

**Chromebook Plus 515  
CB515-2H/CB515-2HT/CBE595-1/CBE595-1T**

## **Lifecycle Extension Guide**

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# Self-Repair

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This chapter highlights the limited self-repair capabilities of the product.

Prior performing self-repair, familiarize yourself with the Safety Guidelines and Recommended Equipment sections first as described in the chapter "**Disassembly Procedures**".

Depending on model, the following key components are eligible for self-repair (if applicable);

- Battery pack
- HDD / SSD module
- DIMM module(s)
- WLAN module
- LTE module

If a particular key component is listed and thus would be eligible for self-repair, but is not described in the "**Disassembly Procedures**" section, then this component is either not present on the respective model, or it is present but embedded on the motherboard and therefore not eligible for self-repair.

**⇒ NOTE:**

Do not attempt to replace other components than those listed above.

**⇒ NOTE:**

For replacement parts, always use only Acer certified components in order to safeguard quality, optimum system performance, stability and reliability of the product.

**⇒ NOTE:**

Any damage to the product that occur during self-repair, or which has occurred as a result of a careless or unsuccessful self-repair attempt, is not covered by the standard product warranty.

## Disassembly Procedures

Please refer to the chapter "**Disassembly Procedures**" for step by step disassembly instructions.

## Software Recovery

This product has embedded software recovery tools which can be used to either perform a partial or full software recovery, but also to create a Factory Default recovery media.

For more information about the software recovery options, how to perform a software recovery or creating a Factory Default recovery media, please refer to the chapter "Recovery" which is available in the User Manual of the product.

**⇒ NOTE:**

In the event of not being able to create a Factory Default recovery media, it is possible to obtain a copy of the recovery media through Acer Customer Service (<http://www.acer.com/support>)

This is not a free of charge service.

# Disassembly Procedures

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## Safety Guidelines

This chapter contains step by step procedures on how to remove and de-install components from the computer. Use the following safety guidelines to ensure your personal safety. Each procedure included in this chapter assumes that you are preparing your computer for recycling and disposal. **By performing any of these procedures you acknowledge that any remaining warranty applicable to your computer will be voided. Before you start any of the procedures in this chapter, make sure to read the following safety guidelines and the respective instructions within the chapter.**

### CAUTION!

- Turn off your computer and disconnect all power sources before opening the computer cover or panels.
- To avoid electrostatic discharge, ground yourself by using a wrist grounding strap or by periodically touching an unpainted metal surface at the same time as touching a connector on the back of the computer.
- Take off any metal objects on your arms or fingers such as bracelets, rings or watches and make sure your hands are completely dry. Even if your unit is unplugged, there may still be some remaining electric charge.
- If a component does not come out easily, do not forcefully remove it. Instead, check that you are removing it correctly and that no wires or other parts are in the way.
- When you disconnect a cable, pull on its connector or on its pull-tab, not on the cable itself. Some cables have connectors with locking tabs; if you are disconnecting this type of cable, press in on the locking tabs before you disconnect the cable.

## Recommended Equipment

The following tools are required to perform maintenance on the notebook:

- Wrist grounding strap and conductive mat
- Flat screwdriver
- Philips screwdriver
- Pointed plastic pry or similar object
- Tweezers

# WEEE Annex VII Component

These components are classified as requiring selective treatment:

- WLAN module
- Battery pack
- SSD module
- Touchpad module
- Mainboard
- USB board
- LCD panel

# Getting Started

Perform the following prior to performing any maintenance procedures:

1. Place the system on a flat work surface.
2. Make sure the system is completely powered down.
  - a. If the device is in powered up mode, shut down the system normally.
  - b. If the device is in sleep mode, wait for the Home Screen to clear. Then, shut down normally.
3. Disconnect the power adapter and remove all cables from the system and its peripherals.



**Figure 1-1. Disconnecting the Power Adapter**

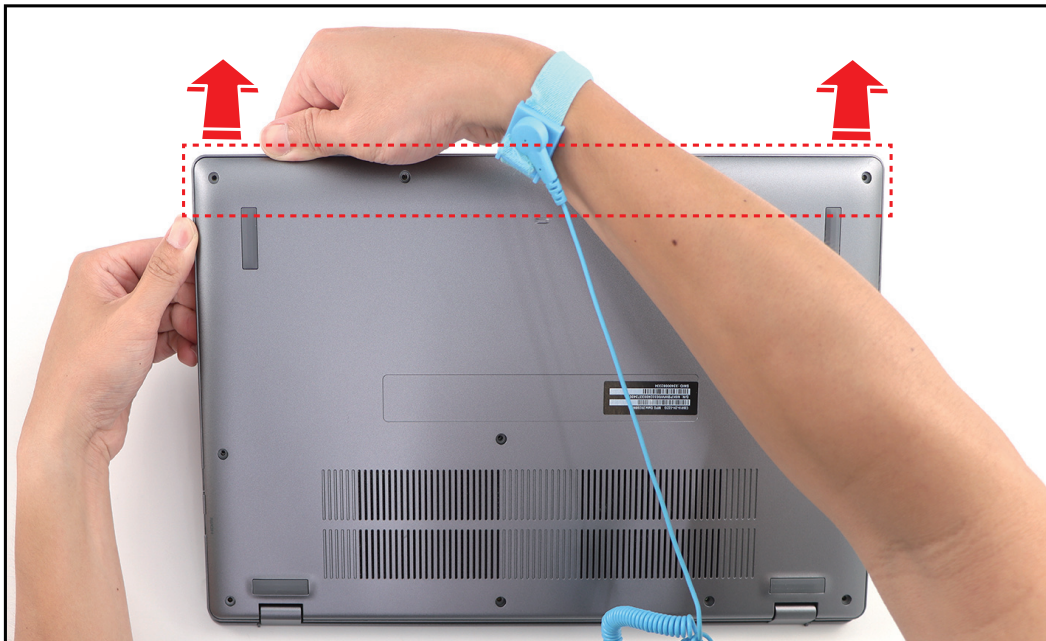
## Lower Case Removal

1. Remove the eleven (11) screws securing the lower case to the upper case.



**Figure 1-2. Removing the Screws**

2. By holding the lower case assembly upright, pry the lower case from the bottom side to release the latches.



**Figure 1-3. Releasing the Lower Case**

3. Remove the lower case.



Figure 1-4. Removing the Lower Case

4. Detach the acetate tape securing the battery cable connection.

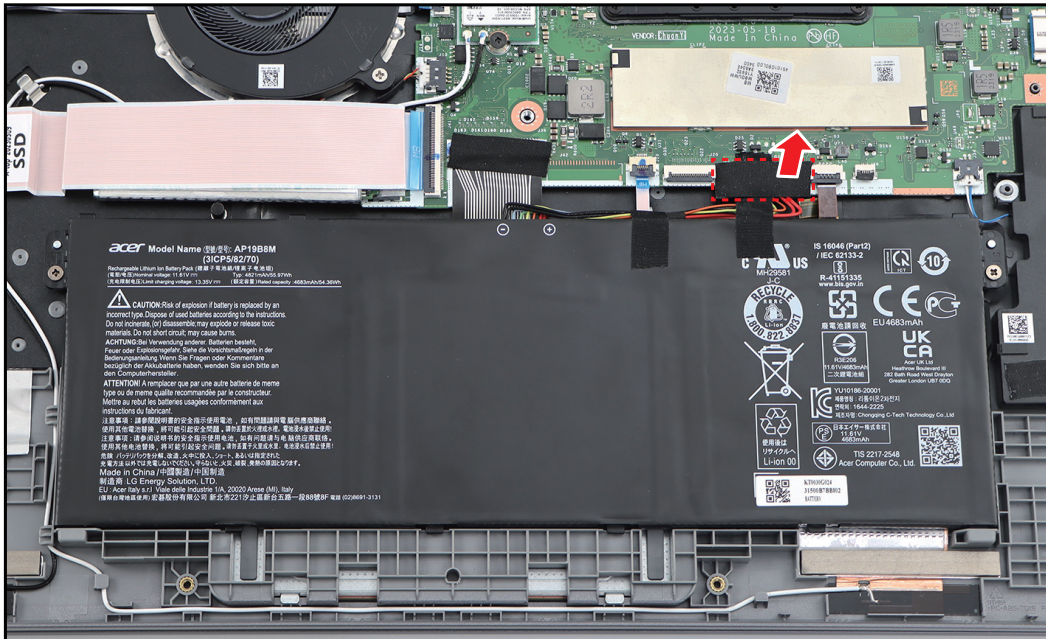


Figure 1-5. Detaching the Acetate Tape (1 of 2)

- Detach another acetate tape securing the battery cable connection.

