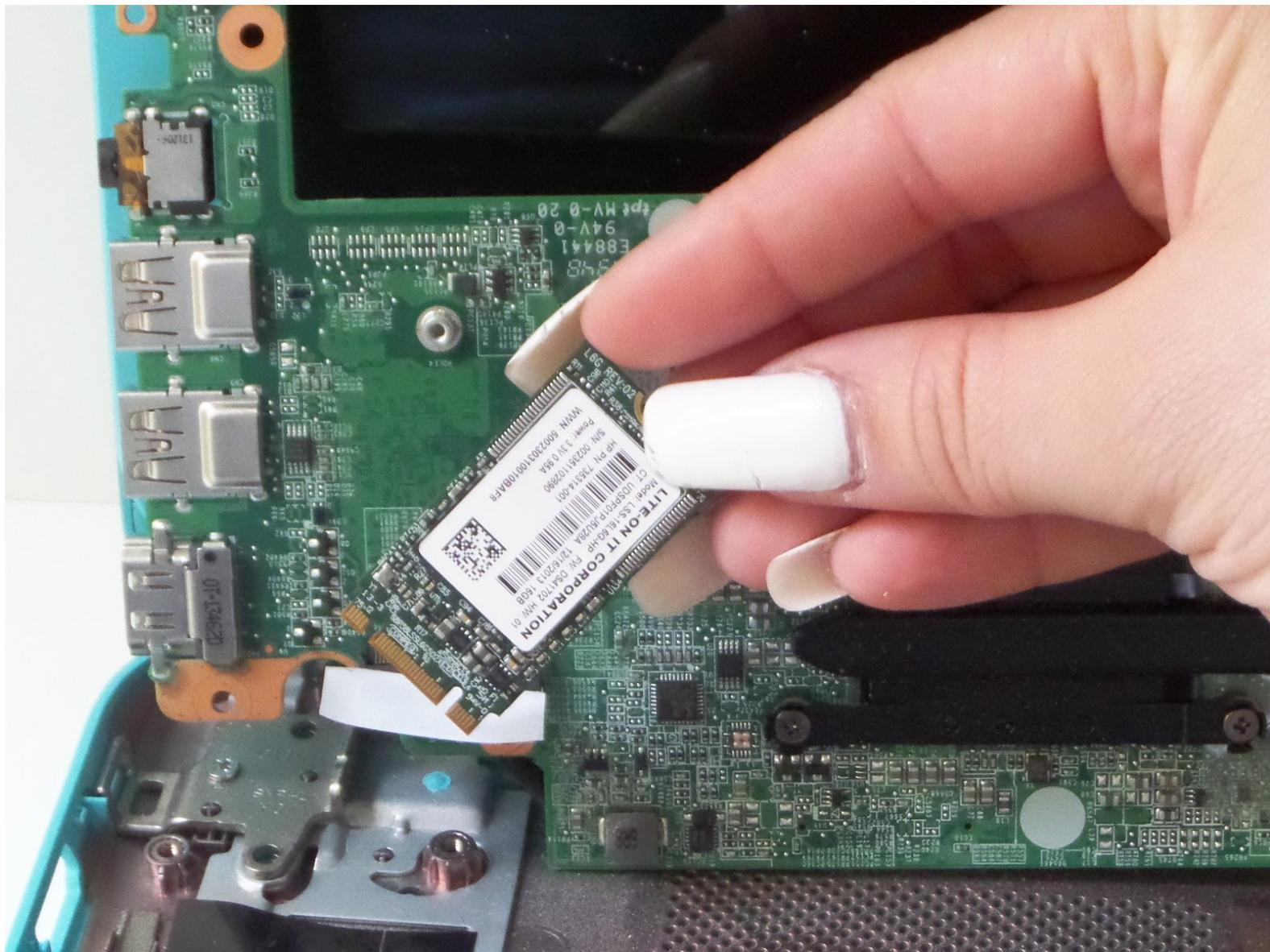




HP Pavilion 14 hard drive

Replacement of the SSD (solid state drive) card, located in the motherboard inside of the HP Pavilion 14-q020nr Chromebook.

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INTRODUCTION

Solid state drives contain no moving parts, unlike a hard drive, and can last for years. One might want to switch from a hard drive to a SSD or purchase a bigger storage SSD. This guide will walk you through replacing the SSD card inside the motherboard.

TOOLS:

