

# **Monitor Service Manual**

**Model: PA329CRV**

Version no. v1

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# 1. Safety Precautions

## **Product Announcement:**

This product is certificated to meet RoHS Directive and Lead-Free produced definition. Using approved critical components only is recommended when the situation to replace defective parts. Vender assumes no liability express or implied, arising out of any unauthorized modification of design or replacing non-RoHS parts. Service providers assume all liability.

## **Qualified Repairability:**

Proper service and repair is important to the safe, reliable operation of all series products. The service providers recommended by vender should being aware of notices listed in this service manual in order to minimize the risk of personal injury when perform service procedures. Furthermore, the possible existed improper repairing method may damage equipment or products. It is recommended that service engineers should have repairing knowledge, experience, as well as appropriate product training per new model before performing the service procedures.

## **NOTICE:**

! To avoid electrical shocks, the products should be connect to an authorized power cord, and turn off the master power switch each time before removing the AC power cord.

! To prevent the product away from water or exposure in extremely high humidity environment.

! To ensure the continued reliability of this product, use only original manufacturer's specified parts.

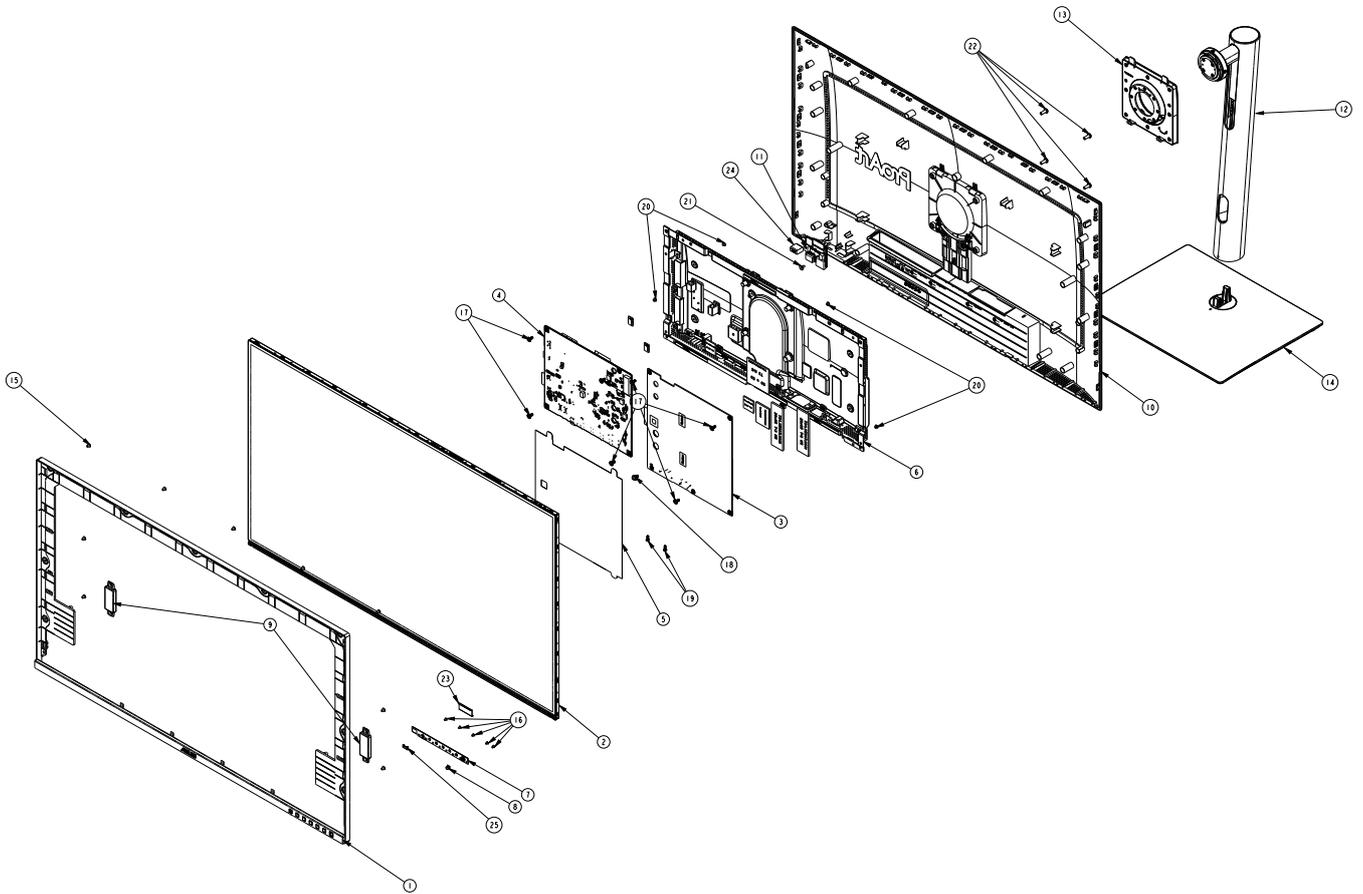
! To ensure following safety repairing behavior, put the replaced part on the components side of PWBA, not solder side.

