

Dell UltraSharp 27 4K Thunderbolt Hub Monitor U2725QE

Teardown Instruction

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 supports 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.
- 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 marked on 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
-  **WARNING:** 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. Protecting Against Electrostatic Discharge.

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

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
- Penknife
- Soldering iron
- Absorber

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: Screw color may vary with the configuration ordered.

Table 1. Components and descriptions.

Component	Screw type	Quantity	Screw image
Back cover	M4x10	4	
Keypad board	M2x3.3	2	
I/O Cover	M3x5	4	
QAP	M3x6	4	
USB board	M3x3	1	
Main chassis	M3x3	4	
Middle frame	M3x5	11	
Middle frame	M3x4	5	
Power board groundwire	M4x8	1	
Power board	M3x6	4	
Main board	M3x6	3	

Stand

Removing the stand

Prerequisites

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

Steps

1. Place the monitor on a soft cloth or cushion.
2. Press and hold the stand-release button.
3. Tilt the stand upwards till the stand is separated from the monitor head.
4. Open the screw handle at the bottom of the stand base and turn it anti-clockwise to unlock the riser with base.
5. Remove the stand riser from the stand base.

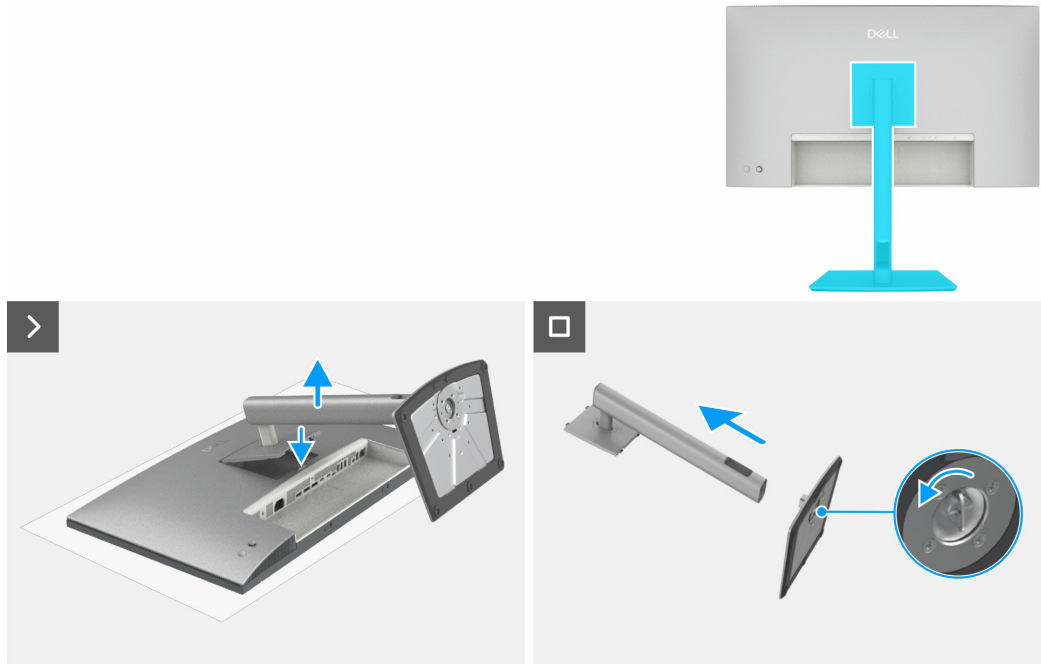


Figure 1. Removing the stand

Upper back cover

Removing the upper back cover

Prerequisites

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

Steps

1. Remove the four screws (M4x10) to release the upper back cover.
2. Use one hand to push the upper back cover from the bottom side to the top side.
3. Lift the upper back cover and disconnect the keypad cable from the connector on the main board.
4. Lift and remove the upper back cover away from the monitor.

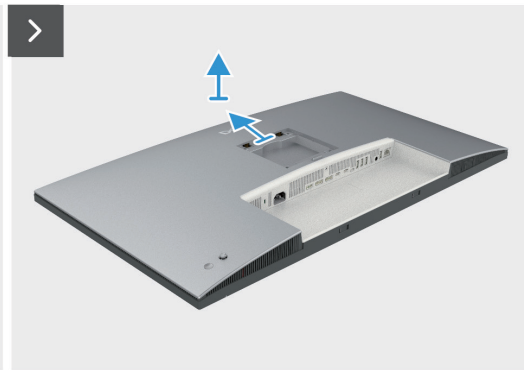
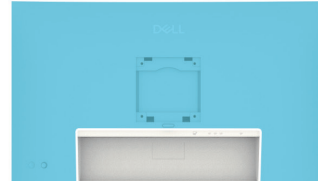


Figure 2. Removing the upper back cover

Keypad board

Removing the keypad board

Prerequisites

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

Steps

1. Peel the keypad cable from the back cover.
2. Peel the foam from the keypad board.
3. Remove the two screws (M2x3.3) that secure the keypad board to the upper back cover.
4. Remove the keypad board from the upper back cover.
5. Remove the joystick cap from the keypad board.

