HP Chromebook 11-v019wm Keyboard Replacement

The keyboard replacement guide provides detailed instructions on how to remove and replace the keyboard from the HP Chromebook 11-v019wm.

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INTRODUCTION

The Keyboard Replacement Guide provides the steps for removing the Chromebook's keyboard. Removing the keyboard is required to access the internal components of the HP Chromebook 11-v019wm.The difficulty of this guide is moderate due to the removal of two Zero Insertion Force (ZIF) ribbon cables connected to the motherboard. The keyboard may need to be removed or replaced if the individual keys are faulty, the touchpad is faulty, or if there is a requirement to access the internal components of the Chromebook. Before replacing the keyboard due to a Touchpad issue, ensure all troubleshooting steps have been completed in accordance with the Touchpad Section of the Troubleshooting Guide.

Removal of the keyboard will expose the internal components of the computer. These components are electrostatic discharge (ESD) sensitive components. It is important to ensure that an anti-static wrist strap and anti-static mat are used to prevent ESD from damaging other components inside of the device. For proper use of the anti-static wrist strap, refer to iFixit's "How to set up your Anti-static mat and wristband" Guide.

🔧 TOOLS:

- Spudger (1)
- Halberd Spudger (1)
- Anti-Static Wrist Strap (1)
- Phillips #00 Screwdriver (1)

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Step 1 — Keyboard

- Disconnect the power adapter from the charging port and remove all external media devices from the Chromebook.

- Turn the Chromebook over so the bottom of the computer is facing upwards with the hinge facing away.

Step 2

- Remove the (4) rubber feet with the plastic spudger to reveal the screws underneath.

- *The rubber feet are secured with adhesive and may take time to remove.*

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Step 3

- Remove the (2), oval shaped, rubber screw protectors near the hinge of the Chromebook.

- *The rubber screw protectors are secured with adhesive and may take time to remove.*
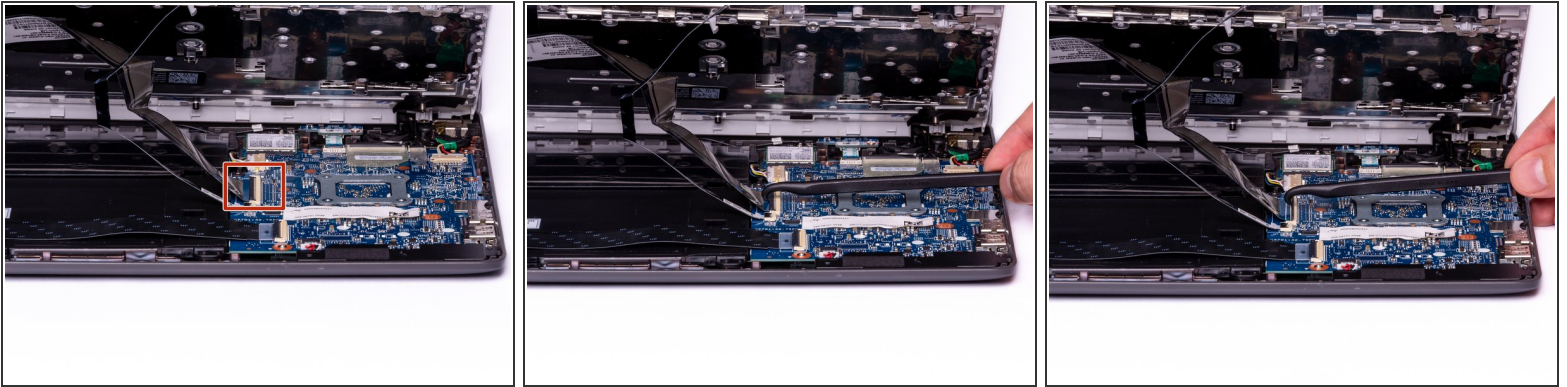
Step 4

- Remove the (11) 5.2 mm screws using a Phillips #00 Screwdriver.

Step 5

- Place the Chromebook upright and open the screen all the way.

- Starting towards the hinge, insert the spudger between the silver keyboard decking and the charcoal colored casing.

- Pry upwards to release the tabs that are securing the keyboard to the casing.

- Repeat this process around the perimeter of the keyboard to ensure all tabs are released.