! To ensure using a proper screwdriver, follow the torque and force listed in assembly and force listed in assembly and disassembly procedures to screw and unscrew screws.

! Using Lead-Free solder to well mounted the parts.

! The fusion point of Lead-Free solder requested in the degree of 220° C.

## 2. Exploded View



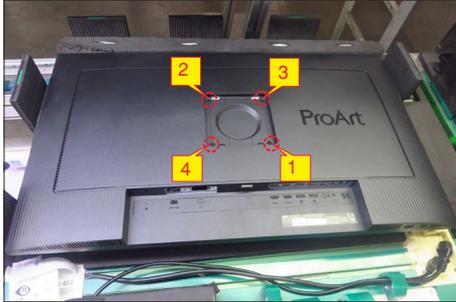
Item	Description	Q'ty	Item	Description	Q'ty
1	FRONT BEZEL	1	14	BASE	1
2	PANEL	1	15	SCREW (M3 x L5)	9
3	POWER BOARD	1	16	SCREW (M2 x L3.3)	5
4	MAIN BOARD	1	17	SCREW (M3 x L7.5)	7
5	POWER BOARD MYLAR	1	18	SCREW (M4 x L8)	1
6	MAIN BRACKET	1	19	SCREW (M3 x L8)	2
7	FK BOARD	1	20	SCREW (M3 x L3)	4
8	5 WAYS KEY	1	21	SCREW (M3 x L6)	1
9	SPEAKER	1	22	SCREW (M4 x L11)	4
10	REAR COVER	1	23	LENS MYLAR	1
11	USB BOARD	1	24	USB GASKET	1
12	STAND	2	25	LIGHT LEAKAGE RUBBER	1
13	VESA	1	26		

# 3. Disassembly and Assembly Procedures

## 3.1 Disassembly SOP

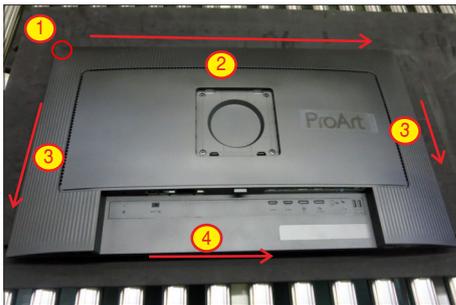
S1

Use a Philips-head screwdriver to remove four screws for unlocking mechanisms.  
(No.1~4 screw size=M4x10; Torque=10~11kgfxcm)



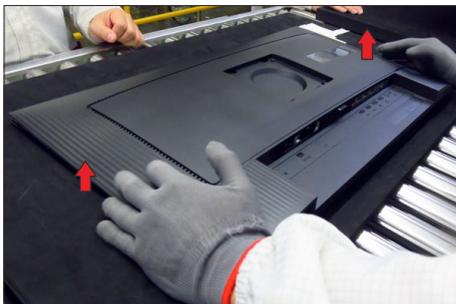
Wedge your fingers between the rear cover and the middle bezel on the corners of the top side of the monitor to release the rear cover, then use one hand to press the middle bezel, the other hand to pull up carefully the rear cover in order of arrow preference for unlocking mechanisms of rear cover.

S2



S3

Lift the rear cover up carefully. Disconnect the USB cable from the connector of the interface board, and then remove the rear cover and put it aside.



S4

Put the rear cover on a protective cushion. Use a Philips-head screwdriver to remove 1pcs screws for unlocking the USB Board unit and put it aside.  
( No.1 screw size=M3x6, Torque=4±0.5kgfxcm)



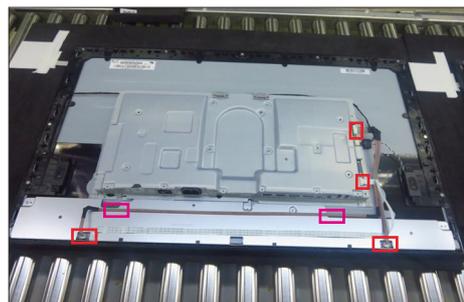
S5

Tear off 1pcs acetate tape for releasing the panel lamp connector, then tear off 1pcs aluminum foil for releasing the panel lamp cable.



