


Dell Pro 24 Plus QHD USB-C Hub Monitor

P2425DE

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.

Contents

Safety Instructions	4
Before working inside your monitor	4
After working inside your monitor	4
Disassembly and reassembly	5
Recommended tools	5
Screw list	5
Removing the stand	6
Prerequisites	6
Steps	6
Installing the stand	7
Prerequisites	7
Steps	7
Next steps	7
Removing the back cover	8
Prerequisites	8
Steps	8
Installing the back cover	10
Prerequisites	10
Steps	10
Next steps	11
Removing the keypad board	12
Prerequisites	12
Steps	12
Installing the keypad board	13
Prerequisites	13
Steps	14
Next steps	14
Removing the LENS board	15
Prerequisites	15
Steps	15
Installing the LENS board	16
Prerequisites	16
Steps	16
Next steps	16
Removing the USB hub	17
Prerequisites	17
Steps	17
Installing the USB hub	18
Prerequisites	18
Steps	18
Next steps	18
Removing the metal frame	19
Prerequisites	19
Steps	19

Installing the metal frame	22
Prerequisites	22
Steps	22
Next steps	24
Removing the system board and power board	25
Prerequisites	25
Steps	25
Installing the system board and power board	28
Prerequisites	28
Steps	28
Next steps	30
Universal Serial Bus (USB) specific problems	31
Contacting Dell	32

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.

- ① **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 a 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. 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 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. 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 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

1. Screwdriver (Phillips-head, Hexagonal head)
2. Penknife

Screw list

- i 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.
- i NOTE:** Some computers have magnetic surfaces. Ensure that the screws are not left attached to such surfaces when replacing a component.
- i NOTE:** Screw color may vary with the configuration ordered.

Table 1. Screw list

Component	Screw type	Quantity	Screw images
Back cover	M4x10	4	
Metal shield	M3x4	2	
System board and power board	D3x7	9	
Power board	M4x8	1	
Keypad board	M2x2	3	
LENS board	M2x2	1	
USB Hub	D3x5	2	

Removing the stand

Prerequisites

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

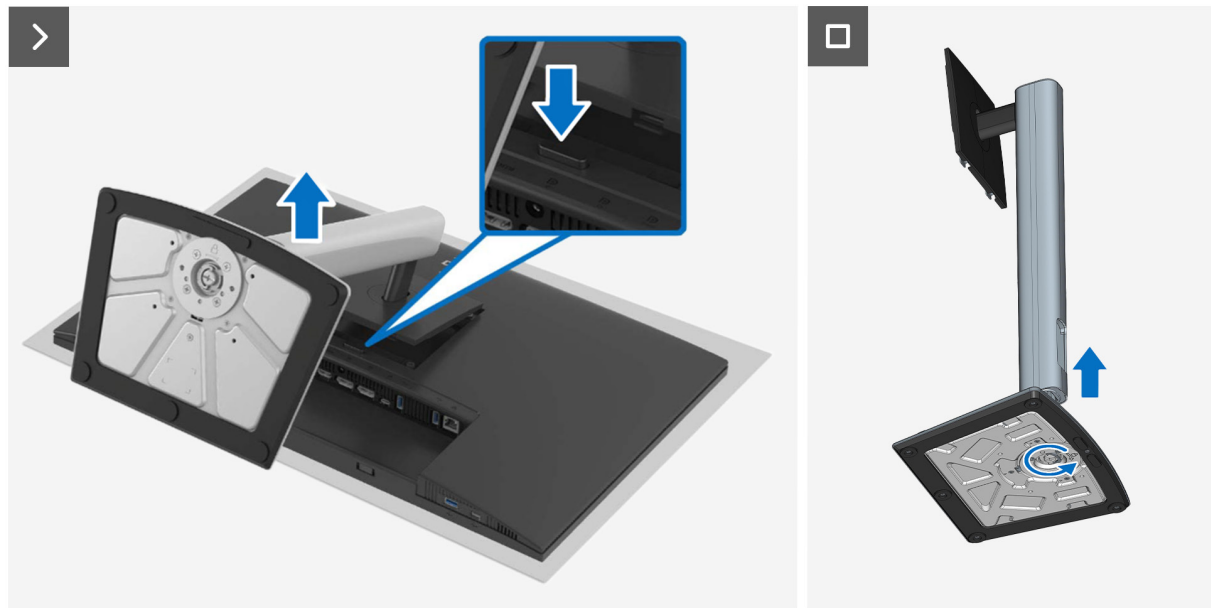


Figure 1. Removing the stand

Steps

1. Place the monitor on a soft cloth or cushion at the edge of the desk.
2. While keeping the release button pressed, pull the stand out.
3. Lift the stand assembly up and away from the monitor.
4. Open the screw handle at the bottom of the stand base and turn it anticlockwise to disassemble the stand.

Installing the stand

Prerequisites

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

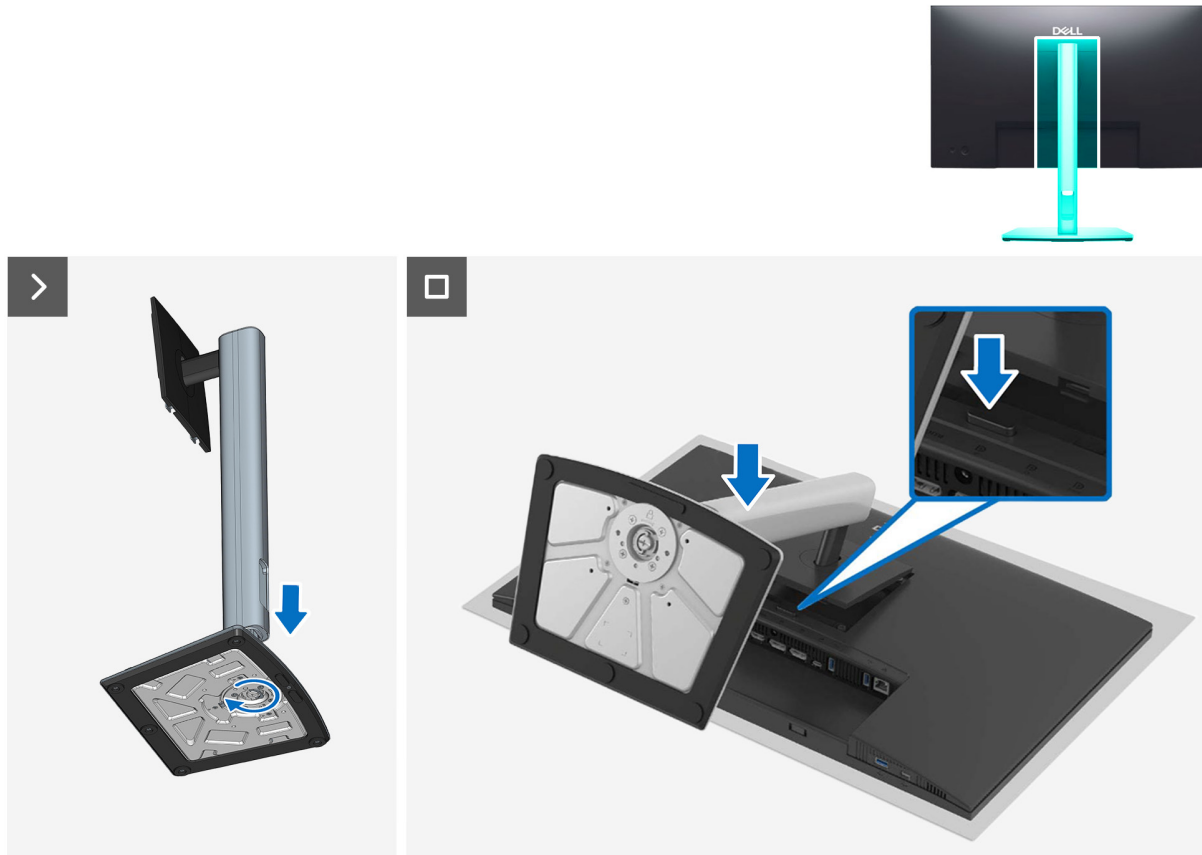


Figure 2. Installing the stand

Steps

1. Align and place the stand riser on the stand base.
2. Open the screw handle at the bottom of the stand base and turn it clockwise to secure the stand assembly.
3. Pull the stand head into the VESA recess of monitor.

