



Maintenance and Service Guide

514pn 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:

- 35.56 cm (14 in) diagonal viewable screen area with 2560 × 1600 resolution, plus full-screen support for lower resolutions
- In-plane switching (IPS) Neo: LED panel
- True 8-bit
- High contrast ratio 2000:1
- Wide color gamut to provide coverage of Adobe RGB 99.5% + Display P3 99.5% color spaces
- Antiglare panel with hard coating
- Tilt adjustment capabilities
- Wide viewing angle to allow viewing from a sitting or standing position, or moving from side to side
- Plug and Play capability, if supported by your operating system
- On-screen display (OSD) adjustments to set the Brightness and Color modes
- Ergonomic monitor setup guide using HP Display Center software during first time use
- HP Eye Ease (certified TÜV Rheinland Low Blue Light Hardware Solution)
- Hard screen cover to protect screen
- Compatible with display software including:
- HP Display Center
- HP CMSL (Client Management Script Library)
- Flicker-free technology that eliminates visible screen flicker, and prevents eye strain and fatigue, resulting in a more comfortable viewing experience

Connectors:

- Two USB Type-C ports for power and video inputs. Power delivery up to 65 W
- USB Type-C cable provided

Monitor stand:

- Kickstand for landscape or portrait orientation

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 **Manuals**.

Side components

Use this illustration and table to identify the components on the side of the monitor.

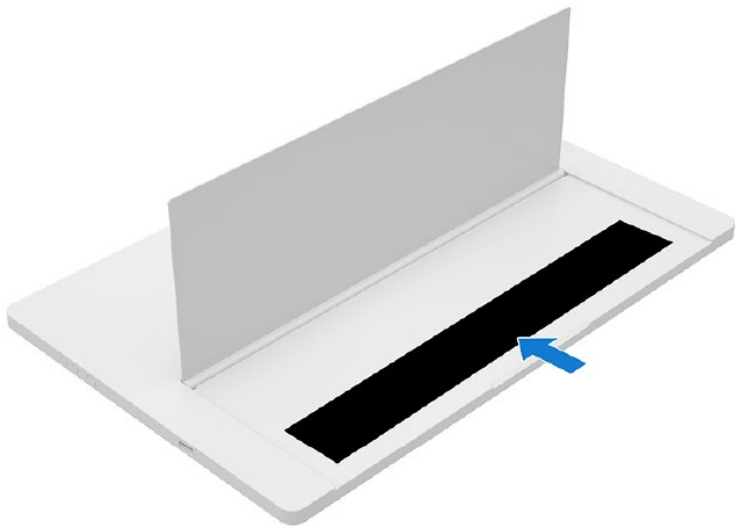


Table 1-1: Front components and their descriptions

Component		Description
1	Increase brightness button	Increases screen brightness.
2	Decrease brightness button	Decreases screen brightness.
3	Power button	Turns the monitor on or off.
4	USB Type-C connector (left and right side)	Connects a USB Type-C cable to a source device, such as a computer or mobile device. NOTE: Supports DP Alternate mode and PD function. NOTE: USB data transfer is not supported.

Locating the serial number and product number

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



型号: HP 514pn Monitor

Regulatory Model No./規定型号/모델명: HSD-0195-Q

名称/名稱: 液晶显示器/液晶顯示器/모니터

제 조 국: 중국/Made in China/中國製造/中國製造

Input/輸入/輸入: 5V or 9V or 12V or 15V or 20V $\Rightarrow$ 4.5A Max.

Output/輸出/輸出: 5V or 9V or 12V or 15V or 20V $\Rightarrow$ 3A Max. or 20V $\Rightarrow$ 3.25A Max.

警告: 使用過度恐傷害視力/警告: 使用過度恐傷害視力

HP Inc UK Ltd, Regulatory Enquiries,
Earley West, 300 Thames Valley Park Drive, Reading, RG6 1PT

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.

