


# **Dell Pro 24 Monitor E2425HM**

## Teardown Instructions

## 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 included in this document assumes that you have read the safety information that 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 monitor that support it) may damage 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 the cables.
- 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 any loose or misplaced screws inside your monitor may severely damage it.

### 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.

# 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

- Phillips screwdriver #0
- Phillips screwdriver #2
- Nut driver 5 mm
- 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 1. Screw list.**

Component	Screw type	Quantity	Screw image
Back cover hinge	M4x4.5	2	
Display middle-frame	M3x4	9	
Chassis assembly	M3x3	4	
Interface board	M3x6	2	
Power board	M3x6	2	
Power-board grounding	M4x9	1	
VGA port	#4-40x11.8	2	

# Stand

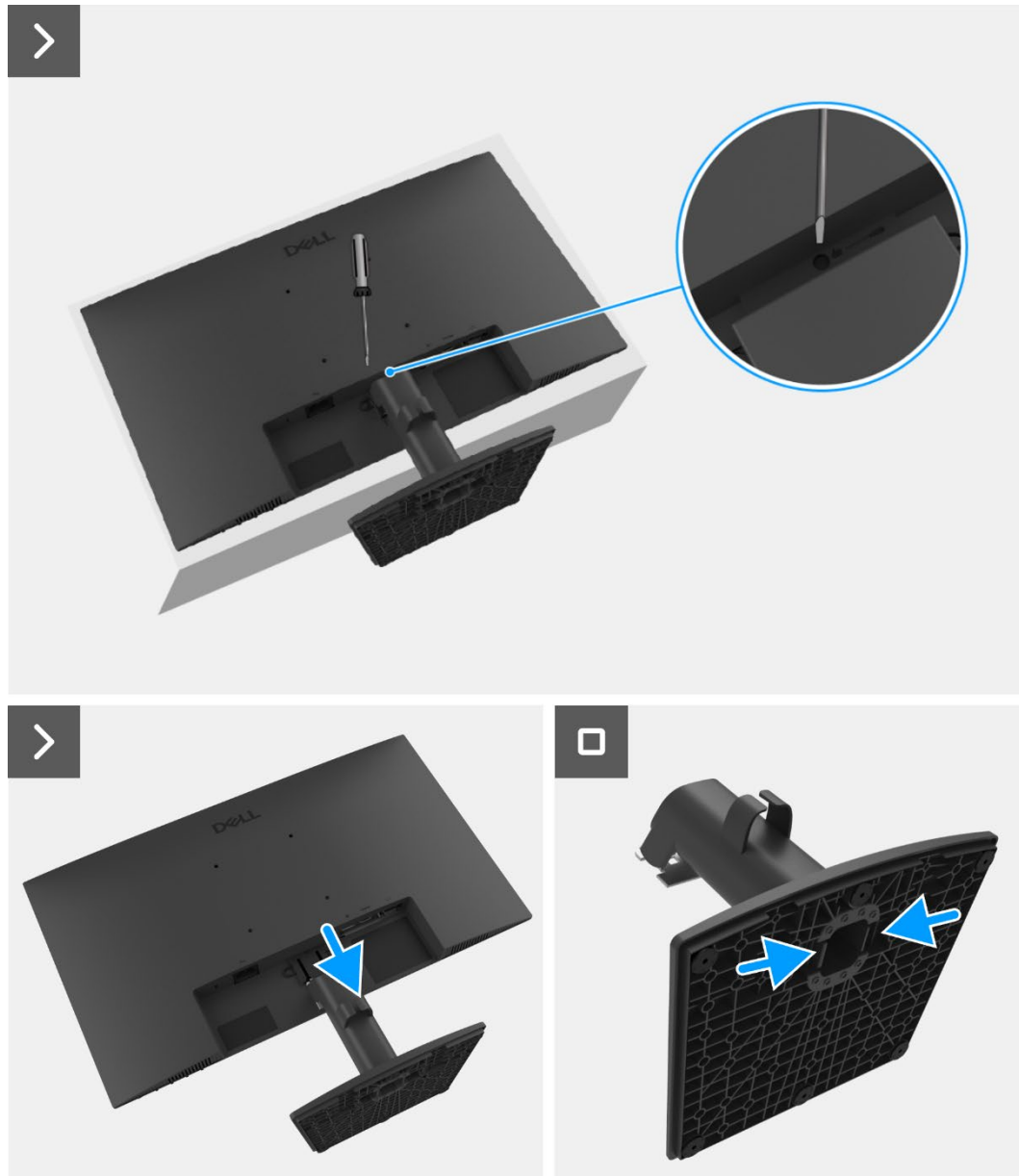
## Removing the stand

### Prerequisites

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

### Steps

1. Lift the stand assembly up to access the release button.
2. Using a screwdriver, press the release button and pull the stand assembly away from the monitor.
3. Press the release tab at the bottom of the stand base and separate the stand riser from the stand base.