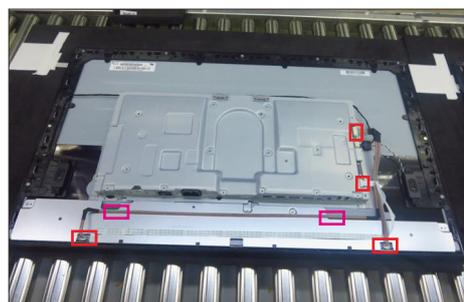
S6

Disconnect the OSD key cable and panel lamp cables from the connectors of the board and panel connectors, then release the key cable from the back of the panel by tearing off the tape.



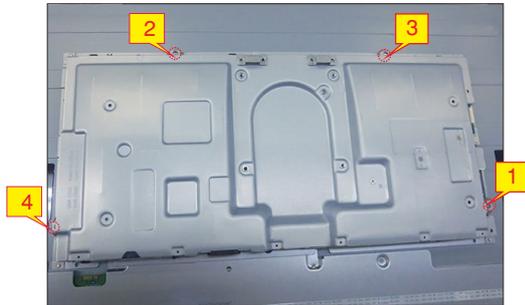
S7

Disconnect the speaker's cable away from the board, then release the two speakers from the probers of the middle frame, then release the cables from the hooks of middle frame for releasing the two speakers.



S8

Use a Philips-head screwdriver to remove 4pcs screws for unlocking the main chassis with panel.  
(No.1~4 Screw size=M3x4, Torque=5±0.5kgfxcM)



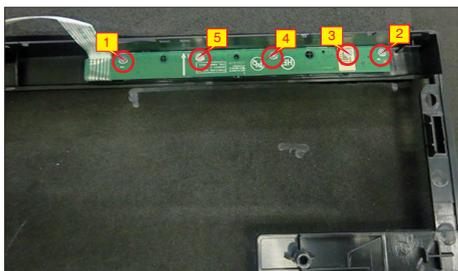
Use a Philips-head screwdriver to remove 9pcs screws for unlocking the middle frame, then release the OSD key cable by tearing off the tape.  
(No.1~9 Screw size=M3x4, Torque=5±0.5kgfxcM)

S9



Lift up the panel module for removing the middle frame with OSD key board. Tear off the adhesive tape and foam on the key board, then use a Philips-head screwdriver to remove 5pcs screws for unlocking the OSD key board.  
(No.1~5 Screw size=M2x2.2, Torque=1±0.2kgfxcM)

S10



S11

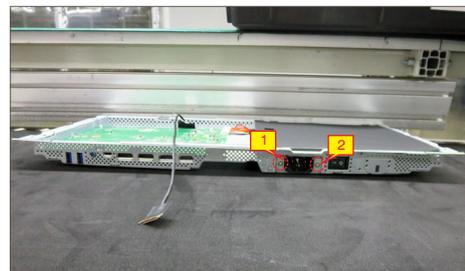
Tear off 1pcs aluminum foil for uncovering the eDP connector, then disconnect the eDP cable away from the connector of the panel, then lift up the main chassis and put it aside for later disassembling.



Put the main chassis on a protective cushion, then use a Philips-head screwdriver to remove 2pcs screws for unlocking the AC power outlet.  
(No.1~2 screw size=M3x8, Torque=6±0.5kgfxcM)

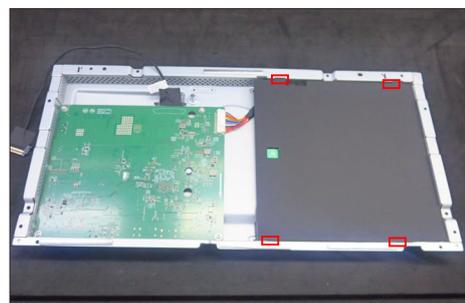
S12

(No.1~2 screw size=M3x8, Torque=6±0.5kgfxcM)



S13

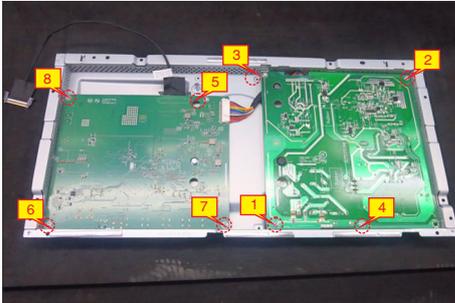
Remove the Mylar from the hooks of the main chassis module.



