



Written By: Jaspal Kang



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INTRODUCTION

This is a replacement guide for the HP Chromebook 11 G5 motherboard. The main purpose of the steps below is to show you how to replace the motherboard. The motherboard connects many other essential components necessary to operate the device. Symptoms of a defective motherboard include being unable to power the device while it is plugged in to charge and displaying a distorted image even when connected to an external monitor. If these steps are followed carefully and correctly the motherboard should be easily replaced. Be sure to power off your device before beginning the replacement process.



TOOLS:

- [Spudger](#) (1)
 - [Metal Spudger](#) (1)
 - [Phillips #00 Screwdriver](#) (1)
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Step 1 — Keyboard



- Remove four large rubber pads from the bottom of the device to reveal screws using the pointed end of a spudger.

Step 2



- Remove two smaller rubber pads from the bottom of the device to reveal screws using the pointed end of a spudger.

Step 3



- Remove the 4mm eleven screws using a Phillips #00 screwdriver.

Step 4



- Flip the device upright and open the screen as far back as possible.

Step 5



- Wedge the flat-end of a metal spudger between the base of the device and the keyboard assembly while applying downward pressure. Slide the spudger across the entirety of the gap until the two components separate.

ⓘ There will be audible popping sounds caused by the separation of the base of the device and the keyboard assembly as you wedge them apart.

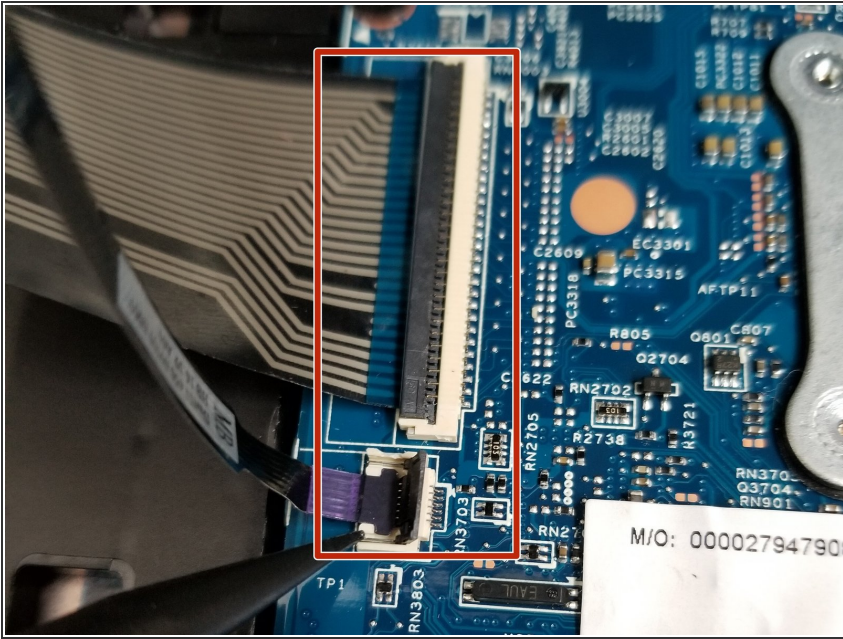
⚠ Do not insert the spudger into the gap deeper than necessary as it may snag on the internal components.

Step 6



- Gently lift the keyboard assembly slightly above the base of the device.

