

Dell Pro 32 Plus 4K USB-C Hub Monitor P3225QE

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.

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 monitor that supports it) can 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 press 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
- ⚠ **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.

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








The procedures in this document may require the following 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:** Some monitors 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 | M4x10 | 4 |  |
| USB board | M3x6 | 1 |  |
| Main chassis | M3x3 | 4 |  |
| Middle frame | M3x5 | 18 |  |
| Power board groundwire | M4x8 | 1 |  |
| Power board | M3x6 | 3 |  |
| Main board | M3x6 | 3 |  |

Stand

Removing the stand

Prerequisites

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

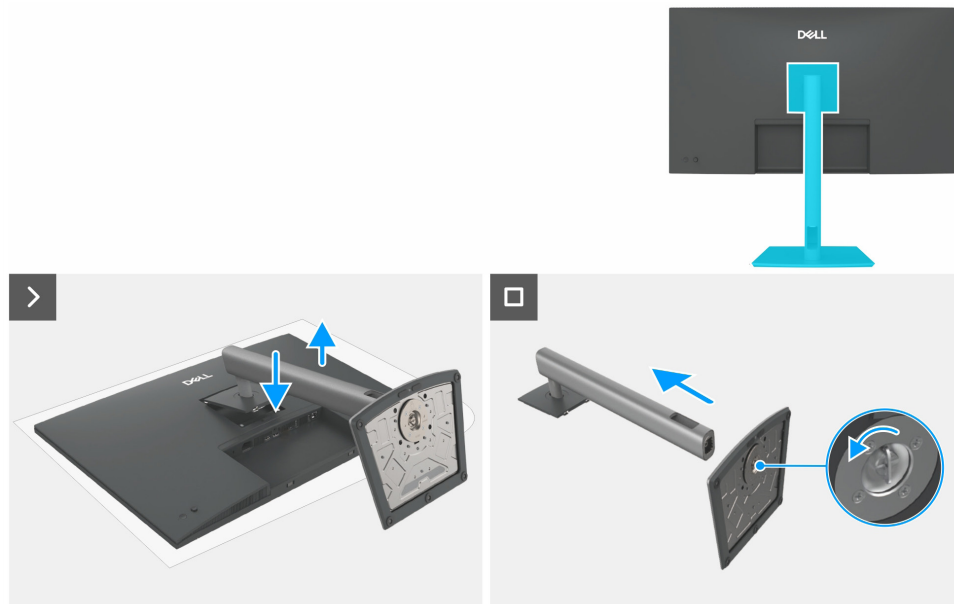


Figure 1. Removing the stand

Steps

1. Place the monitor on a soft cloth or cushion.
2. Press and hold the stand-release button.
3. Lift the stand assembly away from the monitor.
4. Open the screw handle at the bottom of the stand base and turn it anticlockwise to unlock the riser with the base.
5. Detach the stand riser from the stand base.