본 제품은 소비전력: 8.5 W
공 용 명: HSD-0195-Q
제조업체: Qidea(Suzhou)Co., Ltd.
AS Number: 1598-3003
For Korea Only

IS 13252(Part 1)
IEC 60950-1

CE

CCC

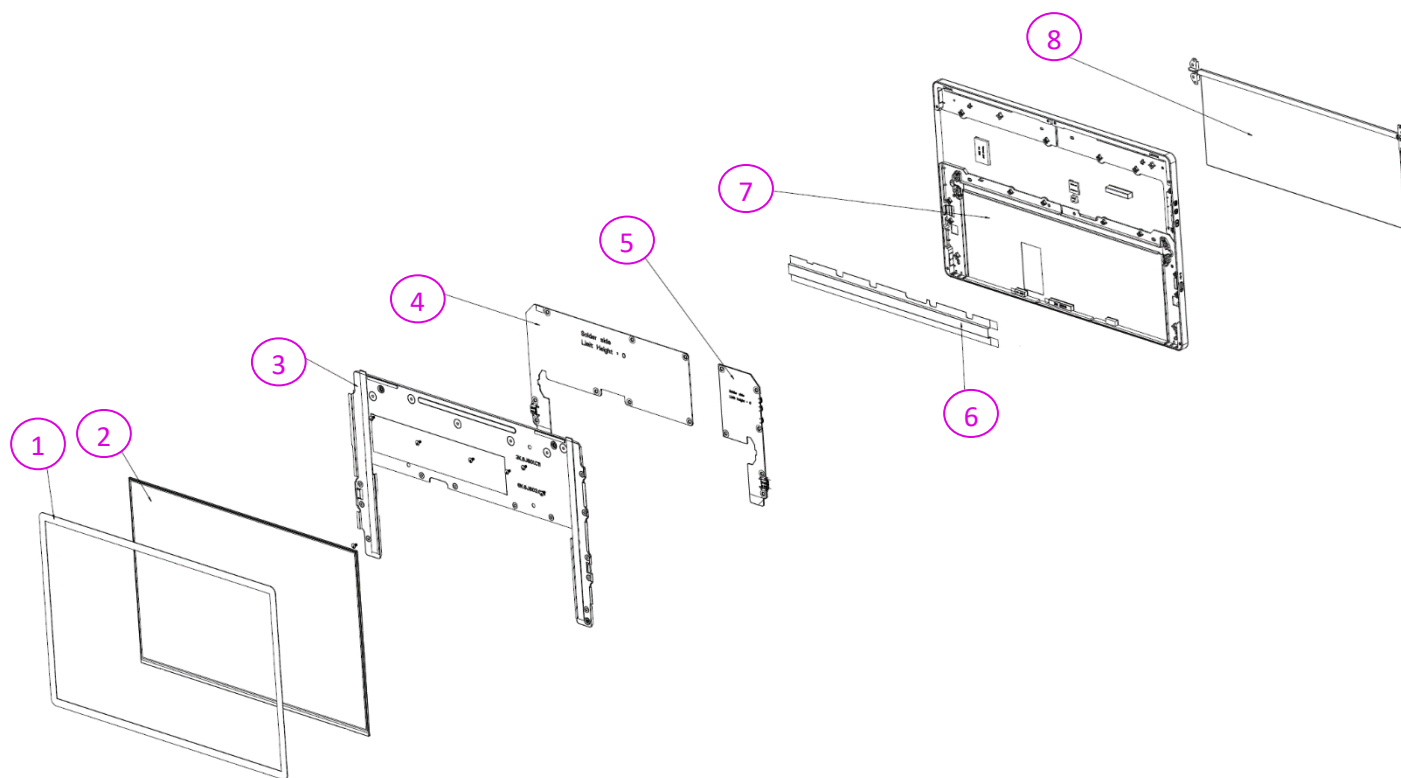
RoHS

HP Inc.

Serial No.CNK5240001 F
Product No./제품명칭: B98JWAA
Assembly Part No.P33178-001 Rev..00000000x
Spares No.P33272-001
Manufactured/製造日期/製造日期
제조년월 July 2025

3 Illustrated parts catalog

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



Item	Description	Qty
1	MYLAR BEZEL	1
2	PANEL	1
3	BRACKET	1
4	MAIN BD	1
5	TX BD	1
6	MYLAR HINGE	1
7	REAR COVER	1
8	KICK STAND	1

How to order parts

Connectors by distributor

Component description	Location	Component distributor	Distributor part number
USB Type-C	J2 on Main BD J3 on Side BD	Digi-Key	44124B11441

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

- DigiKey: [DLK Electronics | DigiKey](#)

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.