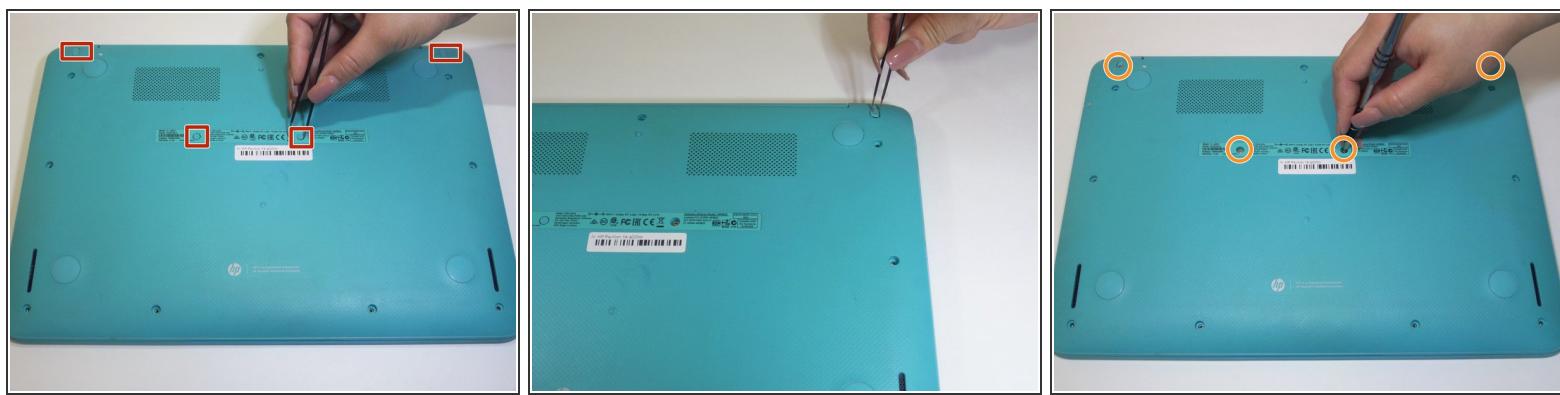
- [Phillips #1 Screwdriver](#) (1)
- [Tweezers](#) (1)
- [iFixit Opening Tools](#) (1)
- [Spudger](#) (1)

Step 1 — Keyboard & Touchpad Panel



- Turn the laptop over.
- Remove all nine 3mm screws on back panel with a Phillips Head 1 driver.

Step 2



- Pry off the four rubber bumpers, located at the top corners and center of the back panel, off with a pair of tweezers.

⚠ Bumpers are delicate and can be easily ripped.

- Unscrew the four 3mm screws under the bumpers using a Phillips Head 1 screwdriver.

Step 3

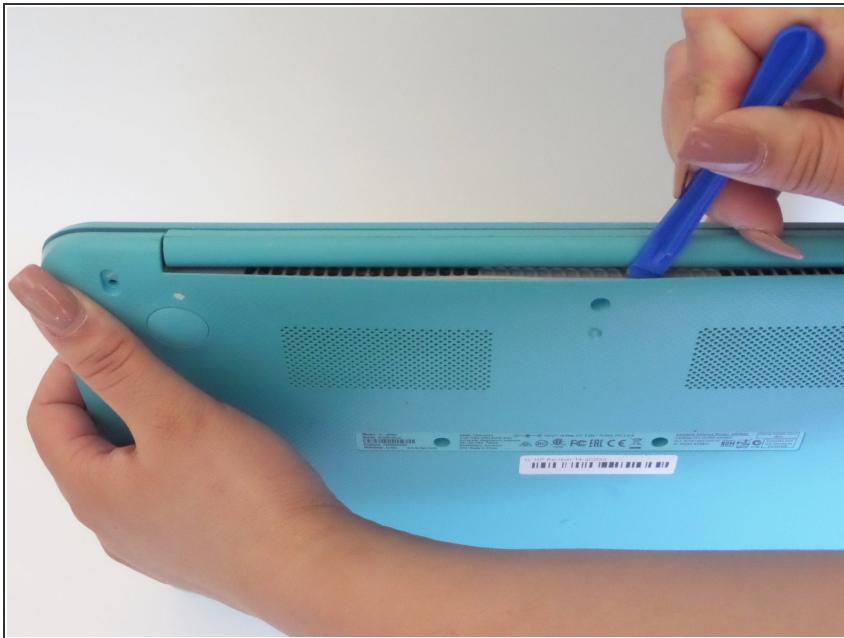


- Flip the laptop right side up and open the clamshell.
- Starting at the bottom right corner, slide the opening tool into the crevice between the blue and silver panels.
- Carefully pry the top casing up around the edges, moving counterclockwise.

(i) Keep the tool steady throughout, as prying in a rough manner can break the casing.

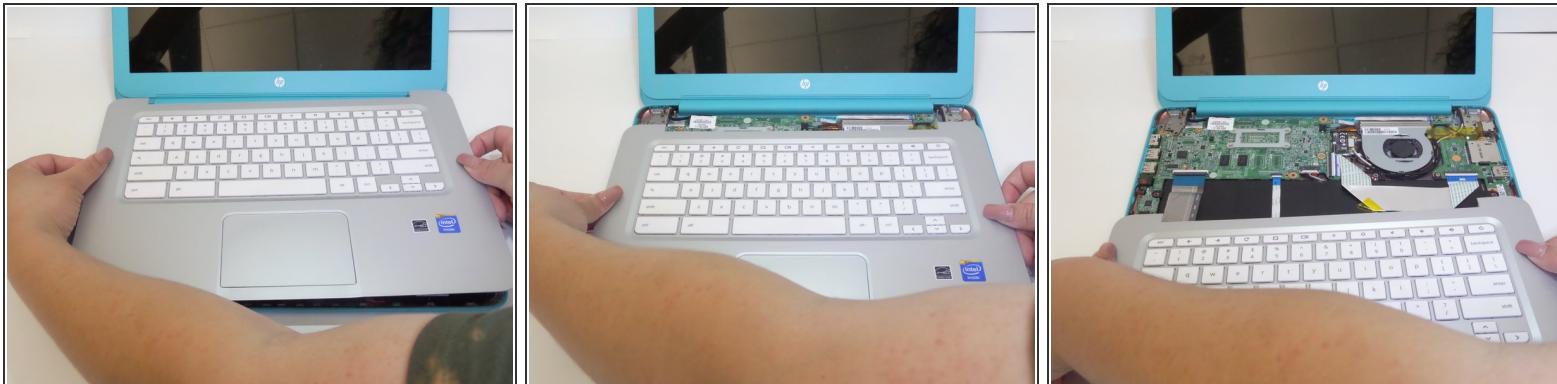
(i) You will hear audible clicking sounds as the clips connecting the two halves disconnect from each other.