Step 7



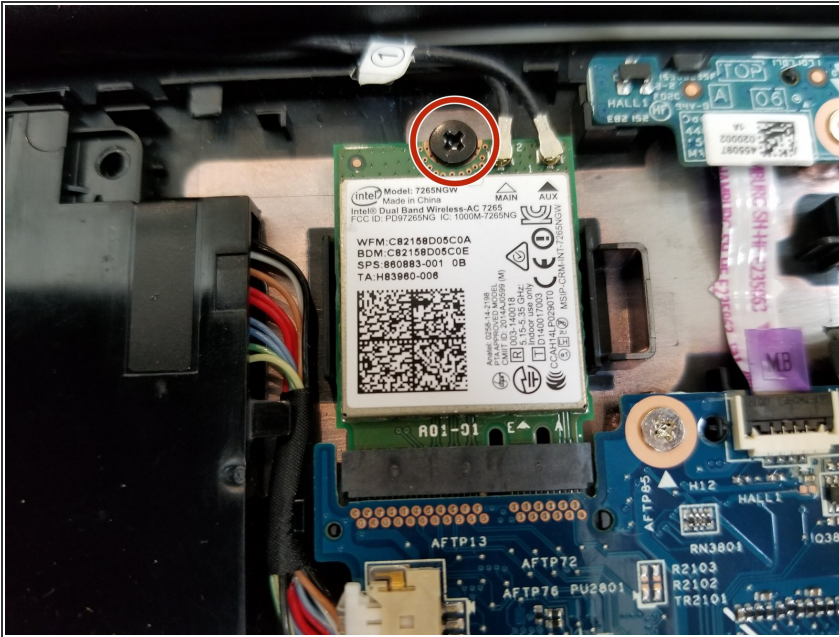
- Disconnect the two ribbon cables connected to the motherboard by using the pointed end of a spudger to lift the plastic connector lids to allow the ribbon cables to be gently removed by hand.

Step 8



- Gently remove the keyboard assembly by hand from the base of the device.

Step 9 — Motherboard



- Remove the 4mm screw from the Wi-Fi card using a Phillips #00 screwdriver.

Step 10



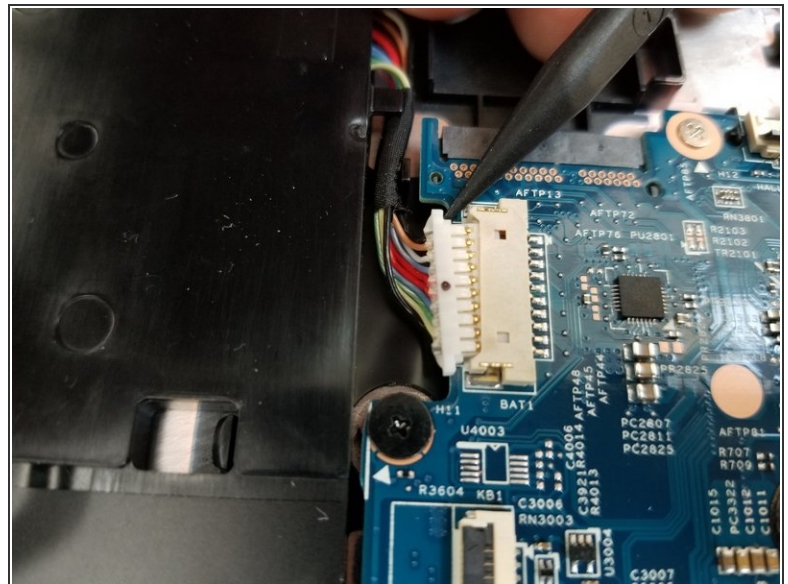
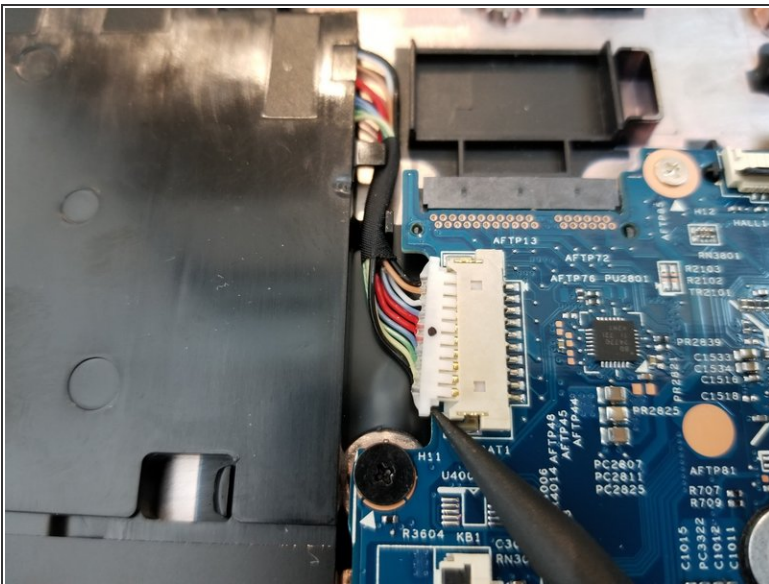
- Remove the two wires from the top of the Wi-Fi card by gently pushing them away from the sockets they are connected to using the pointed end of a spudger.
- The Wi-Fi card can now be removed from the base of the device by hand.