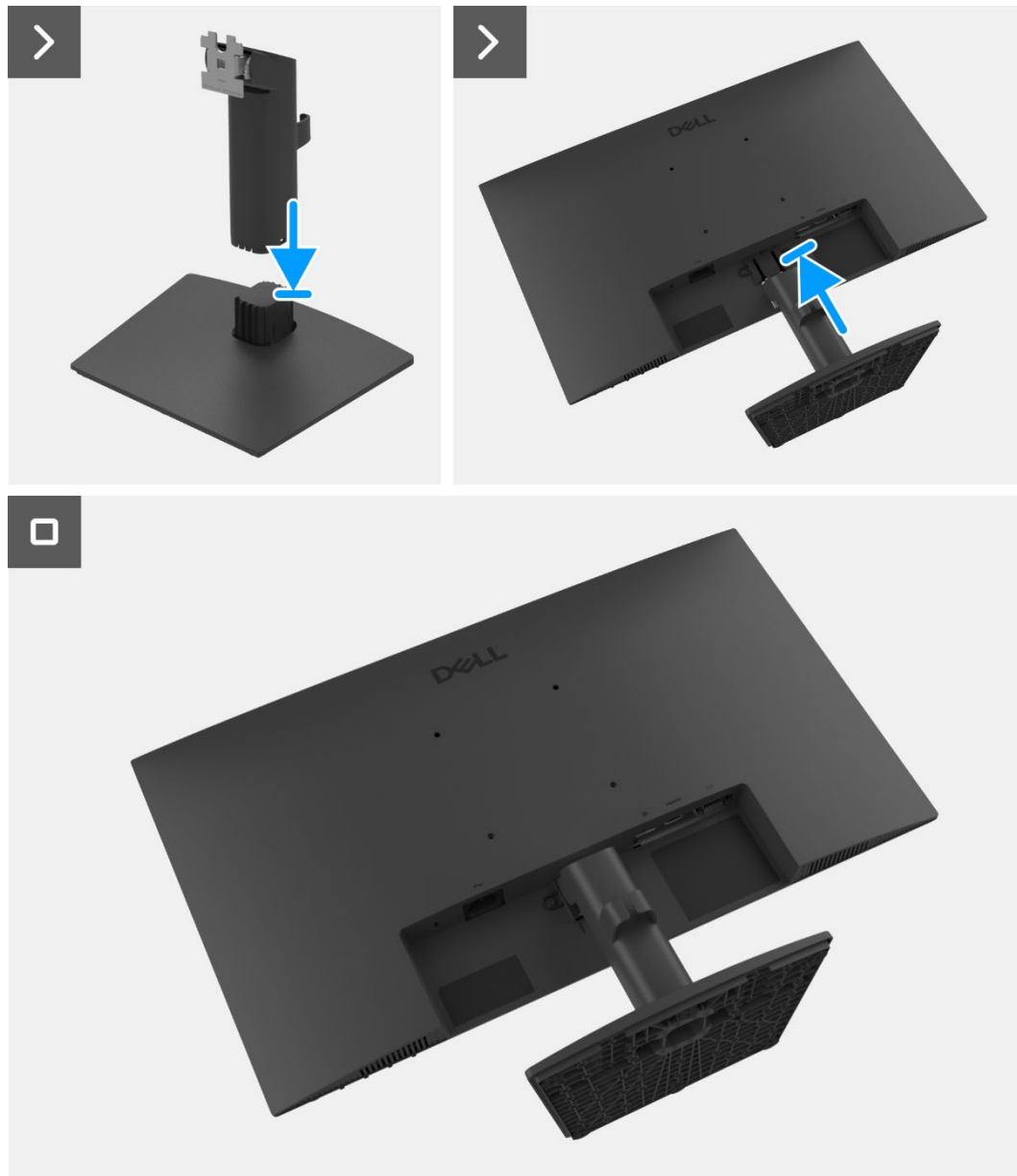


**Figure 1.** Removing the stand

## Installing the stand

### Steps

1. Align and insert the stand riser into the stand base until it snaps into place.
2. Slide the stand assembly into the grooves on the display back cover and snap it in place.



**Figure 2.** Installing the stand

### Next steps

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

## Back cover

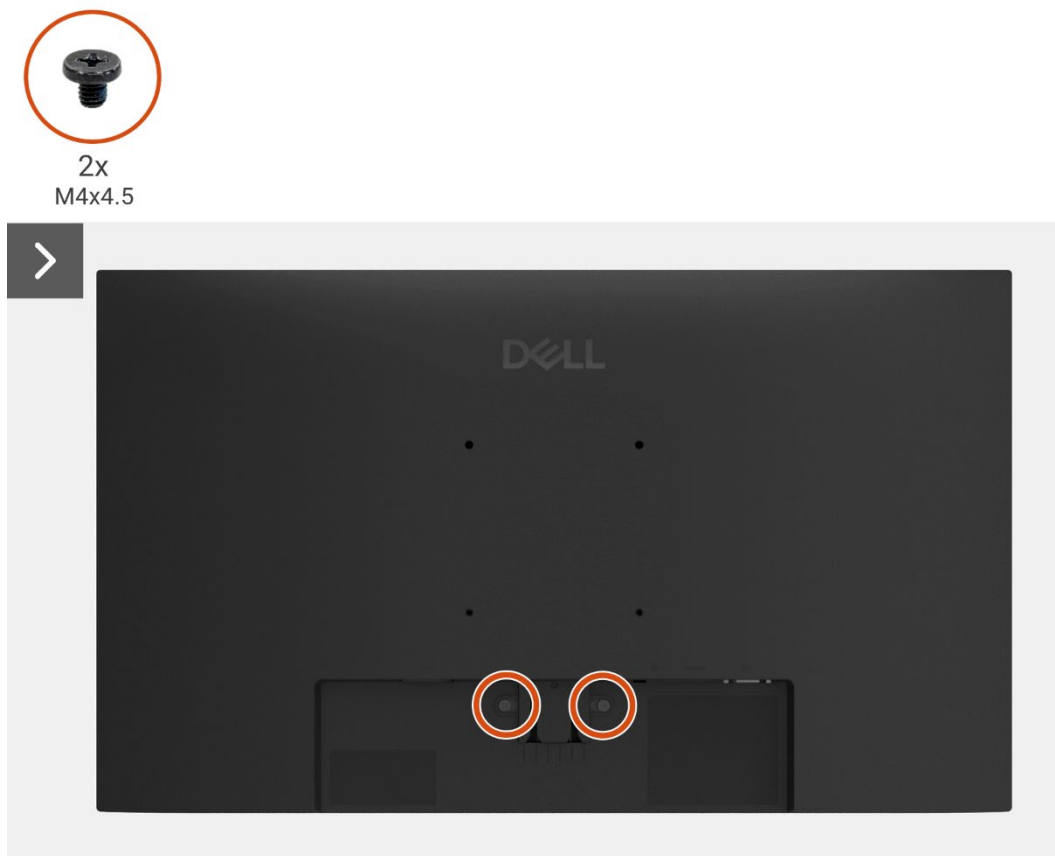
### Removing the back cover

#### Prerequisites

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

#### Steps

1. Remove the two screws (M4x4.5) 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 and remove the back cover away from the monitor.