Step 4



- Close the laptop and orient it on its side (clamshell hinge up), carefully holding it steady to ensure its safety.
- Insert the opening tool inside of the hinge and pry with an even amount of force to disconnect the keyboard panel from the fan grate.

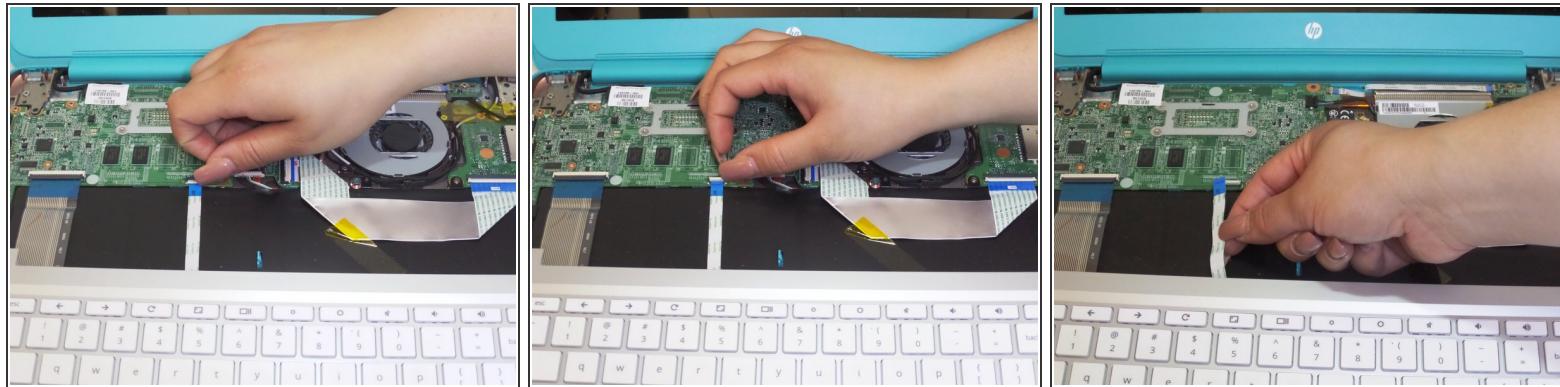
Step 5



- Reorient the laptop in an upright fashion and open the clamshell.
- If needed, continue to pry the silver keyboard panel from the rest of the hardware with minimal force.
- Slowly slide the silver keyboard panel towards you while lifting gently to separate the halves.

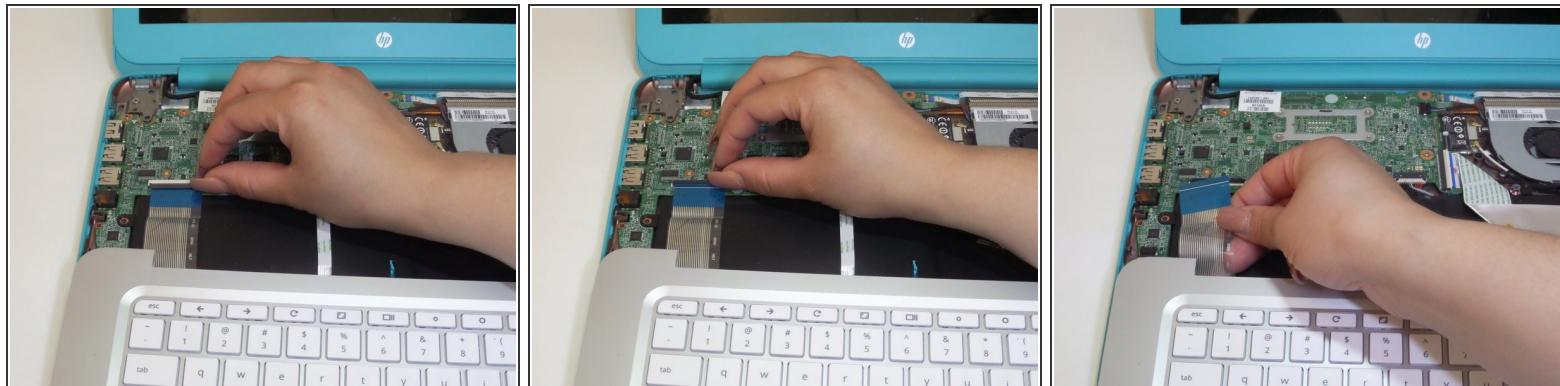
⚠ The panel is still connected by a series of delicate connectors glued to the mainframe, so do not pull the panel right off.