Step 11



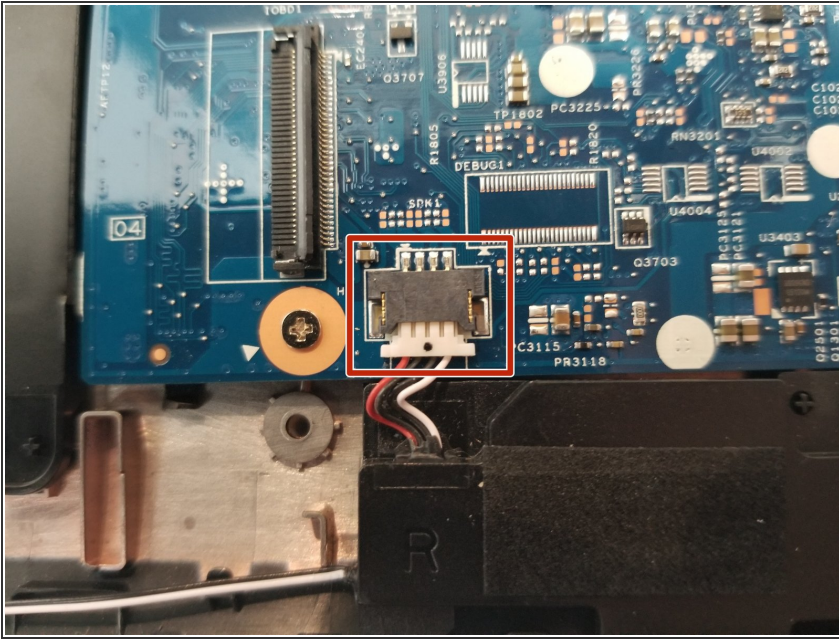
- Release the ribbon cable connecting the motherboard to the Hall effect sensor by lifting the plastic connector lid using the pointed end of a spudger.
 - You can now remove the ribbon cable from the motherboard by gently pulling it with your hand.
- ⚠ Handle ribbon cables carefully as they are fragile and easily torn.

Step 12



- Remove the battery connector by pushing both ends away from the motherboard one at a time using the pointed end of a spudger.

