



Maintenance and Service Guide

HP Series 5 Pro 527pf model

SUMMARY

This guide provides information about spare parts, removal and replacement of parts, diagnostic tests, problem troubleshooting, and more.

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Product notice

Only trained service personnel familiar with this product should service it. Before performing any maintenance or service, be sure to read "Important Safety Information".

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1 Getting started

Read this chapter to learn about safety information and where to find additional HP resources.

Important safety information

Carefully read the cautions and notes within this document to minimize the risk of personal injury to service personnel. The cautions and notes are not exhaustive. Proper service methods are important to the safe, reliable operation of equipment. Improper service methods can damage equipment.

The service procedures recommended and described in this service manual provide effective methods of performing service operations. Service engineers should have prior repair knowledge and experience as well as appropriate training for the product before performing service procedures.

- Be sure your working environment is dry and clean and meets all government safety requirements.
- Be sure that other persons are safe while you are servicing the product.
- Do not perform any action that can cause a hazard to the customer or make the product unsafe.
- Use proper safety devices to ensure your personal safety.
- Always use approved tools and test equipment for servicing.
- Never assume the product's power is disconnected from the main power supply. Check that it is disconnected before opening the product's cabinet.
- Modules containing electrical components are sensitive to electrostatic discharge (ESD). Follow ESD safety procedures while handling these parts.
- Some products contain more than one battery. Do not disassemble or expose a battery to high temperatures, such as throwing into fire, or the battery may explode.
- Refer to government requirements for battery recycling or disposal.

This information provides general service information for the monitor. Adherence to the procedures and precautions is essential for proper service.

IMPORTANT: Only trained service personnel who are familiar with this HP product should perform service or maintenance for it. Before performing any service or maintenance, personnel must read the important safety information.

IMPORTANT: You must disconnect the power cord from the power source before opening the monitor to prevent component damage.

Important service information and precautions

- Repair must be performed by professional service technicians in a repair center. End users should not perform these procedures.
- Please note during servicing that the primary side is the high voltage area.
- This monitor meets ROHS requirements. Be sure to use lead-free solder wire when soldering.
- If you must change a capacitor, be sure to match the polarity as printed on the PCB.
- If you must replace a capacitor, make sure the specification and part number match the BOM and

location.

- If you must replace a capacitor, insert new parts carefully to avoid a short circuit caused by the near pin.
- Do not get the board wet. Water and moisture can cause a short circuit that causes malfunctions.
- To avoid damage, be sure to use lead-free solder.
- When soldering, work quickly to avoid overheating the circuit board.
- Keep the soldering iron tip clean and well tinned when replacing parts.
- After repair, perform a close inspection of the circuit board to confirm it is in good condition.
- After repair, perform a function test to confirm the power supply is working properly.

ERP Lot5 requirement

1. A professional repairer must have the technical competence to repair electronic displays and comply with the applicable regulations for repairers of electrical equipment in the Member States where the repairer operates. Reference to an official registration system as professional repairer, where such a system exists in the Member States, shall be accepted as proof of compliance.

2. A professional repairer must have insurance that covers liabilities resulting from repairs, regardless of whether required by the Member State.

RoHS (2002/95/EC) requirements

Applied to all countries that require RoHS.

The RoHS (Restriction of Hazardous Substance in Electrical and Electronic Equipment Directive) is a legal requirement by the EU (European Union) for the global electronics industry sold in the EU and other countries. Any electrical and electronics products launched in the market after June 2006 should meet this RoHS requirement. Products launched in the market before June 2006 are not required to be compliant with RoHS parts. If the original parts are not RoHS complaint, the replacement parts can be non-ROHS complaint. If the original parts are RoHS compliant, the replacement parts **MUST** be RoHS complaint.

If product service or maintenance requires replacing parts, confirm the RoHS requirement before replacement.

General descriptions

This manual contains general information. There are two levels of service:

Level 1: Cosmetic/appearance/alignment service

Level 2: Circuit board or standard parts replacement

Firmware updates

Firmware updates for the monitor are available at support.hp.com. If no firmware is posted, the monitor does not need a firmware update.

Before returning the repaired product to the customer

Perform an AC leakage current check on exposed metallic parts to be sure the product is safe to operate without the potential of electrical shock. Do not use a line isolation transformer during this check.

Measurements that are not within specified limits present a possible shock hazard. You must check and repair the product before returning it to the customer.

2 Monitor features

This chapter provides an overview of the monitor's features.