Step 6



- While keeping silver keyboard panel hovering above the laptop, locate the touchpad connector ribbon attached to both the silver panel and motherboard.
- With your finger, flip up the white clasp that holds the connector, releasing the connector ribbon.
- Unpeel the connector ribbon from its position on the motherboard.

Step 7



- With your finger, flip up the white clasp that connects the larger keyboard connector to the motherboard, releasing the connector ribbon.
- Gently pull the connector ribbon from the clasp.

Step 8



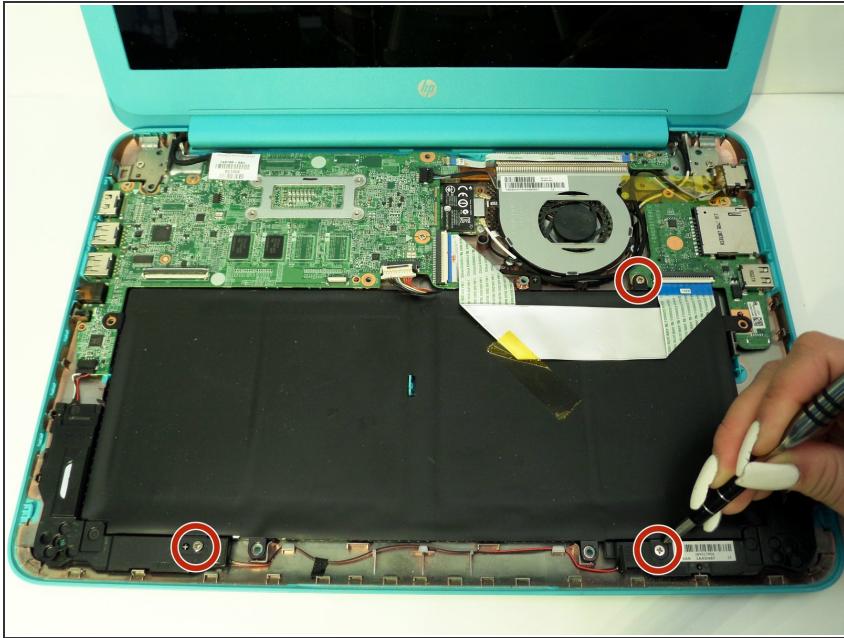
- Lift the keyboard panel up and away from the CPU, completely revealing the mainframe.

Step 9 — Battery and Speakers



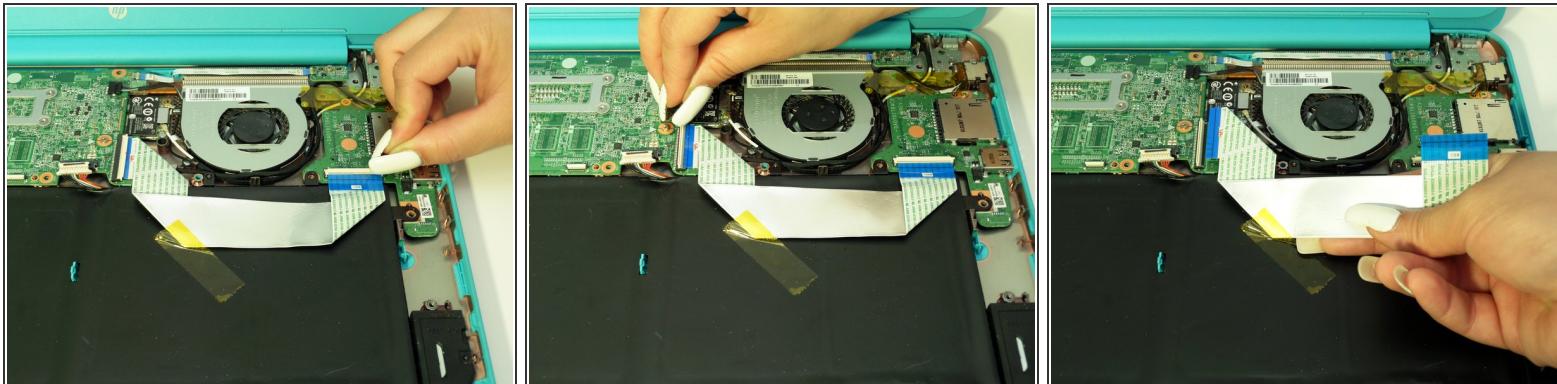
- With the internal hardware exposed, disconnect the battery cable from the motherboard.
- If tightly fastened, gently wiggle the plug out of the jack.

