.
3,4	HDMI 2.1(TMDs) port (2)	Connect to your computer using the HDMI cable.
5	DisplayPort 1.4 port	Connect to your computer with the DisplayPort cable.
6	Headphones-out port (3.5mm audio jack)	Connect to external headphones.

Major components of SE2426HG monitor

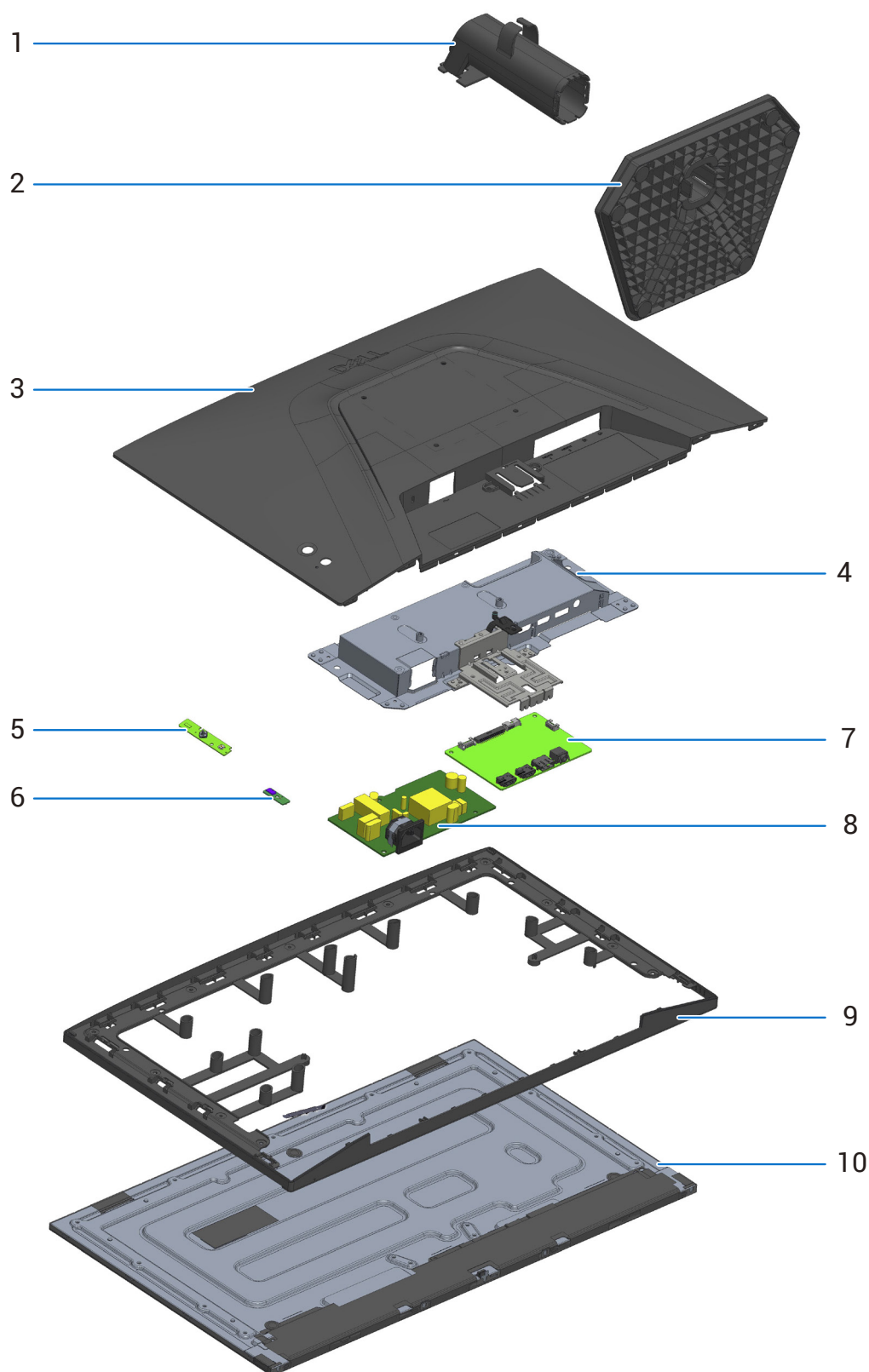


Figure 5. Major components of SE2426HG

Table 4. Major components of SE2426HG.

No.	Description
1	Stand riser
2	Stand base
3	Back cover
4	Metal shield
5	Keypad board
6	LED board
7	System board
8	Power board
9	Middle frame
10	Display panel

Wiring connectivity diagram

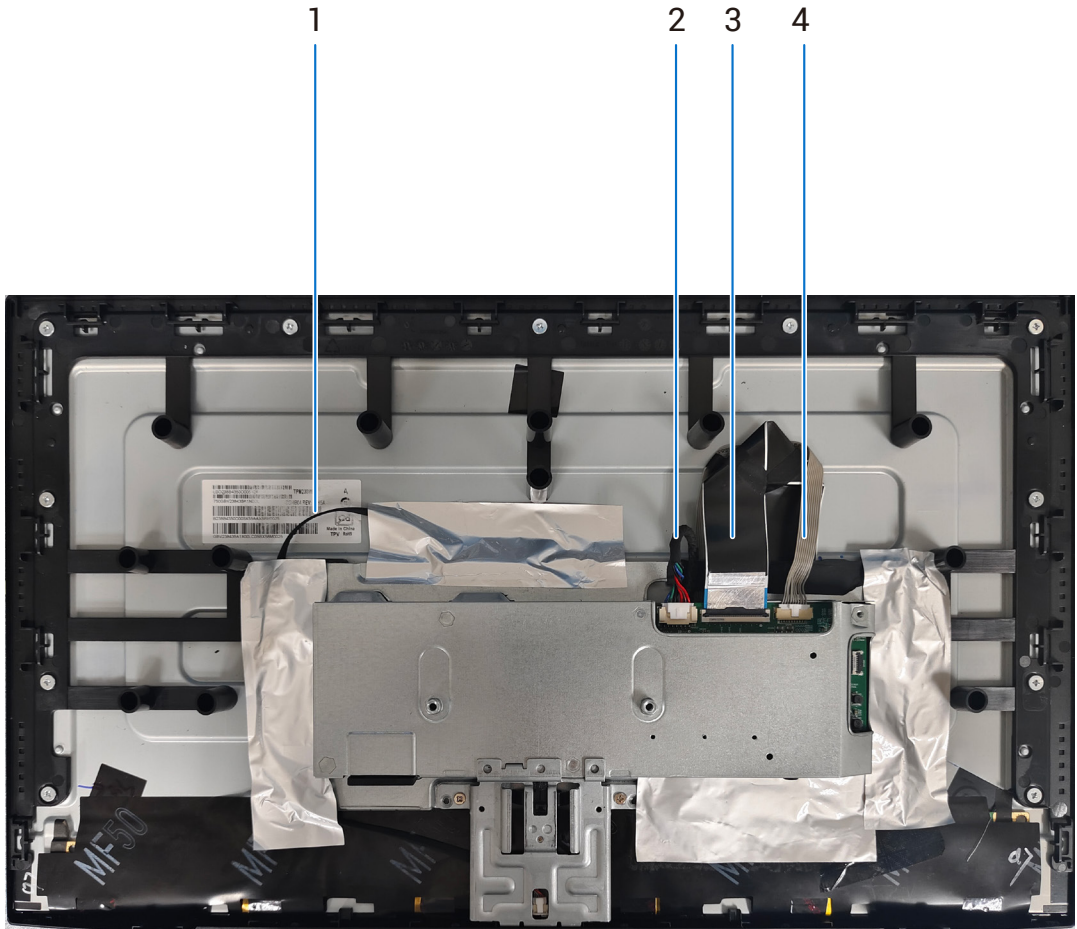


Figure 6. Wiring connectivity diagram

Table 5. Wiring connectivity diagram.

No.	Description
1	Lightbar cable
2	System board-power board cable
3	Syetem board-display panel cable
4	System board-dispaly panel cable

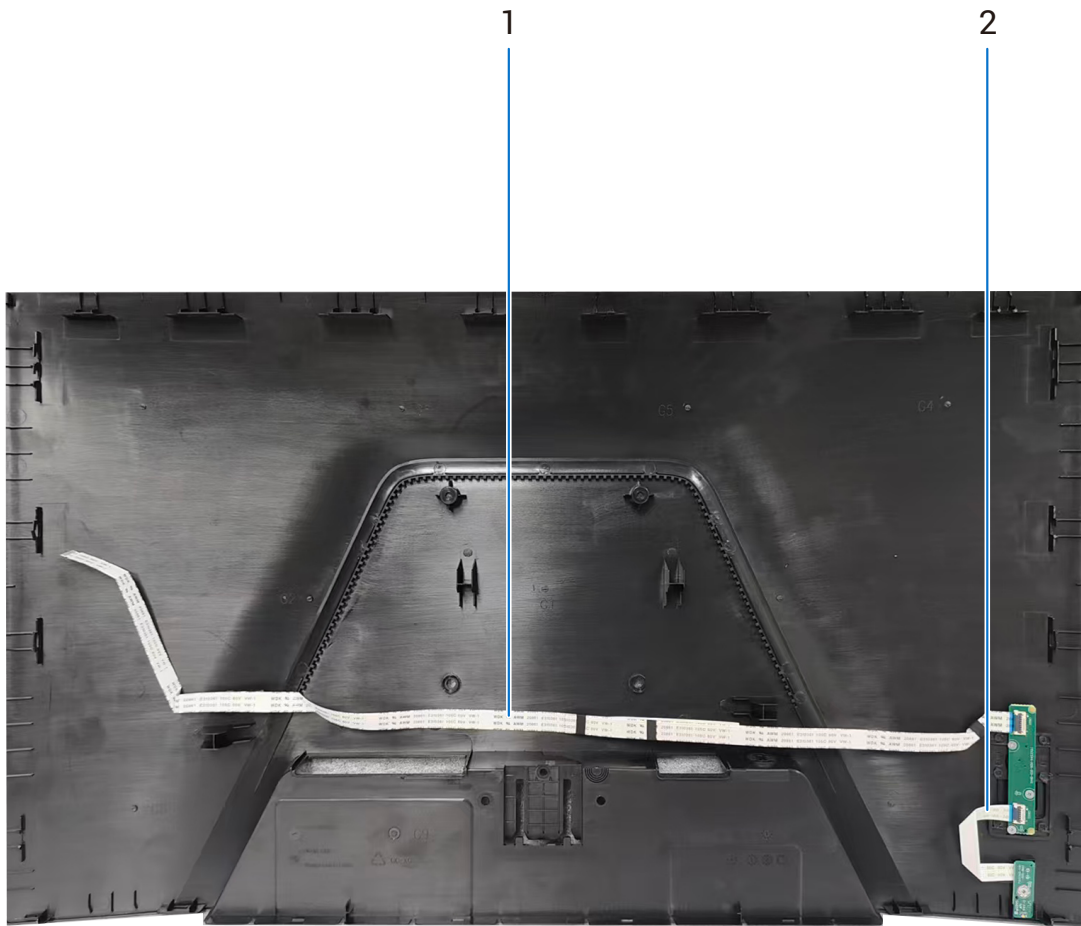


Figure 7. Wiring connectivity diagram

Table 6. Wiring connectivity diagram.