**Figure 3.** Removing the back cover



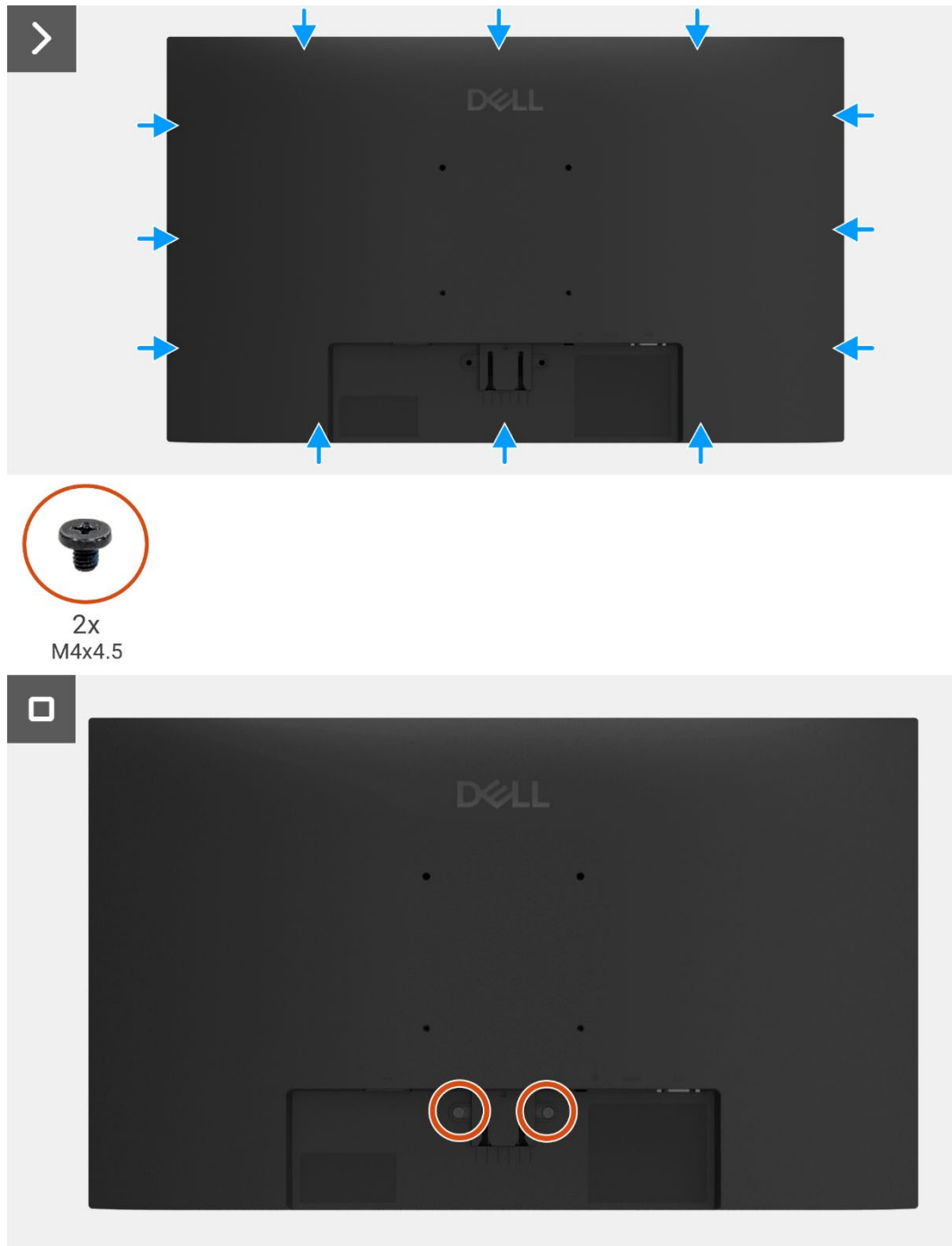


**Figure 4.** Removing the back cover

## Installing the back cover

### Steps

1. Align the back cover with the chassis and snap it into place.  
**NOTE:** Align the screw holes on the back cover with the screw holes on the chassis assembly before applying slight pressure to the back cover.
2. Replace the two screws (M4x4.5) that secure the back cover to the monitor.



**Figure 5.** Installing the back cover

### Next steps

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

# Chassis assembly

## Removing the chassis assembly

### Prerequisites

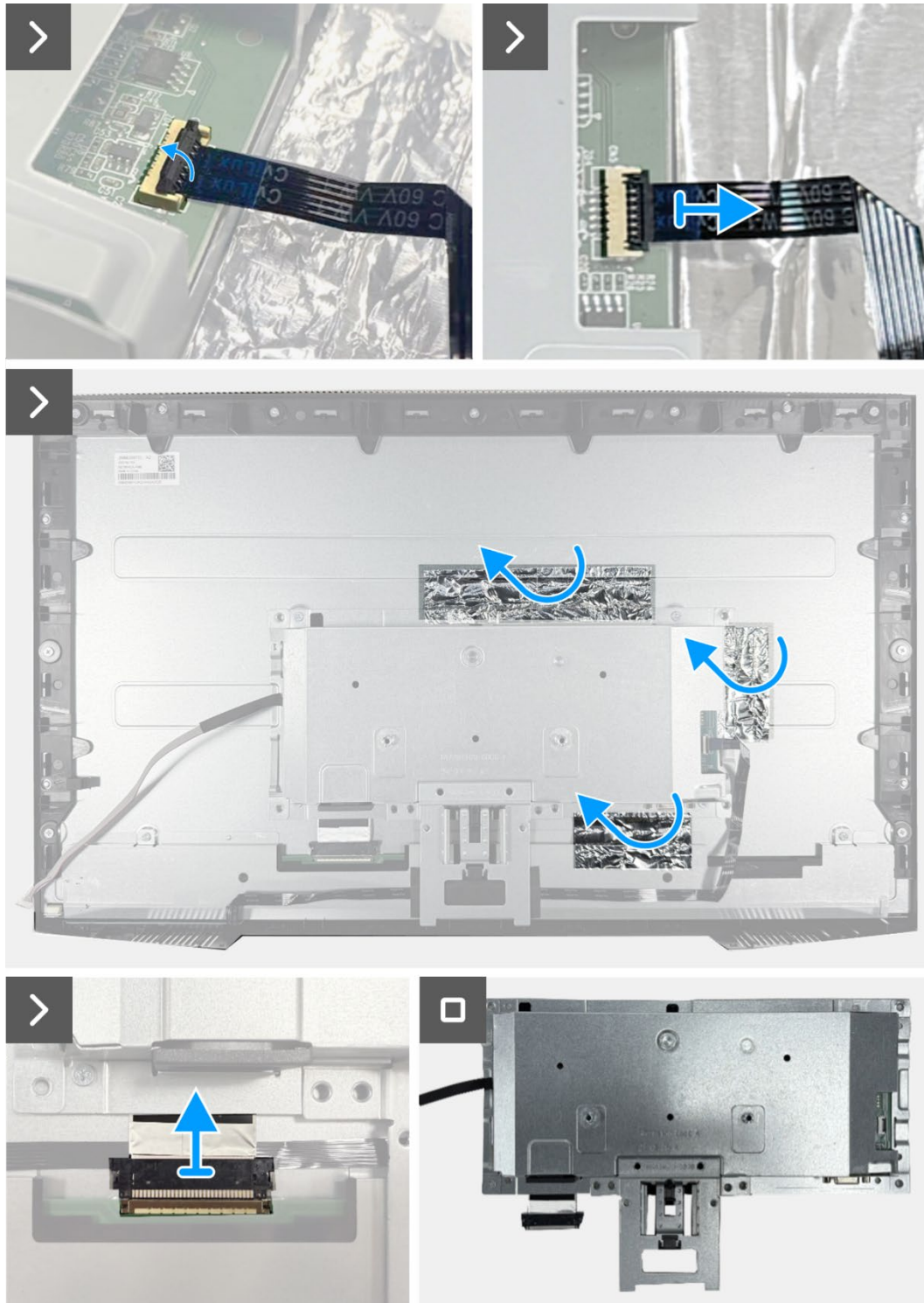
1. Follow the procedure in [Before working inside your monitor.](#)
2. Remove the [stand.](#)
3. Remove the [back cover.](#)