Features

Depending on the model, your monitor might include the following features:

Display features

- 68.6 cm (27 in) diagonal viewable screen area with a 1920 × 1080 resolution, plus full-screen support for lower resolutions; includes custom scaling for maximum image size while preserving original aspect ratio
- 6 bit+FRC
- 100% sRGB
- Antiglare panel with an LED backlight
- Ergonomic monitor setup guide via the HP Display Center software during first time use
- Liquid crystal display (LCD) with active matrix and in-plane switching (IPS) technology
- Wide viewing angle to allow viewing from a sitting or standing position, or moving from side to side
- Tilt, swivel, and height adjustment capabilities
- Pivot capability to rotate the monitor head from landscape to portrait orientation
- On-screen display (OSD) adjustments in several languages for easy setup and screen optimization
- Joypad OSD navigation
- 100 mm integrated VESA mounting
- Energy saver feature to meet requirements for reduced power consumption
- HP Eye Ease (certified TÜV Rheinland Low Blue Light Hardware Solution with a 120 Hz Max Refresh rate)
- Compatible with displays software including:
 - HP Display Center
 - HP CMSL (Client Management Script Library)
- Secure firmware updates with HP Display Center
- Security cable slot on the rear of the monitor for an optional security cable
- Cable management feature for placement of cables and cords
- Plug and Play capability, if supported by your operating system

Connectors

- DisplayPort™ video input (cable included)
- High-Definition Multimedia Interface (HDMI) video input

- USB Type-B port
- USB Type -A port
- Plug and Play capability, if supported by your operating system

Monitor stand

- Removable stand for flexible monitor head mounting solutions
- 100 mm × 100 mm VESA mounting capability for attaching the monitor to a wall mount device or swing arm

NOTE: For safety and regulatory information, refer to the Product Notices provided in your documentation kit. To access the latest user guides or manuals for your product, go to <http://www.hp.com/support> and follow the instructions to find your product. Then select **Setup & User Guides**.

Front components

To identify the components on the front of the monitor, use this illustration and table.

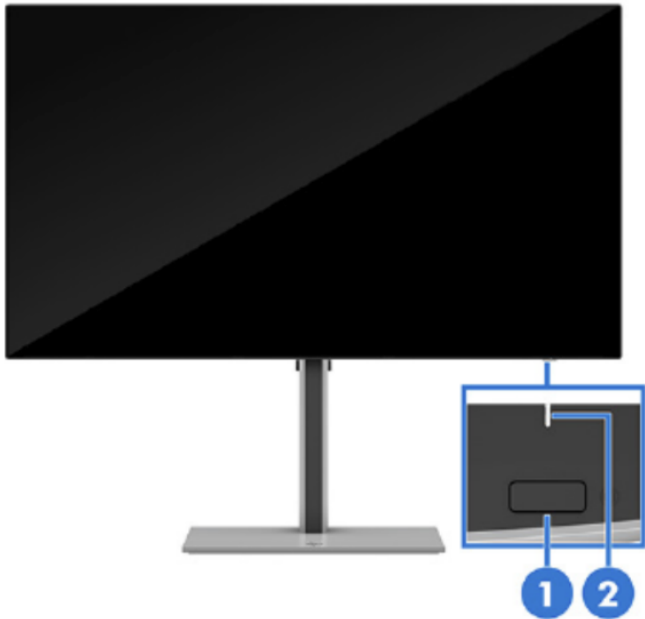


Table 2-1 Front components, camera model and their descriptions

Component		Description
(1)	Power button	Indicates that the monitor is powered on, off, or in sleep mode.
(2)	Power LED	Indicates that the monitor is powered on or off.

Rear components

To identify the components on the rear of the monitor, use this illustration and table.