No.	Description
1	Keypad board cable
2	LED board-keypad board cable

Connecting your monitor

- ⚠ WARNING:** Before you begin any of the procedures in this section, follow the [Safety instructions](#).
- ⚠ WARNING:** For your safety, ensure that the grounded power outlet you plug the power cable into is accessible to the operator and located as close to the equipment as possible. To disconnect power from the equipment, unplug the power cable from the power outlet by grasping the plug firmly. Never pull on the cord.
- ⓘ NOTE:** Dell monitors are designed to work optimally with the Dell-supplied cables inside the box. Dell does not guarantee the video quality and performance if non-Dell cables are used.
- ⓘ NOTE:** Route the cables through the cable-management slot before connecting them.
- ⓘ NOTE:** Do not connect all cables to the computer at the same time.
- ⓘ NOTE:** The images are for illustration only. The appearance of the computer may vary.

To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
 2. Connect the HDMI/DisplayPort cable from your monitor to the computer.
 3. Turn on your monitor.
 4. Select the correct input source from the OSD Menu on your monitor and then turn on your computer.
- ⓘ NOTE:** SE2426HG/SE2726HG default setting is DisplayPort 1.4. A DisplayPort 1.1 graphics card may not display normally. Please refer to [Product specific problems – No image when using DP connection to the PC](#) to change default setting.

Connecting the HDMI cable



Figure 8. Connecting the HDMI Cable

Connecting the DisplayPort cable (Optional)



Figure 9. Connecting the DisplayPort cable

Securing your monitor using Kensington lock (Optional)

The security lock slot is at the bottom of the monitor (see [Security-lock slot](#)). Secure your monitor to a table using the Kensington security lock.

For more information about using the Kensington lock (sold separately), see the documentation that is shipped with the lock.

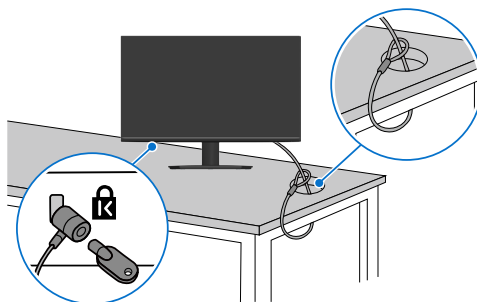


Figure 10. Using Kensington lock

NOTE: The image is for illustration only. The appearance of the lock may vary.

Organizing your cables



Figure 11. Organizing your cables

When connecting the necessary cables route the cables, through the cable-management slot. For more information, see [Connecting your monitor](#).

If your cable is not able to reach your computer, you may connect directly to the computer without routing through the slot on the monitor stand.

Disassembly and reassembly

⚠ **CAUTION:** The information in this section is intended for authorized service technicians in the EMEA region. Dell prohibits users from disassembling the monitor, and any damage caused by unauthorized servicing will not be covered under the warranty.

Recommended tools

- Screwdriver (Phillips-head, Hexagonal head)
- Plastic scribe

Screw list

- ⓘ **NOTE:** When removing screws from a component, it is recommended to note the screw type, the quantity of screws, and then place them in a screw storage box. This is to ensure that the correct number of screws and correct screw type is restored when the component is replaced.
- ⓘ **NOTE:** Some computers have magnetic surfaces. Ensure that the screws are not left attached to such surfaces when replacing a component.
- ⓘ **NOTE:** Screw color may vary with the configuration ordered.

Table 7. Screw list.

Component	Screw type	Quantity	Screw images
Back cover	P3x6	2	
Keypad board and LED board	Q2x2.5	4	
Metal shield	M3x4	2	
System board and power board	D3x6	4	
Power board	M4x6	1	
Middle frame	M3x3.8	11	

Stand

Removing the stand

Prerequisites

Following the procedure in [Before working inside your monitor.](#)

About this task

The following image indicates the location of the stand and provides a visual representation of the removal procedure.

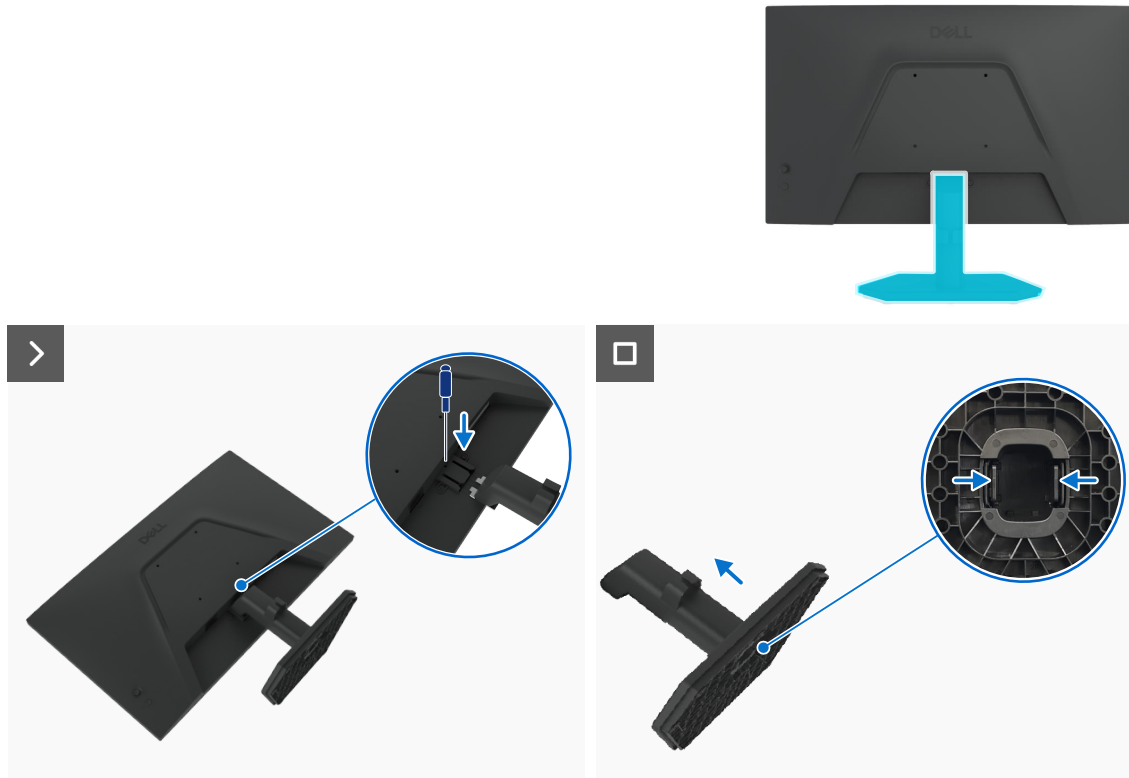


Figure 12. Removing the stand

Steps

1. Place the monitor on a soft cloth at the edge of a flat surface.
2. Use a long, thin screwdriver to press the release button and pull the stand assembly away from the monitor.
3. Grip the release button on the stand base by your thumb and index finger, then use your other hand to pull out the stand riser.

Installing the stand

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following image indicates the location of the stand and provides a visual representation of the installation procedure.

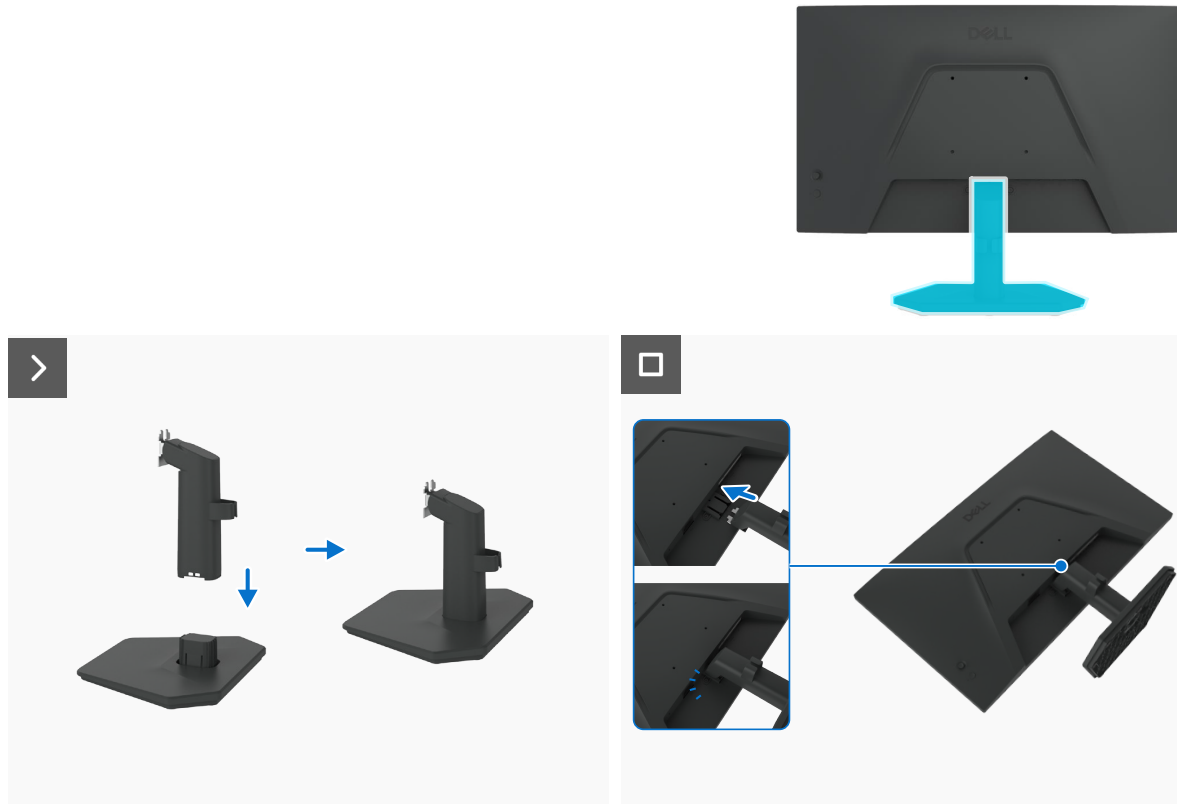


Figure 13. Installing the stand

Steps

1. Slide the monitor stand riser down in the correct direction onto the stand base until it clicks into place.
2. Align the bracket on the stand riser with the grooves on the back of the monitor.
3. Slide the stand assembly until it snaps into place.