Back cover

Removing the back cover

Prerequisites

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

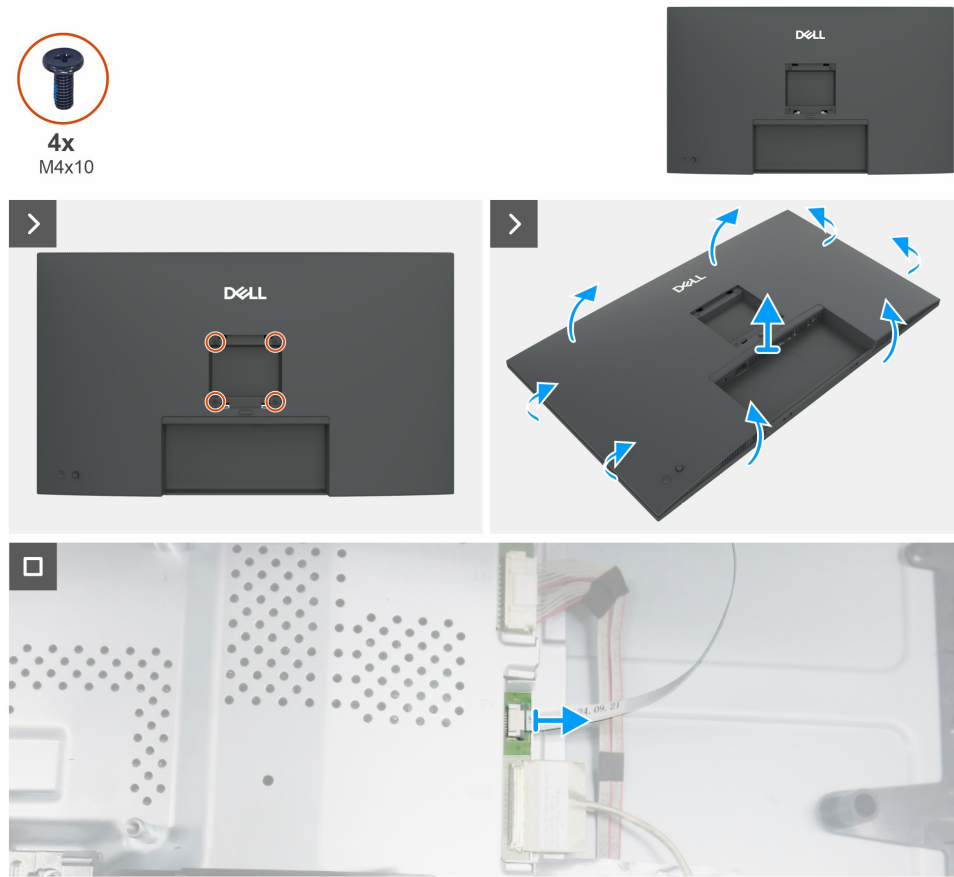


Figure 2. Removing the back cover

Steps

1. Remove four screws (M4x10) to release the back cover.
2. Using both hands, gently pry the back cover off, starting from the left and right sides, then moving to the top and bottom.
3. Lift and remove the back cover away from the monitor.
4. Disconnect the keypad cable from the main board.

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](#).