### Steps

1. Remove the four screws (M3x3) that secure the chassis to the display panel.
2. Peel the tape that secures the lightbar cable to the display panel.
3. Disconnect the lightbar cable from the connector on the display panel.
4. Peel the latch and disconnect the keypad cable from the connector on the interface board.
5. Peel the three aluminum foils from the LVDS cable and chassis assembly.
6. Disconnect the LVDS cable from the connector on the display panel.
7. Remove the chassis assembly from the display panel.



**Figure 6.** Removing the chassis assembly



**Figure 7.** Removing the chassis assembly

## Installing the chassis assembly

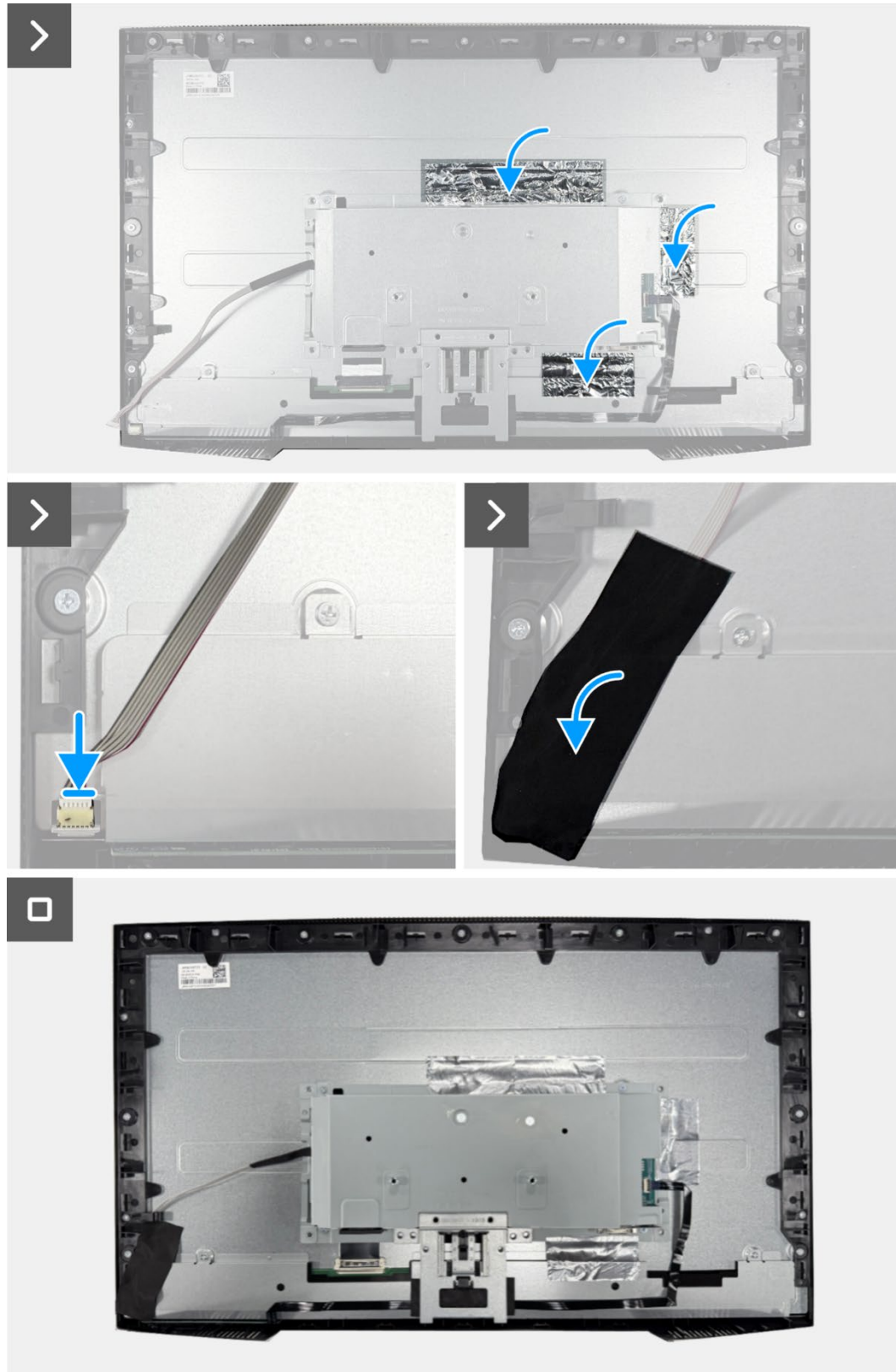
### Steps

1. Connect the LVDS cable to the connector on the display panel.
2. Position the chassis assembly on the display panel, ensuring the notch on the chassis bracket aligns with the rib at the bottom of the display middle-frame.
3. Slide the keypad cable into the connector on the interface board and close the latch to secure it in place.
4. Replace the four screws (M3x3) that secure the chassis assembly to the display panel.
5. Adhere the three aluminum foils to the LVDS cable and the chassis assembly.
6. Connect the lightbar cable to connector on the display panel and adhere the tape that secures it to the panel.