Next steps

Following the procedure in [After working inside your monitor](#).

Back cover

Removing the back cover

Prerequisites

1. Following the procedure in [Before working inside your monitor.](#)
2. Removing the [stand.](#)

About this task

The following image indicates the location of the back cover and provides a visual representation of the removal procedure.



Figure 14. Removing the back cover

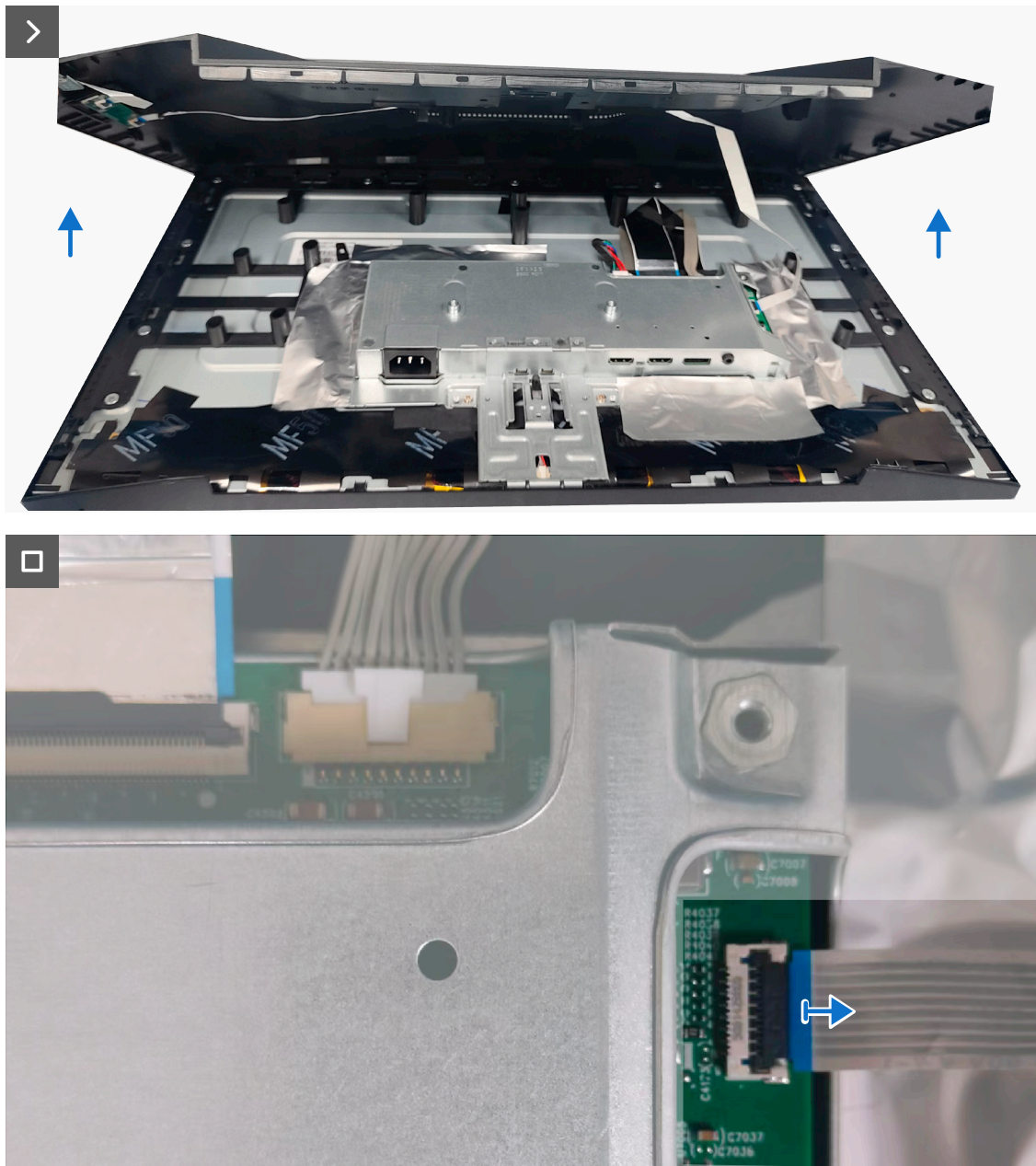


Figure 15. Removing the back cover

Steps

1. Remove the two screws (P3x6) that secure the back cover to the chassis assembly.
2. Using a plastic scribe, pry the back cover starting from the bottom edge of the monitor.
3. Lift the back cover partially from the bottom edge and disconnect the keypad board cable from the connector on the system board.
4. Lift and remove the back cover away from the monitor.

Installing the back cover

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following image indicates the location of the back cover and provides a visual representation of the installation procedure.