Step 10



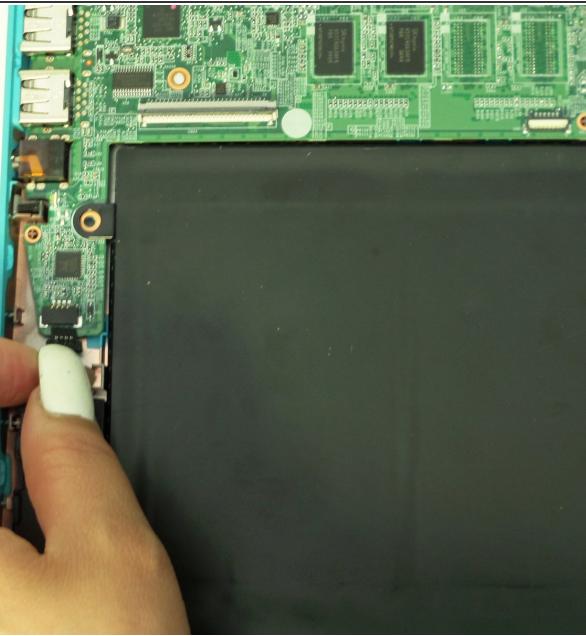
- Remove the three 4mm screws around the perimeter of the battery pack with a Phillips Head 1 screwdriver.

Step 11



- Flip up the two white clasps that hold the connector ribbon to the battery to release the ribbon.
- Remove the 'motherboard to USB board' connector ribbon from its place.

Step 12



- Detach the speaker cable from its fastener on the motherboard by pulling it out with your fingers or using a spudger.

Step 13



- Using your fingers, gently pry out the two L-shaped speaker panels from between the external casing and battery pack.

⚠ Be sure to apply an evenly distributed upwards force on the speaker when lifting it out

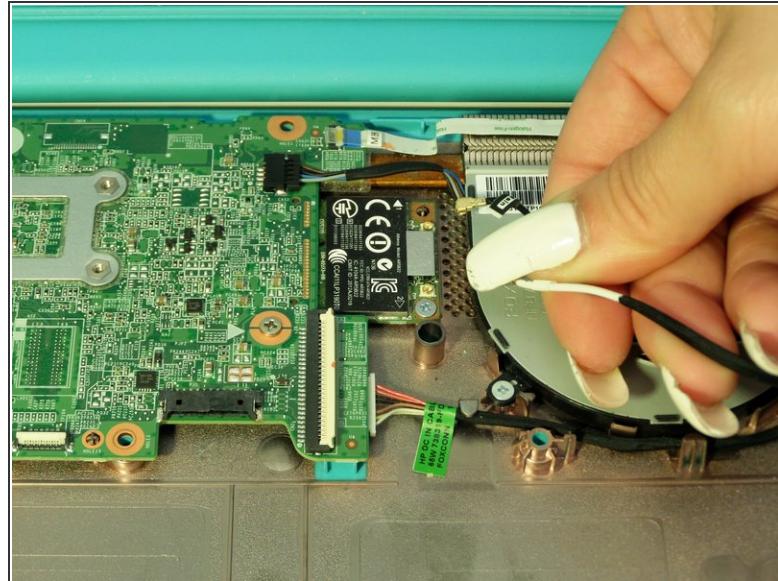
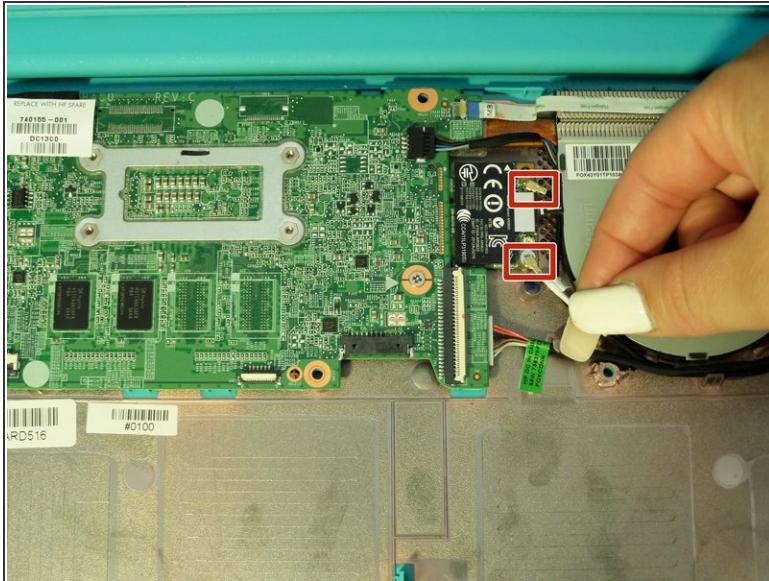
i Both speaker components (located adjacent to each other) will remain connected by a red cable after removal