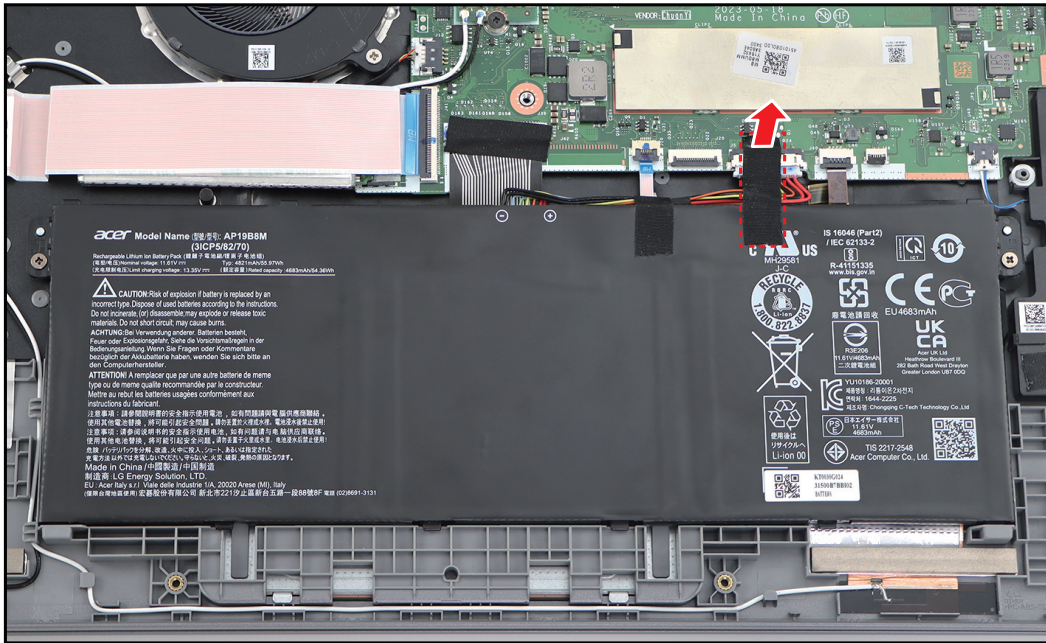


Figure 1-6. Detaching the Acetate Tape (2 of 2)

- Disconnect the battery cable from the mainboard connector.

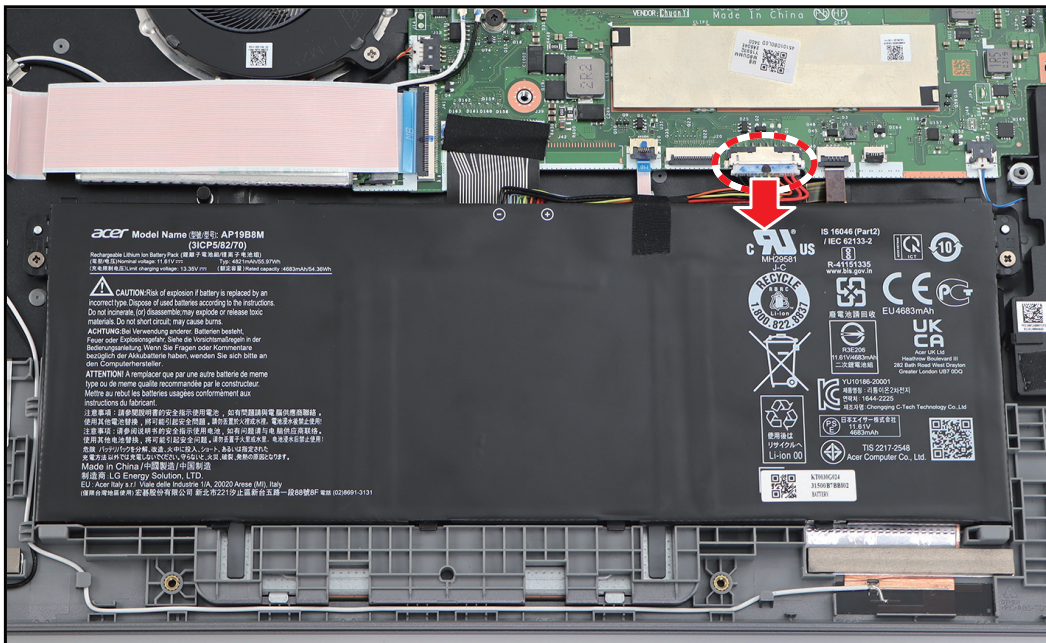



Figure 1-7. Disconnecting the Battery Cable

Table 1-1. Lower Case Screws

Screw Name	Screw Type	Torque	Quantity
M 2.5 x 6.0		2.65~3.45kgf.cm	11

# WLAN Module Removal

Prerequisite:

※ [Lower Case Removal](#) on page 1-5

1. Disconnect the WLAN antenna cables.

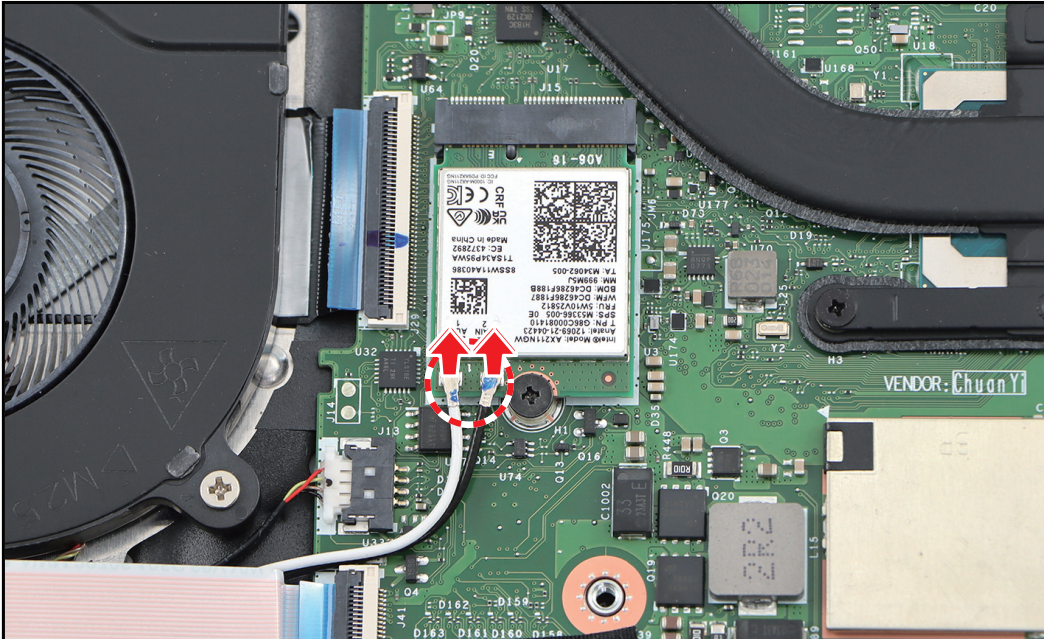


Figure 1-8. Disconnecting the WLAN Antenna Cables

2. Remove the screw securing the WLAN module to the mainboard.

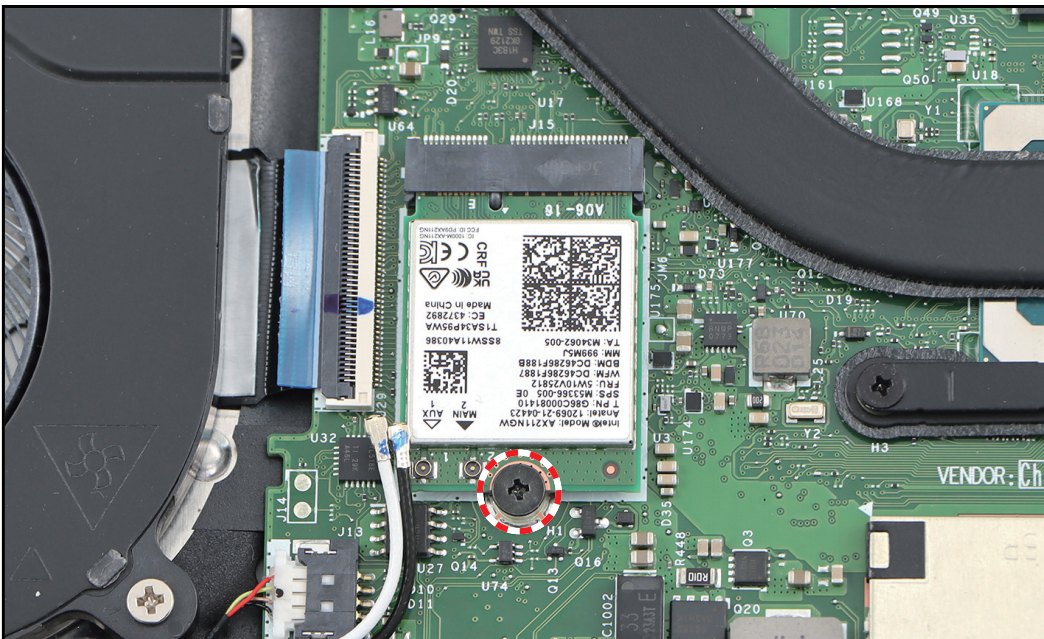


Figure 1-9. Removing the Screw



# Battery Removal

## Prerequisite:

- ※ [Lower Case Removal](#) on page 1-5

1. Remove the two (2) screws securing the battery to the upper case.

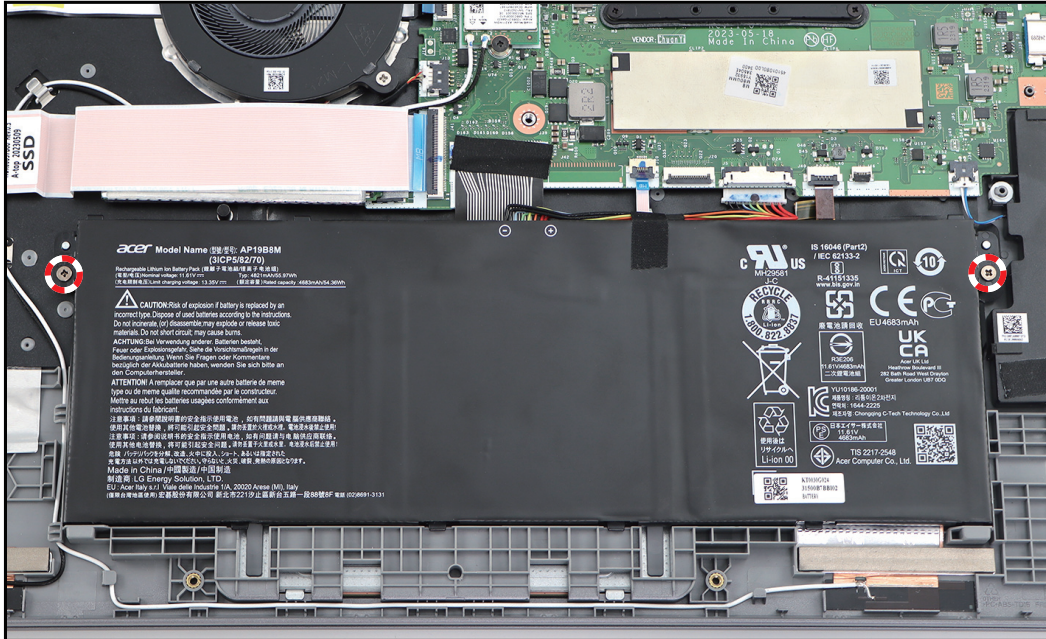


Figure 1-11. Removing the Screws

2. Slight lift the upper part of the battery to release it from the guide pins (marked with green-white circle) and the bottom tabs (marked with red-white circle) on the upper case. Then remove the battery.

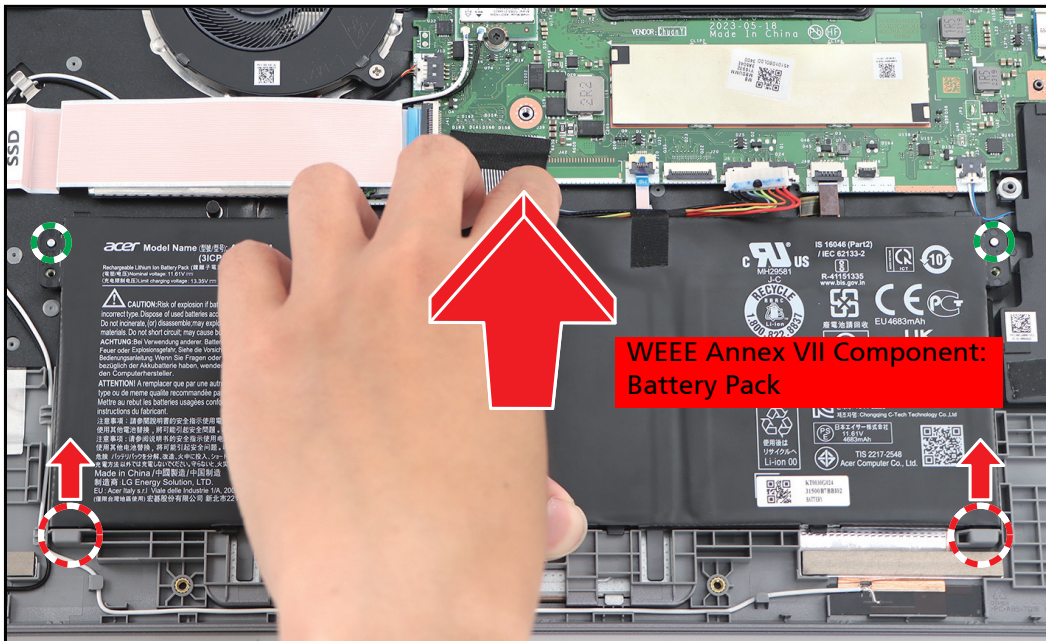



Figure 1-12. Removing the Battery

**Table 1-3. Battery Screws**

<b>Screw Name</b>	<b>Screw Type</b>	<b>Torque</b>	<b>Quantity</b>
M 2.0 x 4.0		1.8~2.2kgf.cm	2

# SSD Module Removal

## Prerequisite:

※ **Lower Case Removal** on page 1-5

1. Release the latches and disconnect the USB board FFC from the mainboard and USB board connectors. Then remove the USB board FFC.

⇒ **NOTE:** When removing the FFC, carefully lift the portion of the USB board FFC (marked with **red dashed lines** as shown in the below illustration) to detach it from the adhesive tape underneath.



Figure 1-13. Disconnecting and Removing the USB Board FFC

2. Remove the screw securing the SSD module to the upper case.



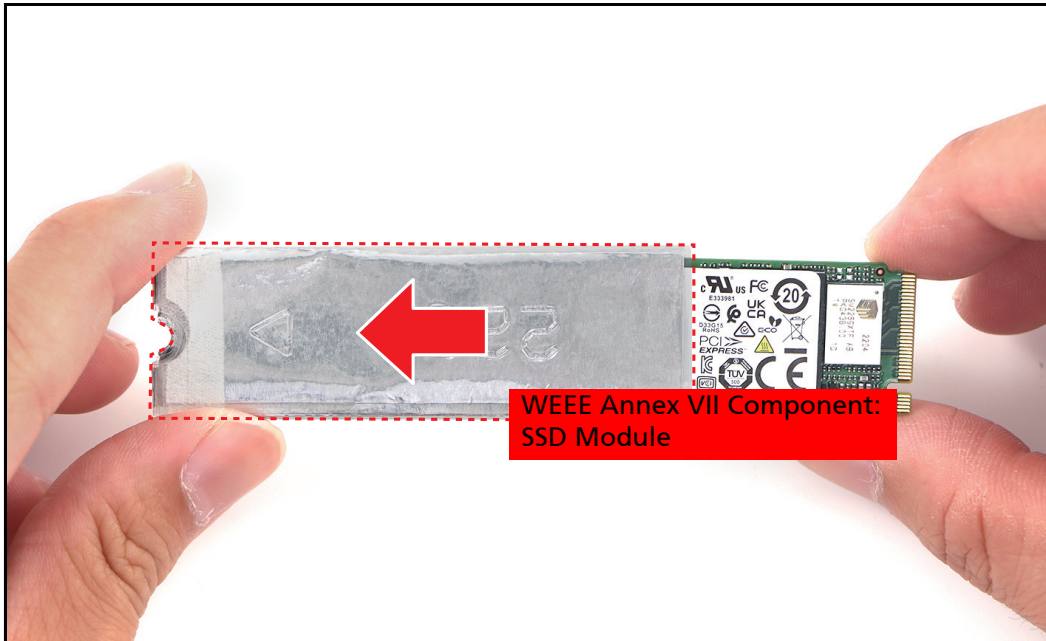
Figure 1-14. Removing the Screw

3. Pull to disconnect the SSD module from the mainboard connector. Then remove the SSD module.




Figure 1-15. Removing the SSD Module

4. Remove the shielding foil from the SSD module.



**Figure 1-16. Removing the Shielding Foil**

**Table 1-4. SSD Module Screw**

Screw Name	Screw Type	Torque	Quantity
M 2.0 x 2.5		1.8~2.2kgf.cm	1

# LCD Module Removal

Prerequisite:

※ [Lower Case Removal](#) on page 1-5

⇒ **NOTE:** The eDP cable includes the camera cable and the LCD cable.