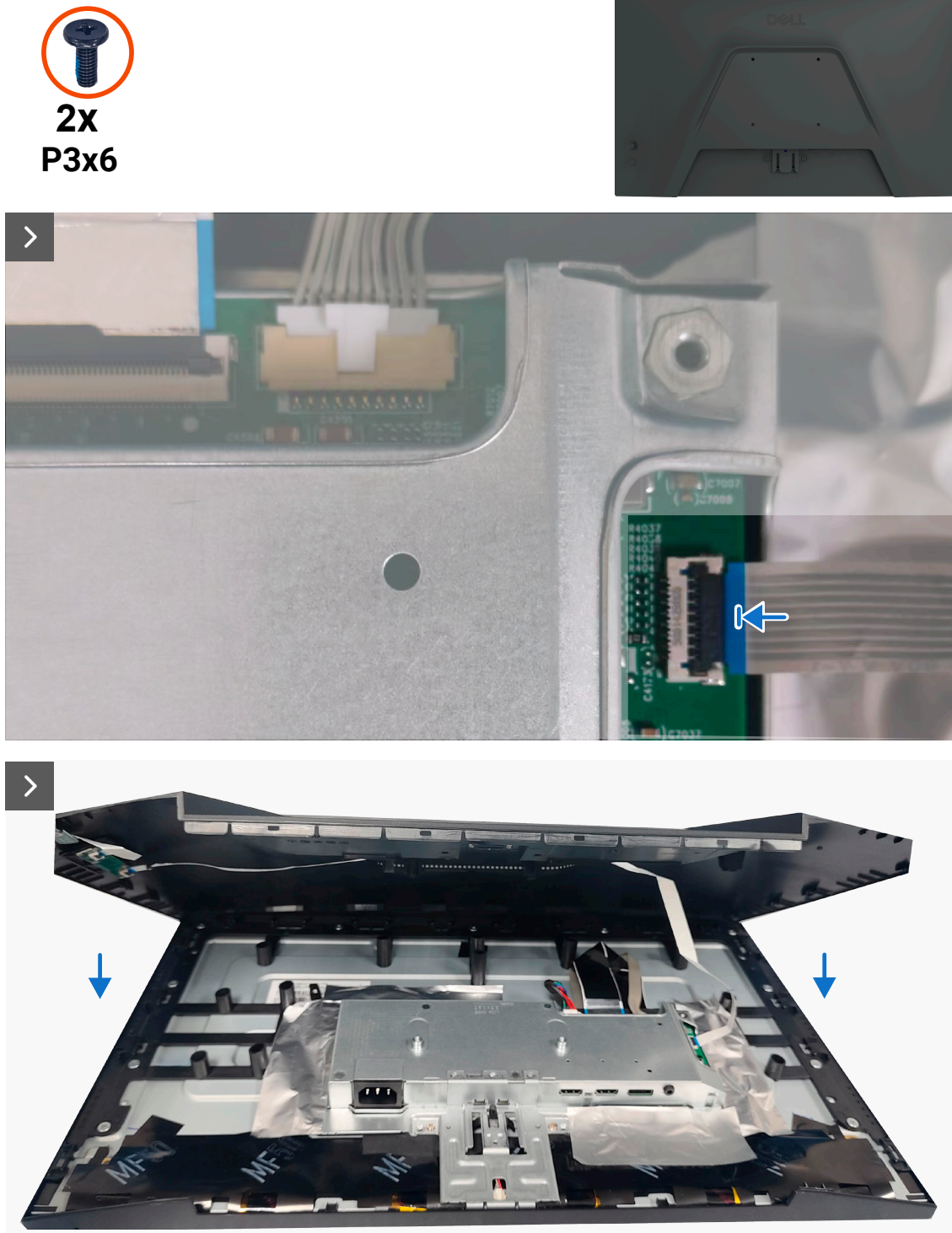


Figure 16. Installing the back cover

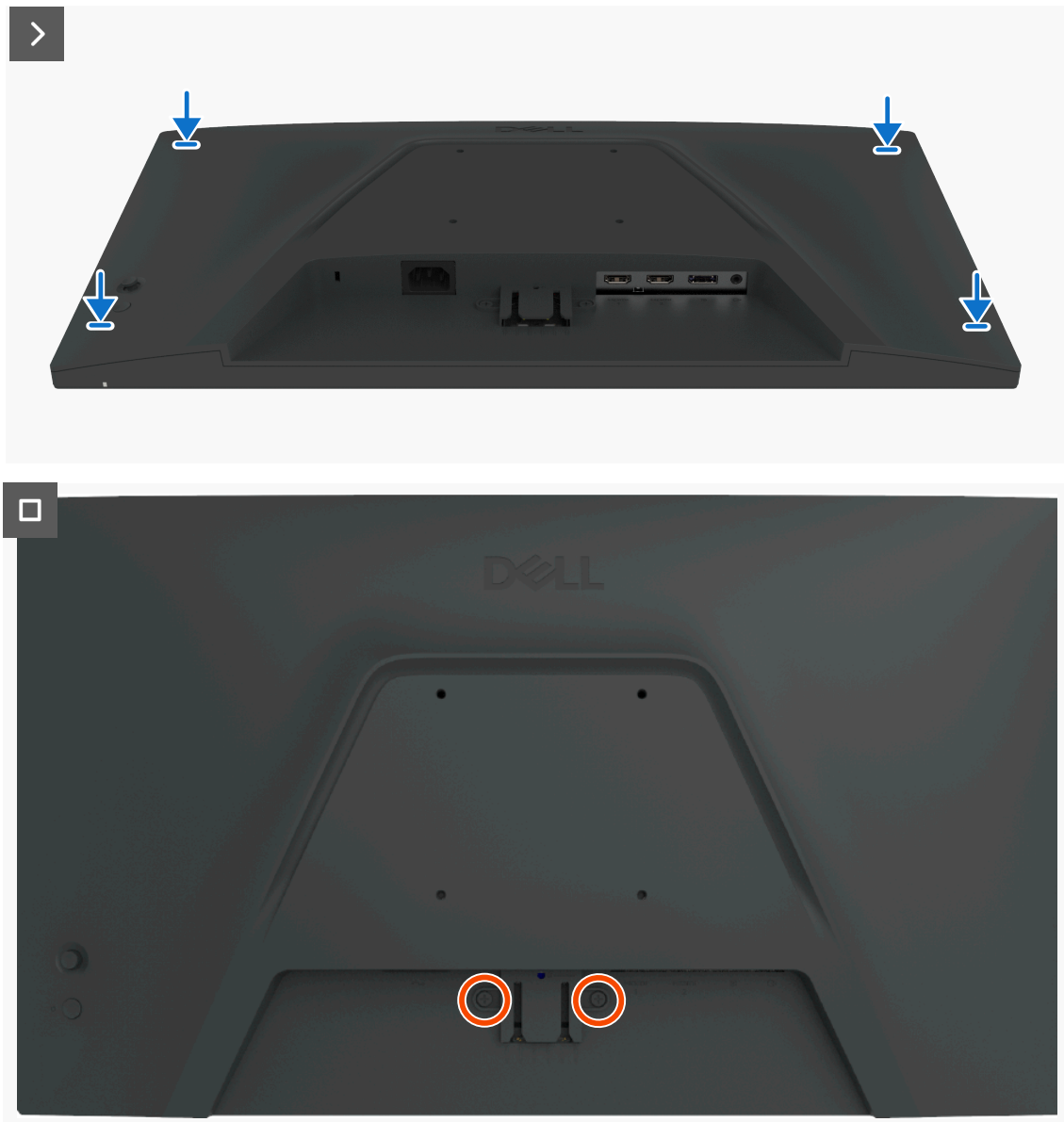


Figure 17. Installing the back cover

Steps

1. Connect the keypad board cable to the connector on the system board.
2. Align the screw holes on the back cover with the screw holes on the monitor, and gently press along the sides to snap the back cover into place.
- ① **NOTE:** Ensure that the screw holes on the back cover align with those on the chassis before applying pressure.
3. Replace the two screws (P3x6) to secure the back cover to the chassis assembly.

Next steps

1. Install the [stand](#).
2. Following the procedure in [After working inside your monitor](#).

Keypad board and LED board

Removing the keypad board and LED board

Prerequisites

1. Following the procedure in [Before working inside your monitor](#).
2. Removing the [stand](#).
3. Removing the [back cover](#).

About this task

The following image indicates the location of the keypad board and LED board and provides a visual representation of the removal procedure.

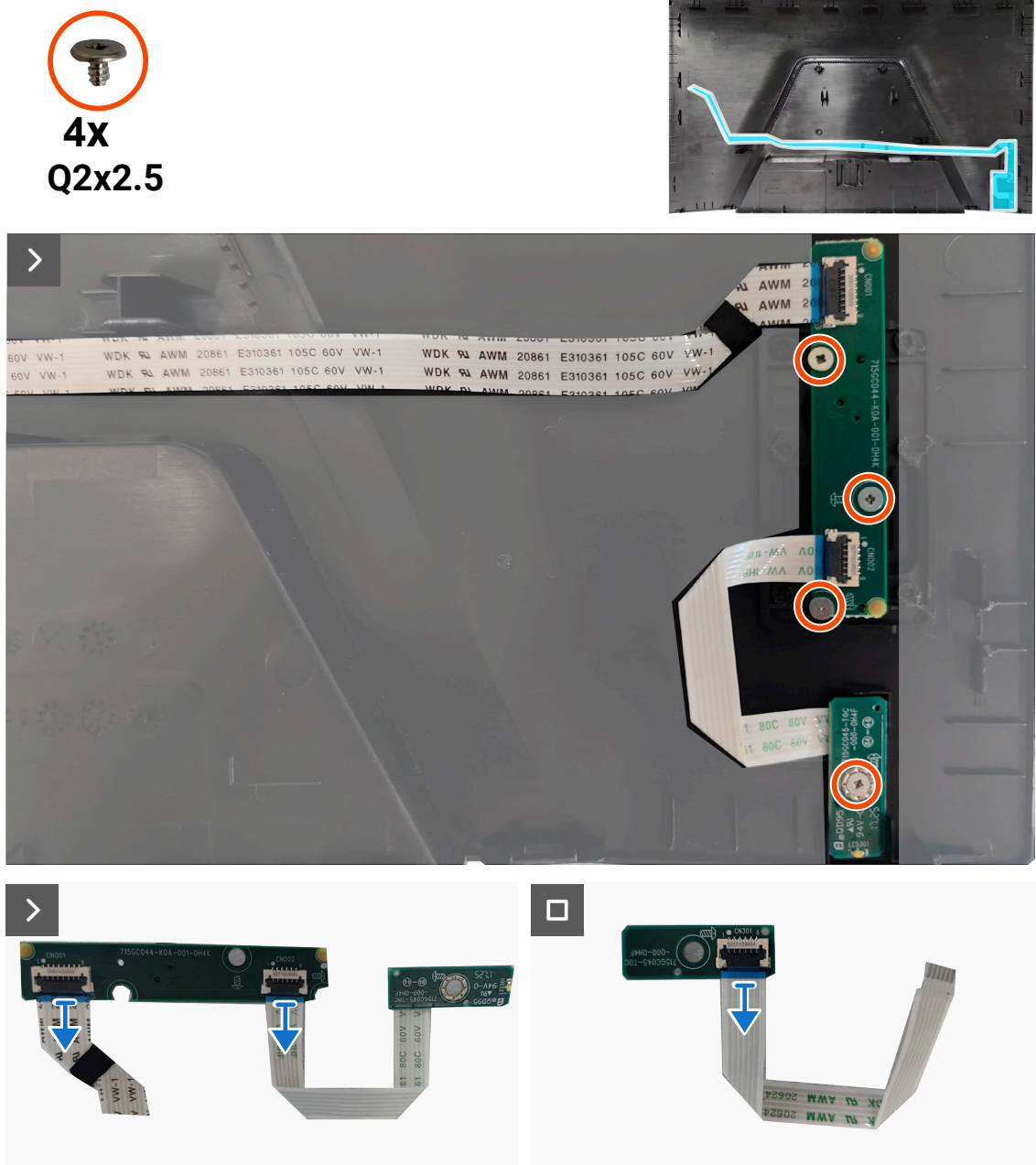


Figure 18. Removing the keypad board and LED board

Steps

1. Remove the four screws (Q2x2.5) that secure the keypad board and LED board to the back cover.
2. Remove the keypad board cable and LED board-keypad board cable from the connectors on the keypad board.
3. Remove the LED board-keypad board cable from the connector on the LED board.

Installing the keypad board and LED board

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following image indicates the location of the keypad board and LED board and provides a visual representation of the installation procedure.

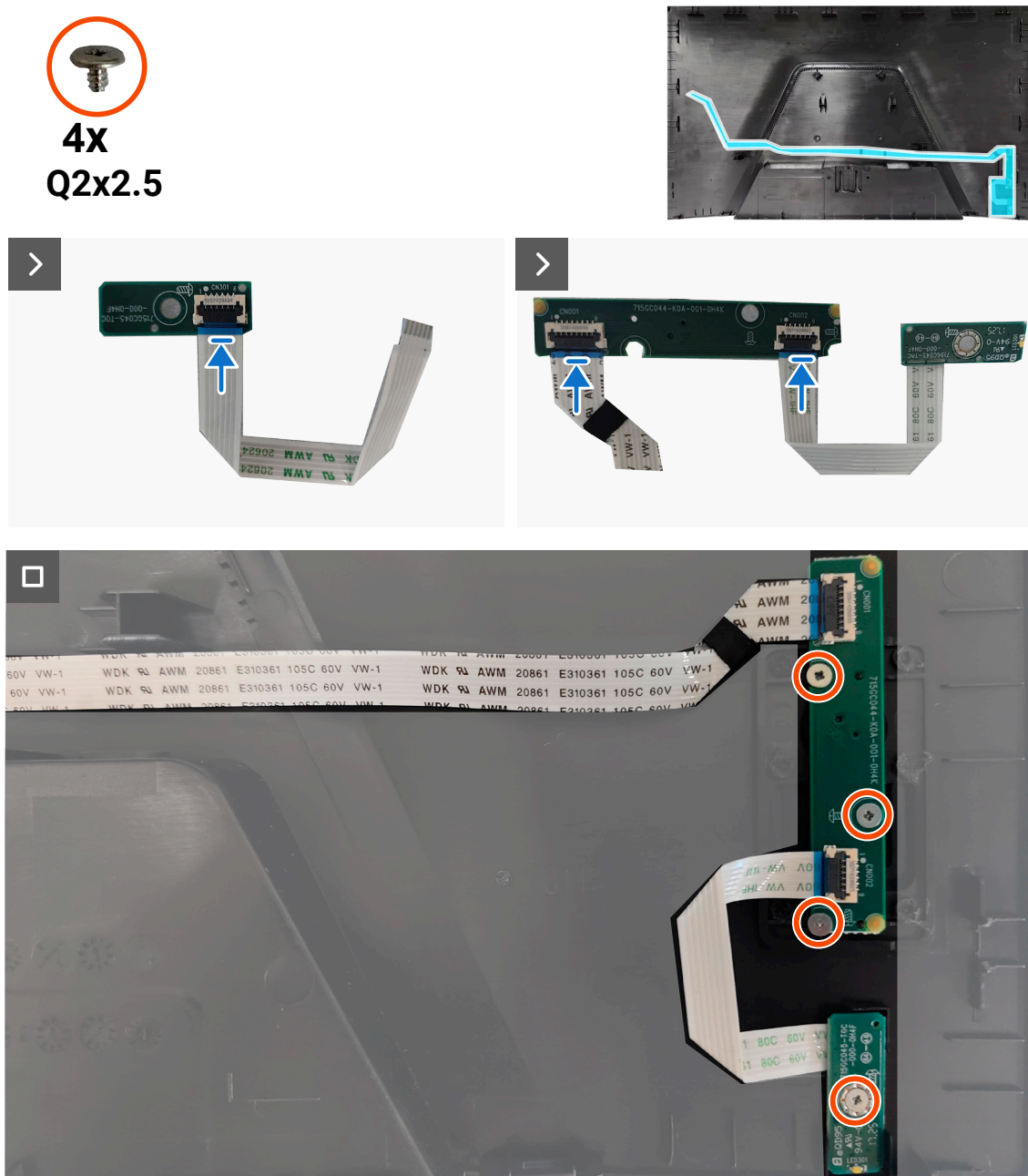


Figure 19. Installing the keypad board and LED board

Steps

1. Connect the LED board-keypad board cable to the connector on the LED board.
2. Connect the LED board-keypad board cable and keypad board cable to the connectors on the keypad board.
3. Replace the four screws (Q2x2.5) to secure the keypad board and LED board to the back cover.