**Figure 8.** Installing the chassis assembly





**Figure 9.** Installing the chassis assembly

**Next steps**

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

# Keypad board

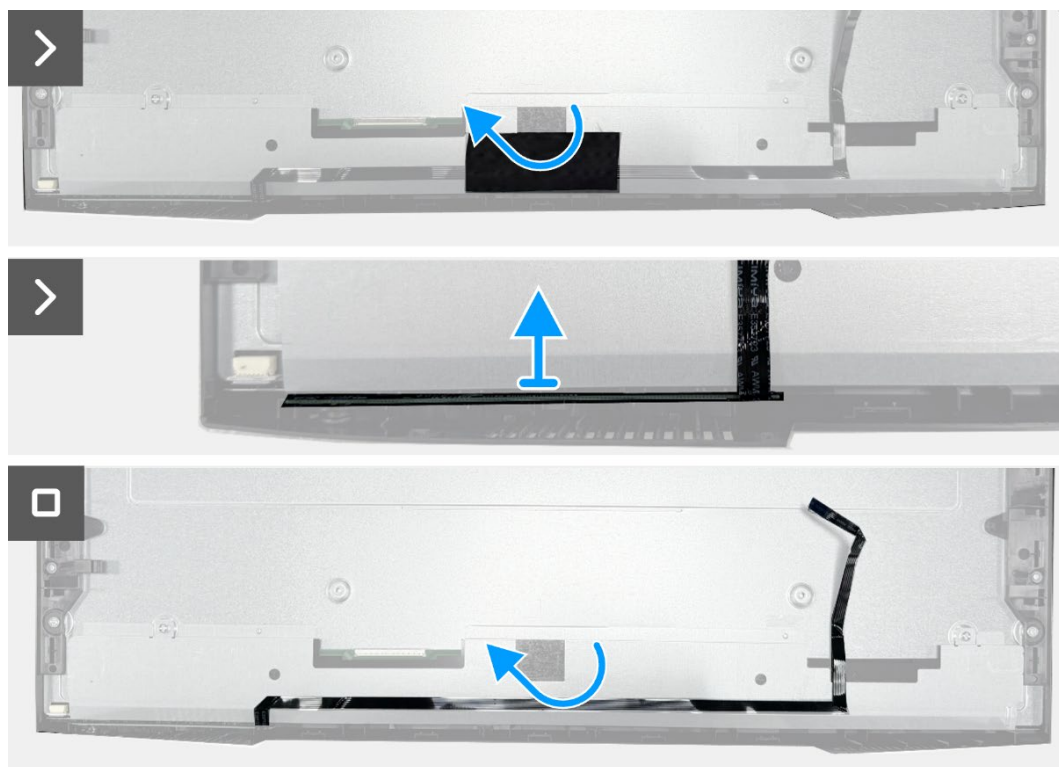
## Removing the keypad board

### Prerequisites

1. Follow the procedure in [Before working inside your monitor](#).
2. Remove the [stand](#).
3. Remove the [back cover](#).
4. Remove the [chassis assembly](#).

### Steps

1. Peel the tape from the bottom middle of the monitor.
2. Remove the keypad board from the slot on the display middle-frame.
3. Peel the keypad cable from the panel shielding.

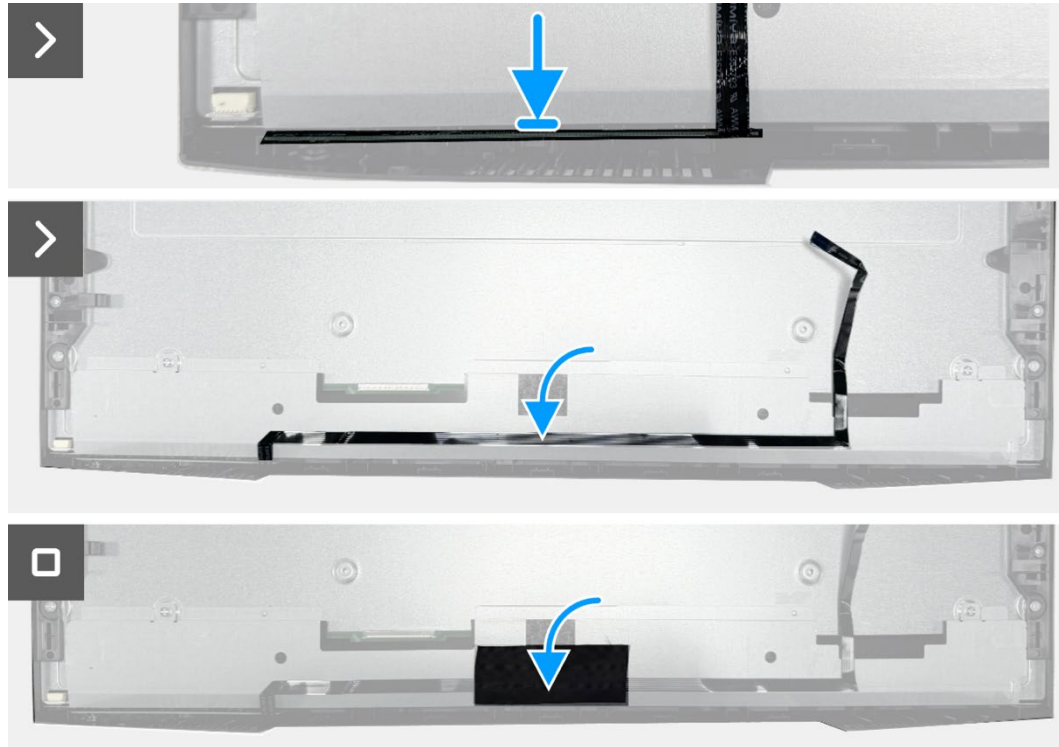


**Figure 10.** Removing the keypad board

## Installing the keypad board

### Steps

1. Align and place the keypad board onto the display middle-frame.
2. Adhere the keypad cable to the panel shielding.
3. Adhere the tape to the bottom middle of the monitor.



**Figure 11** Installing the keypad board

### Next steps

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



# Interface board

## Removing the interface board

### Prerequisites

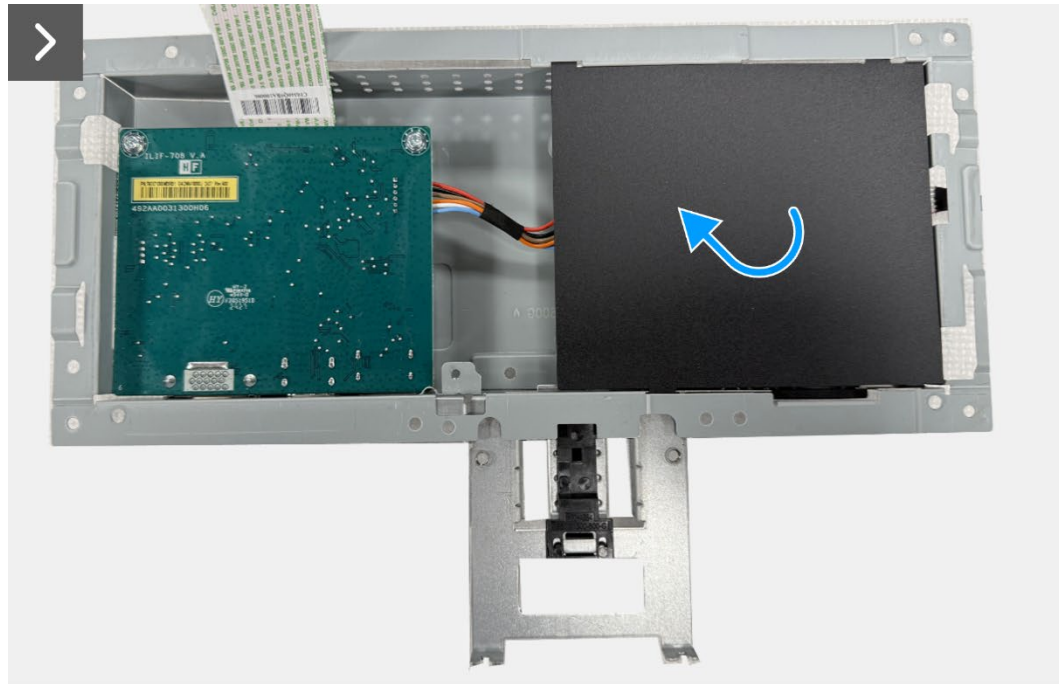
1. Follow the procedure in [Before working inside your monitor](#).
2. Remove the [stand](#).
3. Remove the [back cover](#).
4. Remove the [chassis assembly](#).
5. Remove the [keypad board](#).