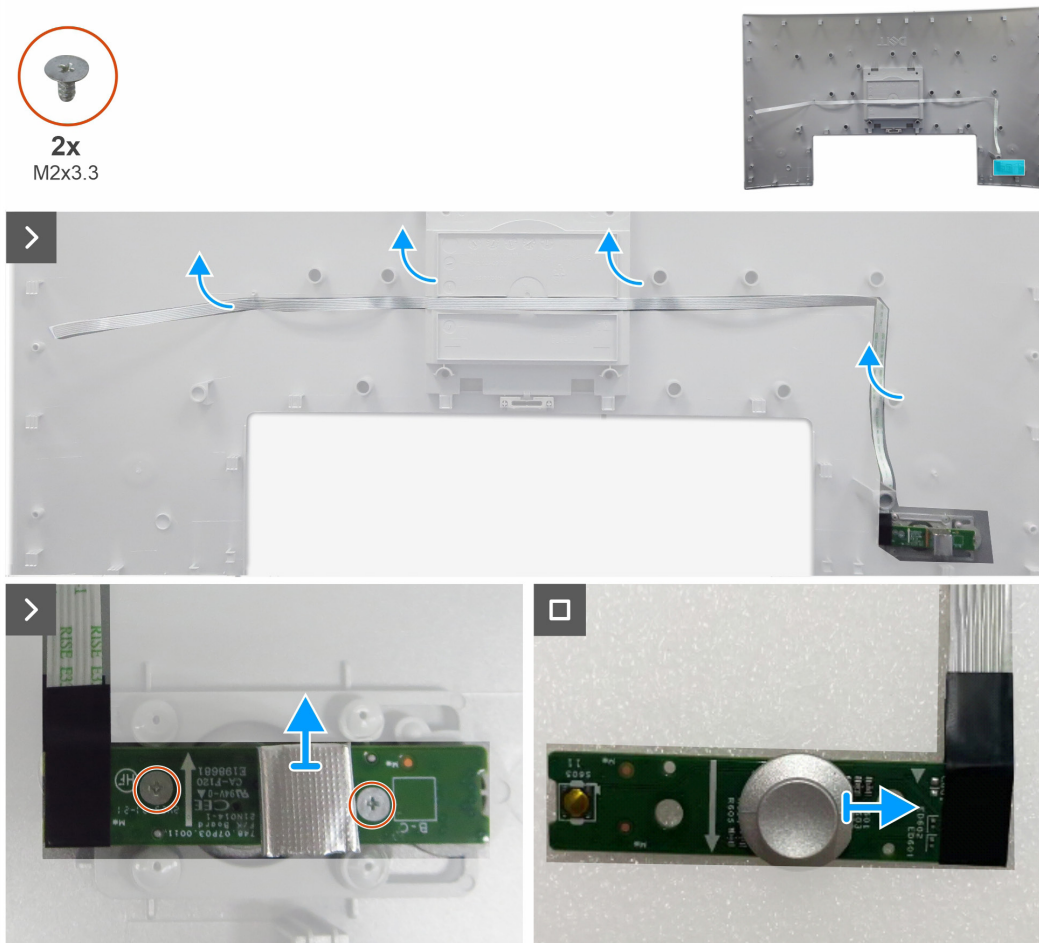


Figure 3. Removing the keypad board

Lower back cover

Removing the lower back cover

Prerequisites

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

Steps

1. Pry the lower back cover from the display-assembly base starting from the left side or right side.
2. Lift the lower back cover off the display-assembly base.

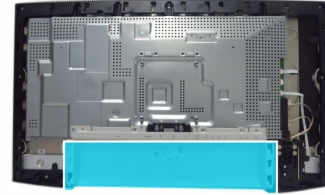


Figure 4. Removing the lower back cover

I/O Cover

Removing the I/O cover

Prerequisites

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

Steps

1. Remove the four screws (M3x5) that secure the I/O cover to the main chassis.
2. Lift and remove the I/O cover off the main chassis.

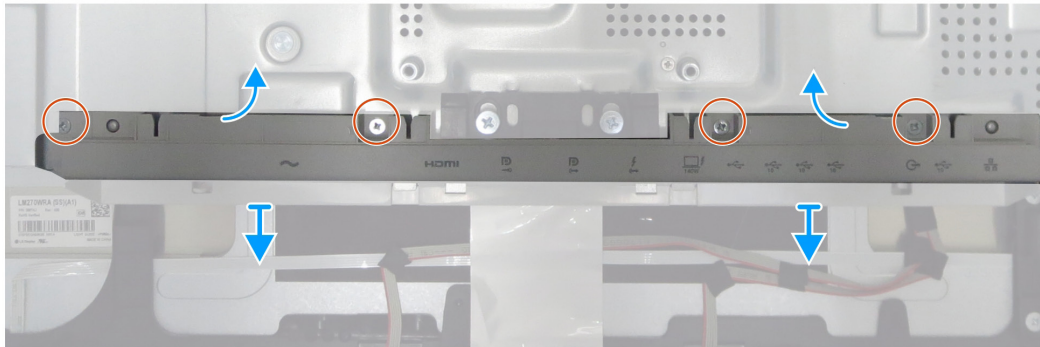
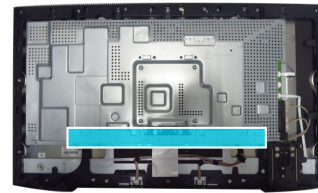


Figure 5. Removing the I/O cover

QAP (Quickly Accessary Ports)

Removing the QAP

Prerequisites

1. Follow the procedure in [Before working inside your monitor.](#)
2. Remove the [stand.](#)
3. Remove the [upper back cover.](#)
4. Remove the [keypad board.](#)
5. Remove the [lower back cover.](#)
6. Remove the [I/O cover.](#)

Steps

1. Peel the mylar tape and the aluminum foil.
2. Lift the locks and pull out the two wires from the main board.
3. Remove the four screw (M3x6) that secure the QAP to the middle frame.
4. Remove the QAP away from the middle frame.