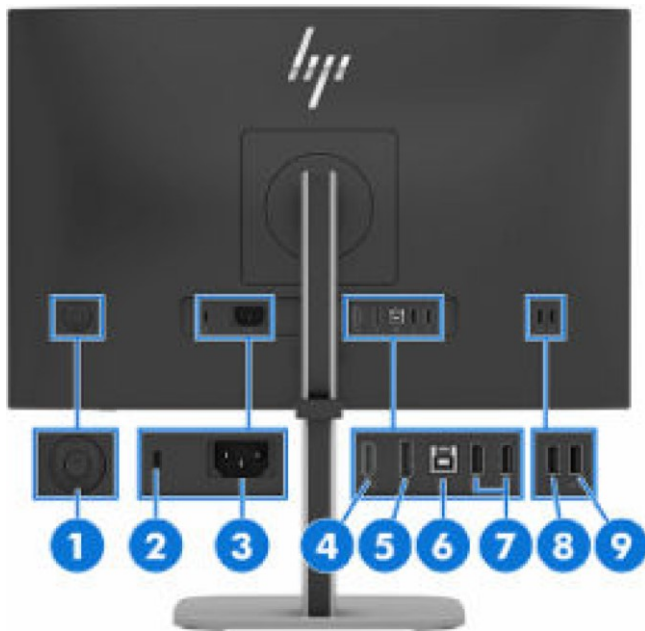


Table 2-2 Rear and side components and their descriptions

Component		Description
(1)	Joypad	Press to open the OSD settings.
(2)	Security cable slot	Connects an optional security cable.
(3)	Power connector	Connects a power cord.
(4)	DisplayPort	Connects a DisplayPort cable to a source device such as a computer.
(5)	HDMI port	Connects the HDMI cable to a source device such as a computer.
(6)	USB Type-B port (upstream)	Connect a USB Type-B to A cable. NOTE: The USB hub is enabled only if the monitor is connected to the computer via a USB Type-B to A cable.
(7)	USB Type-A port (downstream) (2)	Connect a USB device to transfer data.
(8)	USB Type-A port (downstream)	Connect a USB device to transfer data.
(9)	USB Type-A port with battery fast-charging 1.2	USB port with battery fast-charging 1.2 (5 V × 1.5 A = 7.5 W): Connects a USB device, provides high-speed data transfer, and charges small devices (such as a smartphone), even when the monitor is DC off with OSD performance mode on. NOTE: Use a standard USB Type-A charging cable or cable adapter (purchased separately) when charging a small external device.

Locating the serial number and product number

The serial number and product number are located on the rear of the monitor. You may need these numbers when contacting HP about the monitor model.



For all regions:

Barcode label & Spec label

Regulatory Model / 規定型号 / 規定型號 / 모델명: HSD-0190-W Model: HP 527pf Monitor 液晶显示器 / 液晶顯示器 / 모니터 68.6 cm (27 in.) Input Rating 电源电压 / 輸入電壓 / 交流電壓 / 입력압력: 100-240V (특히) ~1.5A (1.5A) 安培 50 / 60 Hz (赫茲) 제조국 / 중국 / Made in China / Fabriqué en Chine / 中国制造 / 製造地: 中國 This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation. Apparät är kompatibel med jordstikkontakt. Apparat skal ansluttes til jordet uttag. Laite on litteäivä suojakoskettimella varustettuun pistokasemaan. Apparaten stektopp skal tilsluttes en stikkontakt med jord, som giver forbindelse til stikkarens jord. 制造商: HP Inc. CAN ICES-3(B)/NMB-3(B)	 FCC CLASS B Part 15 SUBCLASS B HDMI™ www.hdmi.org ENERGY STAR EPEAT GOLD RoHS	최대 소비전력: 19.0W 최대 소비전력(HSD-0190-W) 최대 소비전율(가동률) 안배율: 0.15 XUN101307-25181 R-RPCE-HSD-0190-W 인용된 표준 사양은: NAB 제조업체의 인증서 참조 이 제품은 미국 전역에서 판매되며 일부 지역에서는 제한적으로 판매될 수 있습니다. 문의: HP Inc. 1-888-300-3303 www.hp.com/go/hpce HP INC. www.hp.com NOM NTCE 显示合格证 HP REC D2010_0828 Barcelona, Spain reg@hp.com Consumo de energia: 12,37Wh	 TÜV Rheinland CERTIFIED www.tuvrheinland.com TÜV Rheinland CERTIFIED www.tuvrheinland.com Image Quality ISO 9241-307 www.iso.org TÜV Rheinland CERTIFIED www.tuvrheinland.com Low Blue Light VisionCare www.visioncare.com TÜV Rheinland UZE www.tuvrheinland.com Eye Comfort www.tuvrheinland.com UKCA HP Inc UK Ltd, Regulatory Enquiries, Eorley West, 300 Thomas Valley Park Drive, Reading, RG6 1PT FC EAC Mien HP 12.61W	Product No.: B2F5UT B2F5A9 B2F5FAL Serial No. 序号/序號: CN50500001 Assembly Part No.: P21774-001 Spare No.: P24590-001/ASSY P21774-700 Rev: XXXXXXXX Manufactured 制造/製造日期/제조사년월: January 2025
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3 Illustrated parts catalog

To identify the monitor major components, use this illustration and table.