Next steps

1. Install the [back cover](#).
2. Install the [stand](#).
3. Following the procedure in [After working inside your monitor](#).

Metal shield

Removing the metal shield

Prerequisites

1. Following the procedure in [Before working inside your monitor](#).
2. Removing the [stand](#).
3. Removing the [back cover](#).

About this task

The following image indicates the location of the metal shield and provides a visual representation of the removal procedure.

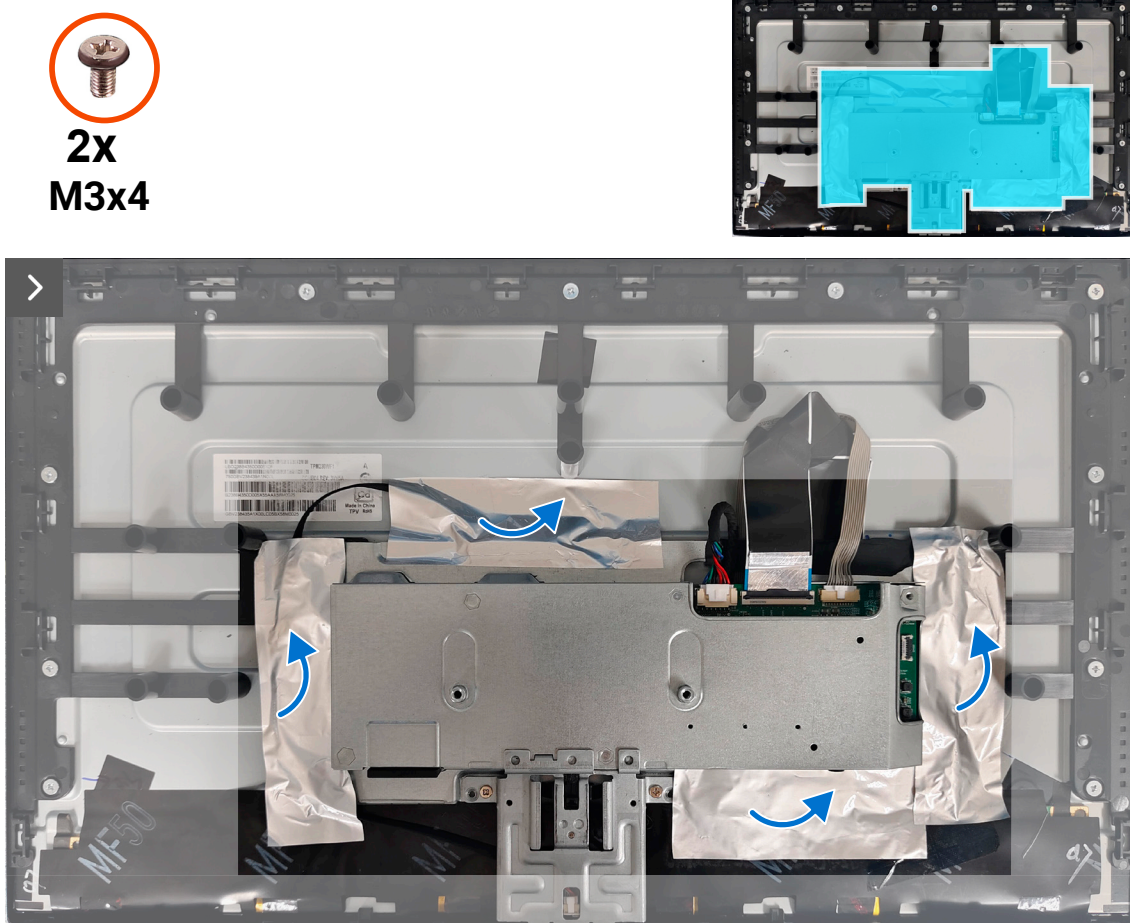


Figure 20. Removing the metal shield

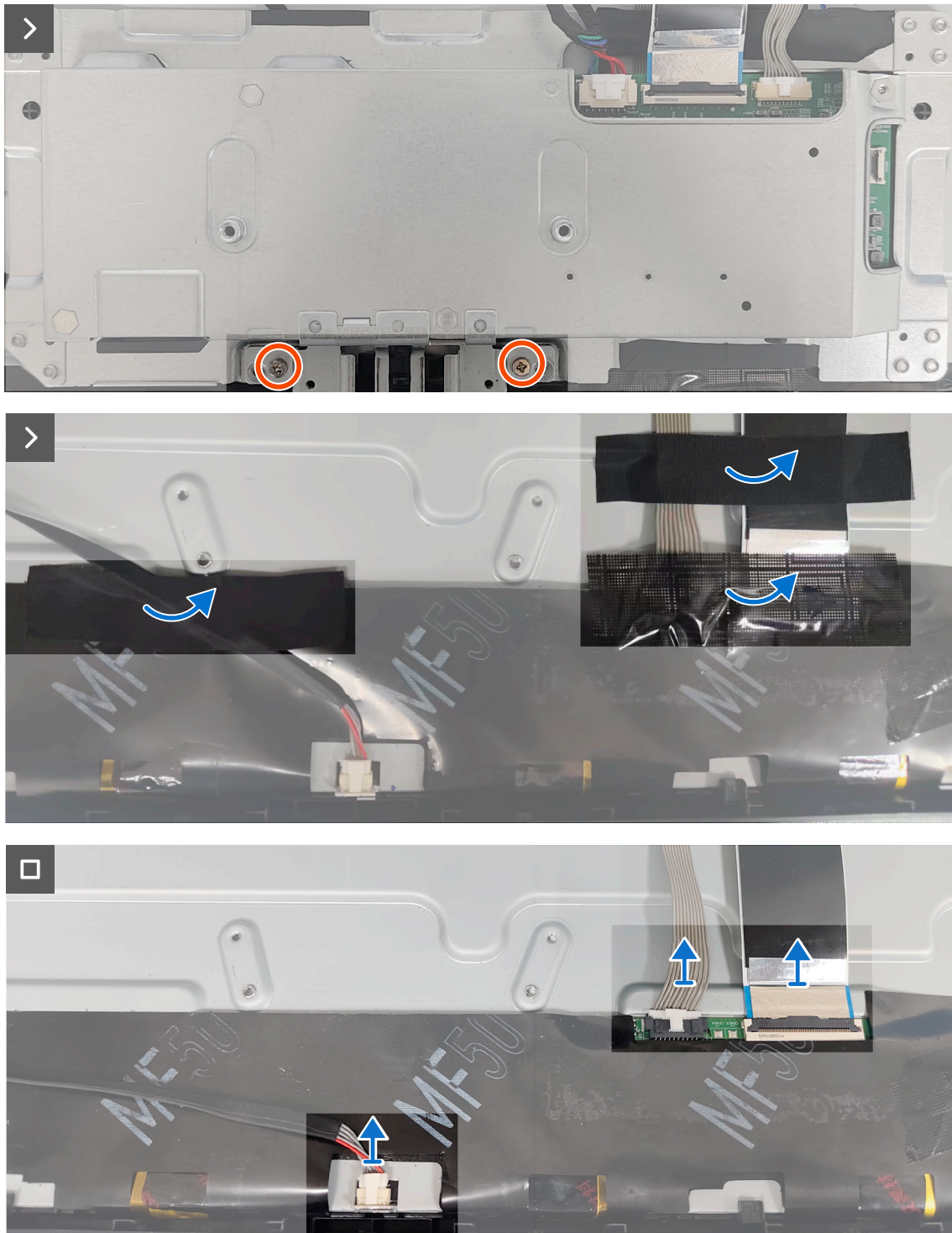


Figure 21. Removing the metal shield

Steps

1. Peel back the aluminum foil that secure the lightbar cable and the metal shield to the display panel.
2. Remove the two screws(M3x4) that secure the metal shield to the display panel.
3. Lift the metal shield partially and peel back the tapes that secure the two system board-display panel cables and the lightbar cable to the display panel.
4. Disconnect the two system board-display panel cables and the lightbar cable from the connectors on the display panel.

Installing the metal shield

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following image indicates the location of the metal shield and provides a visual representation of the installation procedure.