4x
M3x6

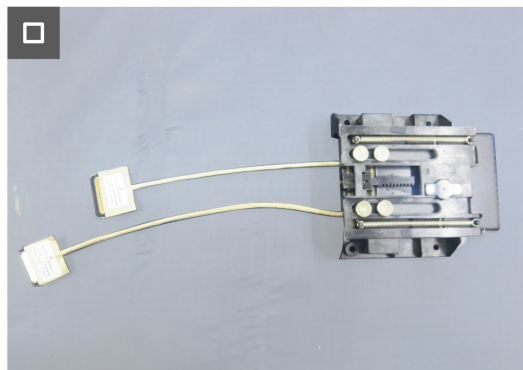
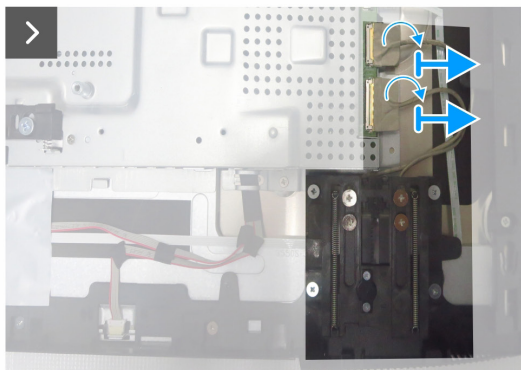
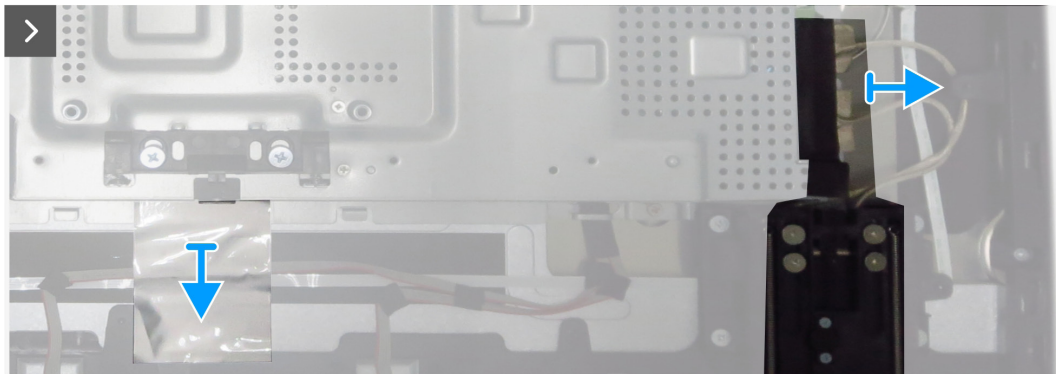
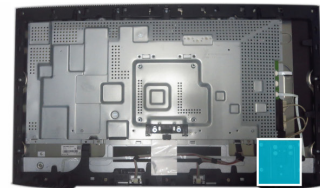


Figure 6. Removing the QAP

USB Board

Removing the USB board

Prerequisites

1. Follow the procedure in [Before working inside your monitor](#).
2. Remove the [stand](#).
3. Remove the [upper back cover](#).
4. Remove the [keypad board](#).
5. Remove the [lower back cover](#).
6. Remove the [I/O cover](#).
7. Remove the [QAP](#).

Steps

1. Turn over the QAP and pry the top cover of the QAP to remove it.
2. Remove the screw (M3x3) that secures the iron cover and USB board to the back cover of QAP.
3. Remove the iron cover and USB board from bottom cover of QAP.
4. Peel the conductive tapes on the back of the USB board.
5. Lift the locks and pull out the two wires from the USB board.