Step 14



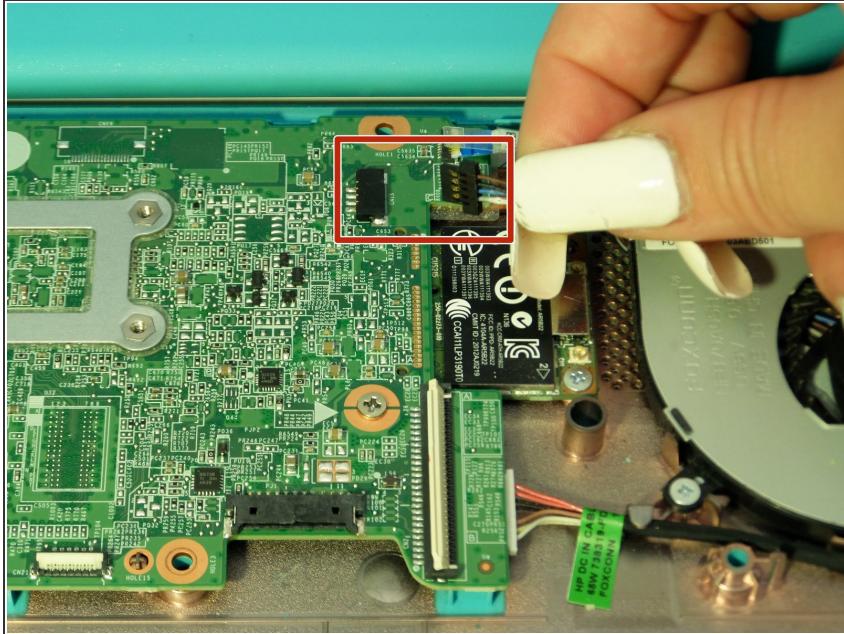
- Lift out battery pack.

Step 15 — Motherboard



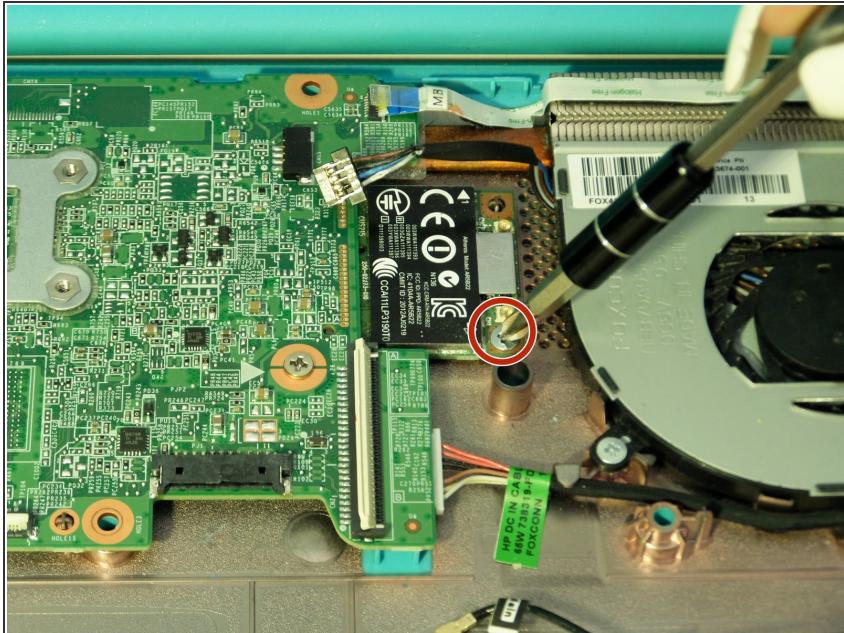
- Remove the two Wi-Fi antenna cables that are attached to the Wi-Fi card by pulling them up.

Step 16



- Using your fingers, pull the cooling fan cable from its fastener on the motherboard

Step 17



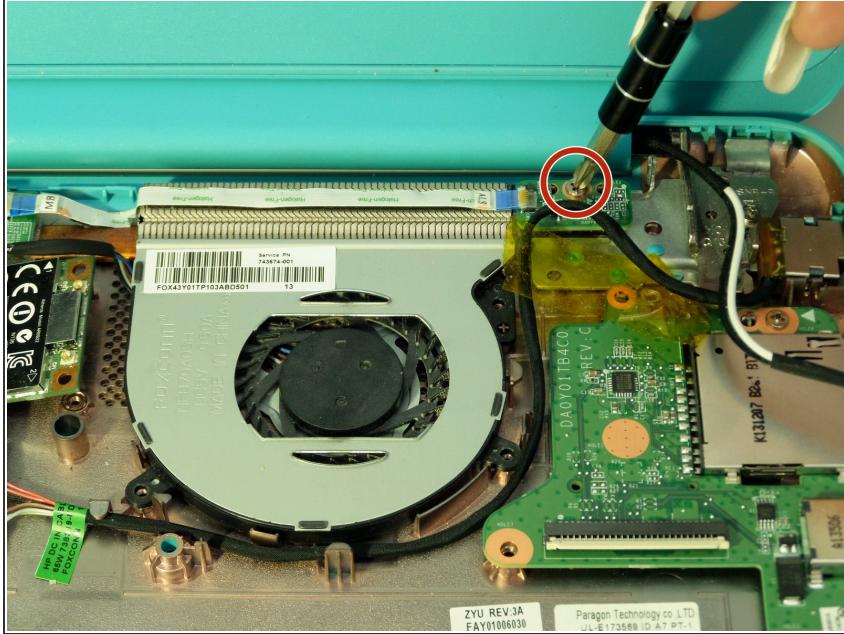
- Remove the 3mm screw that holds down the WiFi mini-PCI card using a Phillips Head 1 driver.