- Once all the tabs are released, **gently** lift the keyboard to gain access to the (2) Zero Insertion Force (ZIF) ribbon cables.
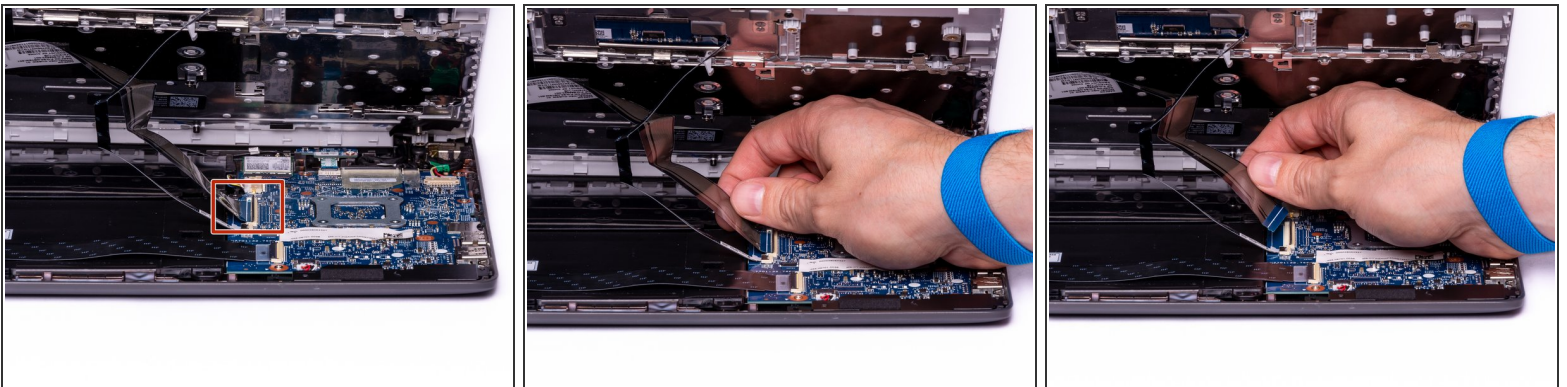
Step 6

- Using the hook on the Halberd Spudger, lift up the ZIF connector tab for the keyboard ribbon cable. They keyboard ribbon cable is the larger of the two ribbon cables.
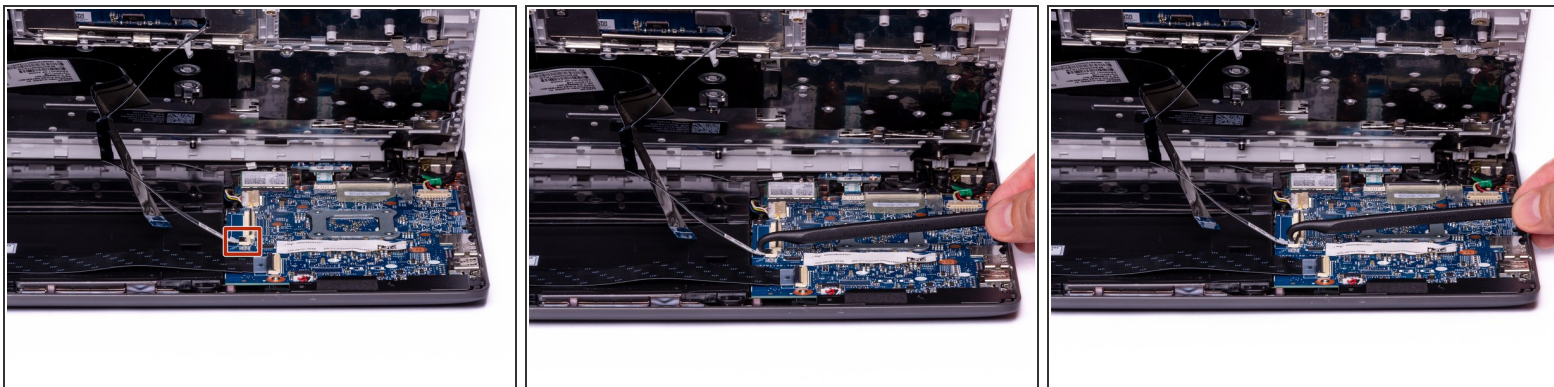
⚠️ *The remaining steps should be completed with the anti-static wrist strap to prevent damage to electrostatic discharge (ESD) sensitive components.*

Step 7

- With the ZIF connector tab in the upright position, use your fingers to gently pull the keyboard ribbon cable out of the ZIF connector.

Step 8

- With the hook on the Halberd Spudger, lift the ZIF connector that is holding the Touchpad ribbon cable. The Touchpad ribbon cable is the smaller of the two ribbon cables.

Step 9

- With the ZIF connector tab in the upright position, use your fingers to gently pull the Touchpad ribbon cable out of the ZIF connector.

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Step 10

- With both ribbon cables disconnected, the keyboard can now be safely removed from the Chromebook.

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

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