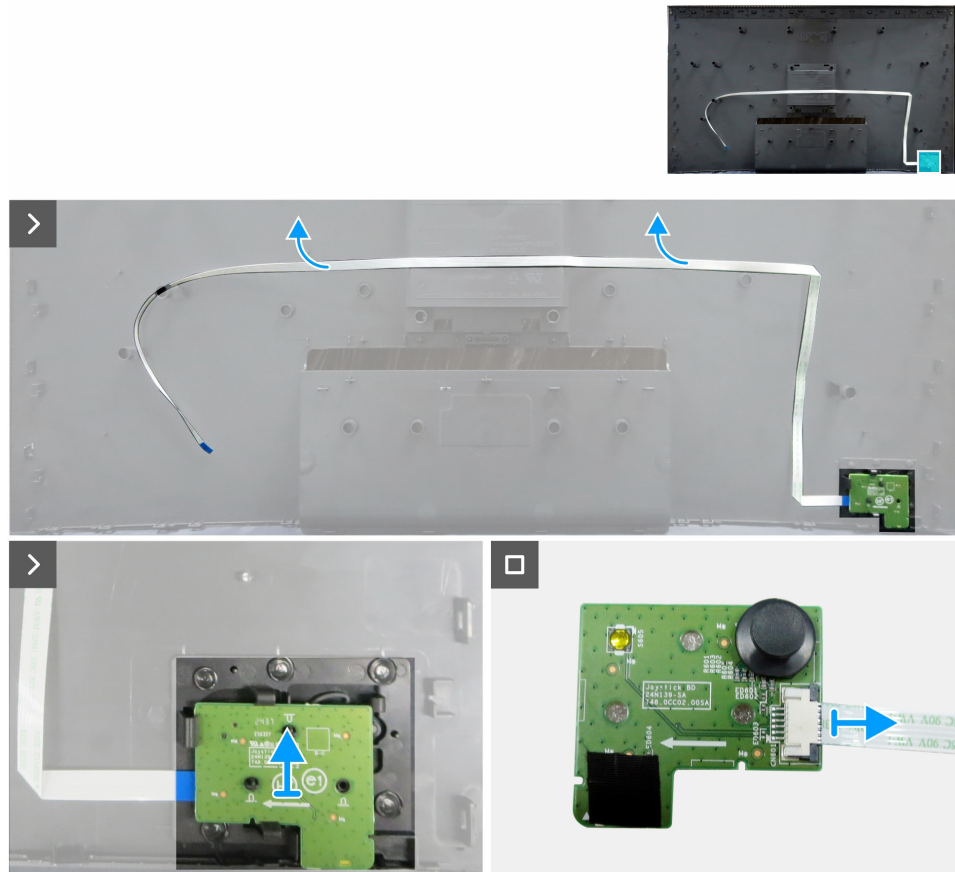


Figure 3. Removing the keypad board

Steps

1. Carefully peel the double-sided tape that secures the keypad cable to the back cover.
2. Remove the keypad board from the slots of the back cover.
3. Disconnect the keypad cable from the keypad board.

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 [back cover.](#)
4. Remove the [keypad board.](#)