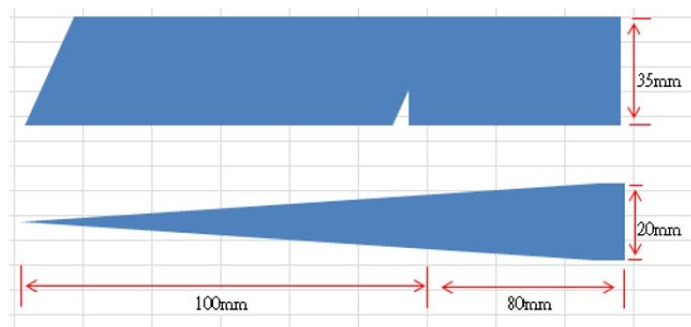
4 Removal and replacement procedures

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

Preparation for disassembly

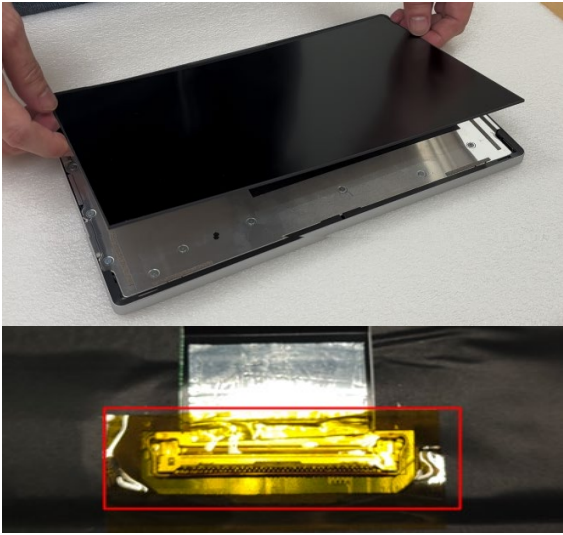
Use this information to properly prepare to disassemble and reassemble the monitor.

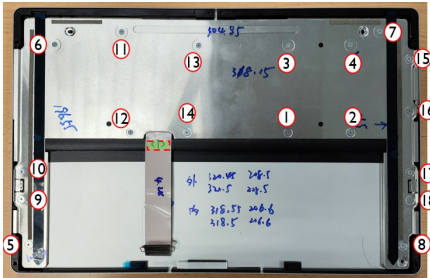
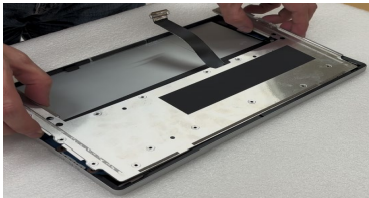
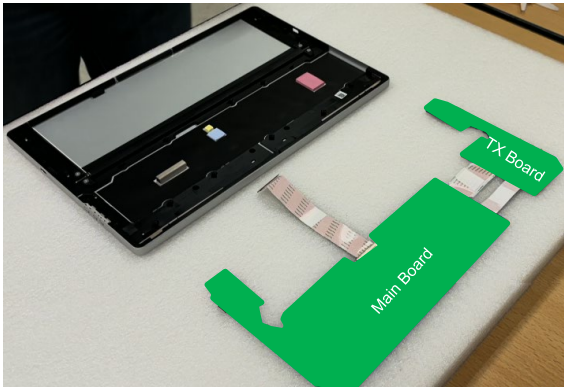
- 1) Read the “Important safety information” and “Important service information and precautions” sections in the “Getting started” chapter of this guide.
- 2) Clean the room for disassembly.
- 3) Identify the disassembly area.
- 4) Check the position that the monitors are to be placed along with the 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

Item	Picture	Operation	Tool
1		➤ Disassemble Bezel-Mylar from the RC. ➤ Gently and carefully use a scraper bar to find a gap along the edge of the Mylar and lift it up. ➤ When lifting the Mylar, tear it off by hand.	