1. Lift to open the latch securing the eDP cable.

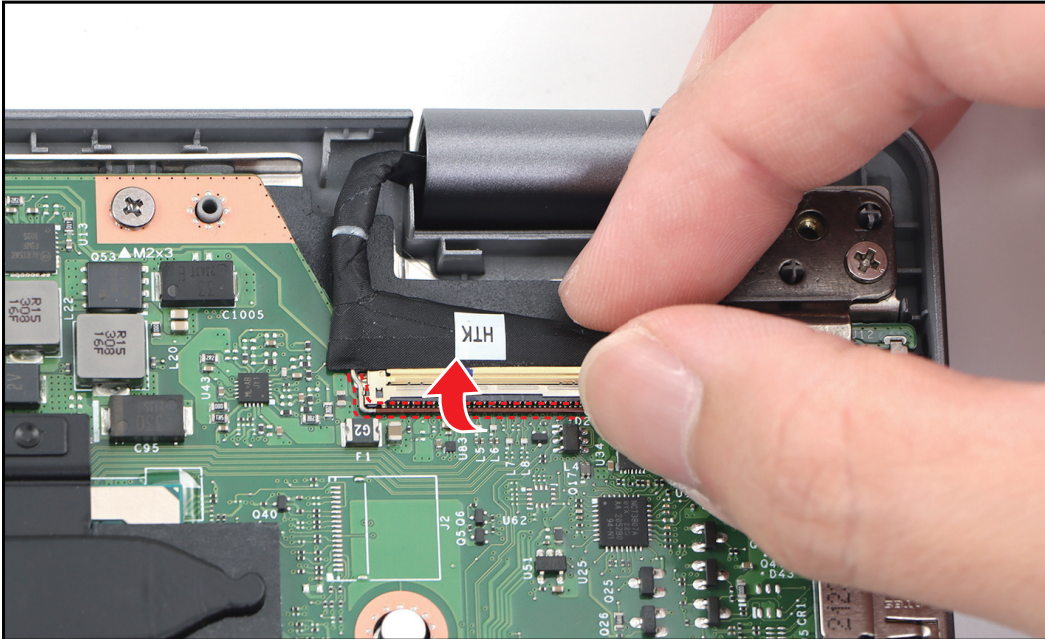


Figure 1-17. Disconnecting the eDP Cable (1 of 2)

2. Disconnect the eDP cable from the mainboard connector. Then unrout the cable from the cable guides as shown in the below illustration.

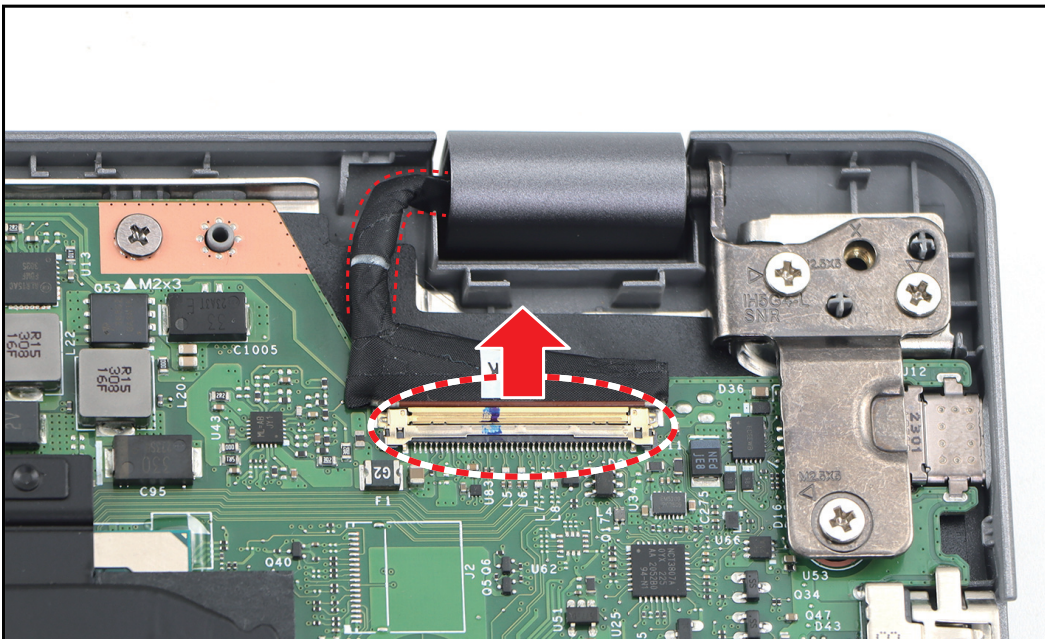


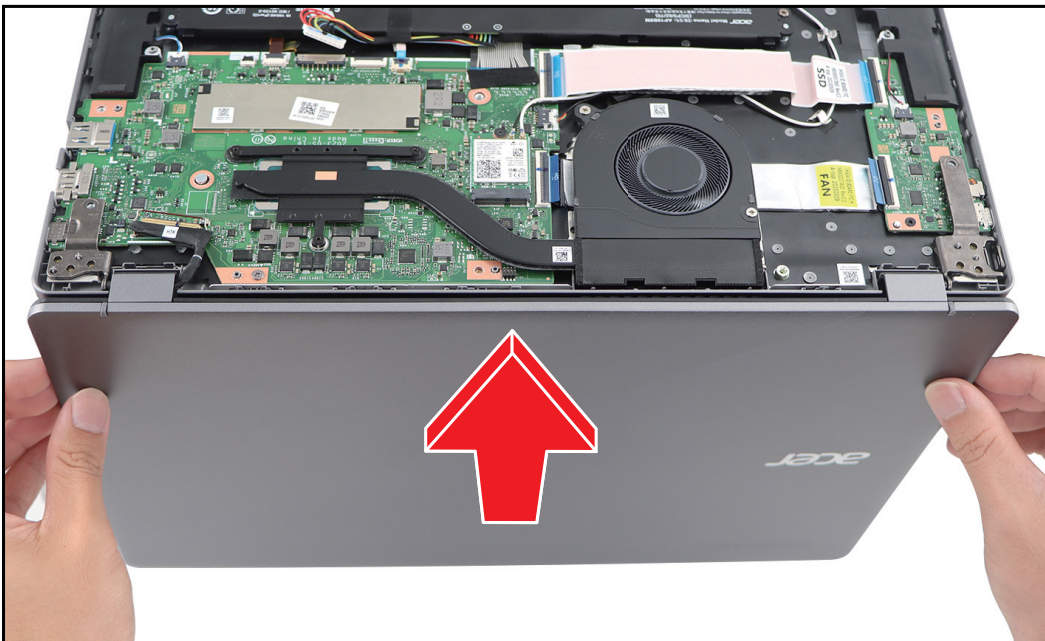
Figure 1-18. Disconnecting the eDP Cable (2 of 2)

- Open the lid in 90° and place the device on a raised surface. Then remove the six (6) screws securing the LCD hinges to the upper case.




**Figure 1-19. Removing the Screws**

- Remove the LCD module.



**Figure 1-20. Removing the LCD Module**

**Table 1-5. Hinges Screws**

Screw Name	Screw Type	Torque	Quantity
M 2.5 x 5.0		2.65~3.45kgf.cm	6

# Touchpad Removal

Prerequisite:

※ [Battery Removal](#) on page 1-10

1. Detach the acetate tape securing the keyboard FPC connection.

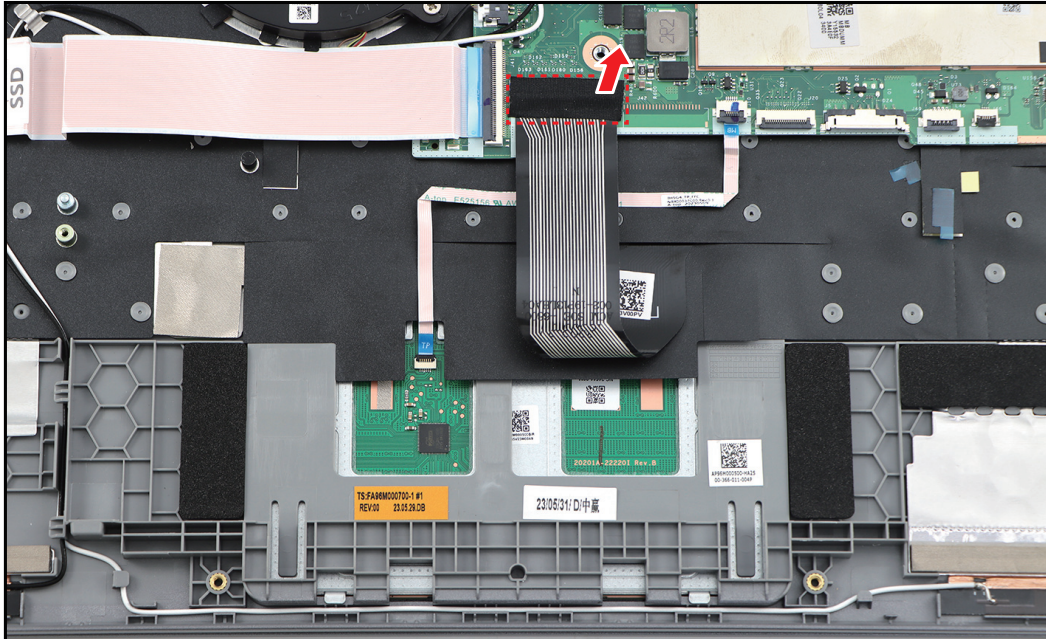


Figure 1-21. Detaching the Acetate Tape

2. Release the latch and disconnect the keyboard FPC from the mainboard connector.

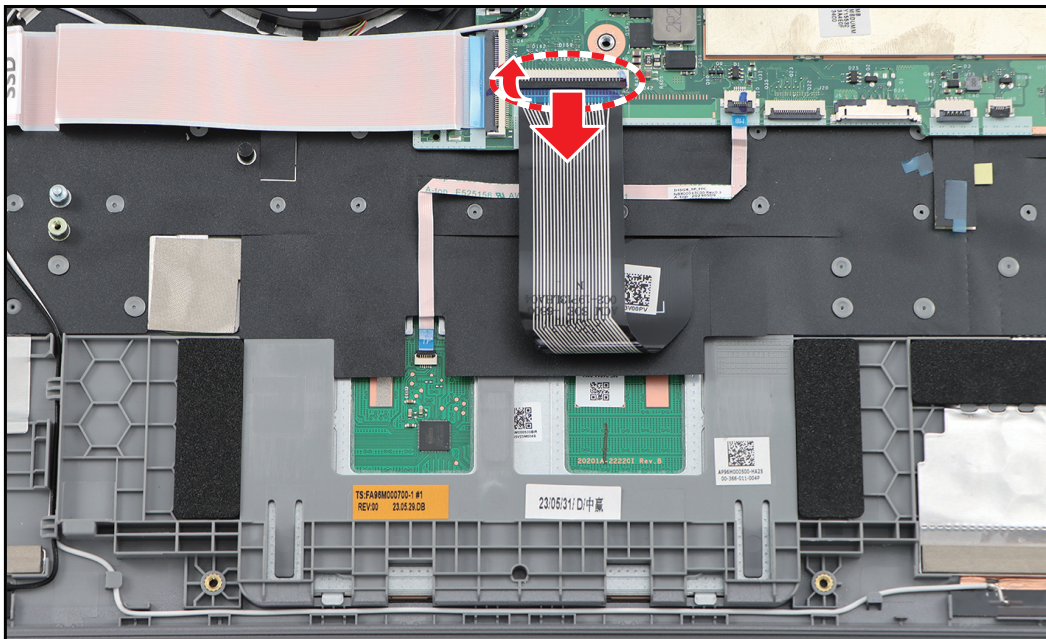
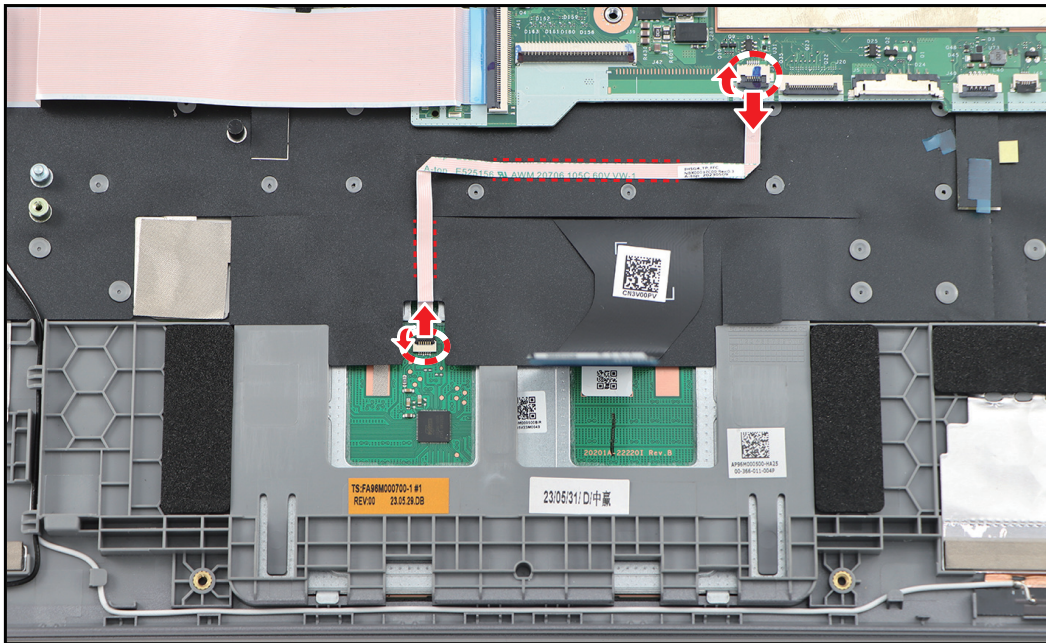


Figure 1-22. Disconnecting the Keyboard FPC

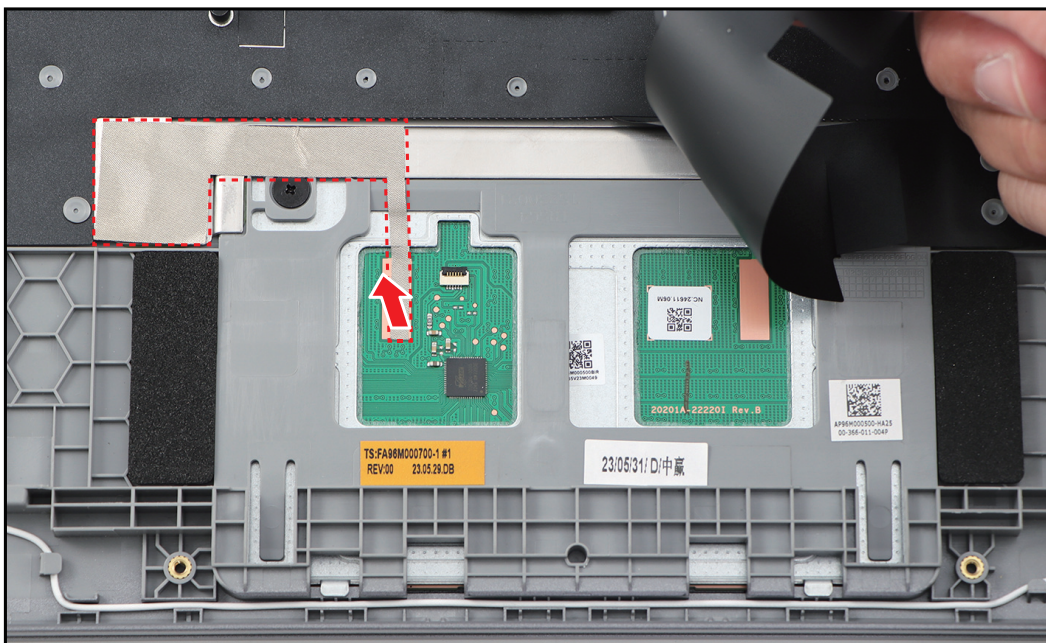
3. Release the latches and disconnect the touchpad FFC from the mainboard and touchpad connectors. Then remove the touchpad FFC.

⇒ **NOTE:** When removing the FFC, carefully lift the portion of the touchpad FFC (marked with **red dashed lines** as shown in the below illustration) to detach it from the adhesive tape underneath.