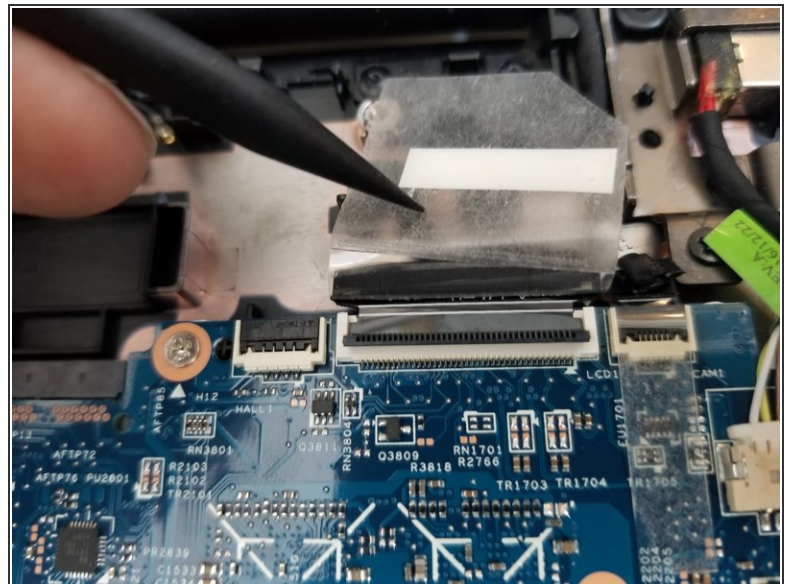
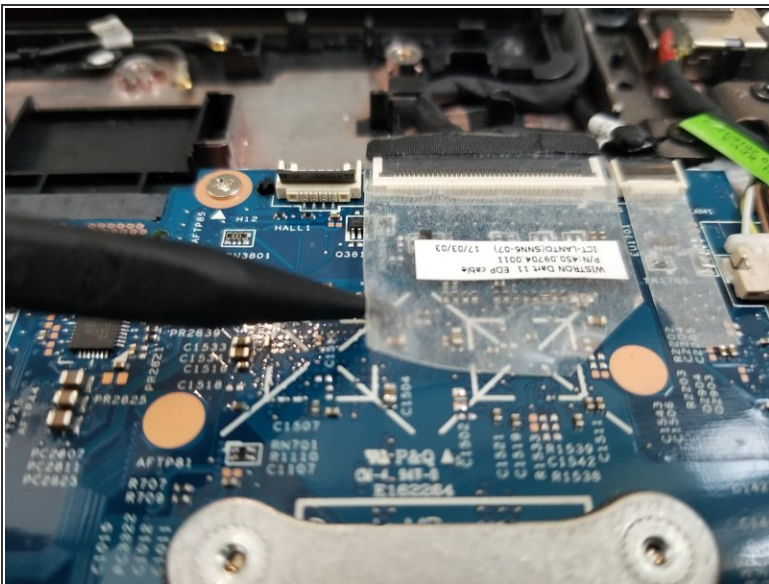
Step 13



- Disconnect the right-side speaker by pushing both ends of the connector away from the motherboard one at a time using the pointed end of a spudger.

ⓘ This may require force.