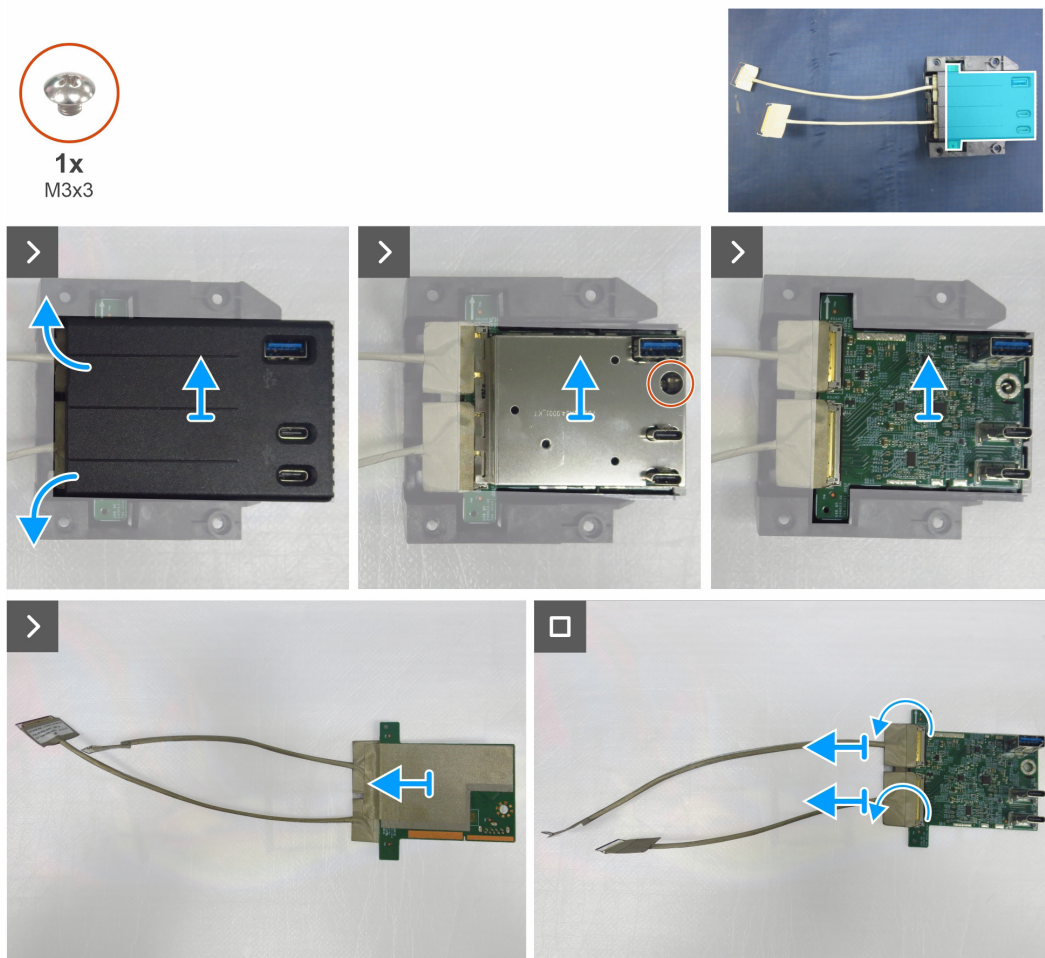


Figure 7. Removing the USB board

Main chassis

Removing the main chassis

Prerequisites

1. Follow the procedure in [Before working inside your monitor.](#)
2. Remove the [stand.](#)
3. Remove the [upper back cover.](#)
4. Remove the [keypad board.](#)
5. Remove the [lower back cover.](#)
6. Remove the [I/O cover.](#)
7. Remove the [QAP.](#)
8. Remove the [USB board.](#)

Steps

1. Remove the four screws (M3x3) that secure the main chassis to the display panel.
2. Disconnect the LED cable and sensor cable from the main board.
3. Disconnect the lightbar cables and eDP cable from the connectors of display panel.
4. Lift and remove the main chassis away from the display panel.

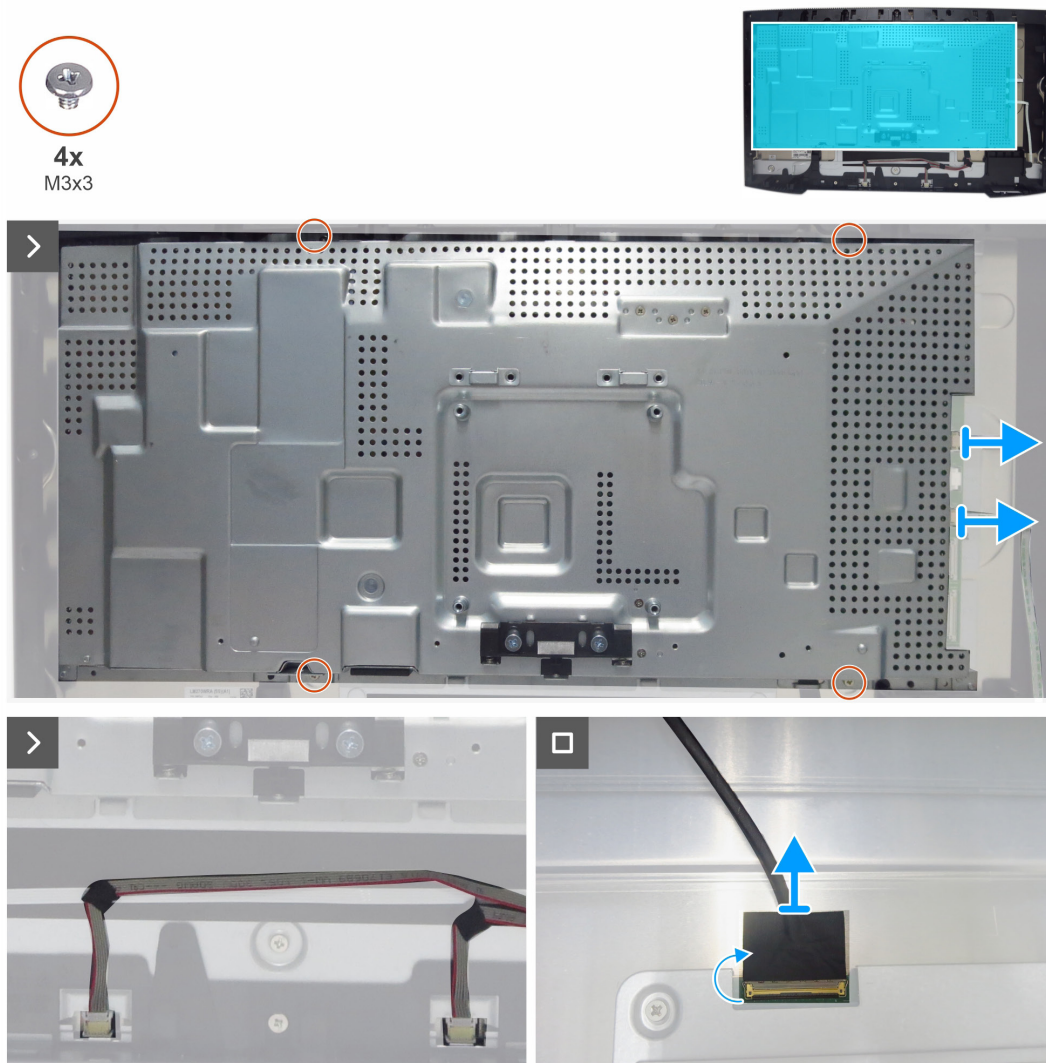


Figure 8. Removing the main board

Middle frame

Removing the middle frame

Prerequisites

1. Follow the procedure in [Before working inside your monitor](#).
2. Remove the [stand](#).
3. Remove the [upper back cover](#).
4. Remove the [keypad board](#).
5. Remove the [lower back cover](#).
6. Remove the [I/O cover](#).
7. Remove the [QAP](#).
8. Remove the [USB board](#).
9. Remove the [main chassis](#).