Next steps

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

Removing the back cover

Prerequisites

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

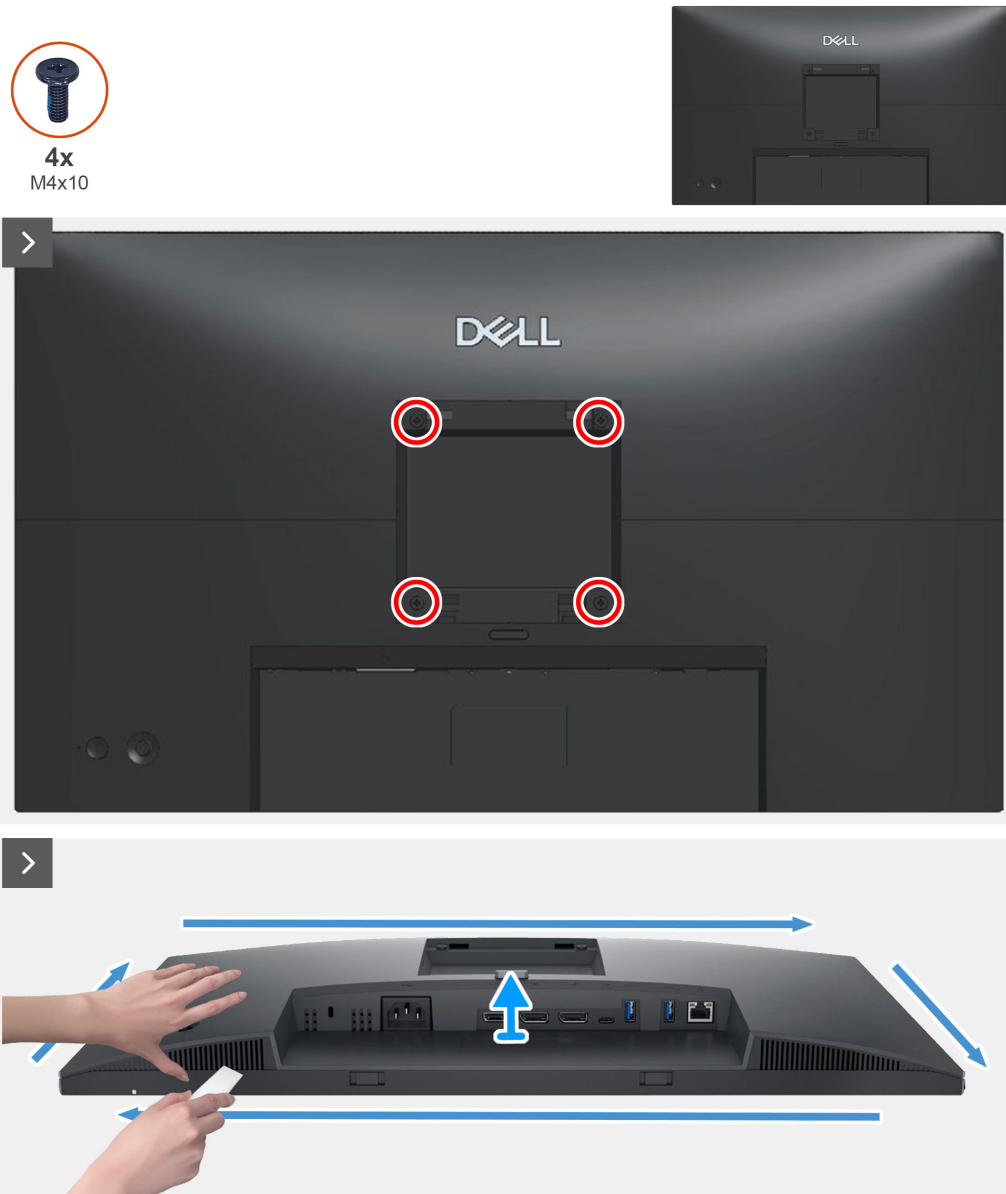


Figure 3. Removing the back cover

Steps

1. Remove the four screws (M4x10) that secure the back cover to the monitor assembly.
2. Using the plastic scribe, pry the back cover starting from the bottom edge of the monitor.
3. Disconnect the LENS cable from the connector on the middle frame
4. Disconnect the keypad cable from the connector on the main board.
5. Lift and remove the back cover away from the monitor.

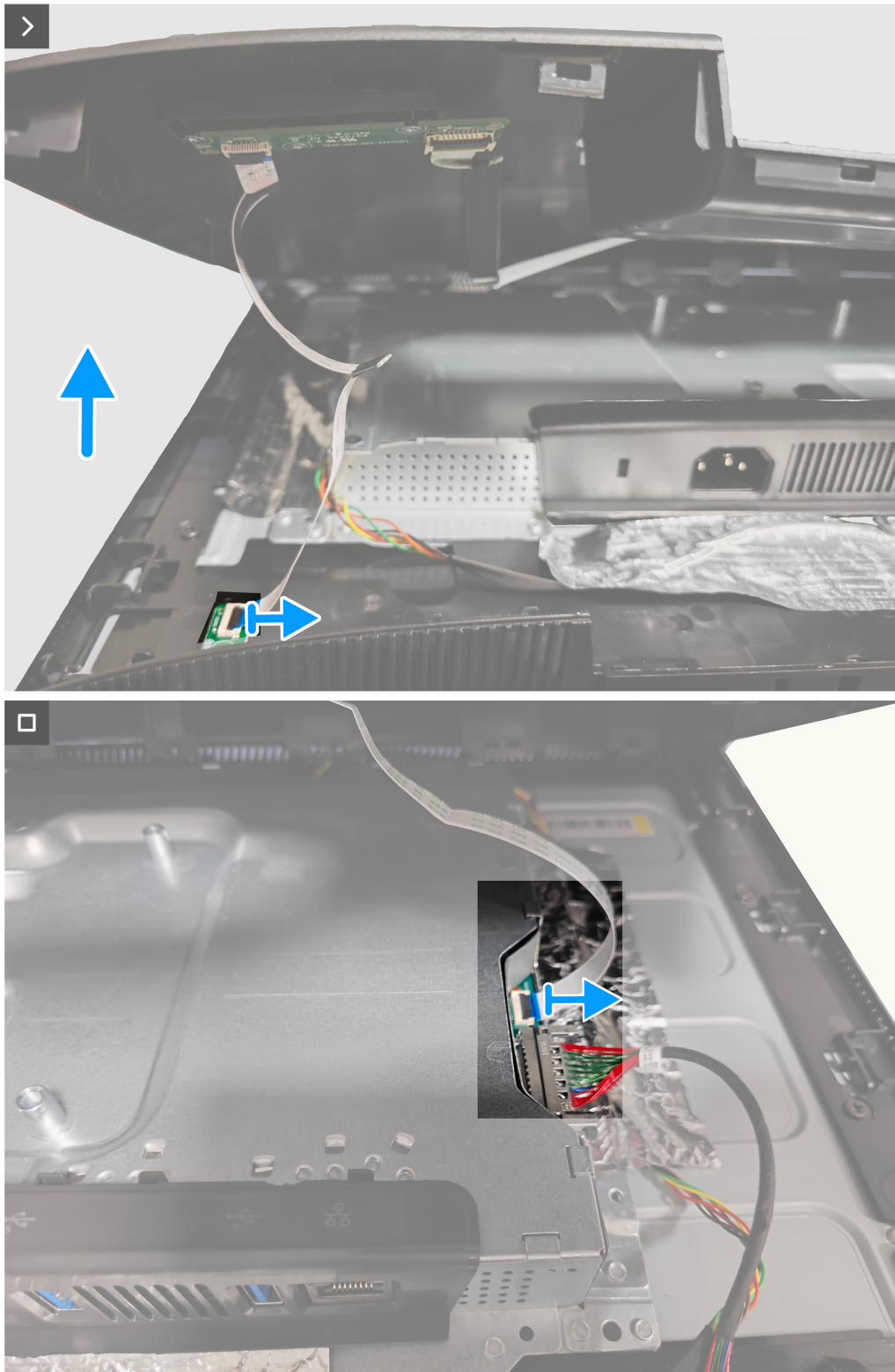


Figure 4. Removing the back cover

Installing the back cover

Prerequisites

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



Figure 5. Installing the back cover

Steps

1. Connect the keypad cable to the connector on main board and connect LENS cable to the connector on middle frame.

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.
3. Replace the four screws (M4x10) that secure the back cover to the monitor.