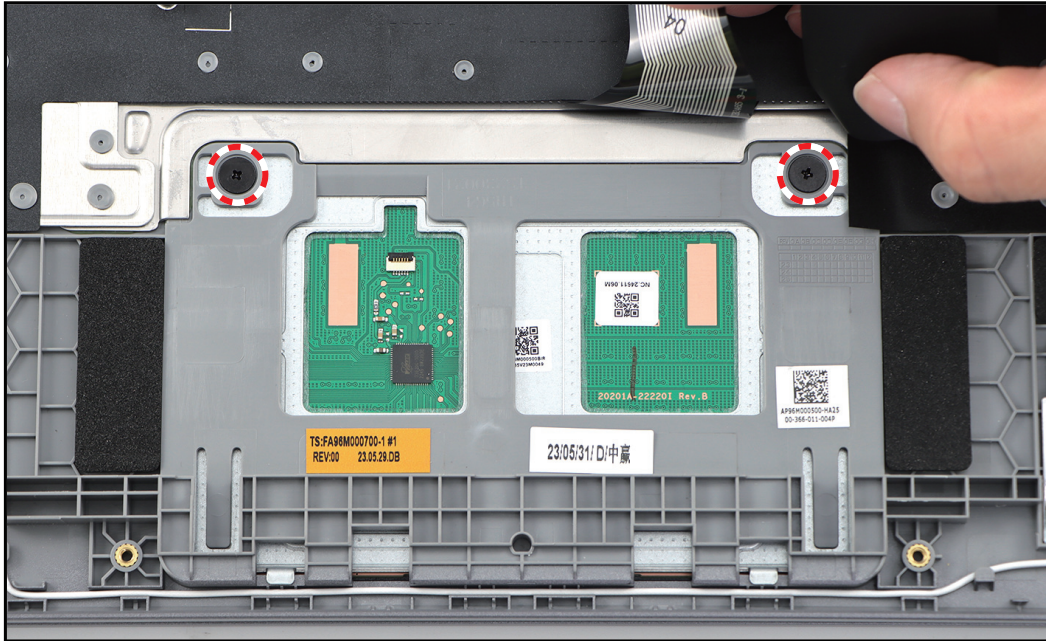
**Figure 1-23. Disconnecting and Removing the Touchpad FFC**

4. Lift the mylar. Then detach the conductive tape from the touchpad and upper case.



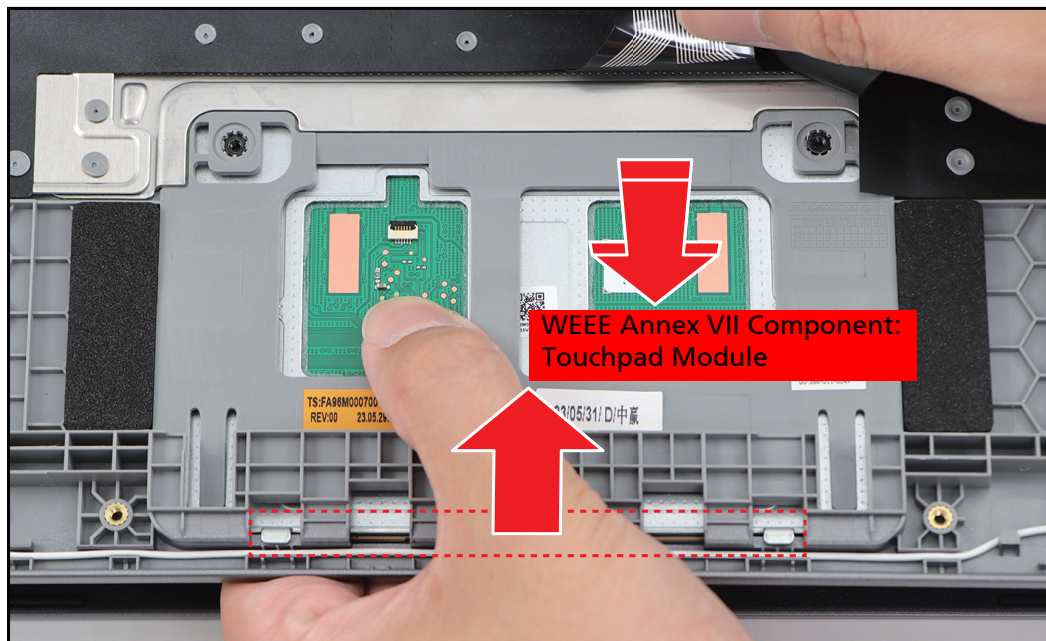
**Figure 1-24. Detaching the Conductive Tape**

- Remove the two (2) screws securing the touchpad to the upper case.




**Figure 1-25. Removing the Screws**

- Place your four fingers underneath the touchpad. Then slide the bottom part of the touchpad forward to disengage it from the bottom tabs. Push the touchpad to remove it from the upper case.



**Figure 1-26. Removing the Touchpad**

**Table 1-6. Touchpad Screws**

Screw Name	Screw Type	Torque	Quantity
M 2.0 x 2.0		1.8~2.2kgf.cm	2

# Mainboard Removal

## Prerequisite:

- \* [WLAN Module Removal](#) on page 1-8
- \* Thermal Module Removal
- \* [Battery Removal](#) on page 1-10
- \* [LCD Module Removal](#) on page 1-15
- \* Fan Module Removal

1. Detach the acetate tape securing the keyboard FPC connection.

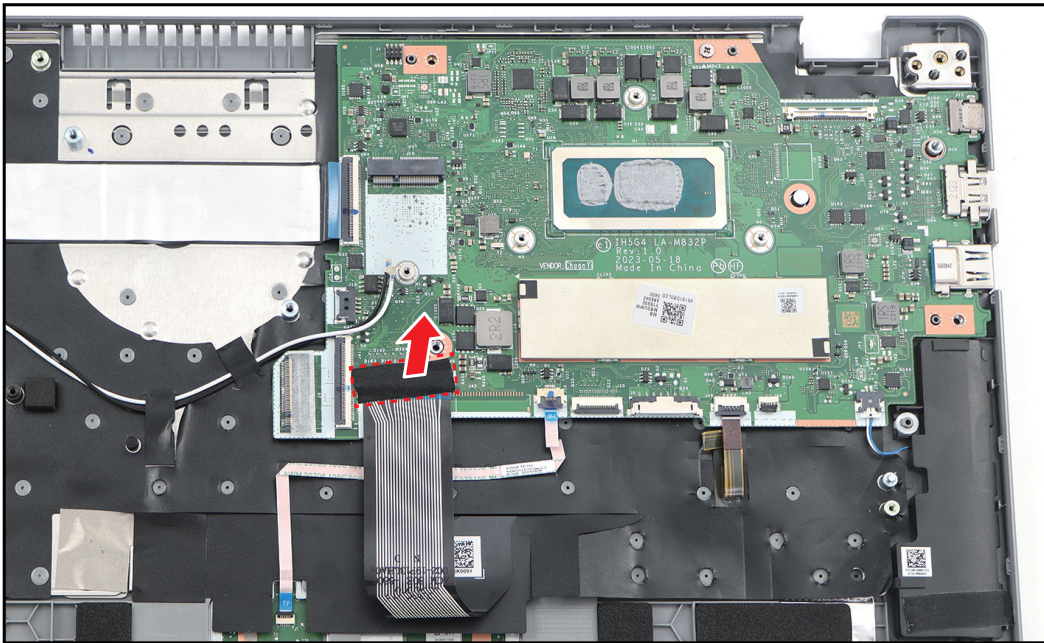


Figure 1-27. Detaching the Acetate Tape

2. Release the latch (if necessary) and disconnect the following cables from the mainboard connectors:
  - Keyboard FPC (A)
  - Touchpad FFC (B)
  - Keyboard backlight FPC (C)
  - Left speaker cable (D)
  - USB board H FFC (E)