Steps

1. Remove the eleven screws (M3x5) and the five screws (M3x4) that secure the middle frame to the panel.
2. Peel the sensor cable from the display panel.
3. Lift and remove the middle frame away from the display panel.

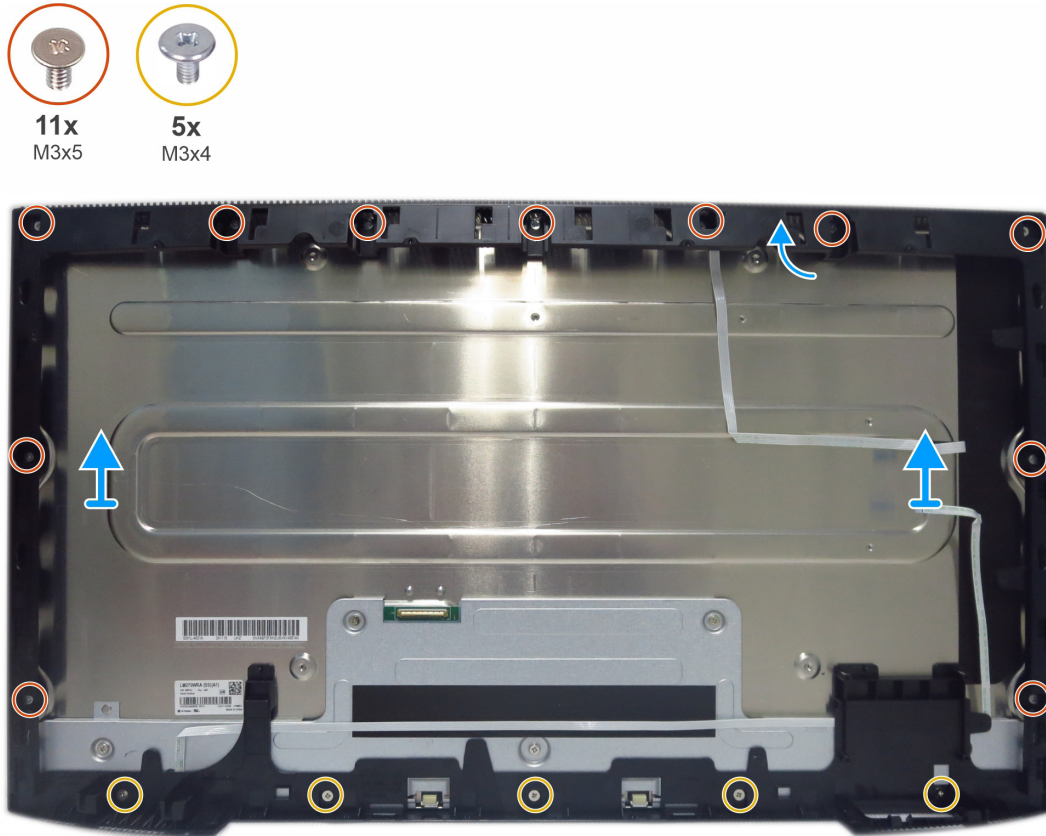


Figure 9. Removing the middle frame

LED board and ALS board

Removing the LED board and ALS board

Prerequisites

1. Follow the procedure in [Before working inside your monitor.](#)
2. Remove the [stand.](#)
3. Remove the [upper back cover.](#)
4. Remove the [keypad board.](#)
5. Remove the [lower back cover.](#)
6. Remove the [I/O cover.](#)
7. Remove the [QAP.](#)
8. Remove the [USB board.](#)
9. Remove the [main chassis.](#)
10. Remove the [middle frame.](#)