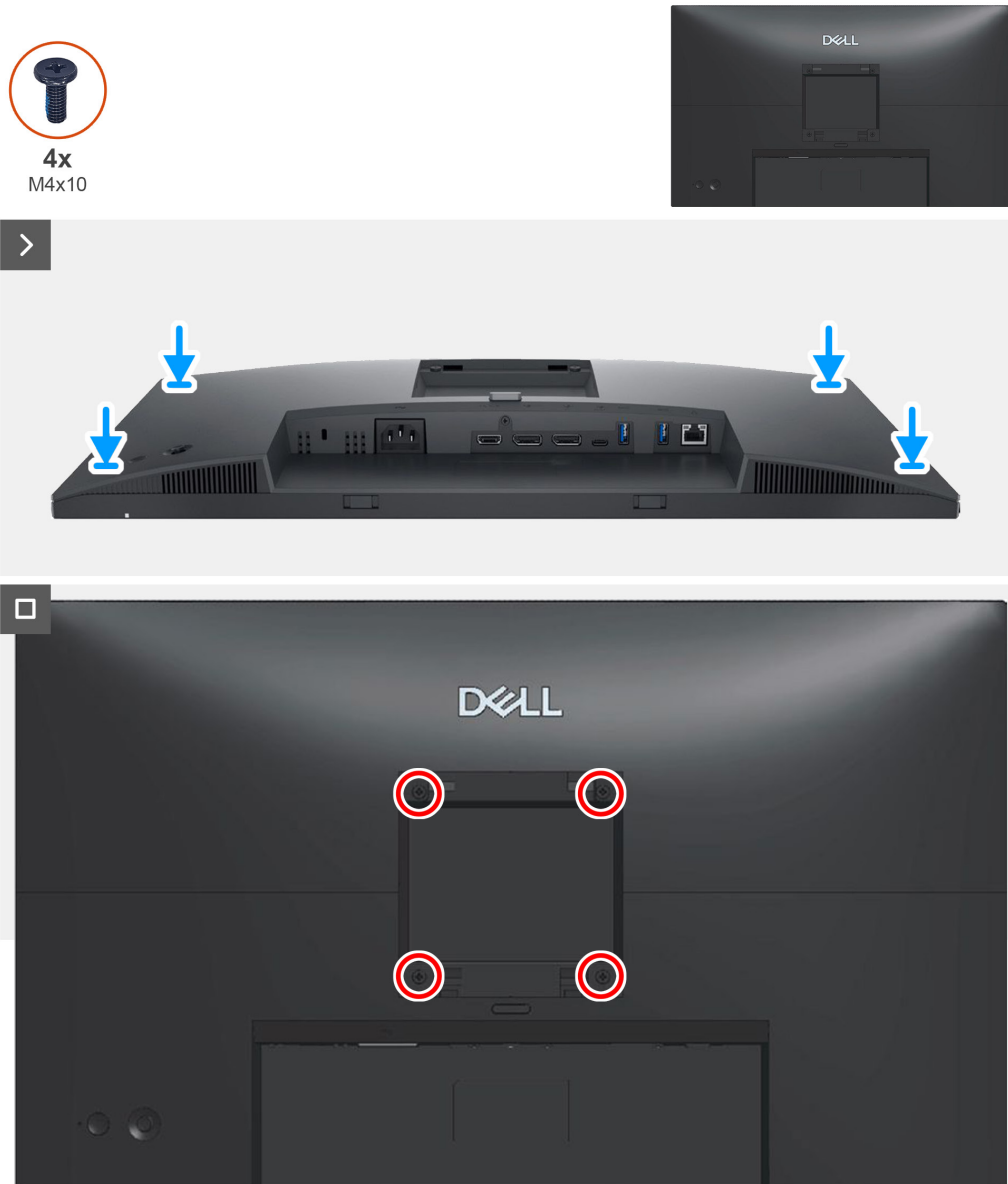


Figure 6. Installing the back cover

Next steps

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

Removing the keypad board

Prerequisites

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

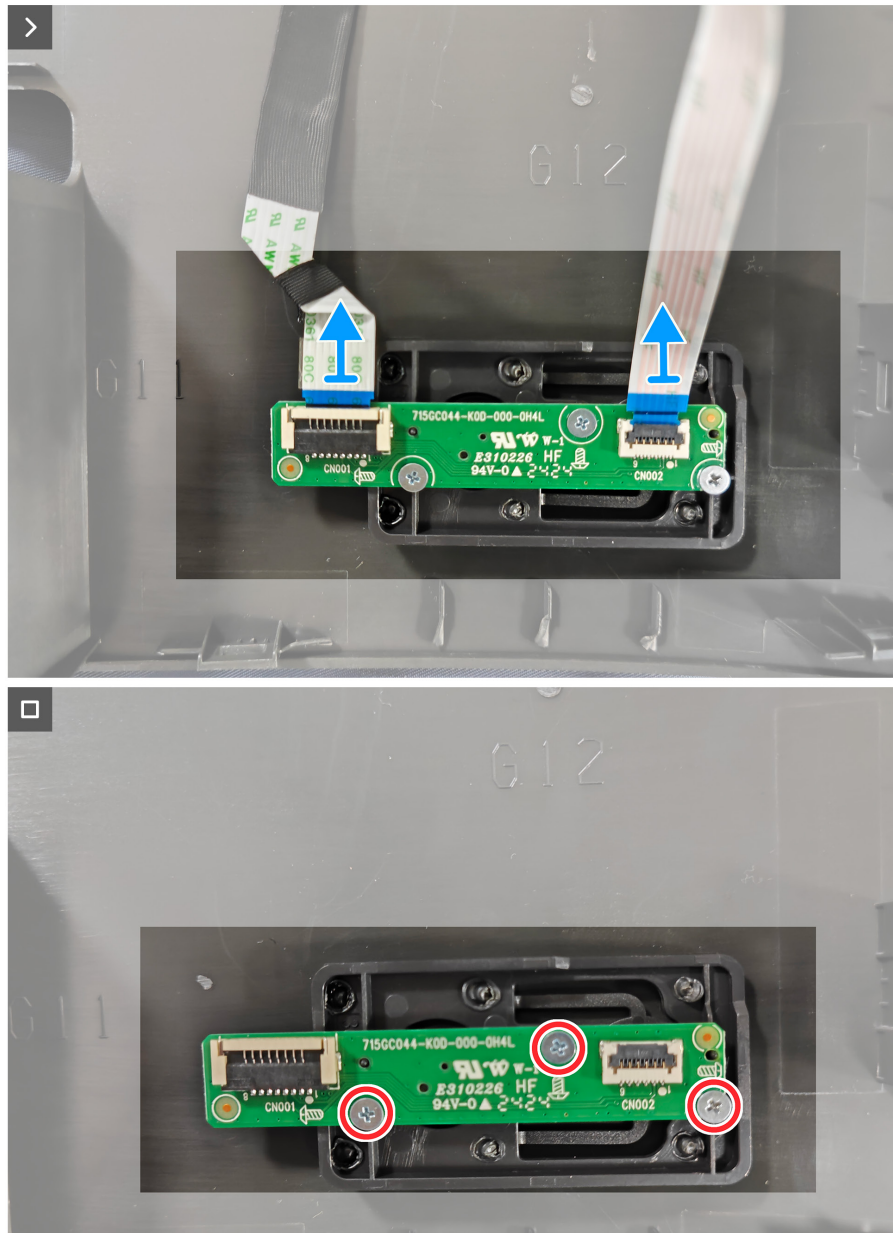
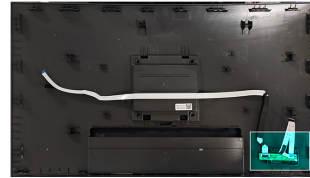


Figure 7. Removing the keypad board

Steps

1. Disconnect the keypad board cables from the connector on the keypad board.
2. Remove the three screws (M2x2) on the keypad board that secure the keypad board to the monitor.
3. Lift the keypad board off the monitor.