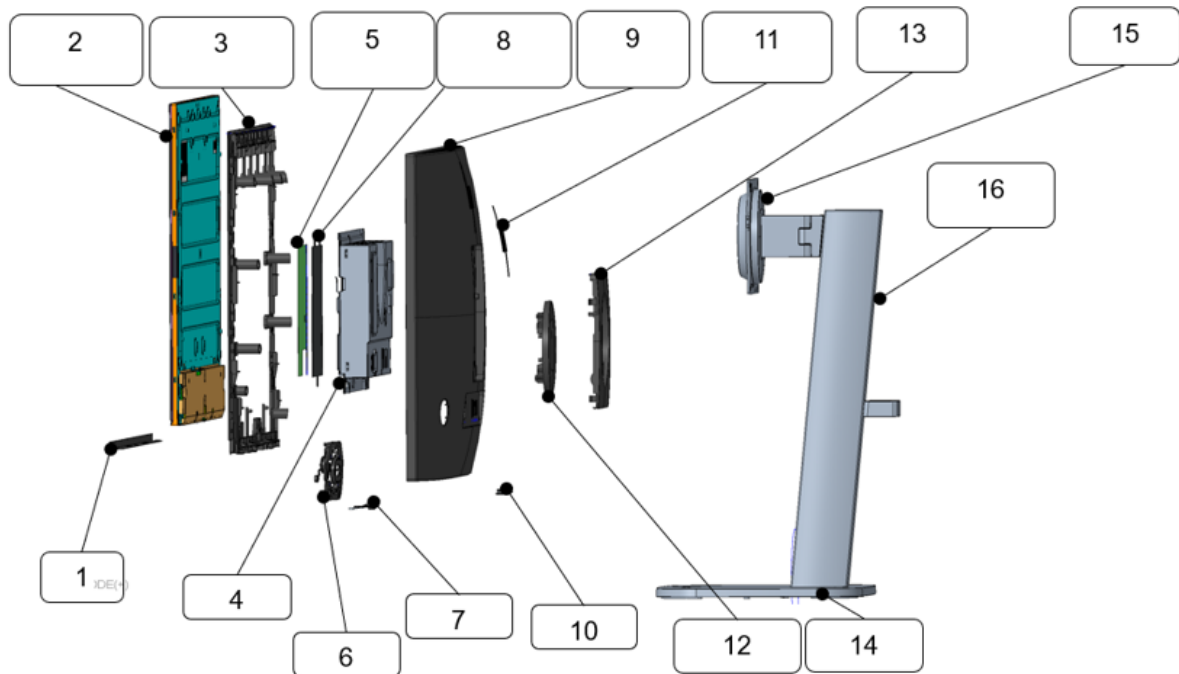


Table 3-1: Monitor major components and their descriptions

Item	Description	Qty
1	#Deco 527pf	1
2	#Panel 527pf	1
3	#Mid Cover 527pf	1
4	#Main Bracket 527pf	1
5	#Hit-pot Mylar 527pf	1
6	#OSD Around Key 527pf	1
7	#OSD Center Key 527pf	1
8	#Safety Mylar 527pf	1
9	#Rear Cover 527pf	1
10	#Power Key Lens 527pf	2
11	#HP Logo	1
12	#Pivot Cover 527pf	1
13	#VESA Cover 527pf	1
14	#ASSY BASE 527pf	1
15	#ASSY Hinge 527pf	1
16	#ASSY ARM 527pf	1

How to order parts

The HP authorized repair center can purchase the power board from HP.

Power board

Description	HP spare part number	Manufacturer part number
POWER BD 527PF LGD	P46938-001	755.0CP02.0001
POWER BD 527PF AU0/BOE	P46939-001	755.0CP02.0002

Capacitors and connectors are available for purchase from the following EU distributors:

- Nichicon: www.digikey.com

Capacitors by distributor

Component description	Location	Component distributor	Distributor part number
CAP ALUM 470UF 20% 35V RADIAL TH	PT801	Nichicon	UHW1V471MPD
CAP ALUM 470UF 20% 25V RADIAL TH	PT503, PT504	Nichicon	UHE1E471MPD6

Connectors by manufacturer

Component description	Location identifier	Component distributor	Distributor part number	Remark
HDMI	HDMI1	CUI Devices	https://www.digikey.com PN: HD12-19-SMT-TR	
DP	DP1	TE Connectivity AMP Connectors	https://www.digikey.com PN: 2041441-1	
USB-B	USB1	Kycon, Inc.	https://www.digikey.com PN: KUSBVX-BS1N9-BL30	
USB-A	USB2 USB3 USB4 USB5	TE Connectivity Linx	https://www.digikey.com PN: 2438987-1	

NOTE: The connector may need to be modified to meet functionality, regulatory and safety requirements if it is not an exact match.

You can purchase cables from the HP part store at <https://partsurfer.hp.com/Search.aspx>.

NOTE: HP continually improves and changes product parts. For complete and current information about supported parts for your computer, go to <http://partsurfer.com>, select your country or region, and then follow the on-screen instructions.

Internal and External Power Supplies are available for purchase from the following EU distributor: EET
<https://www.eetgroup.com/en-eu/>

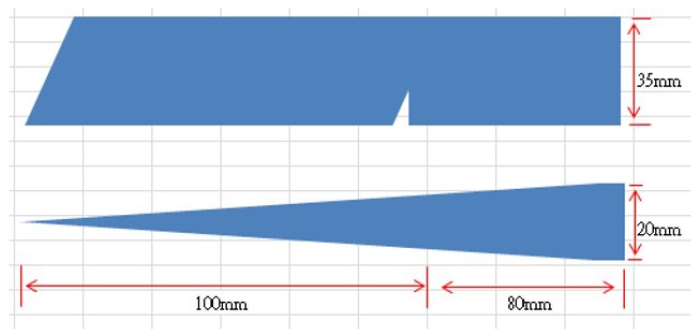
4 Removal and replacement procedures

Adherence to these procedures and precautions is essential for proper service.