Step 18



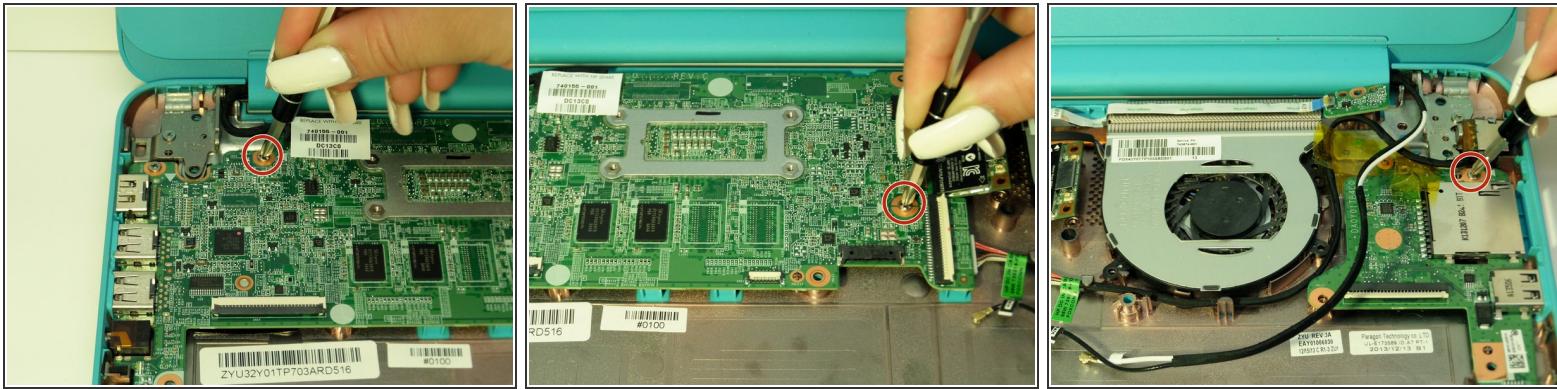
- Remove the three 3mm screws that hold the cooling fan in place using a Phillips Head 1 driver.

Step 19



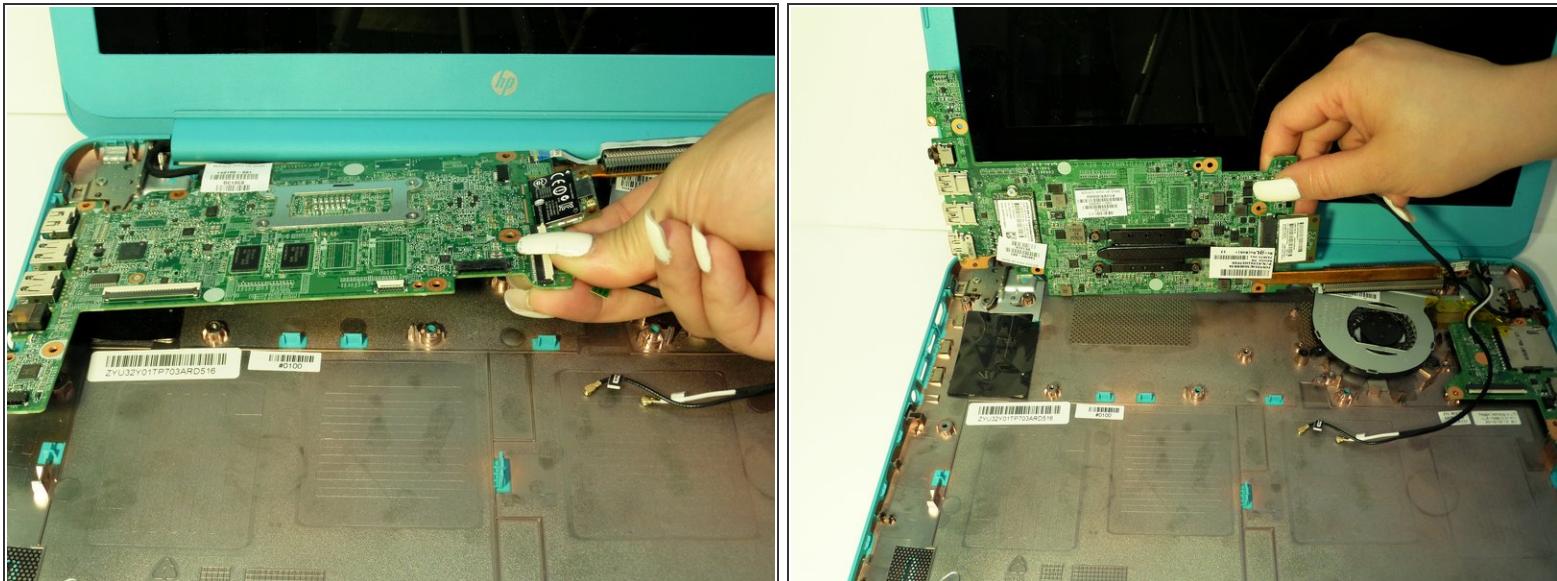
- In the upper right hand corner of the device, remove the 6mm screw holding the PCB board in place by using a Phillips Head 1.

Step 20



- Remove the three 3mm screws from the surface of the motherboard using a Phillips Head 1.