Installing the keypad board

Prerequisites

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



3x
M2x2

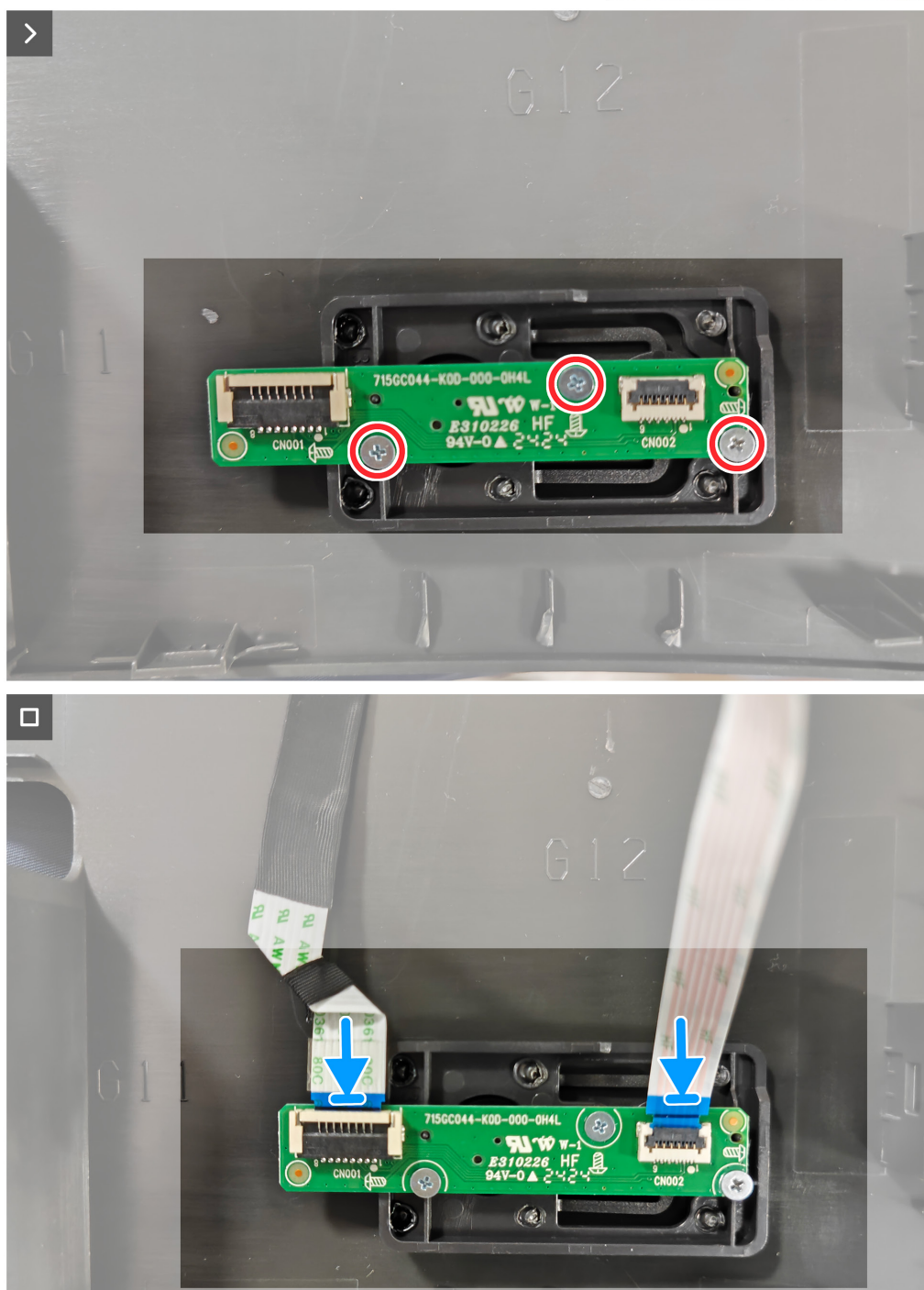


Figure 8. Installing the keypad board

Steps

1. Align the screw holes on the keypad board with the screw holes on the monitor.
2. Replace the three screws (M2x2) that secure the keypad board to the monitor.
3. Connect the keypad cable and LENS cable to the connector on the keypad board.

Next steps

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

Removing the LENS board

Prerequisites

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

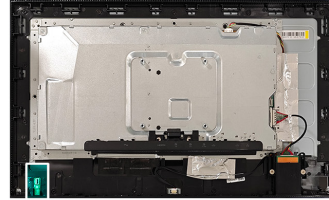


Figure 9. Removing the LENS board

Steps

1. Remove the screw (M2x2) on the LENS board that secures the LENS board to the monitor.
2. Lift the LENS board off the monitor.

Installing the LENS board

Prerequisites

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

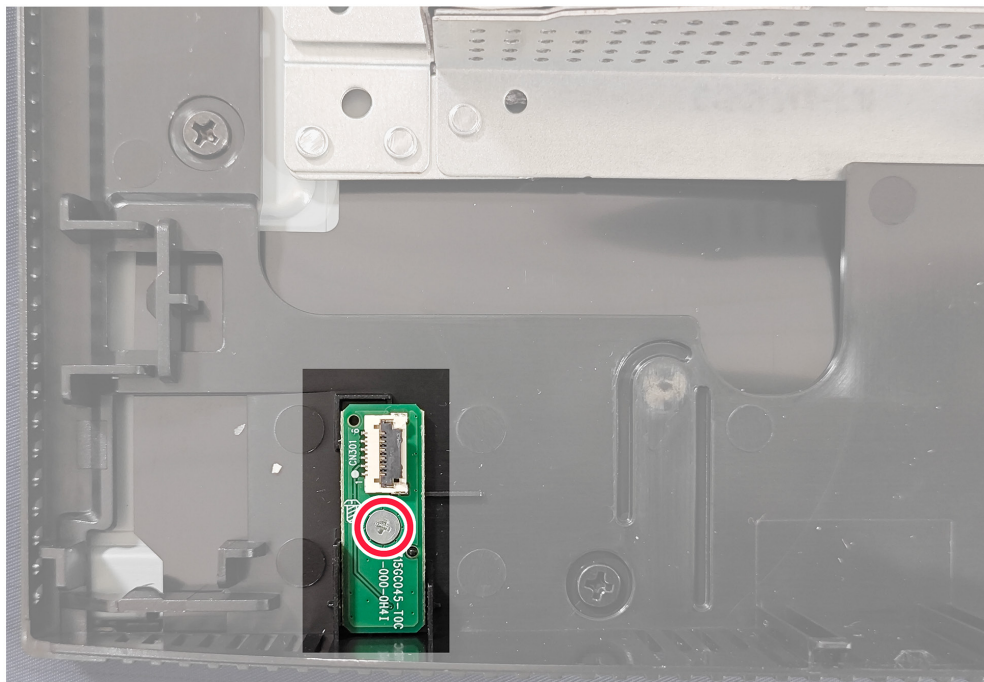


Figure 10. Installing the LENS board

Steps

1. Align the screw holes on the LENS board to the screw holes on the monitor.
2. Replace the screw (M2x2) that secures the LENS board to the monitor.

Next steps

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

Removing the USB hub

Prerequisites

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

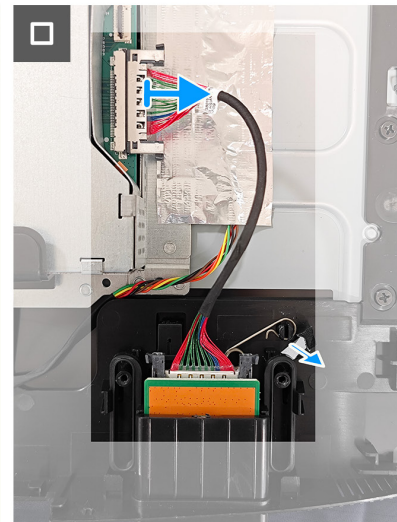
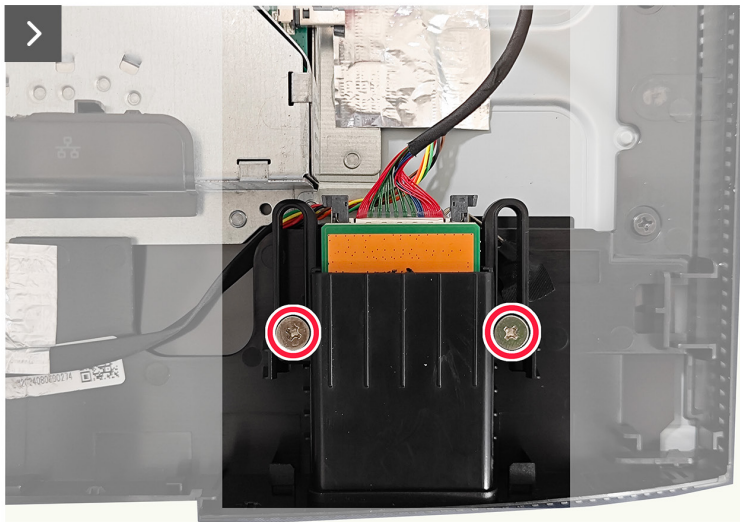


Figure 11. Removing the USB hub

Steps

1. Remove the two screws (D3x5) on the USB hub that secures the USB hub to the monitor.
2. Disconnect USB cable from the connector on the main board and remove torsion spring on USB hub.
3. Remove the USB hub off the monitor.