Steps

1. Peel the LED cable from the middle frame.

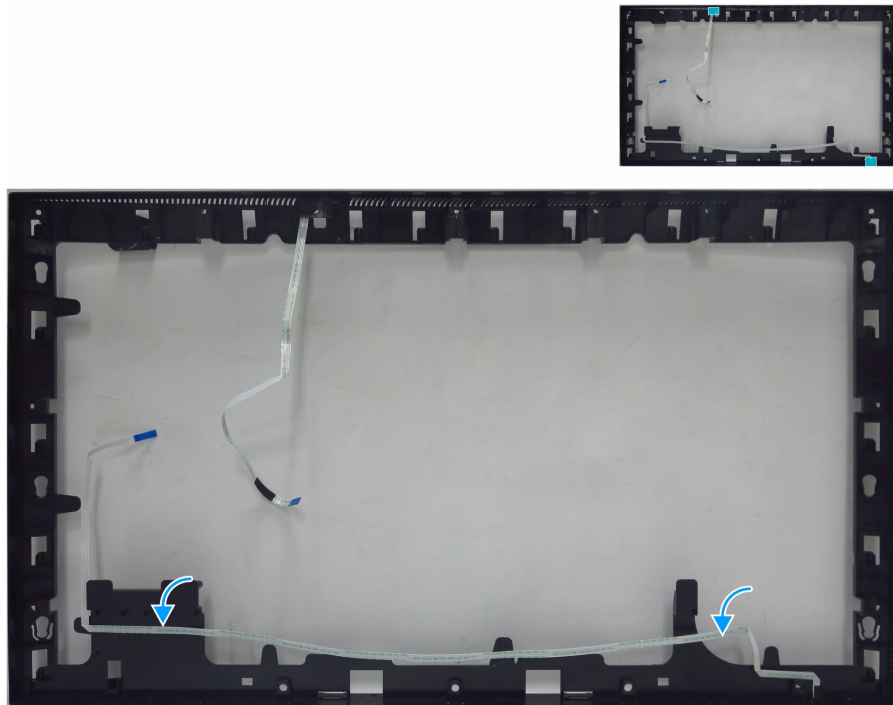


Figure 10. Removing the LED cable

2. Peel the mylar tape on the LED board.
3. Remove the LED board from the pins on the bottom side of the middle frame.

4. Remove the ALS board from the pins on the top side of middle frame.

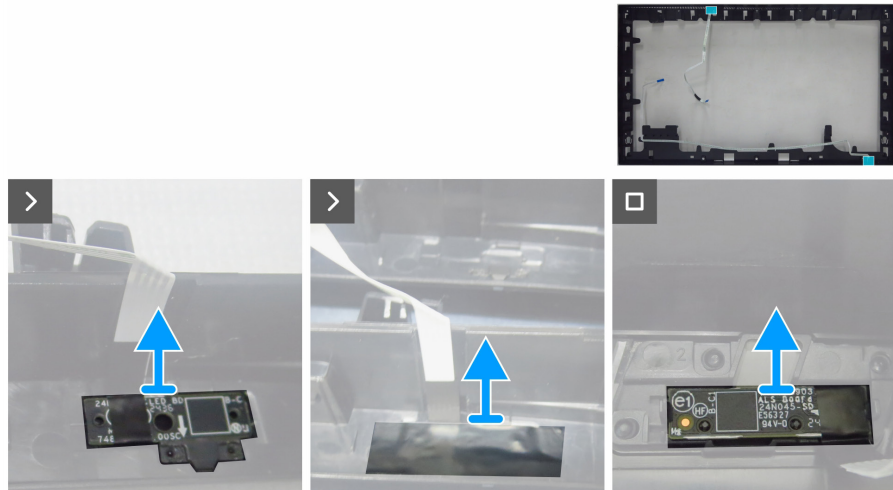


Figure 11. Removing the LED board and ALS board

Main board and power board

Removing the main board and power board

Prerequisites

1. Follow the procedure in [Before working inside your monitor.](#)
2. Remove the [stand.](#)
3. Remove the [upper back cover.](#)
4. Remove the [keypad board.](#)
5. Remove the [lower back cover.](#)
6. Remove the [I/O cover.](#)
7. Remove the [QAP.](#)
8. Remove the [USB board.](#)
9. Remove the [main chassis.](#)
10. Remove the [middle frame.](#)
11. Remove the [LED board and the ALS board.](#)

Steps

1. Remove the screw (M3x6) that secures the Mylar sheet with the power boards.
2. Remove the Mylar sheet from the main chassis.

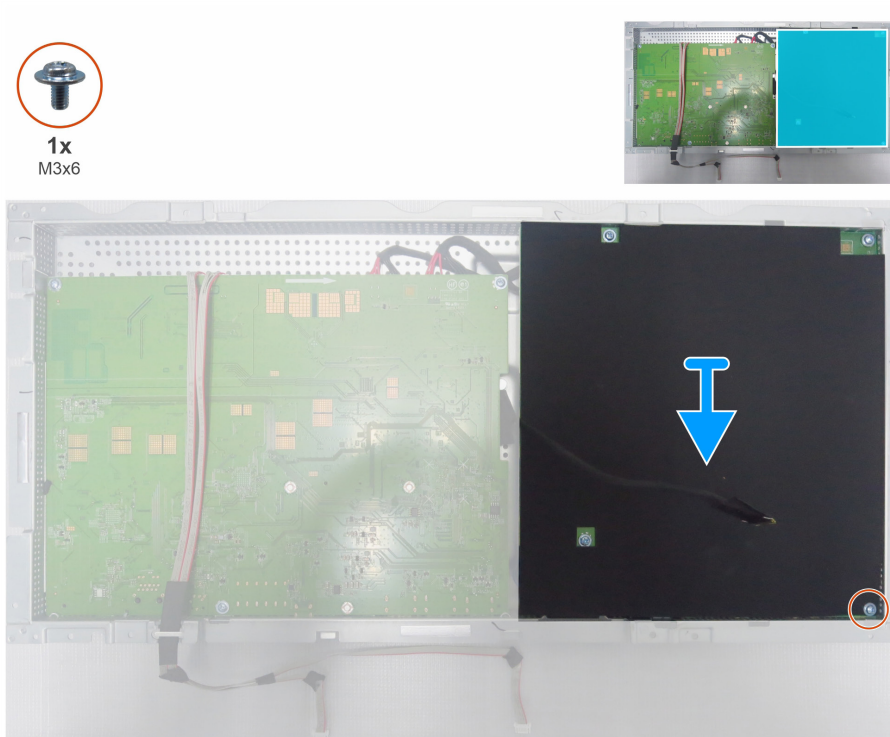


Figure 12. Removing the Mylar sheet

3. Remove the six screws (M3x6) and one screw (M4x8) on the main board and power board.
4. Slide the lightbar cable from the slot on the main chassis.
5. Lift the power board and disconnect the switch cable from the main board.