### Steps

1. Remove the two hex screws from the VGA port.
2. Remove the mylar from the chassis assembly.
3. Remove the four screws (M3x6) that secure the interface board and power board to the chassis assembly.
4. Remove the screw (M4x9) that secures the power board to the chassis assembly.
5. Remove the interface board and power board from the chassis assembly.
6. Disconnect the power cable from the connector on the interface board.
7. Disconnect the LVDS cable from the connector on the interface board.



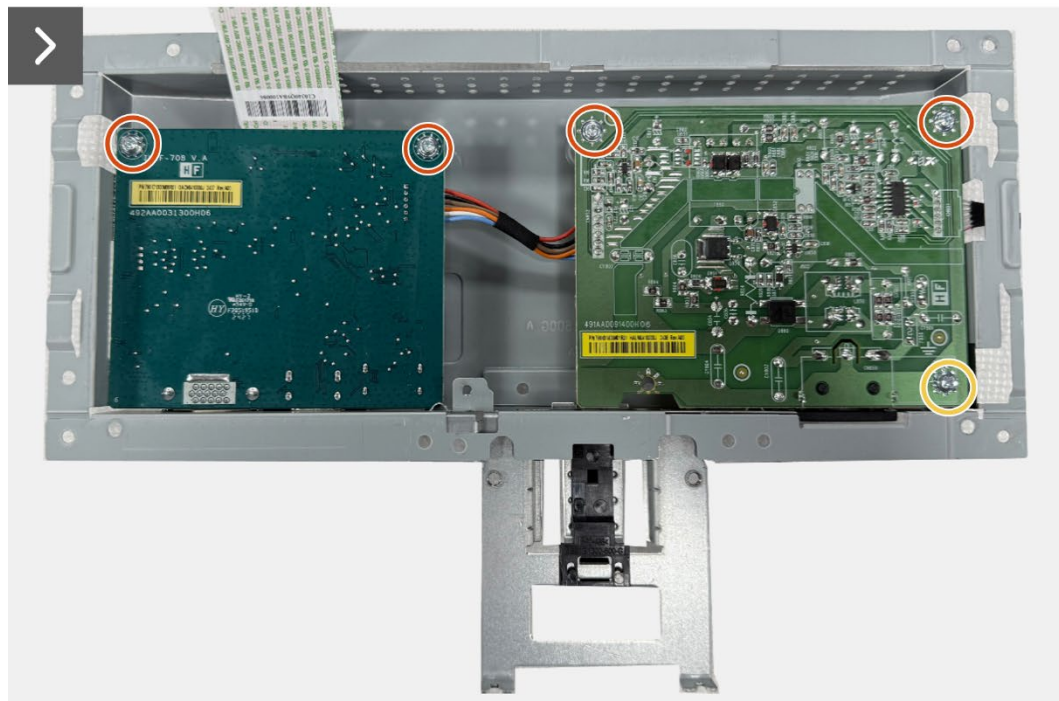
**Figure 12.** Removing the interface board