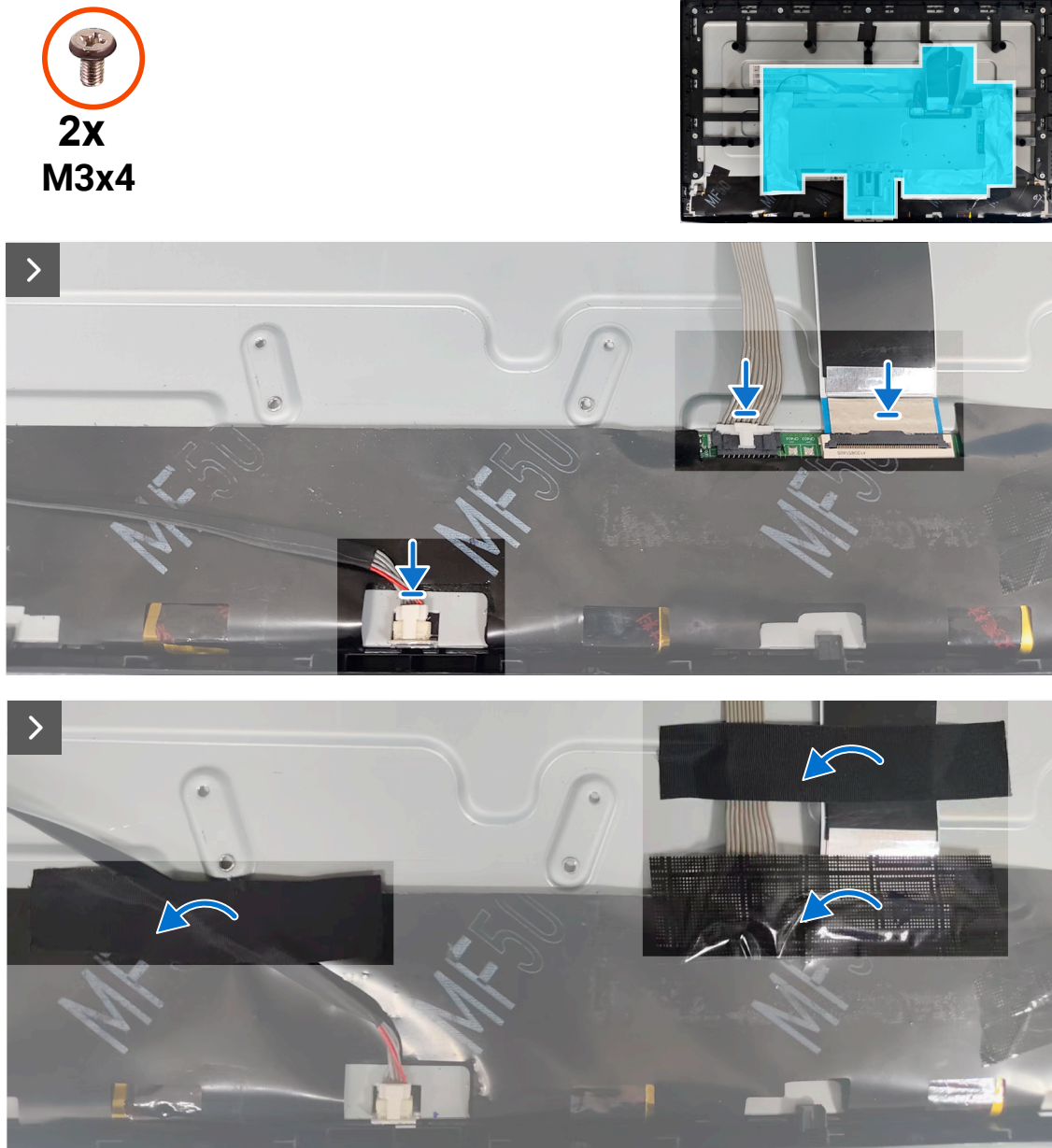


Figure 22. Installing the metal shield

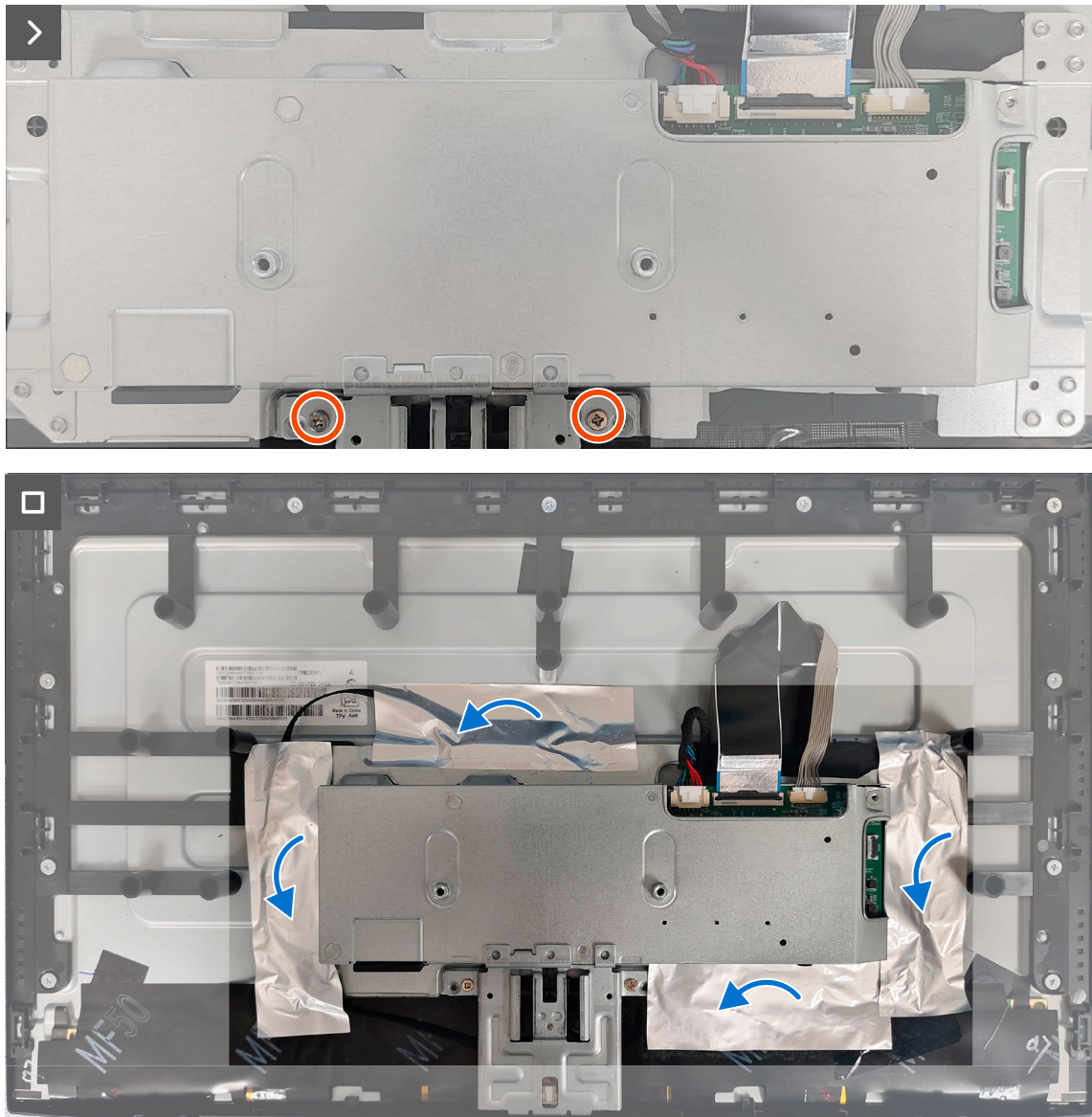


Figure 23. Installing the metal shield

Steps

1. Lift the metal shield partially and connect the two system board-display panel cables and the lightbar cable to the connectors on the display panel.
2. Adhere the tapes to secure the two system board-display panel cables and the lightbar cable to the display panel.
3. Align the screw holes on the metal shield to the screw holes on the display panel.
4. Replace the two screws (M3x4) to secure the metal shield to the display panel.
5. Adhere the aluminum foil to secure the lightbar cable and the metal shield to the display panel.

Next steps

1. Install the [back cover](#).
2. Install the [stand](#).
3. Following the procedure in [After working inside your monitor](#).

System board and power board

Removing the system board and power board

Prerequisites

1. Following the procedure in [Before working inside your monitor](#).
2. Removing the [stand](#).
3. Removing the [back cover](#).
4. Removing the [metal shield](#).

About this task

The following image indicates the location of the system board and power board and provides a visual representation of the removal procedure.