Preparation for disassembly

Use this information to properly prepare to disassemble and reassemble the monitor.

- 1) Read the “Important safety information” and “Important service information and precautions” sections in the “Getting started” chapter of this guide.
- 2) Clean the room for disassembly.
- 3) Identify the disassembly area.
- 4) Check the position that the monitors are to be placed along with the number of monitors. Prepare the area for material flow according to the disassembly layout.
- 5) Be sure to have the following equipment and materials:
 - Press fixture
 - Working table
 - Screwdriver
 - Knife
 - Gloves
 - Cleaning cloth
 - ESD protection
 - Scraper bar in the following dimensions:



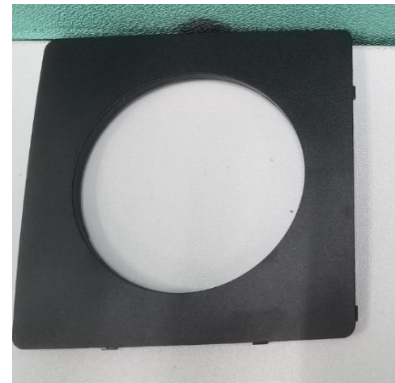
Rear Cover

Before removing the Rear Cover, follow these steps:

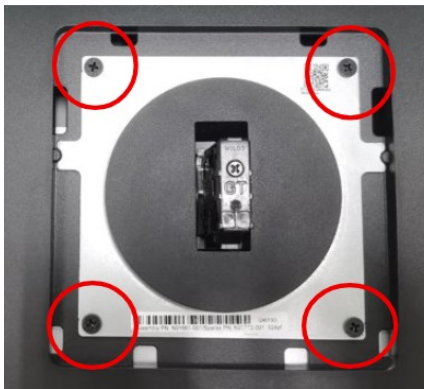
- ▲ Prepare the monitor for disassembly. See Preparation for disassembly on page 10.
- 1) Pull the release button to remove stand base from display head.



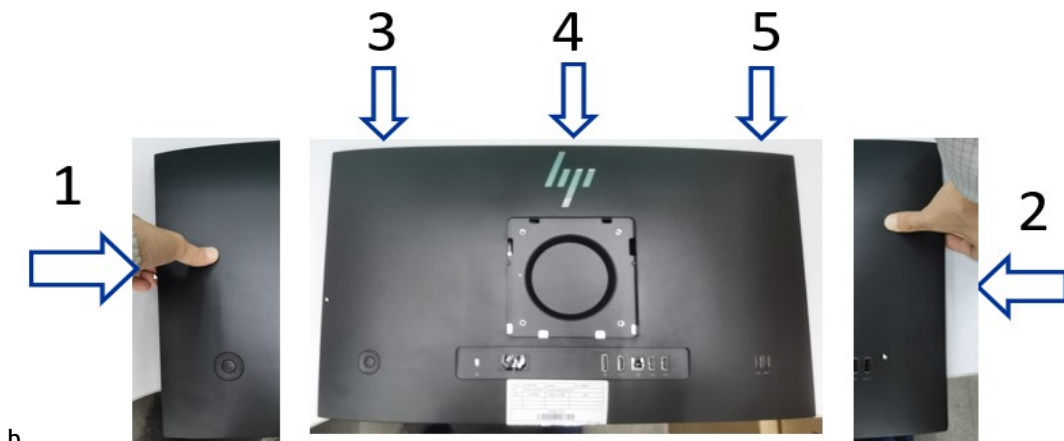
2) Press VESA cover on the bottom side to release VESA cover.



3) Release four wall mount screws to remove hinge assy.

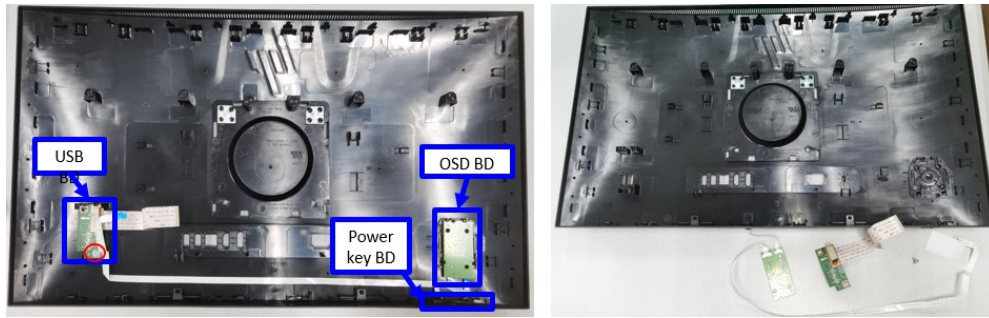


4) Pull the rear cover on the left & right & top side, then disconnect key cable and USB cable from the main chassis to remove the rear cover.