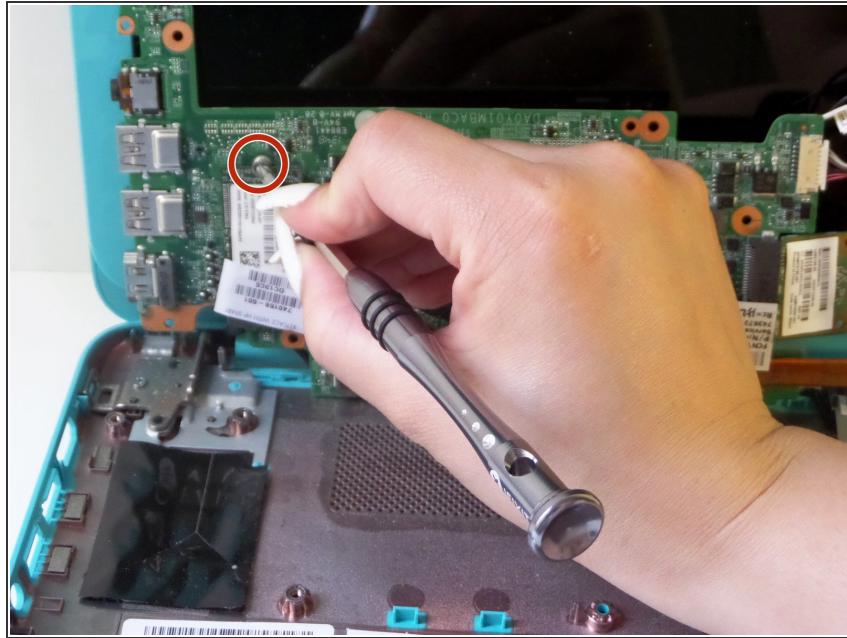
Step 21



- Carefully lift the motherboard up towards the screen as if it was hinged on one side.

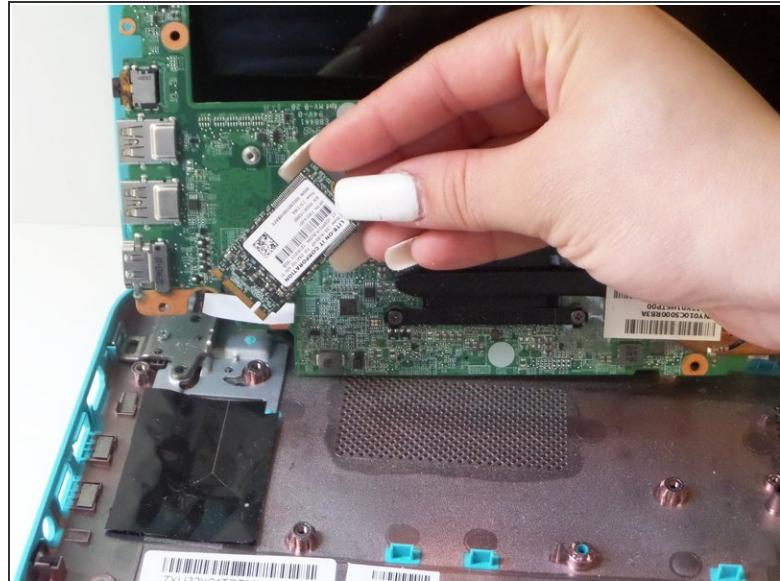
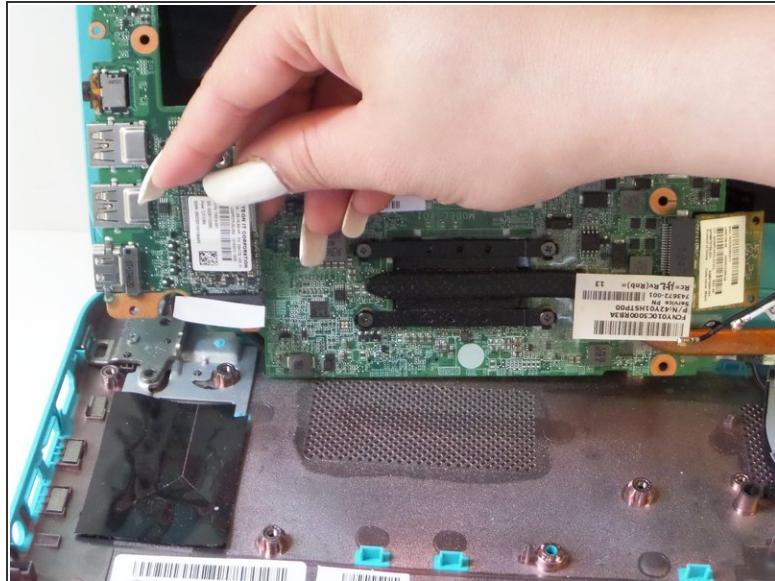
⚠ To prevent possible scratching, cover the screen with a cloth.

Step 22 — HP Pavilion 14 hard drive



- Remove the 3mm screw located directly above the NGFF SSD card using a Phillips Head 1 driver.

Step 23



- Pull the SSD card up and out using your fingers.

⚠ Do not use tweezers or any other metal tool to extract the card, as it is fragile.

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