Installing the USB hub

Prerequisites

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

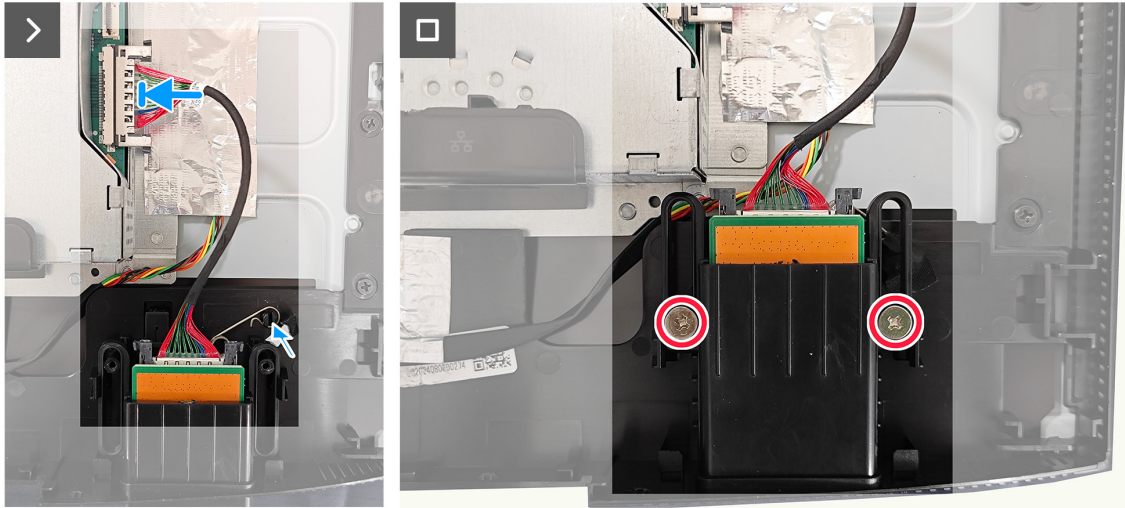
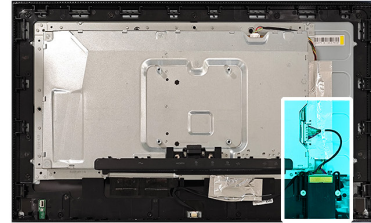


Figure 12. Installing the USB hub

Steps

1. Align and place the USB hub on the monitor.
2. Connect the USB cable to the connector on main board.
3. Replace the two screws (D3x 5) that secure the USB hub to the monitor.

Next steps

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

Removing the metal frame

Prerequisites

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

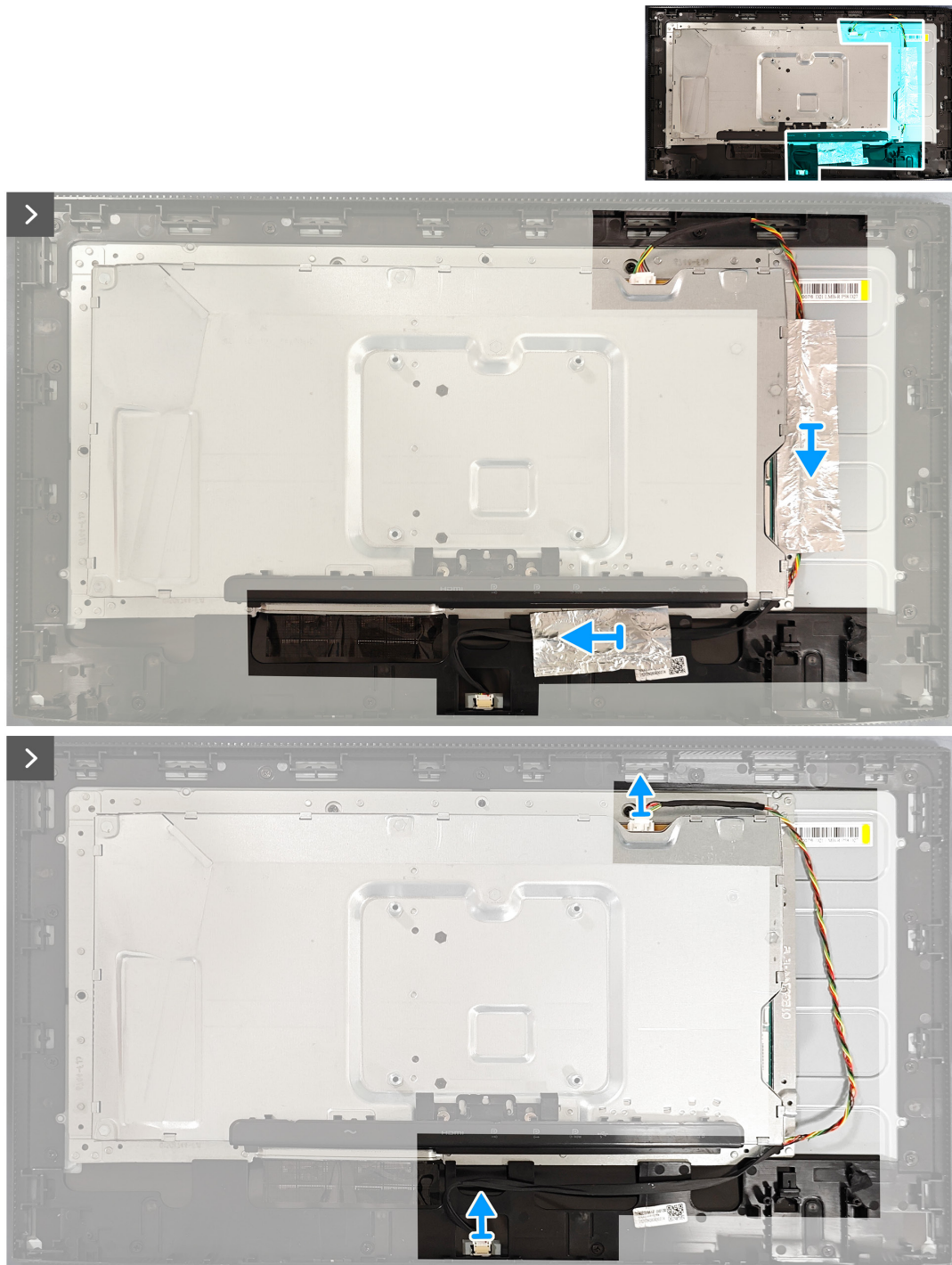


Figure 13. Removing the metal frame

Steps

1. Remove the two tapes on the metal frame and disconnect the lightbar cable on the connector of the panel and converter board .

2. Remove the two screws (M3x4) that secure the metal frame to the panel.



2x
M3x4

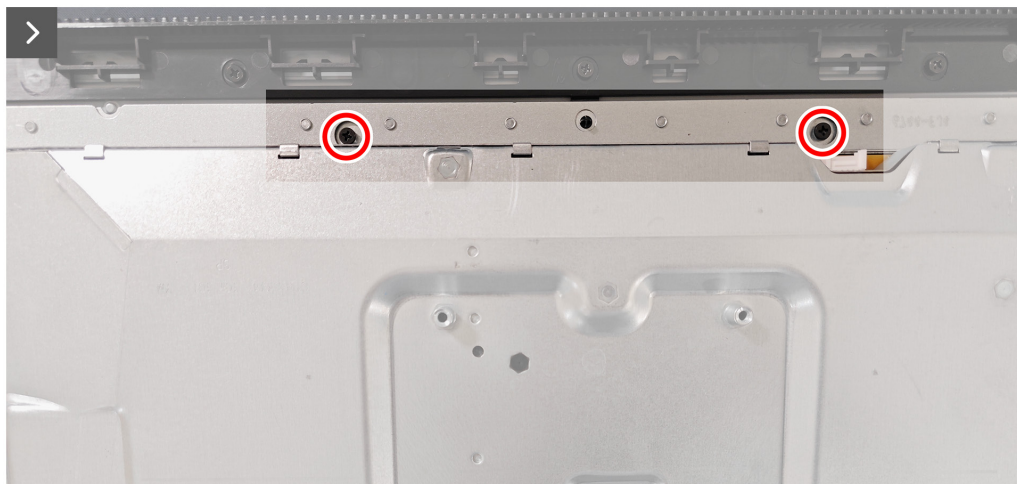
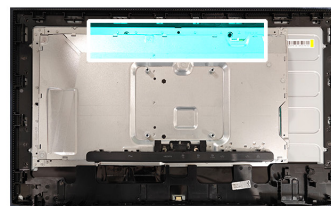