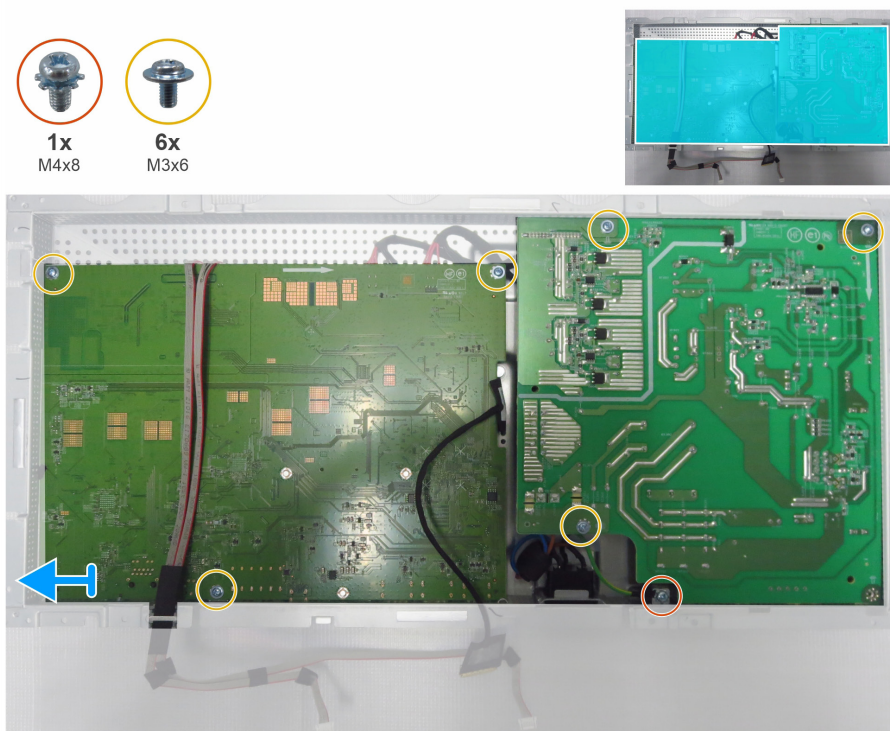


Figure 13. Removing the main board and power board

6. Remove the main board and power board from the main chassis.

7. Remove the AC switch module from the main chassis.

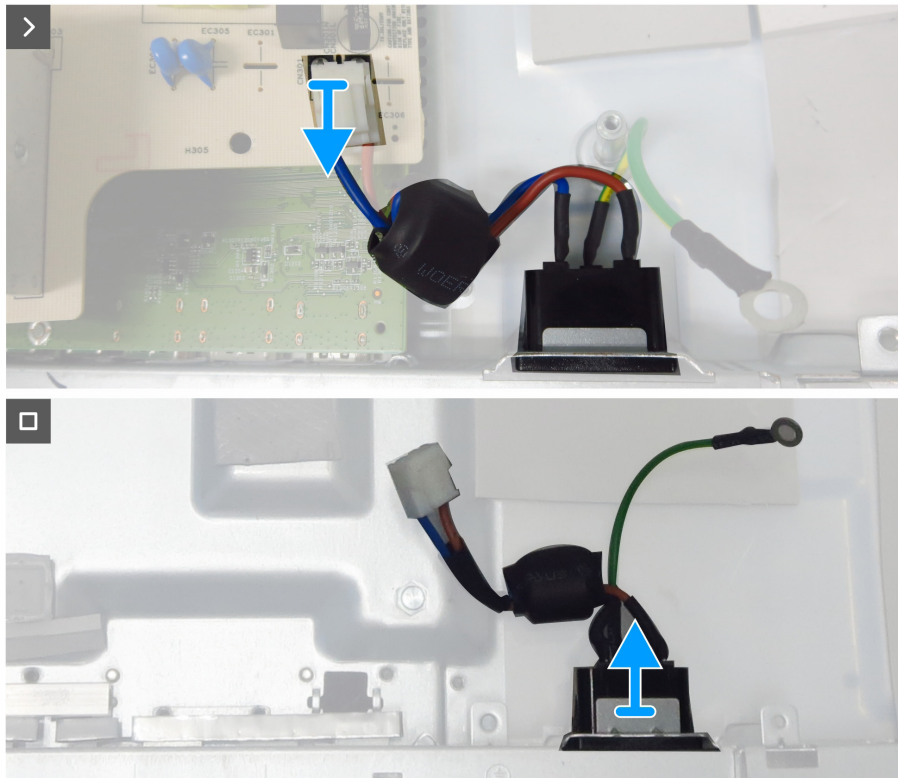


Figure 14. Removing the AC switch

8. Disconnect the eDP cable, lightbar cable and connective cables from the connectors on the main board.

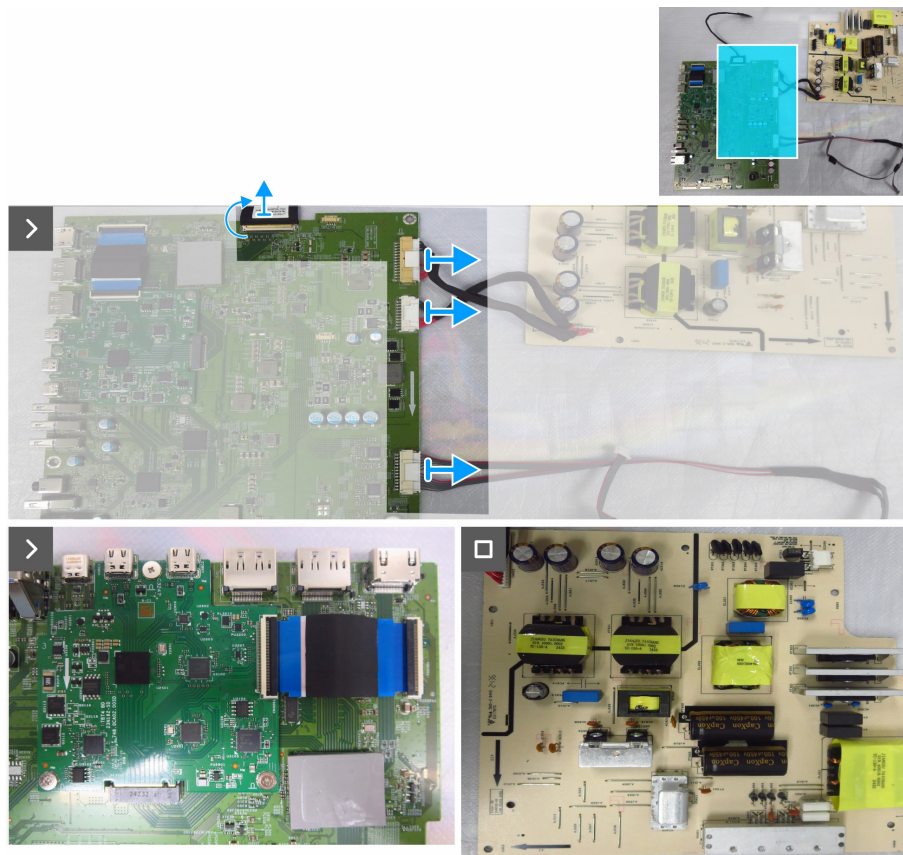


Figure 15. disconnecting the cables from the main board

Electrolyte capacitors

Removing the Electrolyte capacitors

Prerequisites

1. Follow the procedure in [Before working inside your monitor](#).
2. Remove the [stand](#).
3. Remove the [upper back cover](#).
4. Remove the [keypad board](#).
5. Remove the [lower back cover](#).