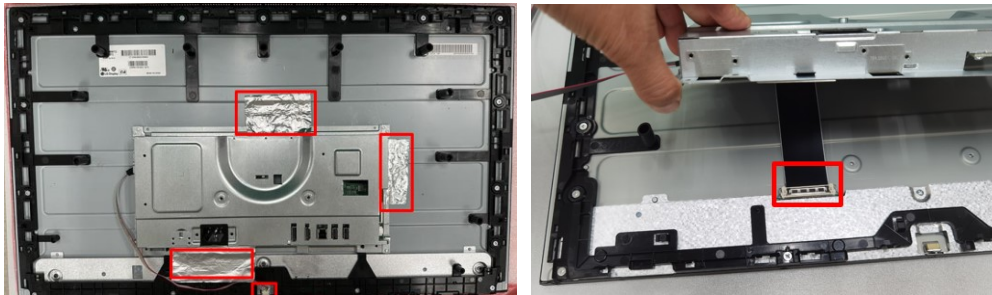


b

- 5) Remove one screw on the USB board, then remove the USB board, OSD board and power keyboard from the back cover.



- 6) Remove three aluminum foil, then disconnect lightbar cable and LVDS cable from the display panel. Remove the main chassis from the display panel.

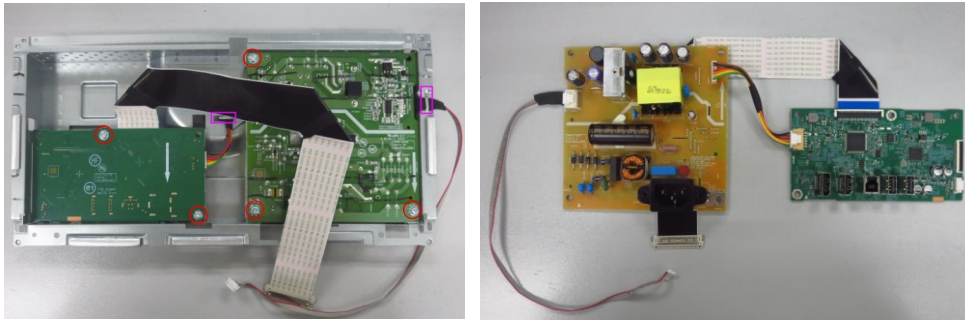


- 7) Remove the 19 screws on the middle frame, then remove the middle frame from the panel.



- 8) Remove two screws to secure the AC outlet. Remove the Mylar sheet, then remove six screws that secure the circuit board to the main chassis. Remove the power board and interface board from the main chassis, then disconnect all the cables.





Power board

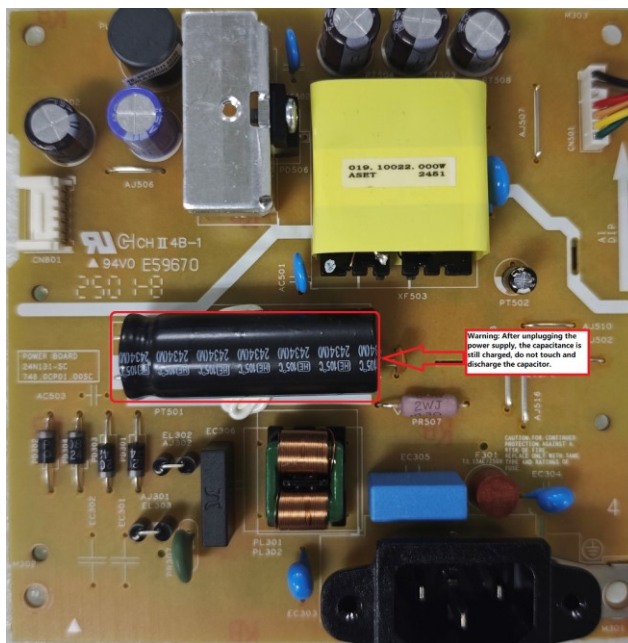
The power board part number is 755.0CP02.0001&755.0CP02.0002.