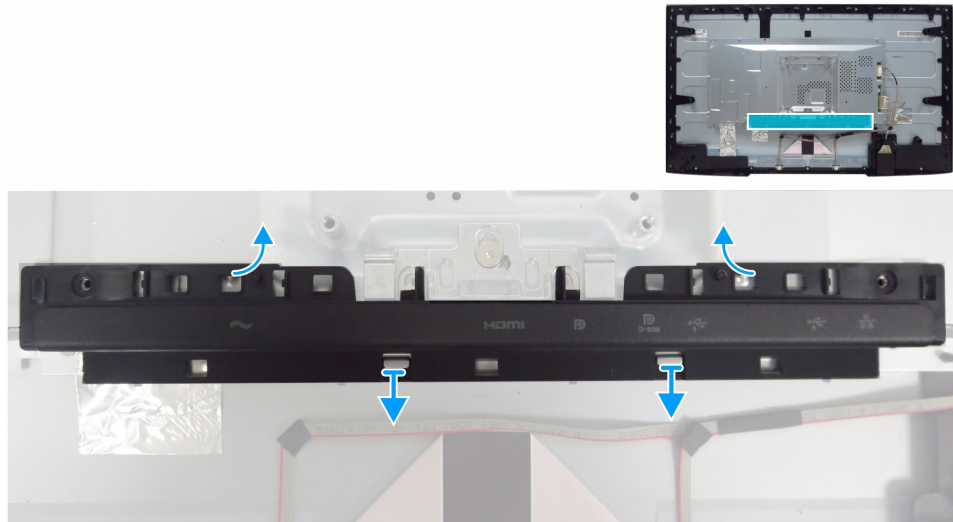


Figure 4. Removing the I/O cover

Steps

1. Release the I/O cover from the tabs of the main chassis.
2. Lift and remove the I/O cover off the main chassis.

USB board

Removing the USB board

Prerequisites

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

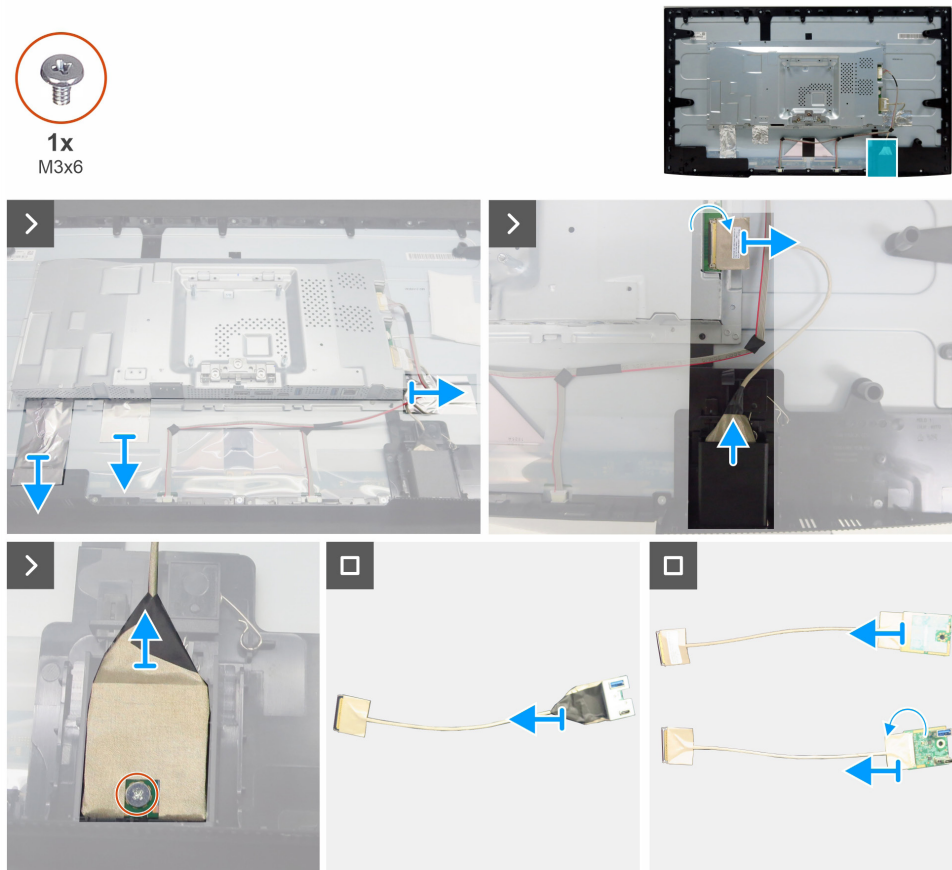


Figure 5. Removing the USB board

Steps

1. Peel the three aluminum foils.
2. Lift the latch and disconnect the USB cable from the main board.
3. Pry the back cover of the USB board.
4. Remove one screw (M3x6) that secures the USB board and bracket to the front cover of the USB board.
5. Peel all the tapes to separate the USB board from the USB bracket.
6. Open the latch and disconnect the cable from 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 [back cover](#).
4. Remove the [keypad board](#).
5. Remove the [I/O cover](#).
6. Remove the [USB board](#).