6. Remove the [I/O cover](#).
7. Remove the [QAP](#).
8. Remove the [USB board](#).
9. Remove the [main chassis](#).
10. Remove the [middle frame](#).
11. Remove the [LED board and the ALS board](#).
12. Remove the [main board and power board](#).

Steps

1. Slide the knife under the capacitor and cut across the glue to detach the capacitor from the power board.
2. Cut into the bottom of bulk capacitor and pull it up carefully.
3. Take out bulk capacitor pin solder with soldering iron and absorber.
4. Lift the bulk capacitor up and away from the power board.

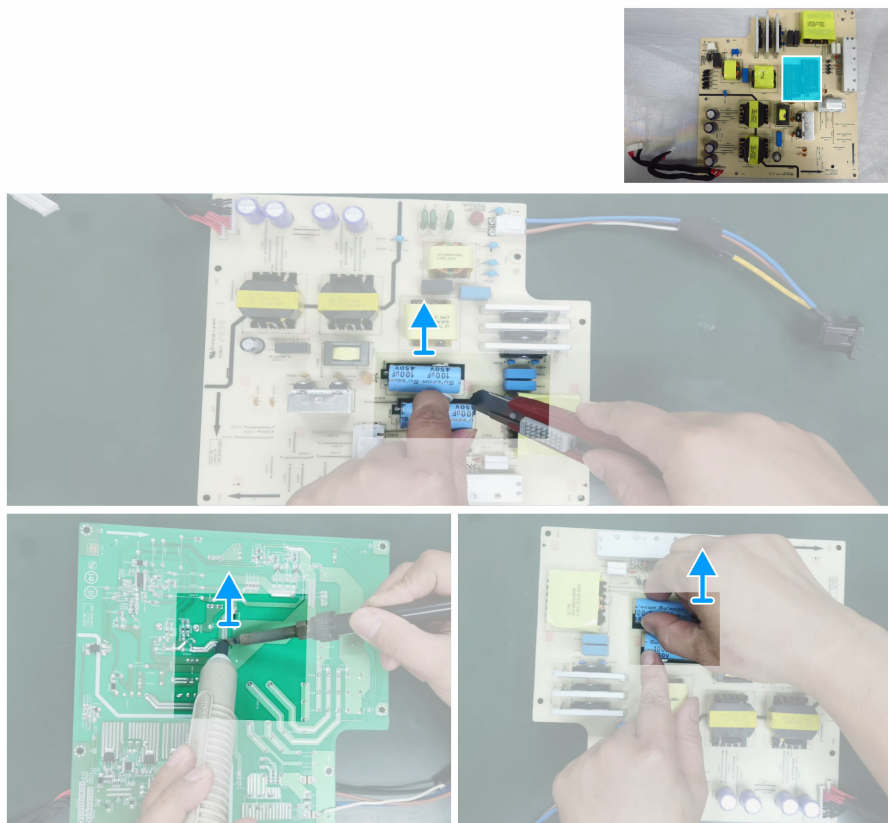


Figure 16. Removing the electrolyte capacitors

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see www.dell.com/contactdell.

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