Step 14

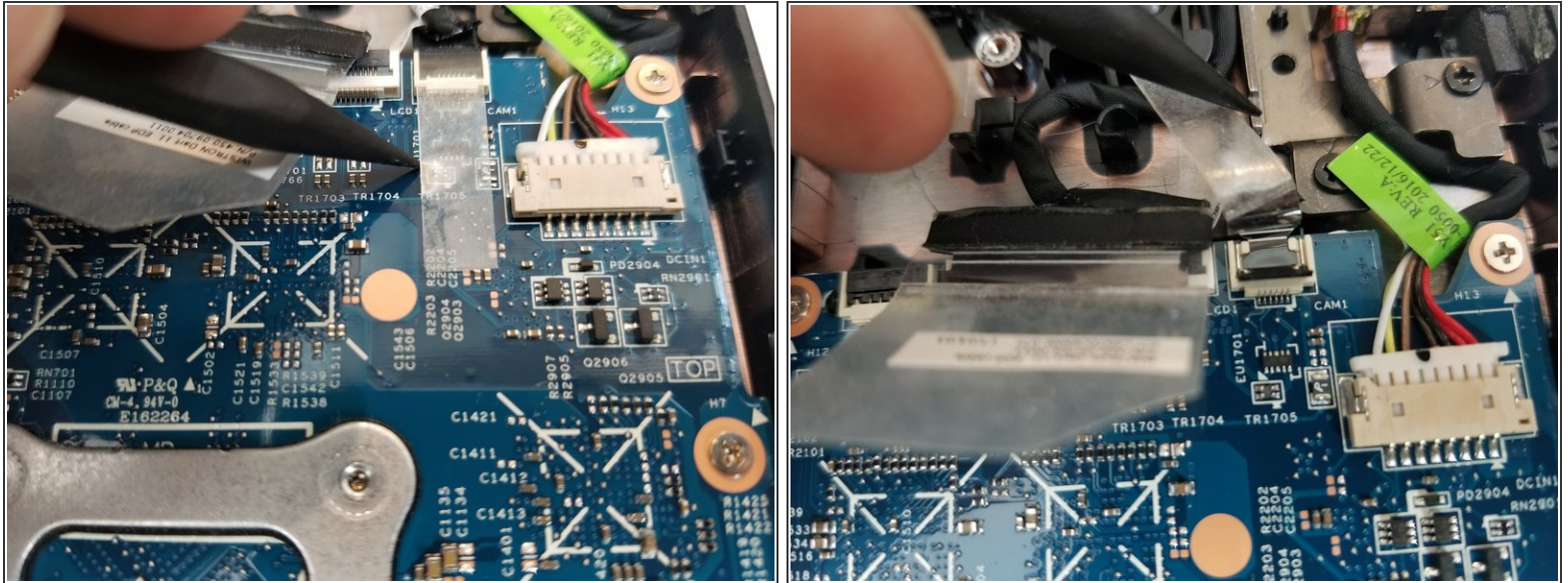


- Peel the tape over the display cable before lifting the plastic connector lid holding it in place by using the pointed end of a spudger.
- Remove the cable by gently pulling it with your hand.

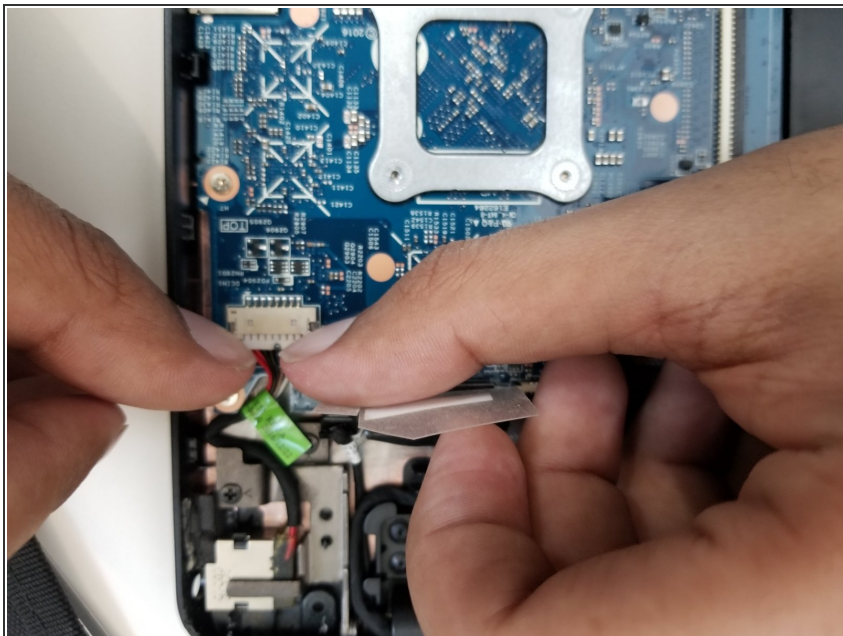
⚠ Handle ribbon cables carefully as they are fragile and easily torn.

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Step 15



- ## Step 16



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Step 17



- Remove the five 4mm screws from the motherboard using a Phillips #00 screwdriver.
- ⓘ The screw beside the battery is black, while the rest are silver.

Step 18



- Gently remove the motherboard by hand from the base of the device.

To reassemble your device, follow these instructions in reverse order.