2		➤ Remove the two tapes that secure the panel. ➤ Use tweezers to grasp the tape from the opening marked by the red box, and pull the tape out until it is completely removed.	
3		➤ Disassemble the panel from the RC ➤ Peel off the yellow tape ➤ Disconnect the EDP Cable from the panel	Philips-head screwdriver Torsion of PCBA screw: 1.3-1.8kgf

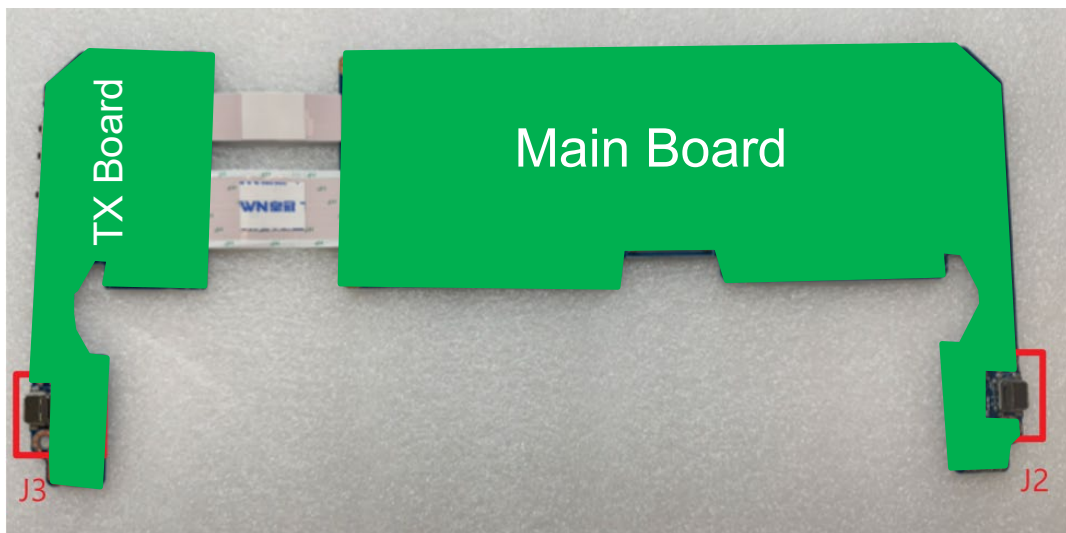
	 	➤ Peel off the tow rubbers from the RC ➤ Remove 18 screws from the Backplate	
4	 	➤ Disassemble the Bracket from the RC ➤ Disassemble Main board and TX board from the RC	

Connector repair

The connectors are located on the Main board and TX board (Part Numbers 5E.6J801.00x and 5E.6J807.00x).

The connectors identifiers are as follows:

Board	Connector	Location
Main board	USB Type-C	J2
TX board	USB Type-C	J3

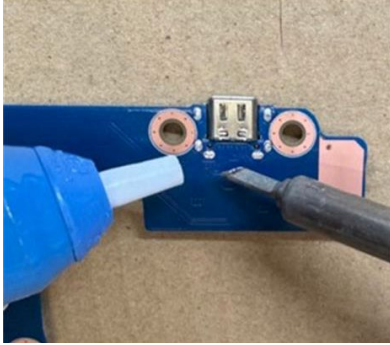


Before repairing connectors, follow these steps:

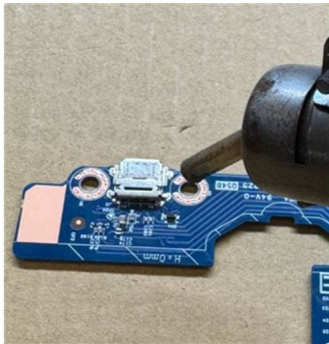
- ▲ Prepare the monitor for disassembly. See [Preparation for disassembly](#) on page 8.

USB Type-C Connector repair

- 1) Use a soldering iron and a de-soldering pump to remove as much solder as possible from one of the pin.



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



- 3) Lift connector from the PCB
- 4) Place new component on the location, and must check it can match PCB footprint
- 5) Soldering the new component by solder iron

Function test

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

Table 4-1: Function test

Test item	Operating description	Tool used
USB Type-C	Check if the image and sound can be played normally on monitor. No noise volume and balance is correct.	PC or DVD Player

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 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 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 Control menu. Set Auto-Switch Input to Off and manually select the input
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 screen.	Monitor video cable is disconnected.	Connect the appropriate video signal cable between the computer and monitor. Be sure that the computer power is off while you connect the video cable.
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 is off, but it did not seem to enter into Sleep mode.	The monitor's power saving control is disabled.	Open the OSD menu and select Power > Auto-Sleep Mode and set auto-sleep to On .
Power Button is Locked is Displayed	The monitor's power button is locked.	Press and hold the power button for 10 seconds to disable the power button lock function.

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