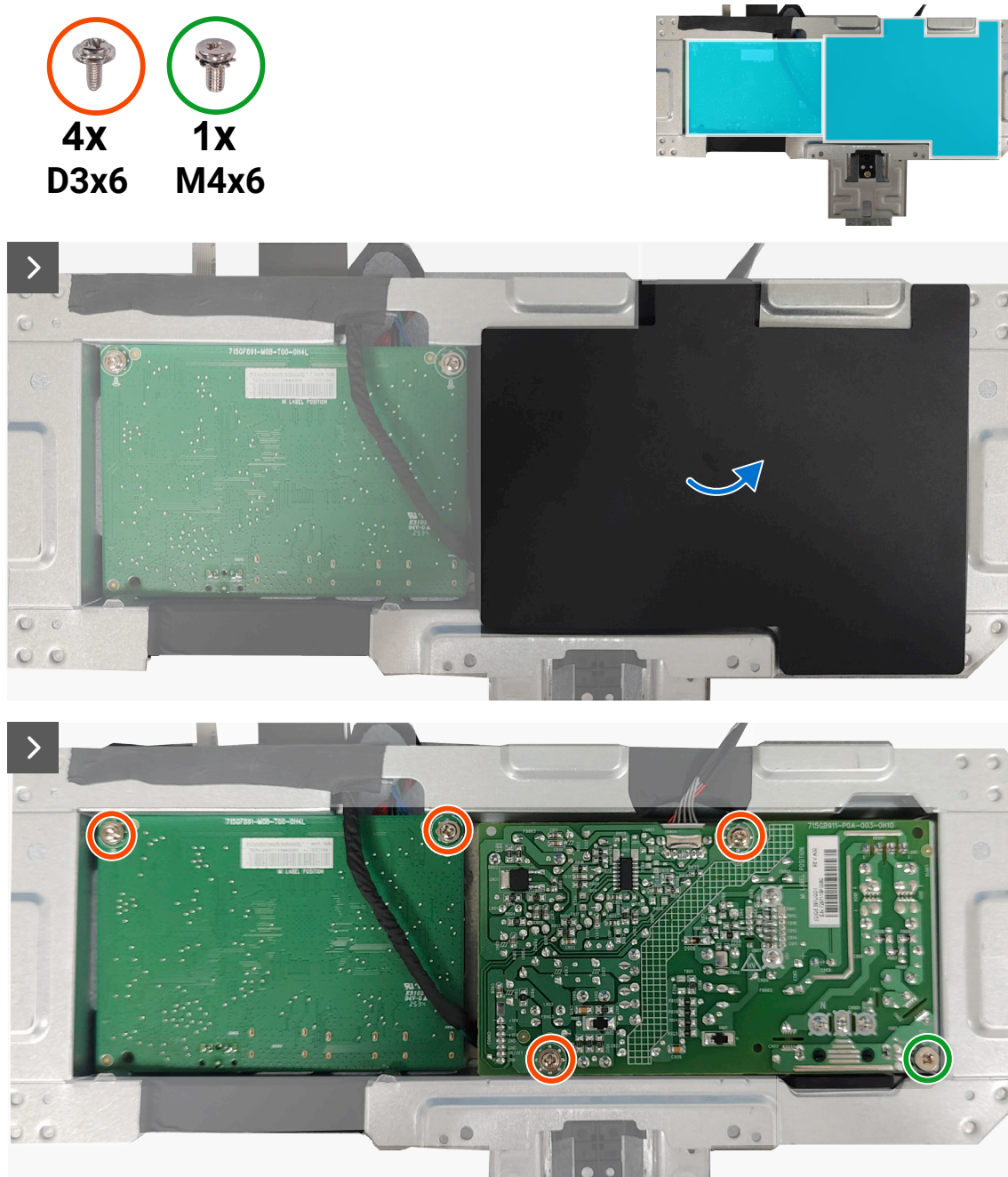


Figure 24. Removing the system board and power board

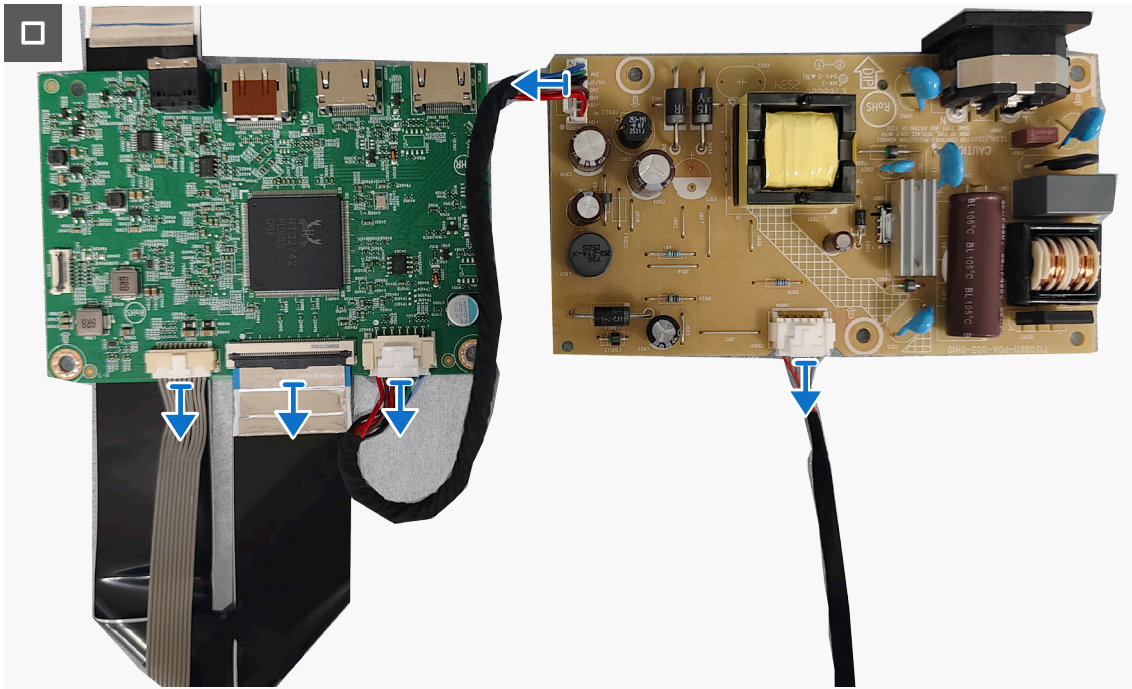


Figure 25. Removing the system board and power board

Steps

1. Remove the Mylar sheet from the power board.
2. Remove the four screws (D3x6) and the screw (M4x6) that secure the system board and power board to the metal shield.
3. Disconnect the cables from the connectors on the system board and power board.

Installing the system board and power board

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following image indicates the location of the system board and power board and provides a visual representation of the installation procedure.

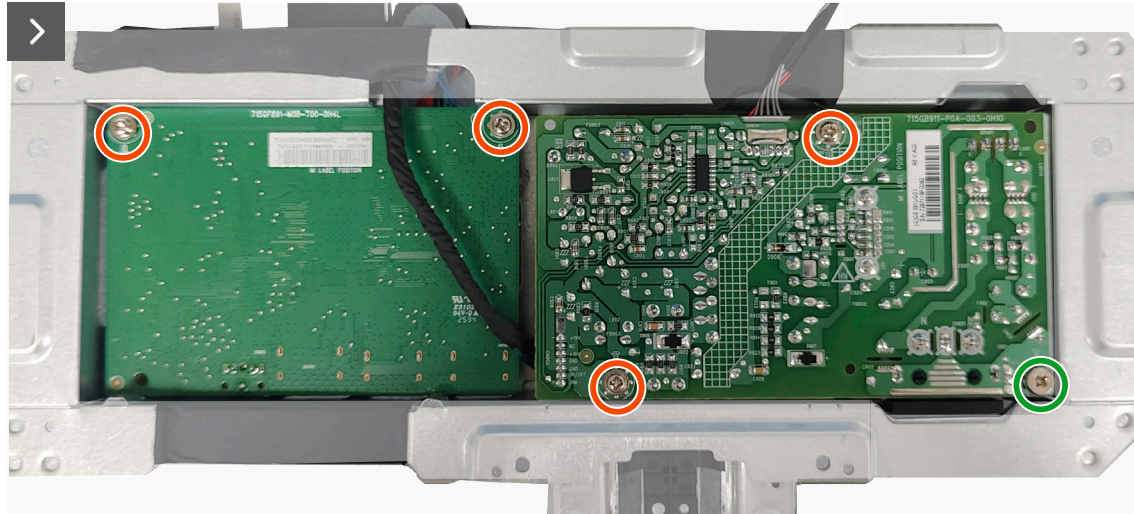
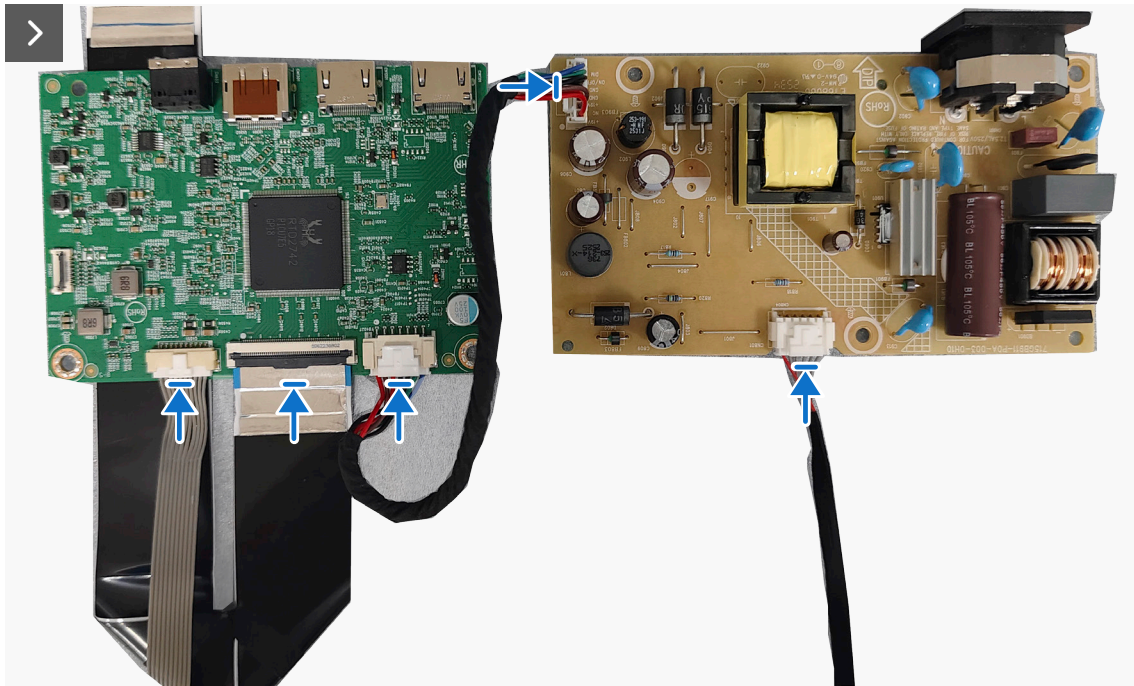
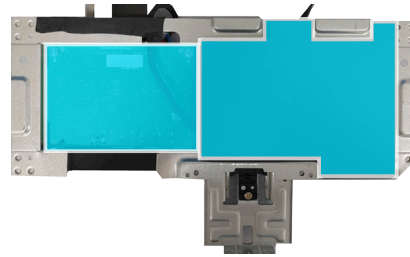
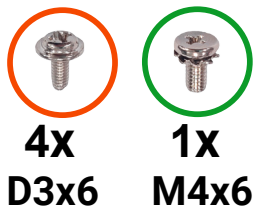


Figure 26. Installing the system board and power board

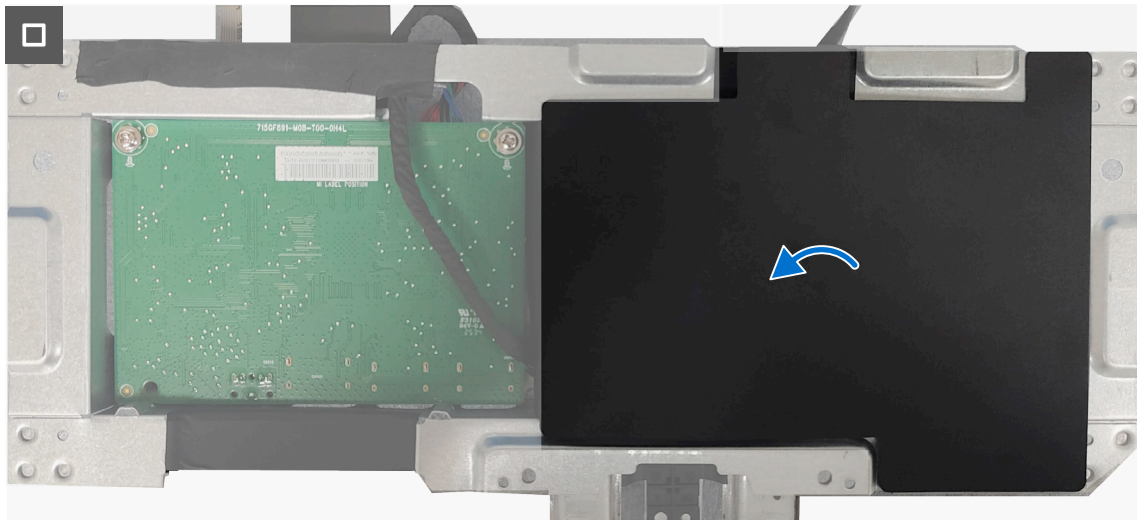


Figure 27. Installing the system board and power board

Steps

1. Connect the cables to the connectors on the system board and power board.
2. Replace the four screws (D3x6) and the screw (M4x6) to secure the system board and power board to the metal shield.
3. Place the Mylar sheet on the power board.

Next steps

1. Install the [metal shield](#).
2. Install the [back cover](#).
3. Install the [stand](#).
4. Following the procedure in [After working inside your monitor](#).

Middle frame

Removing the middle frame

Prerequisites

1. Following the procedure in [Before working inside your monitor](#).
2. Removing the [stand](#).
3. Removing the [back cover](#).
4. Removing the [metal shield](#).

About this task

The following image indicates the location of the middle frame and provides a visual representation of the removal procedure.