Use a Philips-head screwdriver to remove 8pcs screws for unlocking power board and interface board.

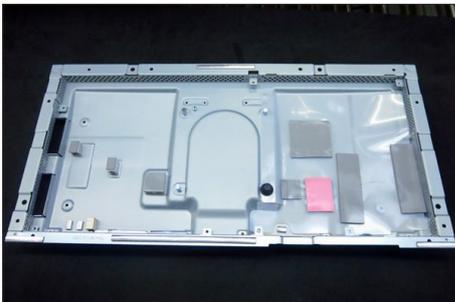
S14

(No.1 screw size=M4x8, Torque=6±0.5kgfxcM;  
No.2~8 screw size=M3x7.5, Torque=6±0.5kgfxcM)



Remove the circuit boards from the bracket chassis module carefully, and then disconnect all of the cables.

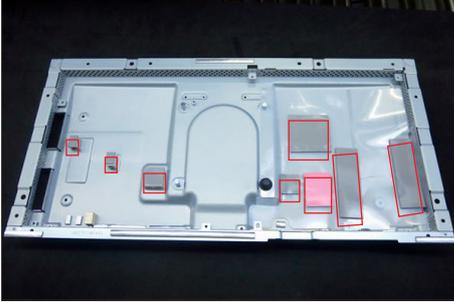
S15



## 3.2 Assembly SOP

S1

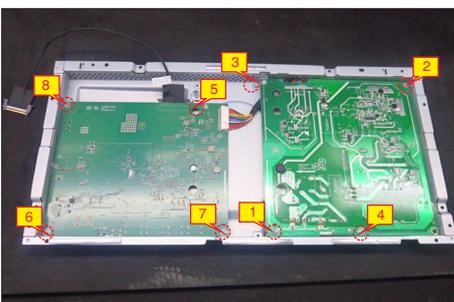
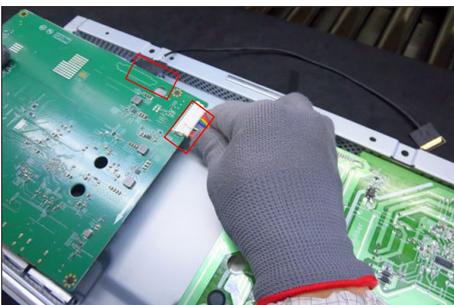
Place a main bracket chassis base on a protective cushion, then paste 8pcs silicon sheet on the correct positions as the picture below shown.



S2

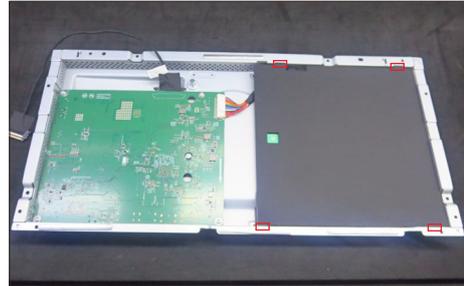
Put a power board into the bracket chassis as the picture below shown. Take an interface board, and connect 1pcs eDP cable to the interface board, then connect the cable of power board to the connector of the interface board, then turn over the interface board, and put the interface board into the bracket, settle all the cable to the correct position. Use a Philips-head screwdriver to tighten 8pcs screws for locking the interface board and power board.

(No.1 screw size=M4x8, Torque=6±0.5kgfxcM;  
No.2~8 screw size=M3x7.5, Torque=6±0.5kgfxcM)



S3

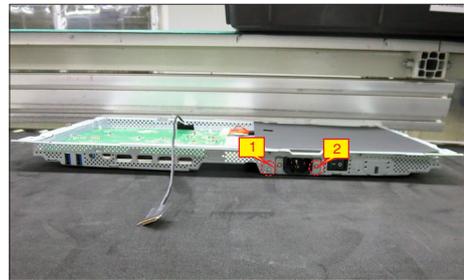
Take 1pcs mylar to insert the hooks of the main bracket to cover the power board.