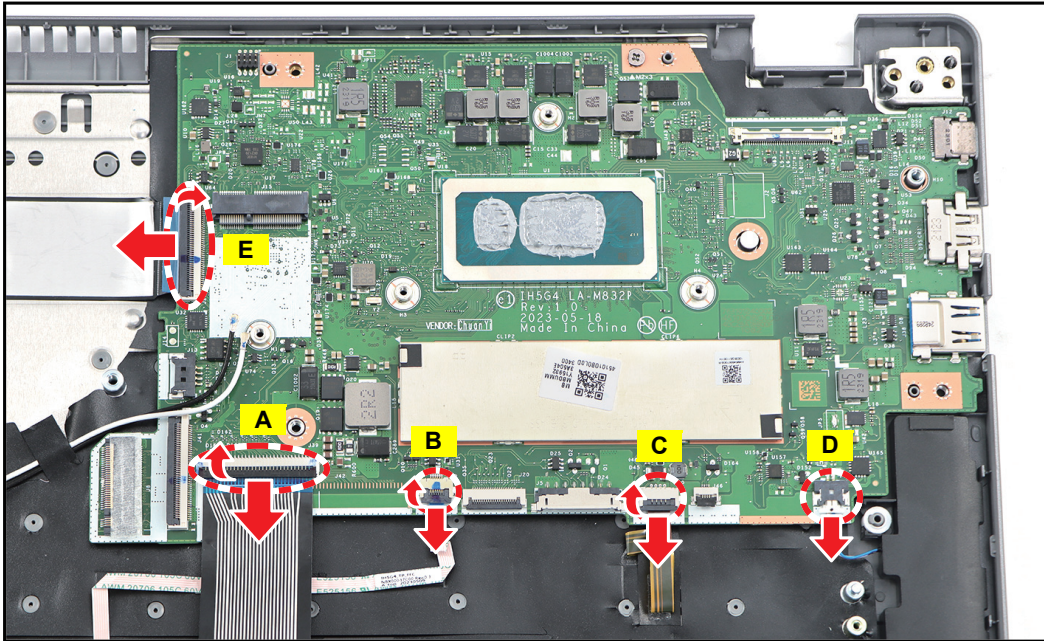


Figure 1-28. Disconnecting the Cables

3. Remove the screw securing the mainboard to the upper case.

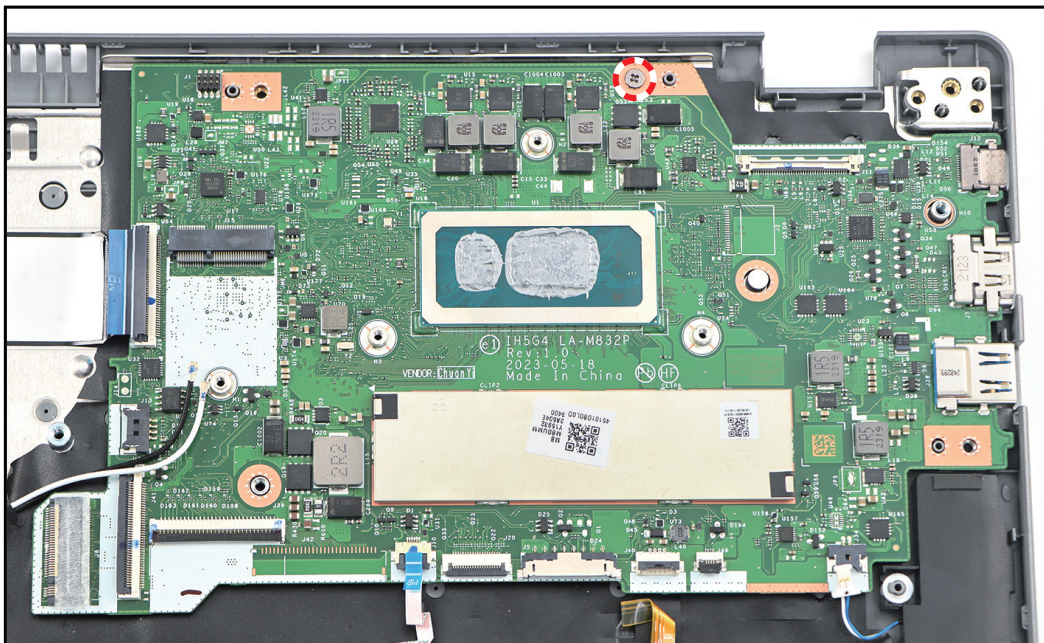
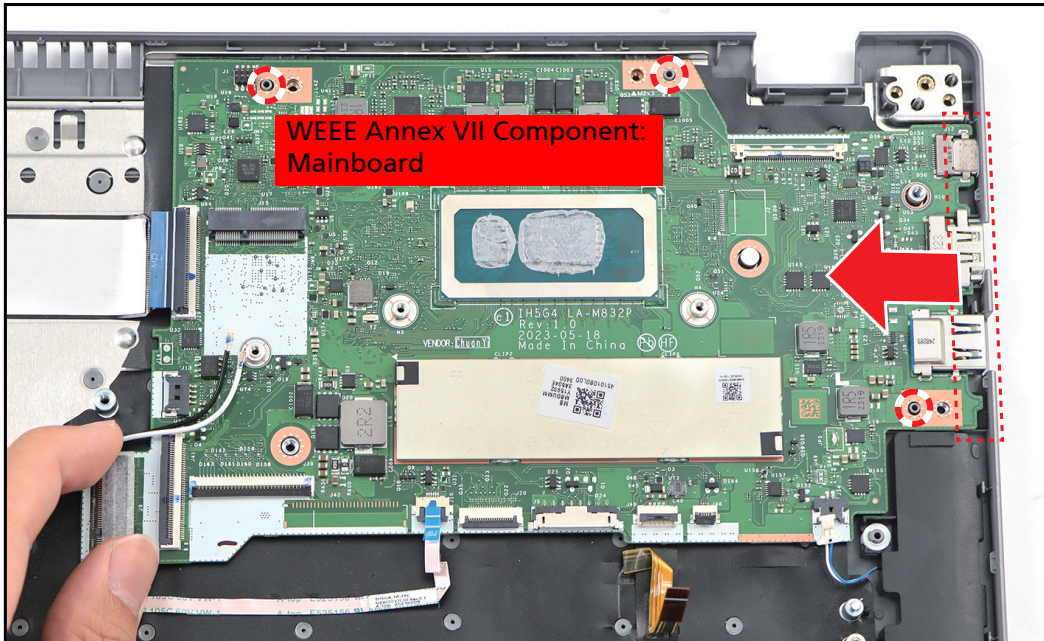



Figure 1-29. Removing the Screw

4. Slightly lift the mainboard to release it from the guide pins. Then slide the mainboard to release the I/O connectors from their slots on the upper case. Remove the mainboard.



**Figure 1-30. Removing the Mainboard**

**Table 1-7. Mainboard Screw**

Screw Name	Screw Type	Torque	Quantity
M 2.0 x 3.0		1.8~2.2kgf.cm	1

# USB Board Removal

## Prerequisite:

- ※ [LCD Module Removal](#) on page 1-15
- ※ Right Speaker Removal
- ※ Fan Module Removal

1. Release the latches and disconnect the USB board H FFC from the mainboard and USB board connectors. Then remove the USB board H FFC.

⇒ **NOTE:** When removing the FFC, carefully lift the portion of the USB board H FFC (marked with **red dashed lines** as shown in the below illustration) to detach it from the adhesive tape underneath.

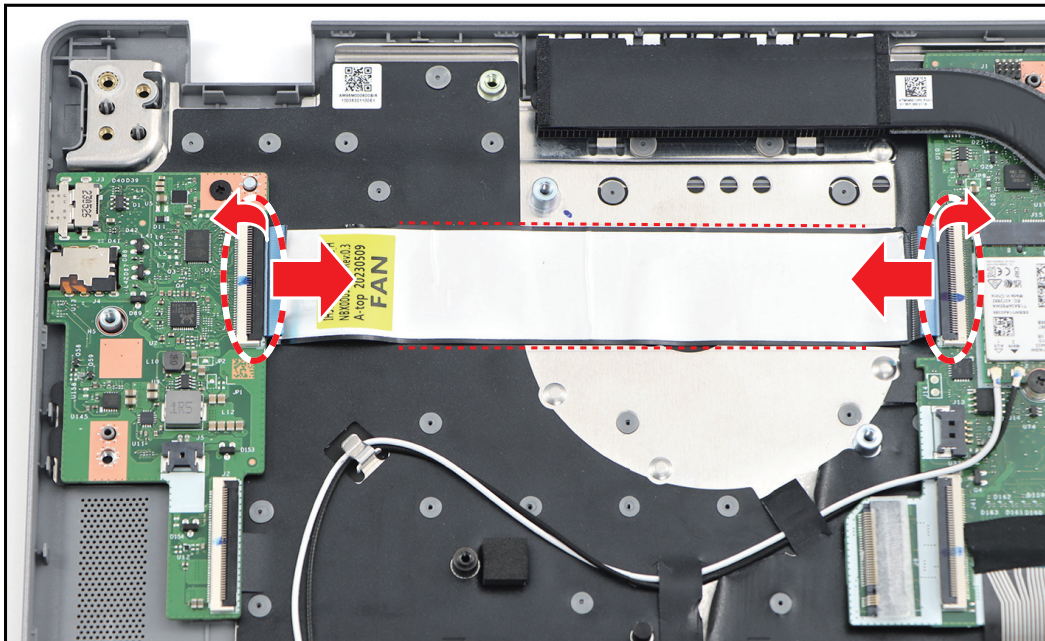
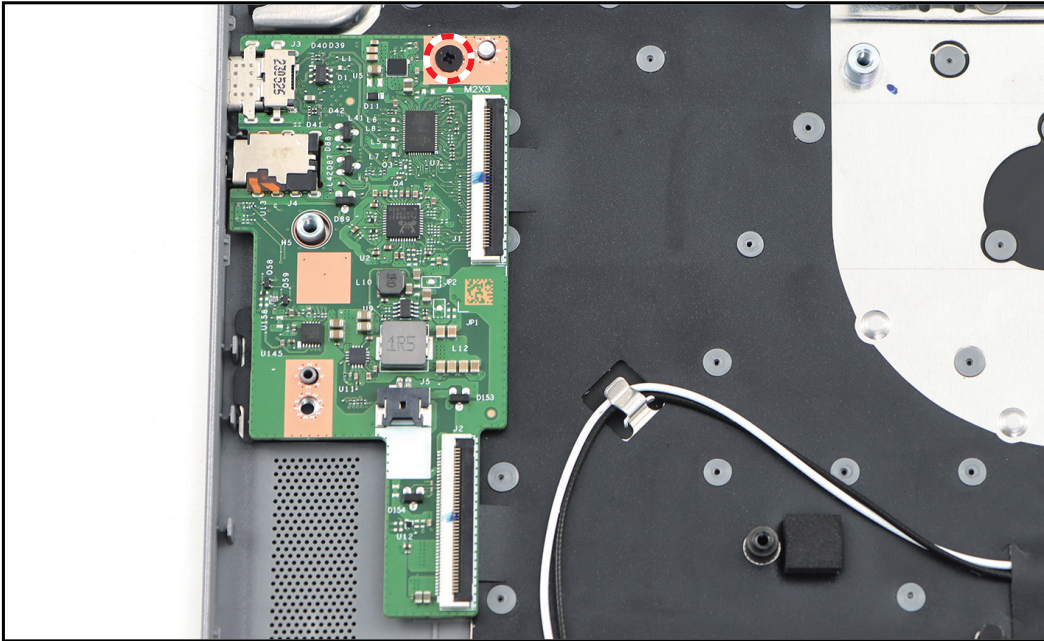