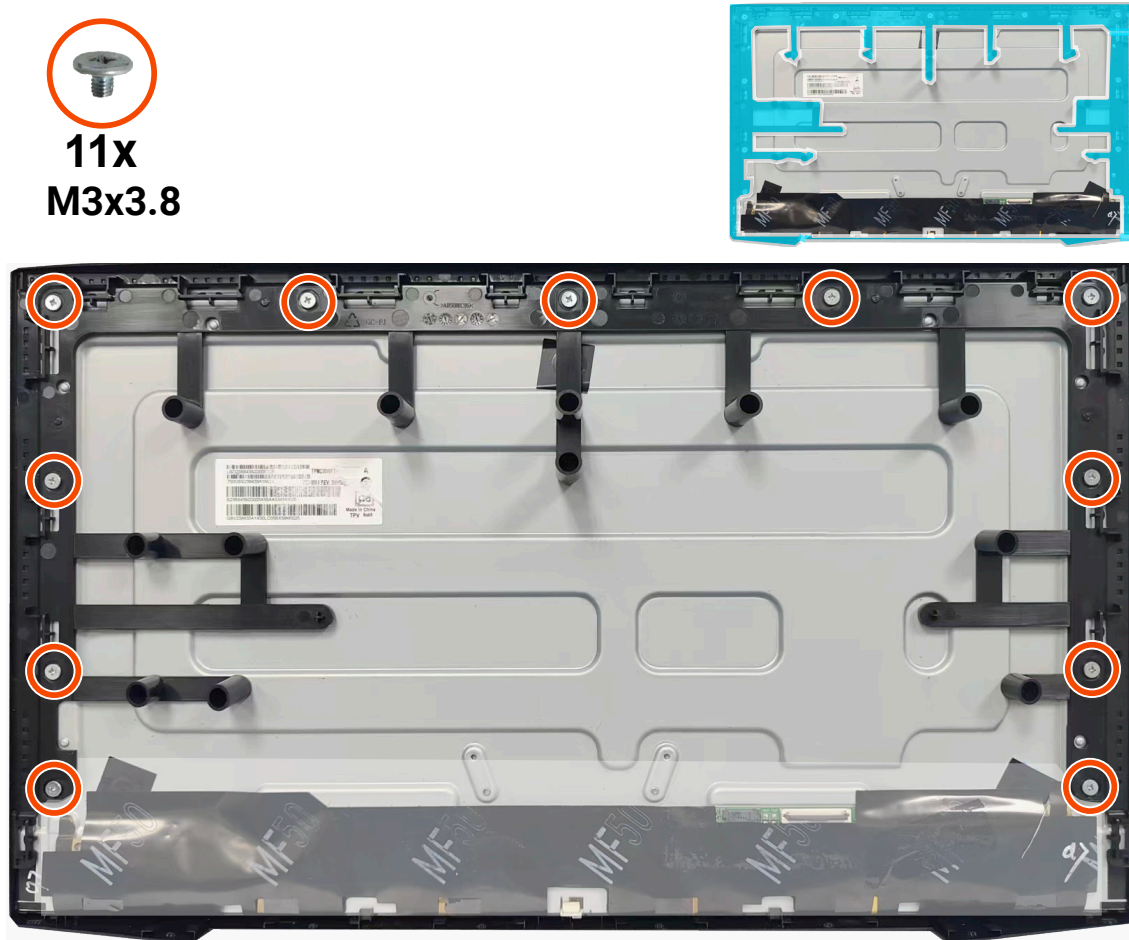


Figure 28. Removing the middle frame

Steps

1. Remove the eleven screws (M3x3.8) that secure the middle frame to the display panel.
2. Lift and remove the middle frame away from the display panel.

Installing the middle frame

Prerequisites

If you are replacing a component, remove the existing component before performing the installation procedure.

About this task

The following image indicates the location of the middle frame and provides a visual representation of the installation procedure.



Figure 29. Installing the middle frame

Steps

1. Align the middle frame and display panel.
2. Replace the eleven screws (M3x3.8) to secure the middle frame to the display panel.

Next steps

1. Install the [metal shield](#).
2. Install the [back cover](#).
3. Install the [stand](#).
4. Following the procedure in [After working inside your monitor](#).

Troubleshooting

⚠ WARNING: Before you begin any of the procedures in this section, follow the [Safety instructions](#).

Self test

Your monitor provides a self-test feature that allows you to check if your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

1. Turn off both your computer and the monitor.
2. Unplug the video cable from the back of the computer. To ensure proper self-test operation, remove all digital and the analog cables from the back of the computer.
3. Turn on the monitor.

The floating dialog box should appear on-screen (against a black background), if the monitor cannot sense a video signal and is working correctly. While in self-test mode, the power LED remains white. Also, depending upon the selected input, one of the dialogs shown below will continuously scroll through the screen.



Figure 30. DP cable disconnected warning message

or

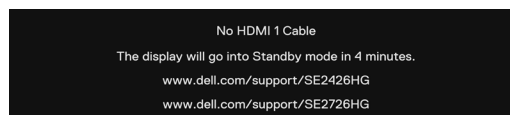


Figure 31. HDMI 1 cable disconnected warning message

or

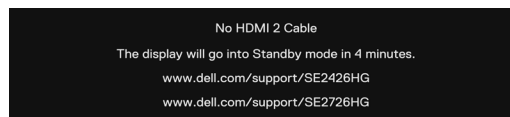


Figure 32. HDMI 2 cable disconnected warning message

① NOTE: This box also appears on the monitor screen, if the video cable is disconnected or damaged.

4. Turn off your monitor and reconnect the video cable; then turn on your computer and the monitor.

If your monitor remains dark after you reconnect the cables, check your video controller and computer.

Built-in diagnostics

Your monitor has a built-in diagnostic tool that helps you determine if any screen abnormality you experience is an inherent problem with your monitor, or with your computer and video card.

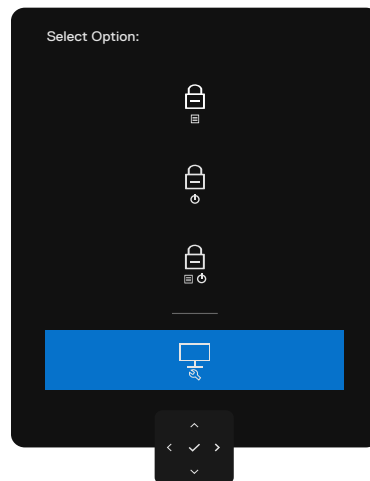


Figure 33. Self-Diagnostics

To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Press the left directional navigation of the joystick for four seconds until a menu appears on the screen.
3. Using the joystick control, highlight the **Diagnostics**  option and press the joystick button to start the diagnostics. A gray screen is displayed.
4. Observe if the screen has any defects or abnormalities.
5. Toggle the joystick once again until a red screen is displayed.
6. Observe if the screen has any defects or abnormalities.
7. Repeat steps 5 and 6 until the screen displays green, blue, black, and white colors. Note any abnormalities or defects.

The test is completed when the text pattern screen appears. To exit, toggle the joystick control again.

If you do not detect any screen abnormalities upon using the built-in diagnostic tool, the monitor is functioning properly. Check the video card and computer.

Common problems

The following table contains general information about common monitor problems that you might encounter and the possible solutions:

⚠ WARNING: The monitor LCD panel duty cycle is designed for 18 hours a day, 7 days a week. Usage higher than the designed duty cycle may result in premature decrease in panel backlight luminance, which may not be covered under warranty.

Table 8. Common problems.

Common symptoms	What you experience	Possible solutions
No Video/Power LED off	No picture	- Ensure that the video cable connecting the monitor and the computer is properly connected and secure. - Verify that the power outlet is functioning properly using any other electrical equipment. - Ensure that you have pressed the power button properly. - Ensure that the correct input source is selected in the <i>Input Source</i> menu in the <i>User's Guide</i> of SE2426HG.
No video/Power LED on	No picture or no brightness	- Increase brightness and contrast controls through OSD. - Perform monitor self-test feature check. - Check for bent or broken pins in the video cable connector. - Run the built-in diagnostics, For more information, see Self-Diagnostics. - Ensure that the correct input source is selected in the <i>Input Source</i> menu in the <i>User's Guide</i> of SE2426HG.
Missing pixels	LCD screen has spots	- Cycle power on and off. - A pixel that is permanently off is a natural defect that can occur in LCD technology. - For more information about Dell Monitor Quality and Pixel Policy, see Dell Support site at Dell Display Pixel Guidelines.
Stuck-on pixels	LCD screen has bright spots	- Cycle power on and off. - A pixel that is permanently on is a natural defect that can occur in LCD technology. - For more information about Dell Monitor Quality and Pixel Policy, see Dell Support site at Dell Display Pixel Guidelines.
Brightness problems	Picture too dim or too bright	- Reset the monitor to factory settings. - Adjust brightness and contrast controls through OSD.
Safety related issues	Visible signs of smoke or sparks	- Do not perform any troubleshooting steps. - Contact Dell immediately.
Intermittent problems	Monitor malfunctions on and off	- Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. - Reset the monitor to factory settings. - Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.
Missing color	Picture missing color	- Perform monitor self-test. - Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. - Check for bent or broken pins in the video cable connector.
Wrong color	Picture color not good	- Try different Preset Modes in Color settings OSD. - Adjust R/G/B value under Custom Color in Color menu OSD. - Change the Input Color Format to RGB or YCbCr in the Color settings OSD. - Run the built-in diagnostics.
Image retention from a static image left on the monitor for a long period of time	Faint shadow from the static image displayed appears on the screen	- Set the screen to turn off after a few minutes of screen idle time. These can be adjusted in the Windows Power Options or Mac Energy Saver setting. - Alternatively, use a dynamically changing screensaver.

Product-specific problems

Table 9. Product-specific problems.

Specific symptoms	What you experience	Possible solutions
The screen image is too small	Image is centered on screen, but does not fill entire viewing area	• Check the Aspect Ratio setting in the Display menu OSD. • Reset the display to factory settings.
Cannot adjust the monitor with the joystick control on the rear of the monitor	OSD does not appear on the screen	• Turn off the monitor, unplug the monitor power cable, plug it back in, and then turn on the monitor. • Check whether the OSD menu is locked. If yes, move and hold the joystick forward/back/left/right for 4 seconds to unlock it.
No input signal when user controls are pressed	No picture, the LED light is white	• Check the signal source. Ensure that the computer is not in power saving mode by moving the mouse or pressing any key on the keyboard. • Check whether the signal cable is plugged in properly. Connect the signal cable again if necessary. • Reset the computer or video player.
The picture does not fill the entire screen	The picture cannot fill the height or width of the screen	• Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen. • Run the built-in diagnostics.
No image when using DP connection to the PC	Black screen	• Verify which DP standard (DP 1.1a or DP 1.4) your graphics card is certified to. Download and install the latest graphics card driver. • Some DP 1.1a graphics cards cannot support DP 1.4 monitors.

Regulatory information

FCC notices (U.S. Only) and other regulatory information

For FCC notices and other regulatory information, see the [Dell Regulatory Compliance Home Page](#).

EU product database for energy label and product information sheet

For more information about the energy labeling regulations, see the following resource:

[Energy labeling information for SE2426HG](#)

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see [Contact Support at Dell Support Site](#).

- ① **NOTE:** Availability varies by country, region, or product, and some services may not be available in your location.
- ① **NOTE:** If you do not have an active Internet connection, you can find contact information about your purchase invoice, packing slip, bill, or Dell product catalog.

Revision History

The following table provides the revision history of this document:

Table 10. Revision History.

Revision	Date	Description
A00	November 2025	Original publish date.