Before removing the power board, follow these steps:

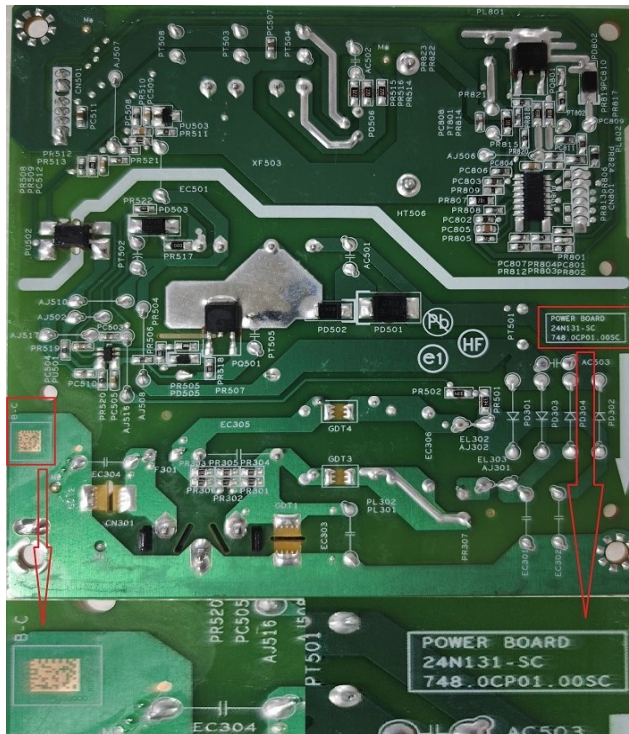
- ▲ Prepare the monitor for disassembly. See Preparation for disassembly on page 10.

Remove the power board:

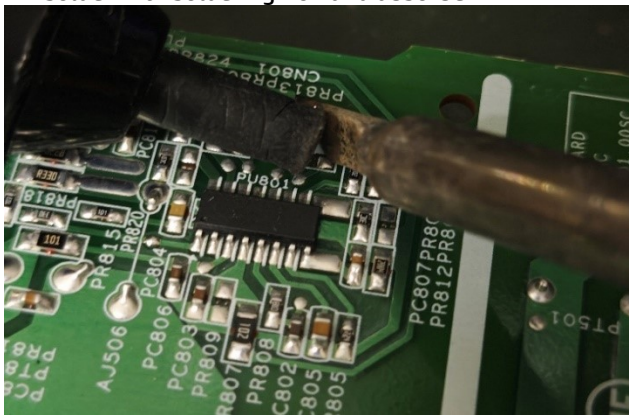
- 1) The HP Series 5 Pro 527pf power board connector position is as follows:



- 2) Locate the part number location on the board.



- 3) Pin solder with soldering iron and absorber.



- 4) Lift the connector up and away from the PCB.
No

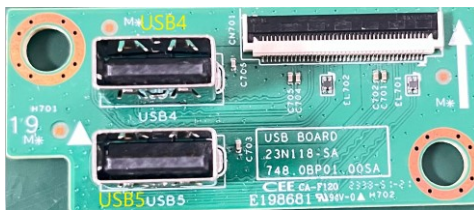
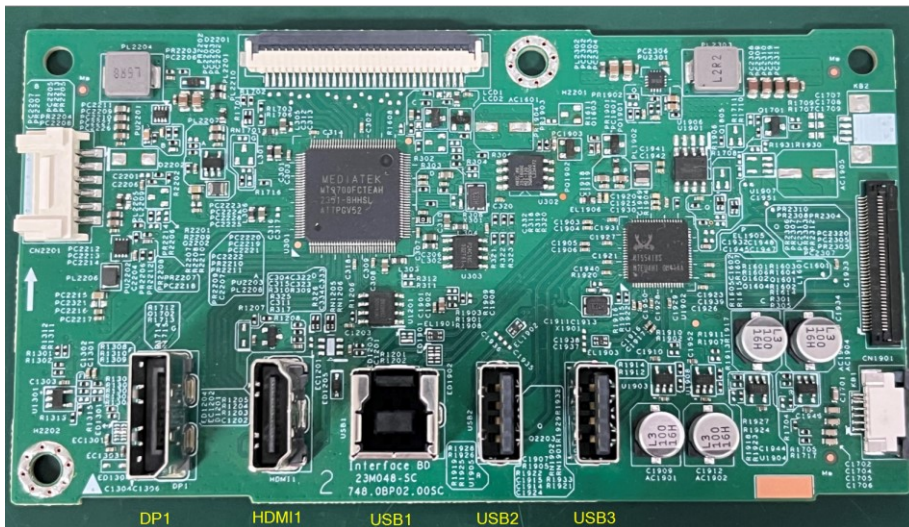
Connector repair

This procedure includes HDMI, Display Port, Mini Display Port, USB-C, USB-A and Phone Jack connectors.

The connectors are on the interface board (board part number 7ZB.A2401.A008).