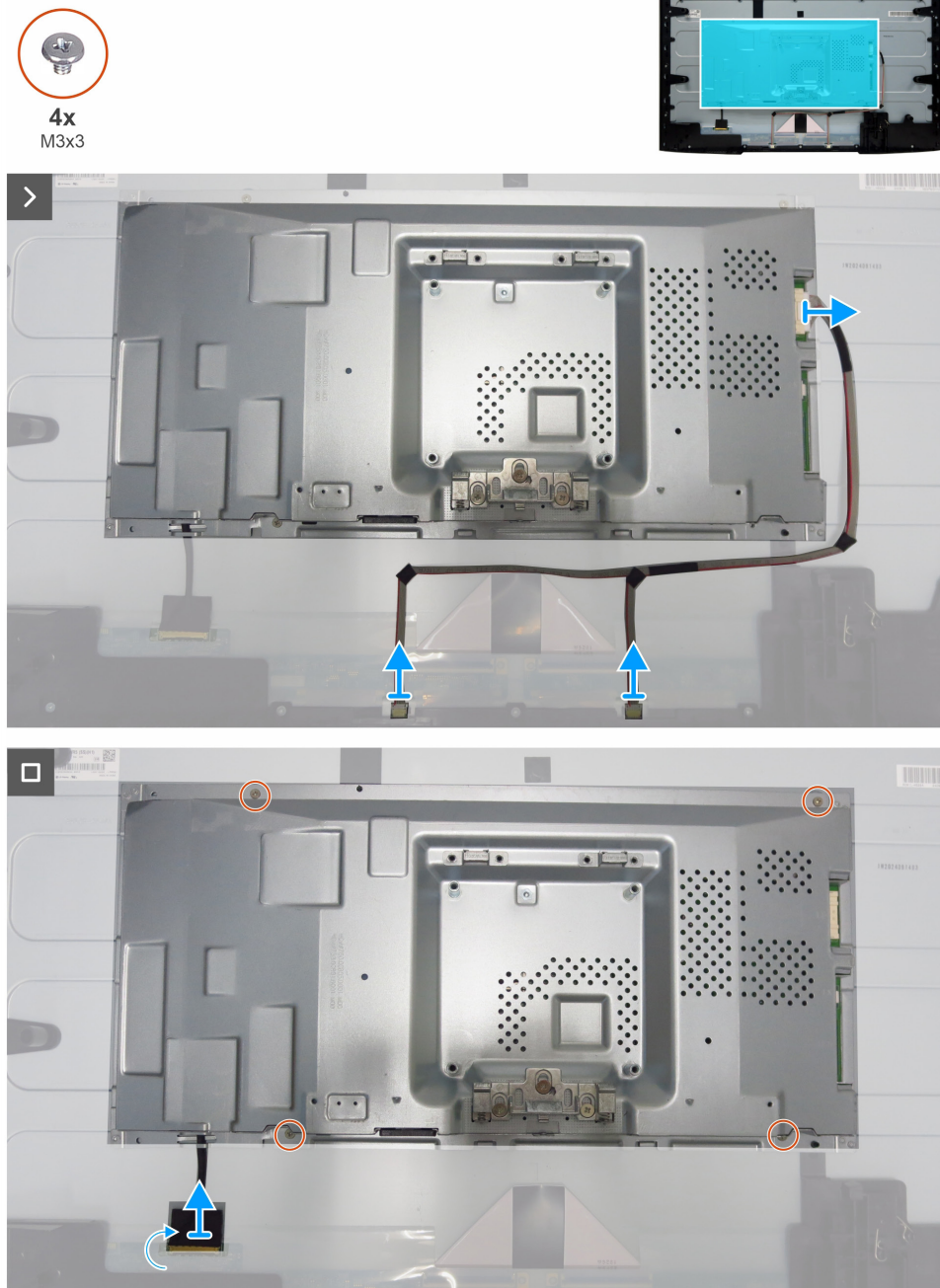


Figure 6. Removing the main chassis

Steps

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

Middle frame

Removing the middle frame

Prerequisites

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



Figure 7. Removing the middle frame

Steps

1. Remove 18 screws (M3x5) that secure the middle frame to the display panel.
2. Lift and remove the middle frame away from the display panel.

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 [back cover](#).
4. Remove the [keypad board](#).
5. Remove the [I/O cover](#).
6. Remove the [USB board](#).
7. Remove the [main chassis](#).
8. Remove the [middle frame](#).

Steps

1. Remove one screw (M3x6) on the power board that secures the Mylar sheet and power board to the main chassis.
2. Remove the eDP cable from the routing guides on the main chassis.
3. Remove the Mylar sheet from the slots of the main chassis.