S4

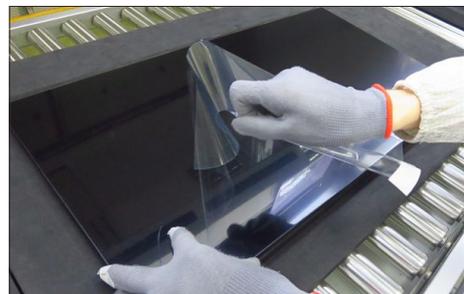
Use a Philips-head screwdriver to tighten 2pcs screws for locking the AC power outlet.

(No.1~2 screw size=M3x8, Torque=6±0.5kgfxcM)



S4

Take 1pcs panel module assembled in LCM line, and tear off the protective film on the screen, then examine the panel surface according to inspection criteria. Turn over the panel module on a protector cushion.



S5

Put the bracket chassis module on the back of the LCD panel for later assembling.



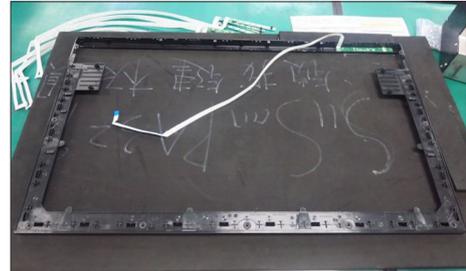
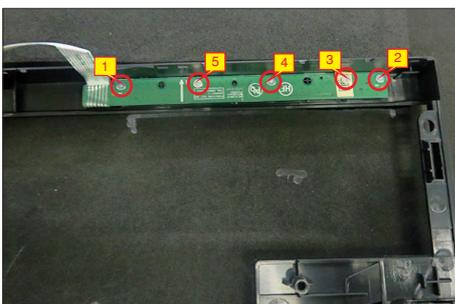
S6

Turn over the main chassis, then connect the EDP cable to the connector of the panel module, then paste 1pcs aluminum foil to cover the EDP connector.



S7

Take 1pcs OSD keyboard, 1pcs joystick key and 1pcs middle frame, then assemble the joystick with the key board, then paste 1pcs small rubber on the correct position of the OSD key board. Locate the key board into the correct position of the middle frame, and then use a Philips-head screwdriver to tighten 5pcs screws for locking the key board with frame. Paste 2pcs mylar tape and 1pcs foam on the specific positions as the picture below shown. Tear off all the releaser paper on the back of the cable. (No.1~5 Screw size=M2x2.2, Torque=1±0.2kgfxcM)



S8

Move the middle frame with function key board close to the panel module and assemble with the panel, then paste the key cable to the back of panel by 2pcs adhesive tapes on the back of the cable.



S9

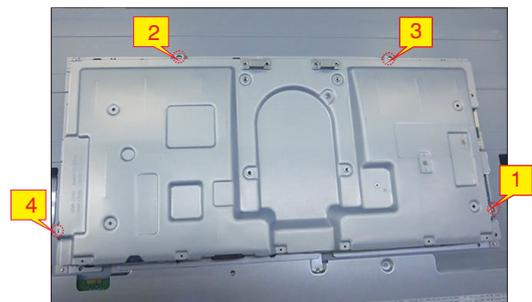
Use a Philips-head screwdriver to tighten 9pcs screws for locking the middle frame with panel. (No.1~9 Screw size=M3x4, Torque=5±0.5kgfxcM)



S10

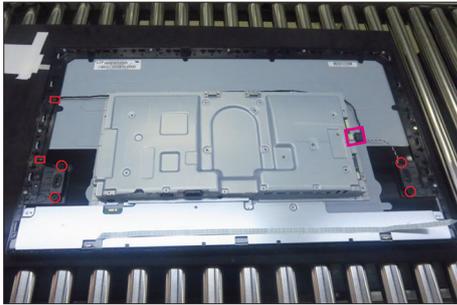
Adjust the main chassis, then use a Philips-head screwdriver to tighten 4pcs screws for locking the main chassis with panel module.

(No.1~4 Screw size=M3x4, Torque=5±0.5kgfxcM)



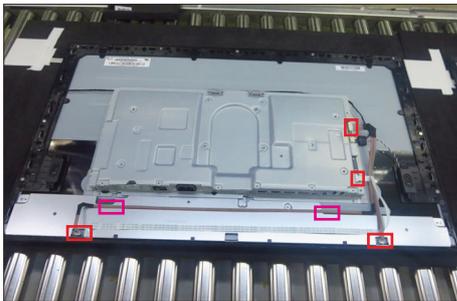
S11

Take a pair of speakers, then locate the two speakers and wires into the hooks of the middle frame as the picture below shown, then connect the speakers to the connector of board.