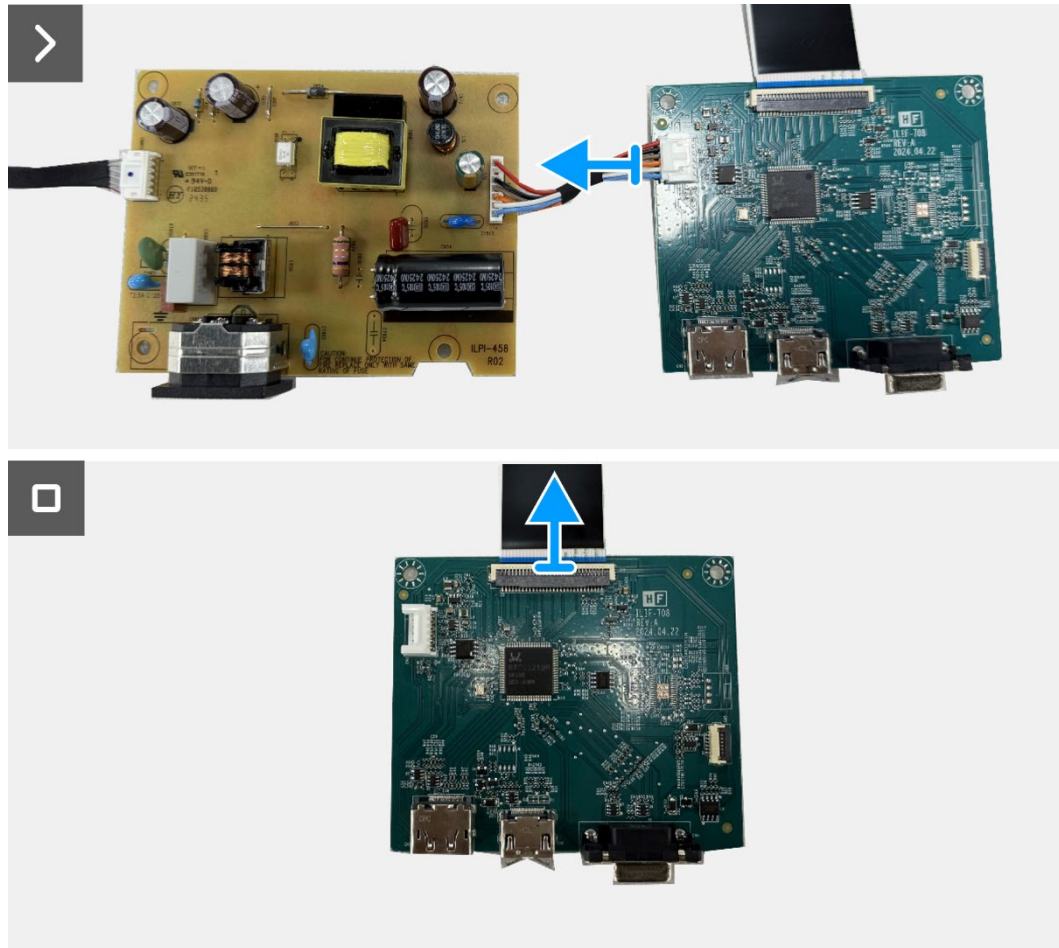
4x  
M3x6



1x  
M4x9



**Figure 13.** Removing the interface board

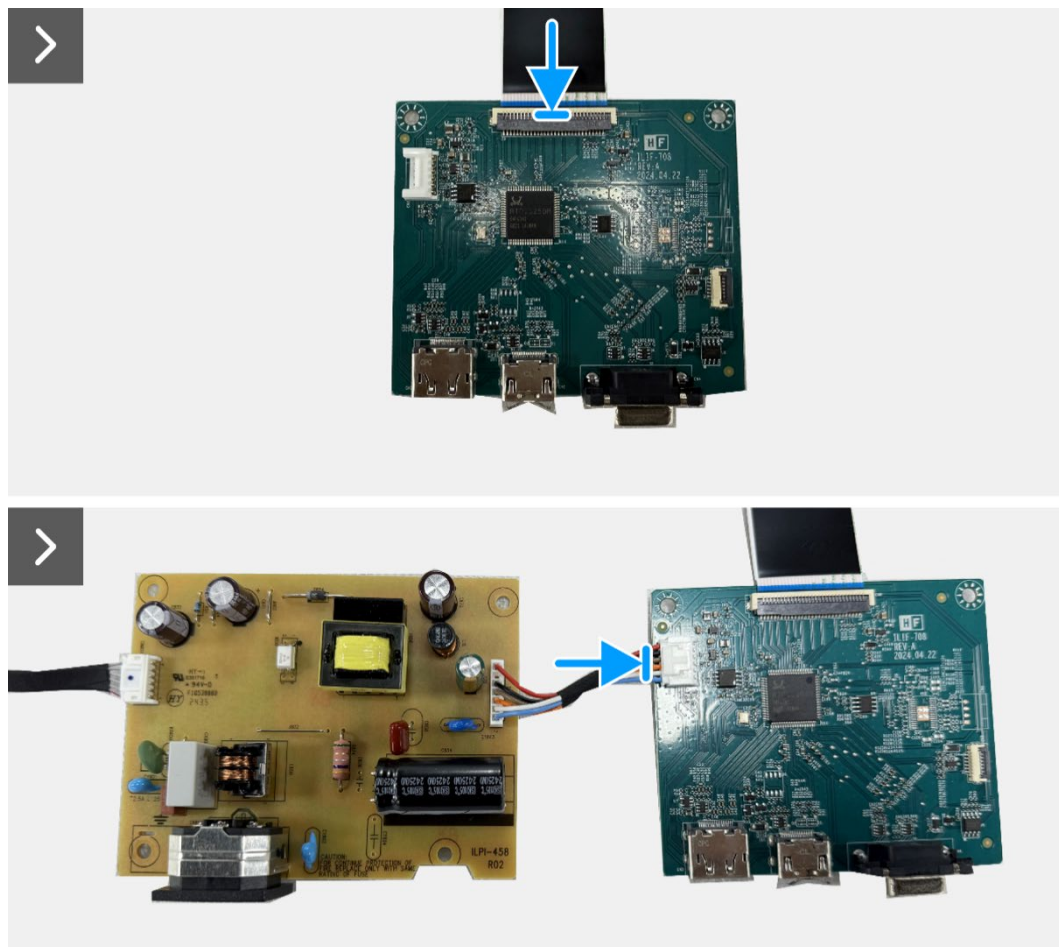


**Figure 14.** Removing the interface board

## Installing the interface board

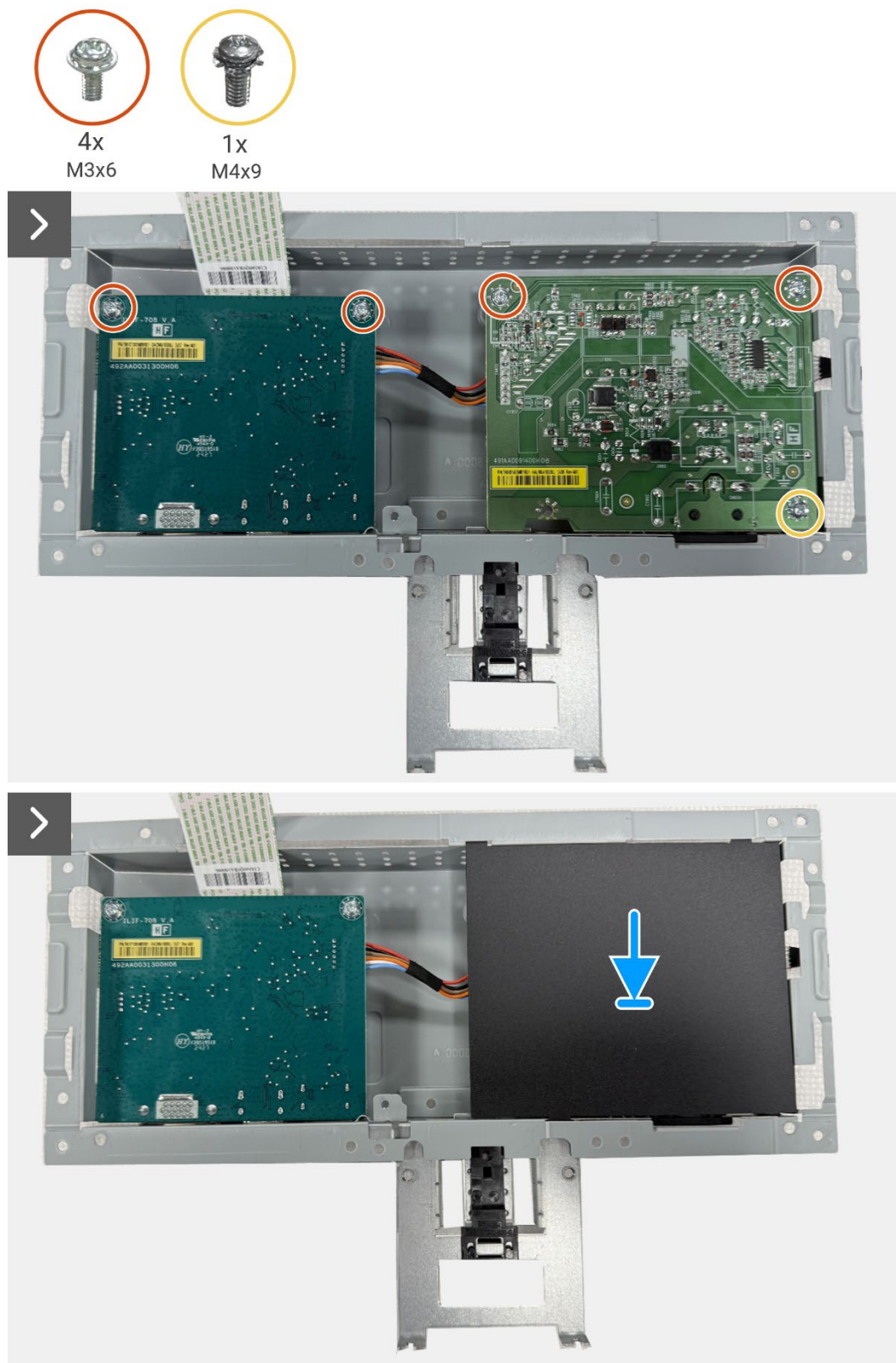
### Steps

1. Connect the LVDS cable to the connector on the interface board.
2. Connect the power cable to the connector on the interface board.
3. Align and place the interface board and power board to the chassis.
4. Replace the four screws (M3x6) to secure the interface board and power board to the chassis assembly.
5. Replace the screw (M4x9) to secure the power board to the chassis assembly.
6. Attach the mylar to the chassis assembly.
7. Replace the two hex screws to secure the VGA port.



**Figure 15.** Installing the interface board





**Figure 16.** Installing the interface board



**Figure 17.** Installing the interface board

**Next steps**

1. Install the [keypad board](#).
2. Install the [chassis assembly](#).
3. Install the [back cover](#).
4. Install the [stand](#).
5. Follow the procedure in [After working inside your monitor](#).

# Power board

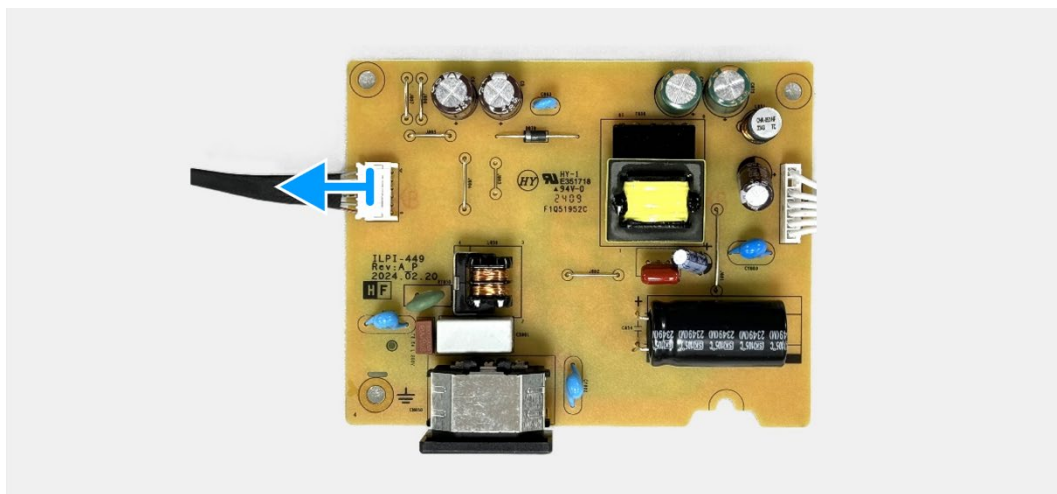