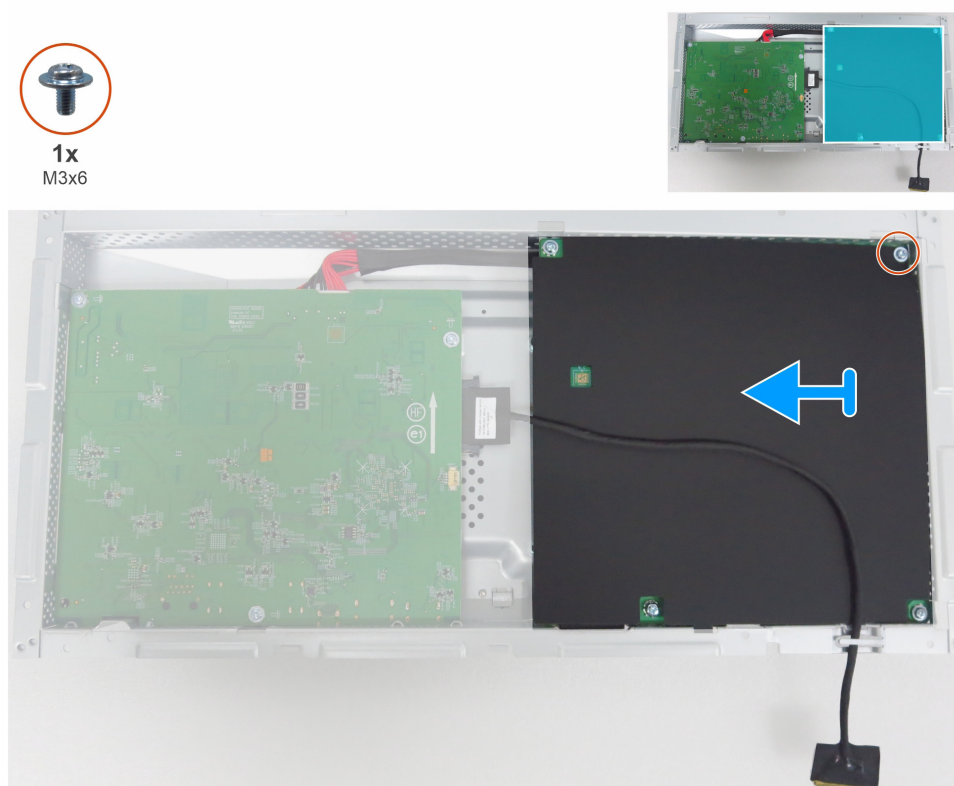


Figure 8. Removing the Mylar sheet

4. Remove five screws (M3x6) and one screw (M4x8) that secure the main board and power board to the chassis.

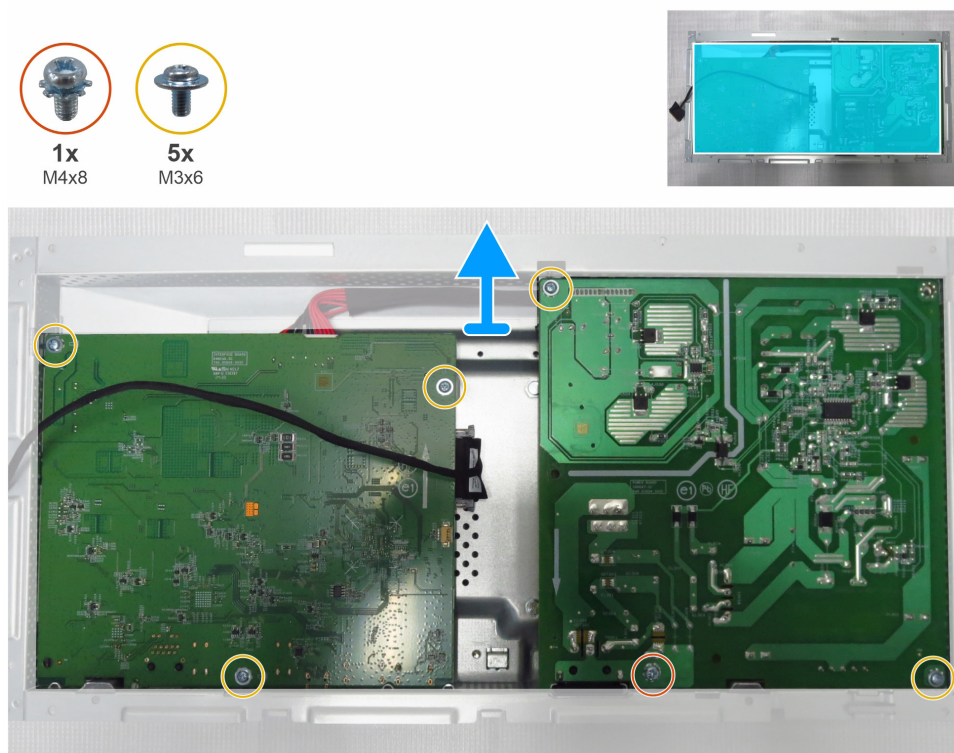


Figure 9. Removing the main board and the power board

5. Remove the main board and power board away from the main chassis.
6. Disconnect the eDP cable and connective cable from the connectors on the main board.