S12

Take 1pcs panel lamp cable to connect the panel with the board. Connect the OSD key cable to the connector of the board, then fix the panel lamp cable and key cable with the tapes on the back of cable.



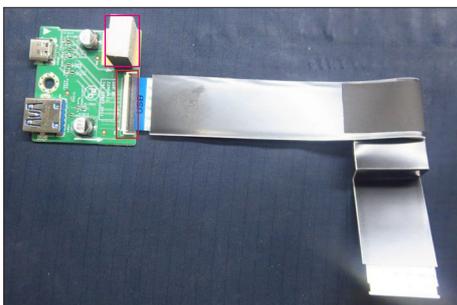
S13

Paste 1pcs acetate tape to cover the left panel lamp connector, then paste 1pcs aluminum foil to fix the panel lamp cable and OSD key cable as the picture below shown.



S14

Take 1pcs USB board and 1pcs cable, connect the cable to the connector of the USB board, then paste 1pcs foam on the specific position of the USB board.



S15

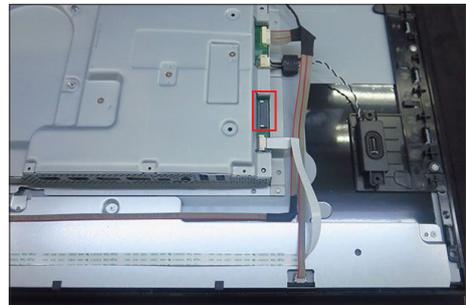
Take 1pcs rear cover, then locate the USB board unit to the hooks of the rear cover, then use a Philips-head screwdriver to tighten 1pcs screw for unlocking the USB board unit with the rear cover.

(No.1 screw size=M3x6, Torque=4±0.5kgfxcM)



S16

Move the rear cover with USB board close to the assembled unit, then connect the USB cable to the connectors of the board.



S17

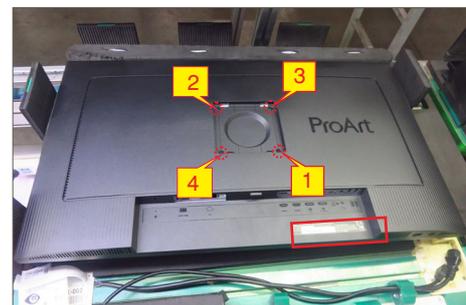
Put down the rear cover on the assembled unit and push the rear cover on the positions marked as No.1~4 in priority order for mechanisms engagement.



S18

Use a Philips-head screwdriver to tighten 4pcs screws for unlocking the rear cover with the assembled unit, then paste 1pcs label on the correct position of the rear cover.

(No.1~4 screw size=M4x10, Torque=10±1kgfxcM)



## 4. Trouble Shooting

Problem	Possible Solution
Power LED is not ON	<ul style="list-style-type: none"> <li>• Press the  button to check if the monitor is in the ON mode.</li> <li>• Check if the power cord is properly connected to the monitor and the power outlet.</li> <li>• Check if the power switch is ON.</li> </ul>
The power LED lights amber and there is no screen image	<ul style="list-style-type: none"> <li>• Check if the monitor and the computer are in the ON mode.</li> <li>• Make sure the signal cable is properly connected the monitor and the computer.</li> <li>• Inspect the signal cable and make sure none of the pins are bent.</li> <li>• Connect the computer with another available monitor to check if the computer is properly working.</li> </ul>
Screen image is too light or dark	<ul style="list-style-type: none"> <li>• Adjust the Contrast and Brightness settings via OSD.</li> </ul>
Screen image bounces or a wave pattern is present in the image	<ul style="list-style-type: none"> <li>• Make sure the signal cable is properly connected to the monitor and the computer.</li> <li>• Move electrical devices that may cause electrical interference.</li> </ul>
Screen image has color defects (white does not look white)	<ul style="list-style-type: none"> <li>• Inspect the signal cable and make sure that none of the pins are bent.</li> <li>• Perform All Reset via OSD.</li> <li>• Adjust the R/G/B color settings or select the Color Temperature via OSD.</li> </ul>
No sound or sound is low	<ul style="list-style-type: none"> <li>• Ensure that the HDMI/USB-C cable is properly connected to the monitor and the computer.</li> <li>• Adjust the volume settings of both your monitor and HDMI/USB-C device.</li> <li>• Ensure that the computer sound card driver is properly installed and activated.</li> </ul>