Figure 14. Removing the metal frame

3. Peel the tape that secures the latches on the connector and open the metal frame.

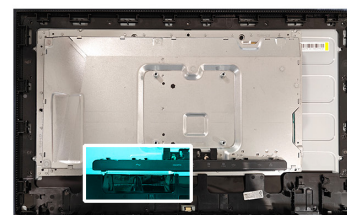


Figure 15. Removing the metal frame

4. Disconnect the two display cables from connectors on the panel.

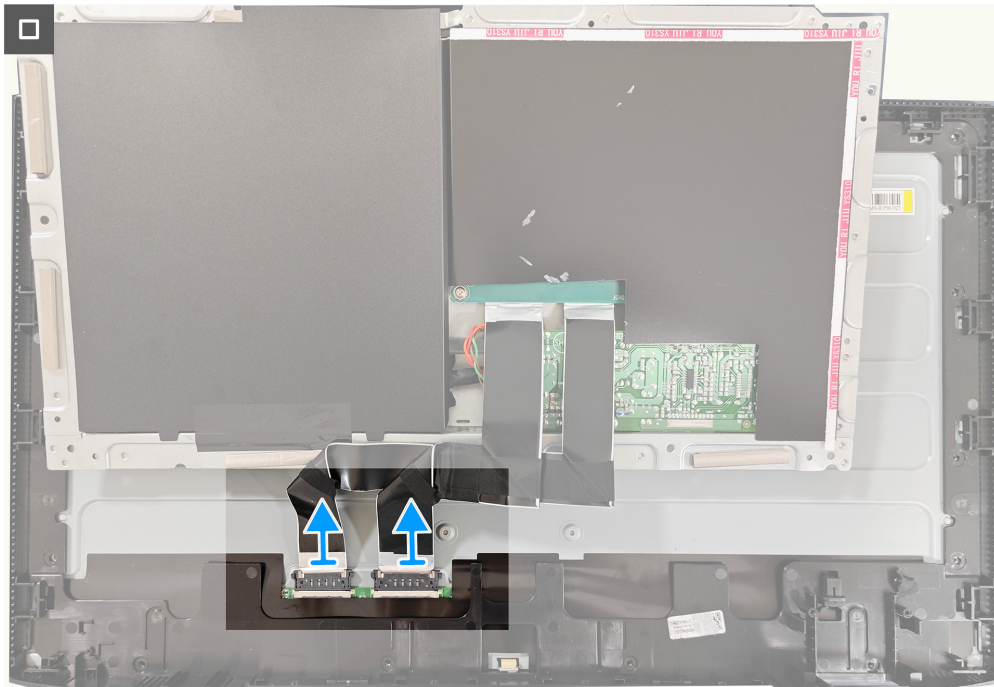


Figure 16. Removing the metal frame

Installing the metal frame

Prerequisites

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



Figure 17. Installing the metal frame

Steps

1. Connect the two display cables to the connectors on panel.
2. Close metal frame and adhere the tape that secure the latches on the connector.

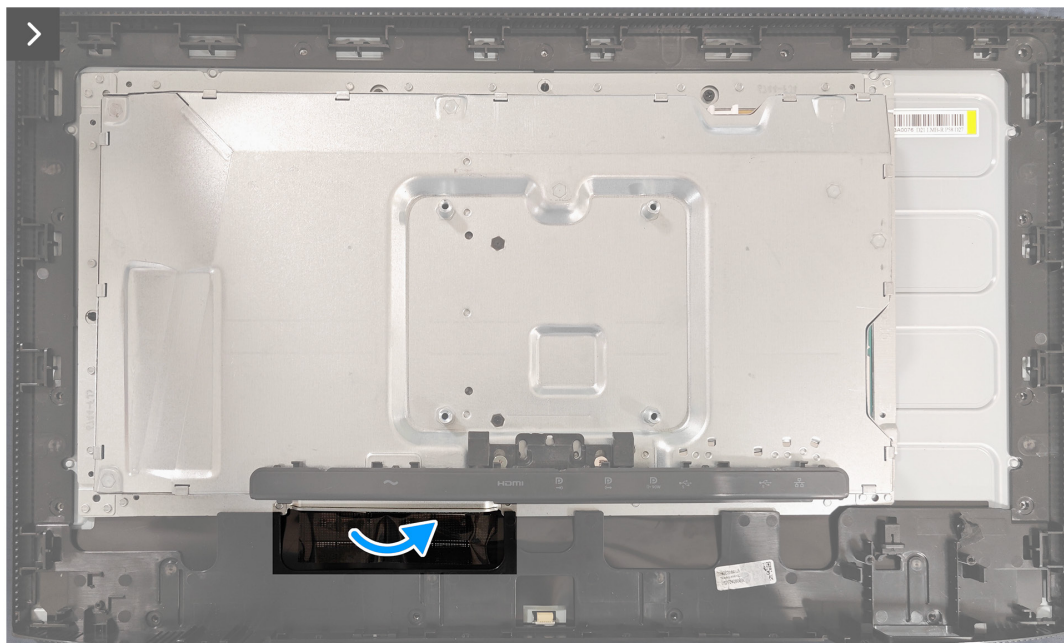


Figure 18. Installing the metal frame

3. Replace the two screws (M3x4) that secures the metal frame to the panel.



2x
M3x4

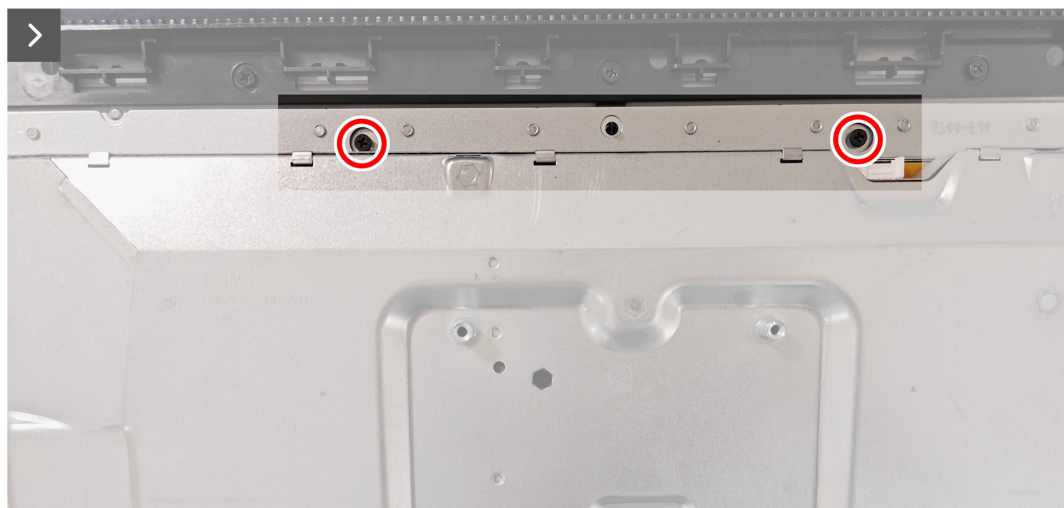
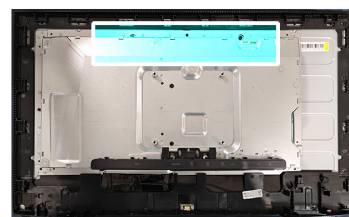