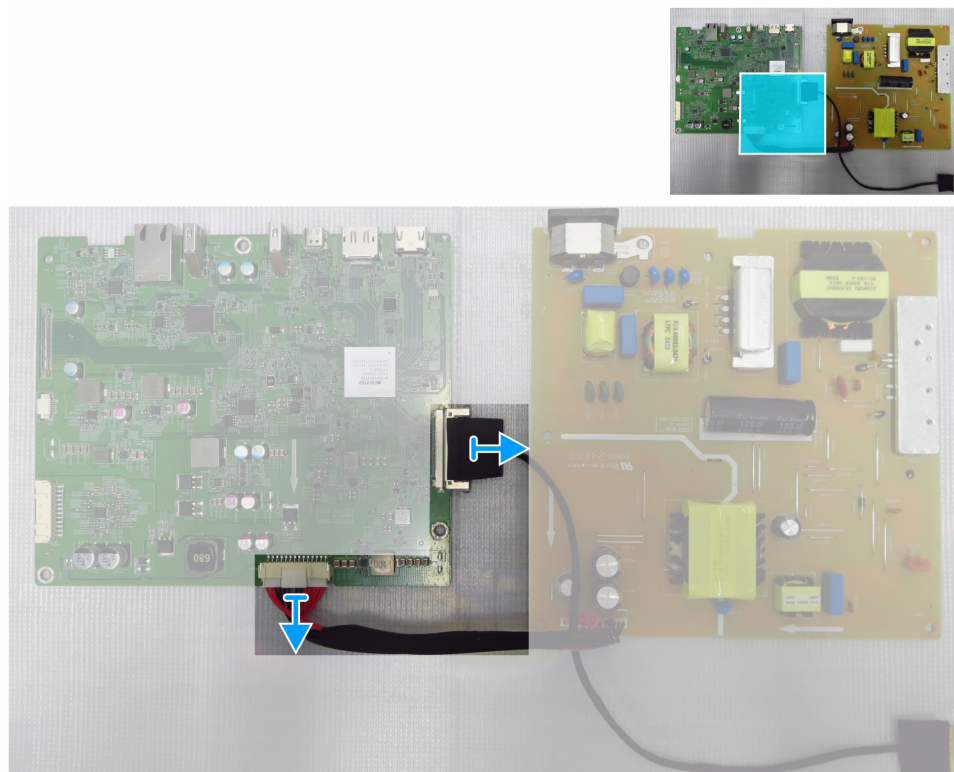


Figure 10. Disconnecting the cables from the main board

Electrolyte capacitors

Removing the Electrolyte capacitors

Prerequisites

1. Follow the procedure in [Before working inside your monitor.](#)
2. Remove the [stand.](#)
3. Remove the [back cover.](#)
4. Remove the [keypad board.](#)
5. Remove the [I/O cover.](#)
6. Remove the [USB board.](#)
7. Remove the [main chassis.](#)
8. Remove the [middle frame.](#)
9. 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 cap. and pull it up carefully.
3. Take out bulk cap. pin solder with soldering iron and absorber.
4. Lift the bulk cap. up and away from the power board.

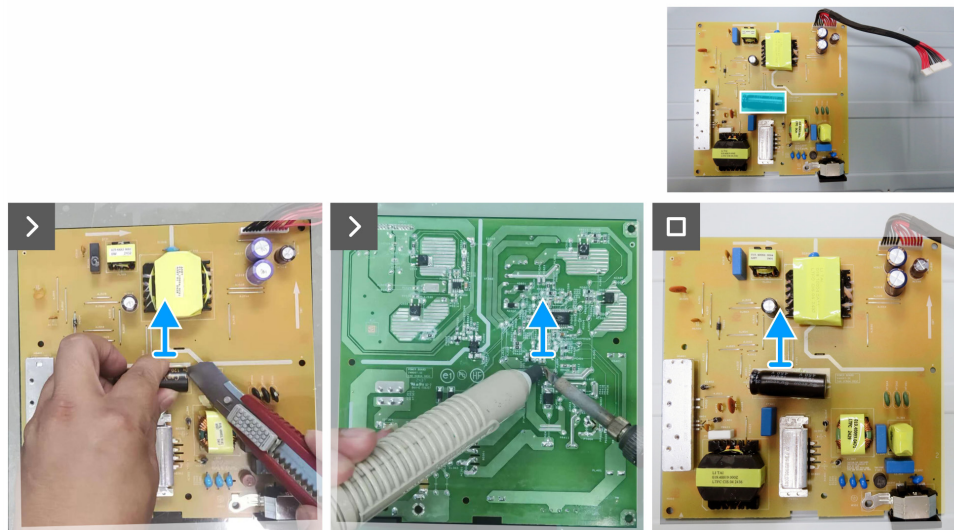


Figure 11. Removing the electrolyte capacitors

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 about your purchase invoice, packing slip, bill, or Dell product catalog.