The connector identifiers are as follows:

Connector	Location
HDMI1	HDMI1
DP	DP1 DP2
USB-B	USB1
USB-A	USB2, USB3, USB4, USB5



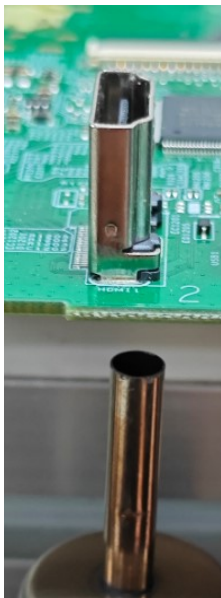
Before repairing connectors, follow these steps:

- ▲ Prepare the monitor for disassembly. See [Preparation for disassembly](#) on page 10.

HDMI connector HDMI1

Repair the HDMI connector:

- 1) Use a hot air gun to melt the solder on the pins from bottom side.



- 2) Lift the HDMI connector from the PCB.
- 3) Place the new component on the PCB. Be sure that it matches the PCB footprint.

- 4) Solder the new component.

DP connector DP1

Repair the DP connector:

- 1) Use a hot air gun to melt the solder on the pins from bottom side.



- 2) Lift the DP connector from the PCB.
- 3) Place the new component on the PCB. Be sure that it matches the PCB footprint.
- 4) Solder the new component.

USB-B upstream connector USB1

Repair the USB-B connector:

- 1) Use a hot air gun to melt the solder on the pins.

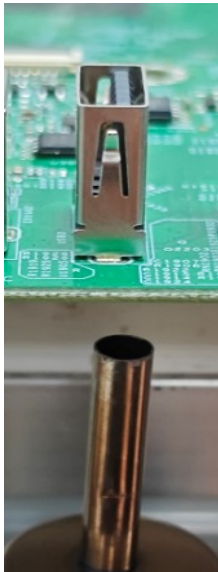


- 2) Lift the USB-C connector from the PCB.
- 3) Place the new component on the PCB. Be sure that it matches the PCB footprint.
- 4) Solder the new component

USB-A connector USB2/USB3

Repair the USB-A connector:

- 1) Use a hot air gun to melt the solder on the pins from the bottom side.



- 2) Lift the USB-A connector from the PCB.
- 3) Place the new component on the PCB. Be sure that it matches the PCB footprint.
- 4) Solder the new component.

USB-A connector USB4/USB5

Repair the USB-A connector:

- 1) Use a hot air gun to melt the solder on the pins from the bottom side.



- 2) Lift the RJ45 connector from the PCB.
- 3) Place the new component on the PCB. Be sure that it matches the PCB footprint.
- 4) Solder the new component.

Function test

After repair, be sure to confirm that all functions are working.

Table 4-1: Function test

Test item	Operating description	Tool used
HDMI test	Confirm whether image displays and sound plays correctly on the monitor	Computer or DVD player
DP1/DP2 test	Confirm whether image displays and sound plays correctly on the monitor	Computer or DVD player
USB Hub Test	Confirm USB function of 3-USB Type-A and 1-USB Type-C working normally.	Computer or Notebook

Support and troubleshooting

The following table lists possible problems, the possible cause or each problem, and the recommended solutions.

Table 4-2: Solving common problems

Problem	Possible cause	Solution
Screen is blank or video is flashing.	Power cord is disconnected.	Connect the power cord.
	Monitor is off.	Power the monitor power button. NOTE: If pressing the Power button has no effect, press and hold the power button for 10 seconds to disable the Power button lockout feature.
	Video cable is improperly connected.	Connect the video cable properly.
	System is in Auto-Sleep mode.	Press any key on the keyboard or move the mouse to exit Sleep mode.
	Video card is incompatible.	Open the OSD menu and select the Input menu. Set Auto-Switch Input to Off and manually select the input. or Replace the video card or connect the video cable to one of the computer's on-board video sources.
Image appears blurred, indistinct, or too dark.	Brightness is too low.	Open the OSD menu and select Brightness to adjust the brightness scale as needed.
"Check Video Cable" is displayed on the screen.	"Check Video Cable" is displayed on the screen.	"Check Video Cable" is displayed on the screen.
"Input Signal Out of Range" is displayed on screen.	Video resolution and/or refresh rate are set higher than what the monitor supports.	Change the settings to a supported setting.
The monitor does not enter into a low-power sleep state.	The monitor's power saving control is disabled.	Open the OSD menu and select Power , select Auto-Sleep Mode and set auto-sleep to On .
"OSD Lockout" is displayed.	The monitor's OSD Lockout function is enabled.	The monitor's OSD Lockout function is enabled.

"Power Button is Locked" is displayed.	The monitor's Power Button Lockout feature is enabled.	Press and hold the Power button for 10 seconds to unlock the power button function.
Monitor has trouble waking from Sleep mode		DisplayPort inputs: Set the DisplayPort hot-plug detection to Always Active. Power mode monitors: Set the hot-plug detection to Always Active to switch the monitor to Performance mode.

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