Figure 19. Installing the metal frame

4. Connect the lightbar cable to the connector on the panel and converter board.

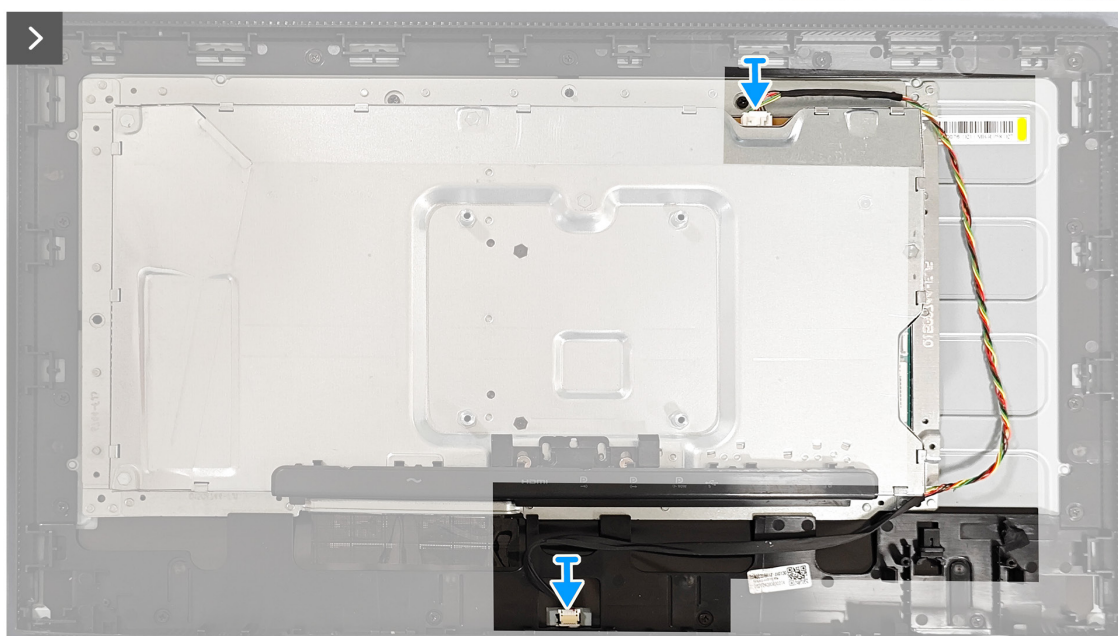
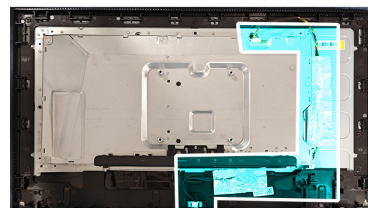


Figure 20. Installing the metal frame

5. Adhere the two tapes onto the metal frame.



Figure 21. Installing the metal frame

Next steps

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

Removing the system board and 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 [USB hub](#).
5. Remove the [metal frame](#).



Figure 22. Removing the system board and power board

Steps

1. Remove the Mylar on the system board and the power board.
2. Remove the four screws (D3x7) that secure the power board to the chassis.
3. Remove the three screws (D3x7) and one screw (M4x8) that secure the system board to the chassis.
4. Remove the two screws (D3x7) that secure the converter board to the chassis.