## Removing the power board

### Prerequisites

1. Follow the procedure in [Before working inside your monitor](#).
2. Remove the [stand](#).
3. Remove the [back cover](#).
4. Remove the [chassis assembly](#).
5. Remove the [keypad board](#).
6. Remove the [interface board](#).

### Steps

1. Disconnect the lightbar cable from the connector on the power board.

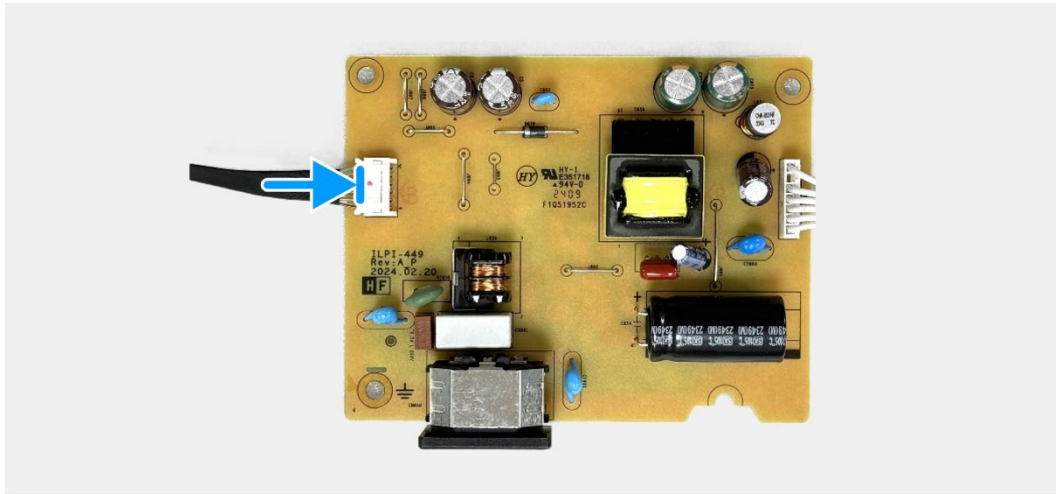


**Figure 18.** Removing the power board

## Installing the power board

## Steps

1. Connect the lightbar cable to the connector on the power board.



**Figure 19. Installing the power board**

## Next steps

1. Install the [interface board](#).
2. Install the [keypad board](#).
3. Install the [chassis assembly](#).
4. Install the [back cover](#).
5. Install the [stand](#).
6. Follow the procedure in [After working inside your monitor](#).



# Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see [www.dell.com/contactdell](http://www.dell.com/contactdell).

**NOTE:** Availability varies by country and product, and some services may not be available in your country.

**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.