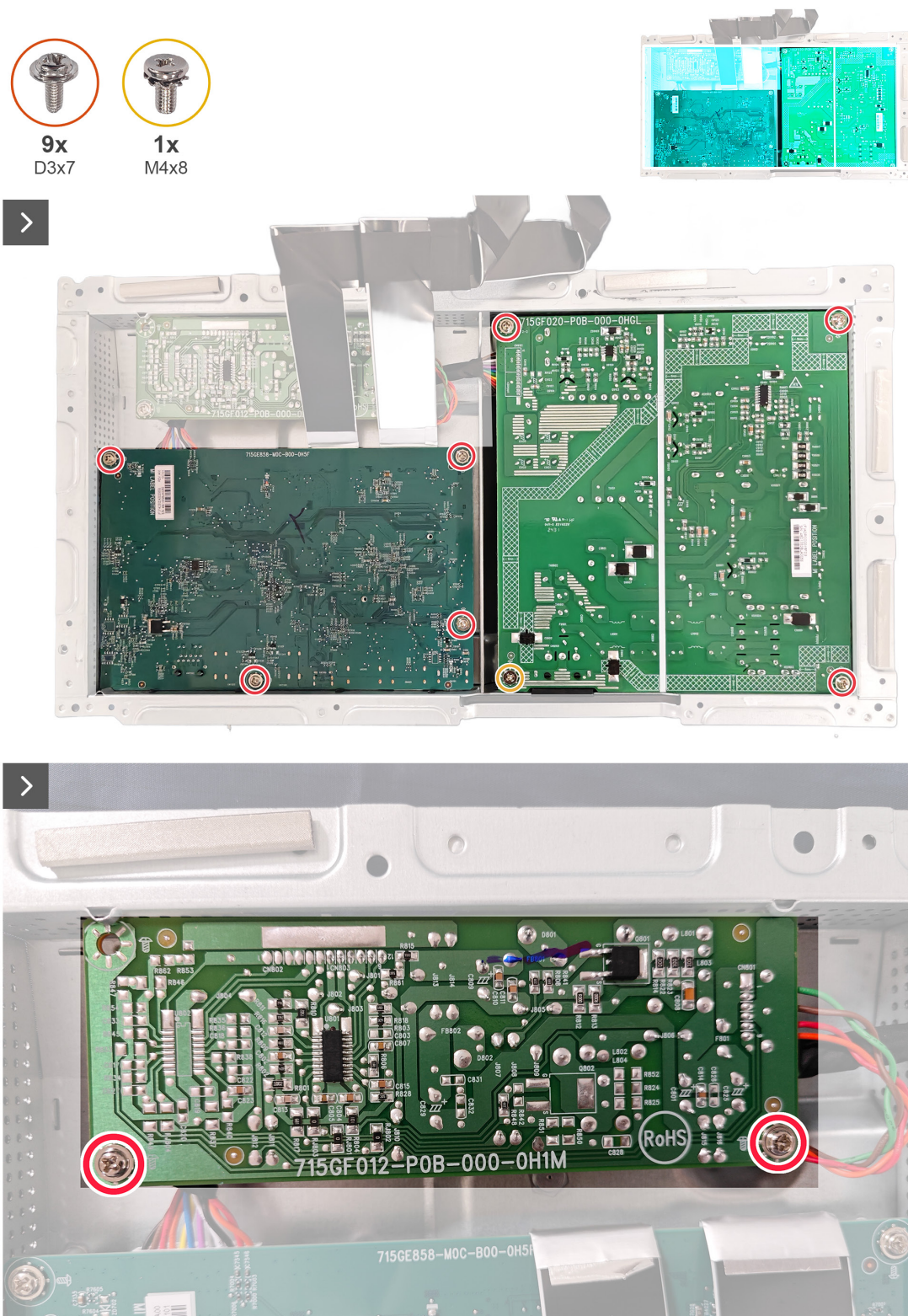


Figure 23. Removing the system board and power board

5. Disconnect power cable and two display cables from the connectors on system board and the power board.

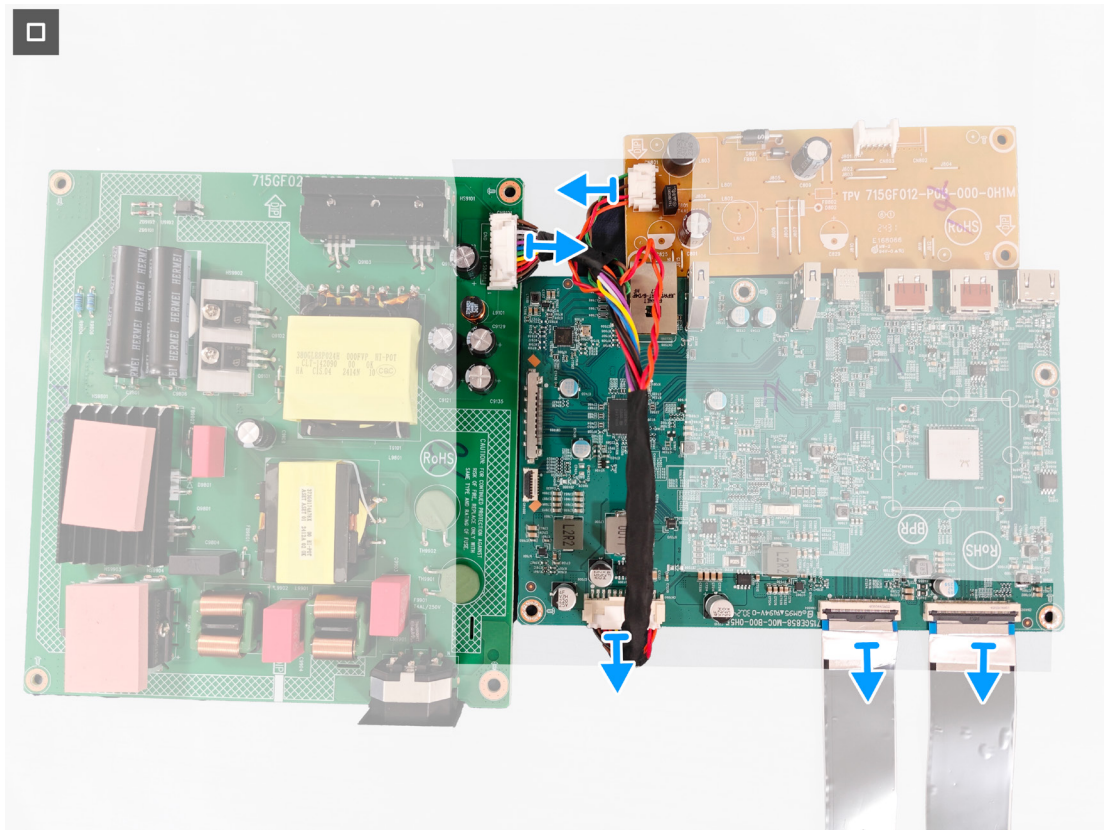


Figure 24. Removing the system board and power board

Installing the system board and power board

Prerequisites

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

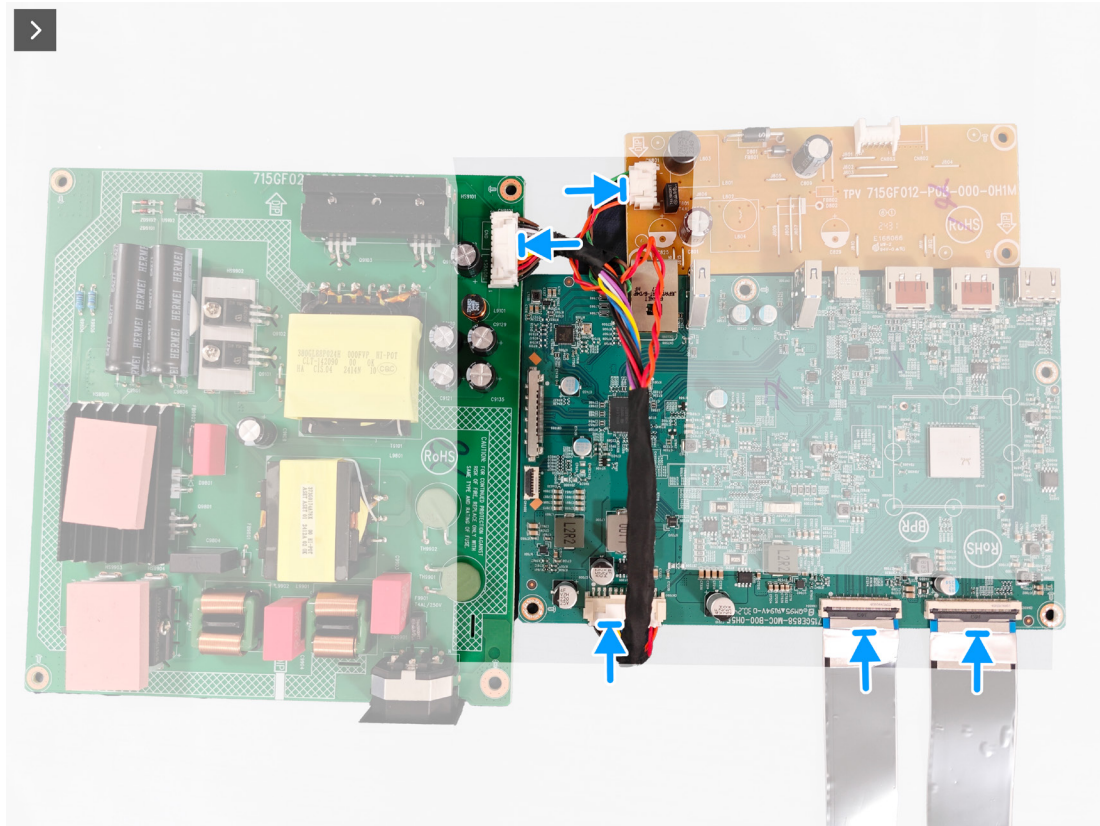


Figure 25. Installing the system board and power board

Steps

1. Connect power cable and two display cables to the connectors on system board and the power board.
2. Replace the four screws (D3x7) that secure the power board to the chassis.
3. Replace the three screws (D3x7) and one screw (M4x8) that secure the system board to the chassis.
4. Replace the two screws (D3x7) that secure the converter board to the chassis.

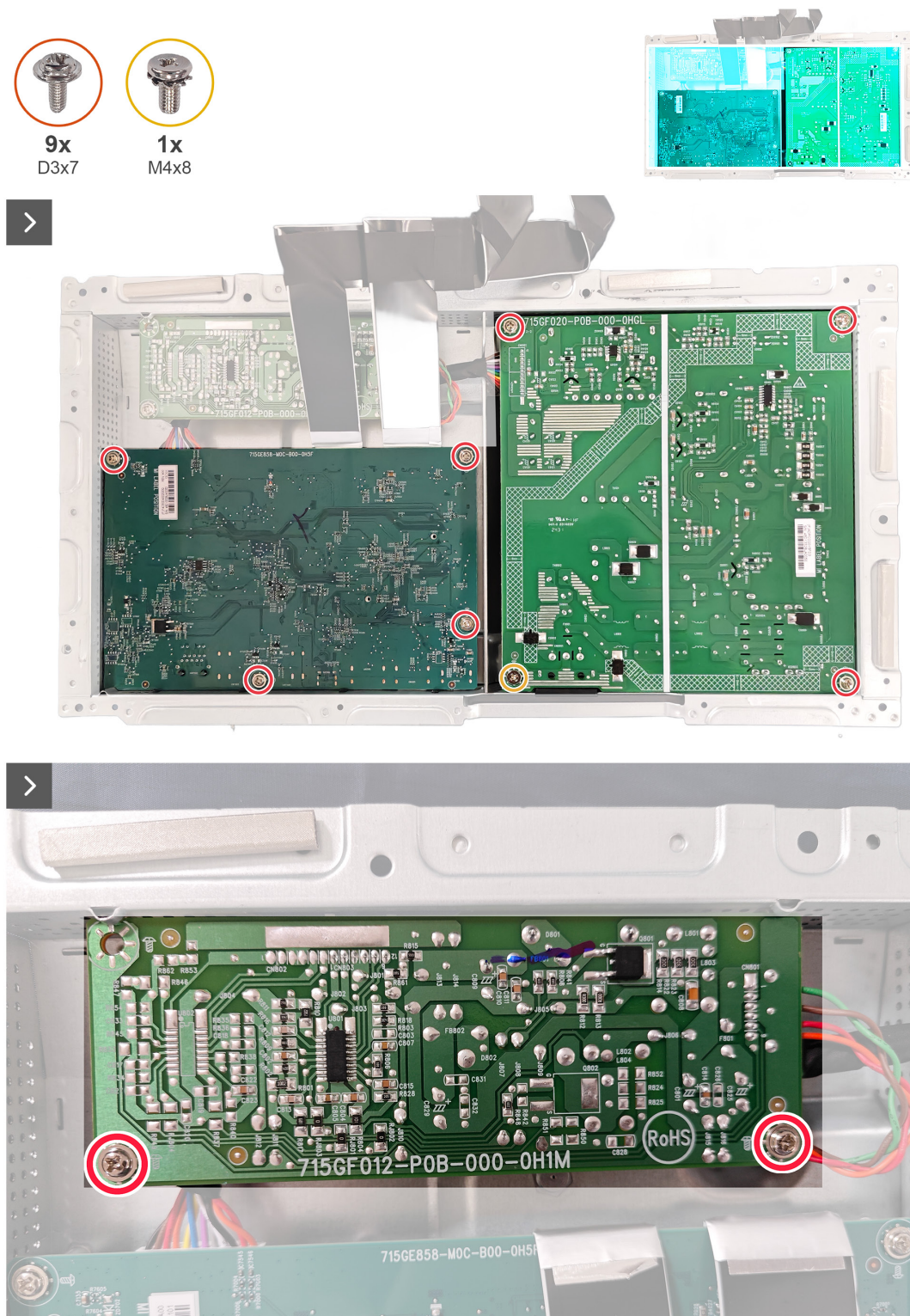


Figure 26. Installing the system board and power board

5. Adhere the Mylar on the system board and the power board.



Figure 27. Installing the system board and power board

Next steps

1. Install the [metal frame](#).
2. Install the [USB hub](#).
3. Install the [back cover](#).
4. Install the [stand](#).
5. Follow the procedure in [After working inside your monitor](#).

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 country.
- 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.