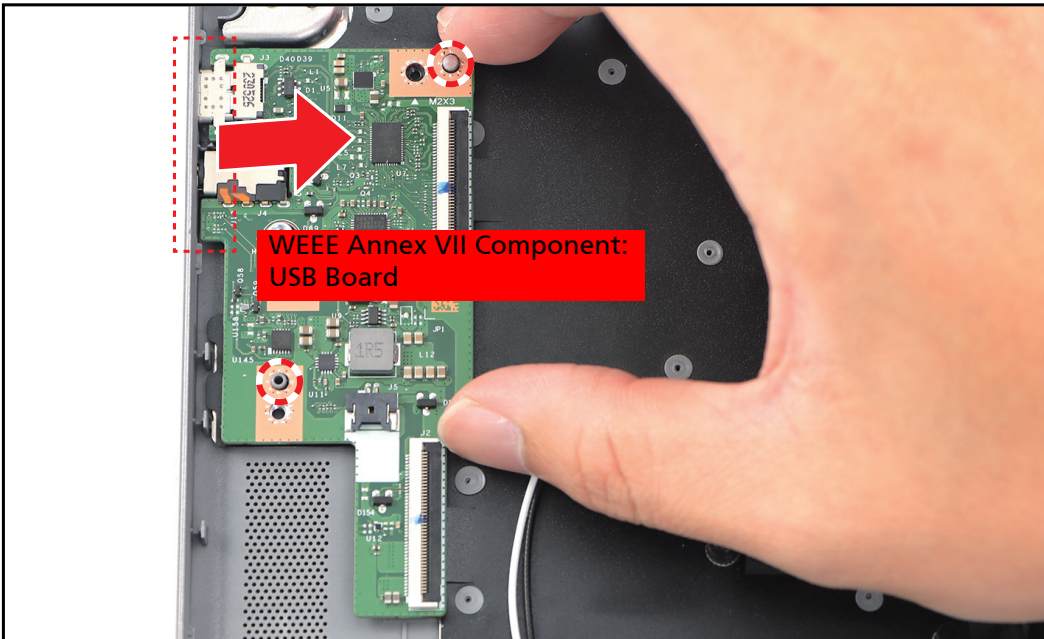
Figure 1-31. Disconnecting and Removing the USB Board H FFC

- Remove the screw securing the USB board to the upper case.




**Figure 1-32. Removing the Screw**

- Slightly lift the USB board to release it from the guide pins. Then slide the USB board to release the I/O connectors from their slots on the upper case. Remove the USB board.



**Figure 1-33. Removing the USB Board**

**Table 1-8. USB Board Screw**

Screw Name	Screw Type	Torque	Quantity
M 2.0 x 3.0		1.8~2.2kgf.cm	1

# LCD Bezel Removal

Prerequisite:

※ [LCD Module Removal](#) on page 1-15

1. Flatten the LCD hinges as shown in the below illustration.



Figure 1-34. Flattening the LCD Hinges

2. Pry the LCD bezel from the upper side to release the latches.

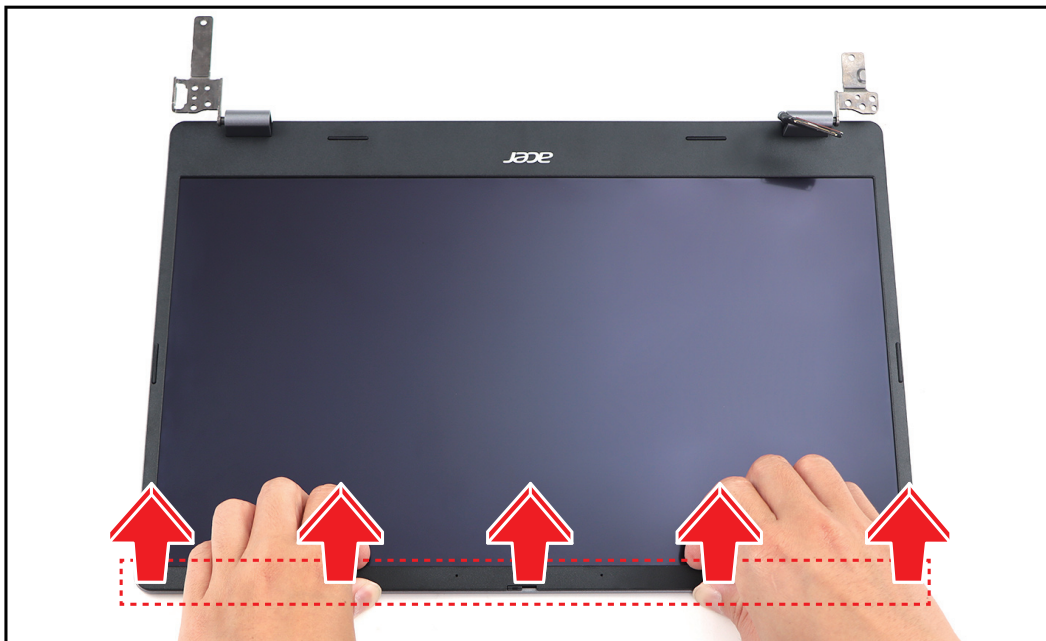
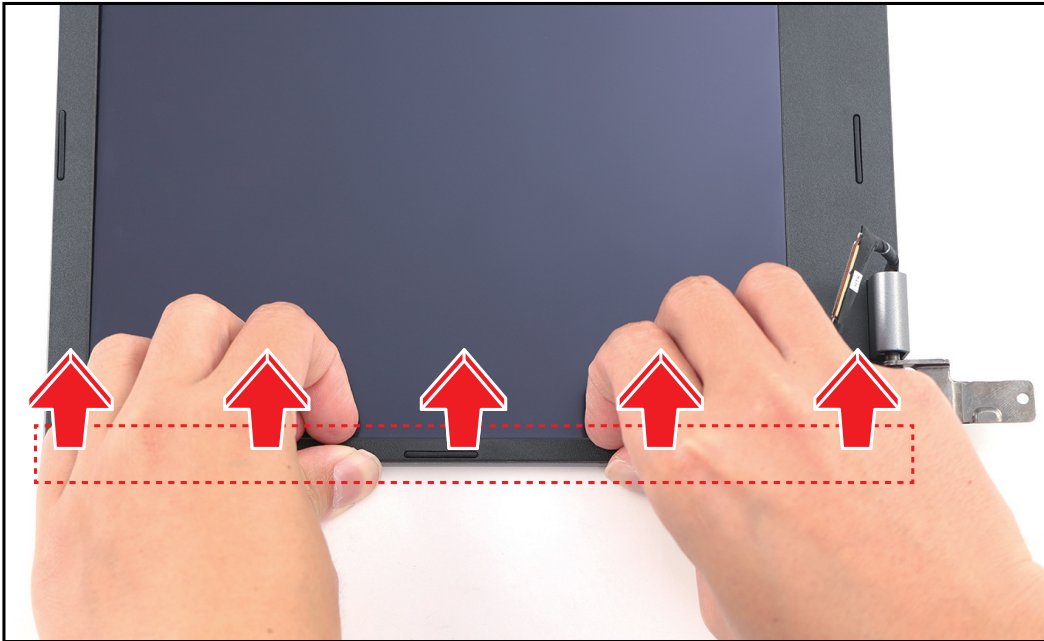


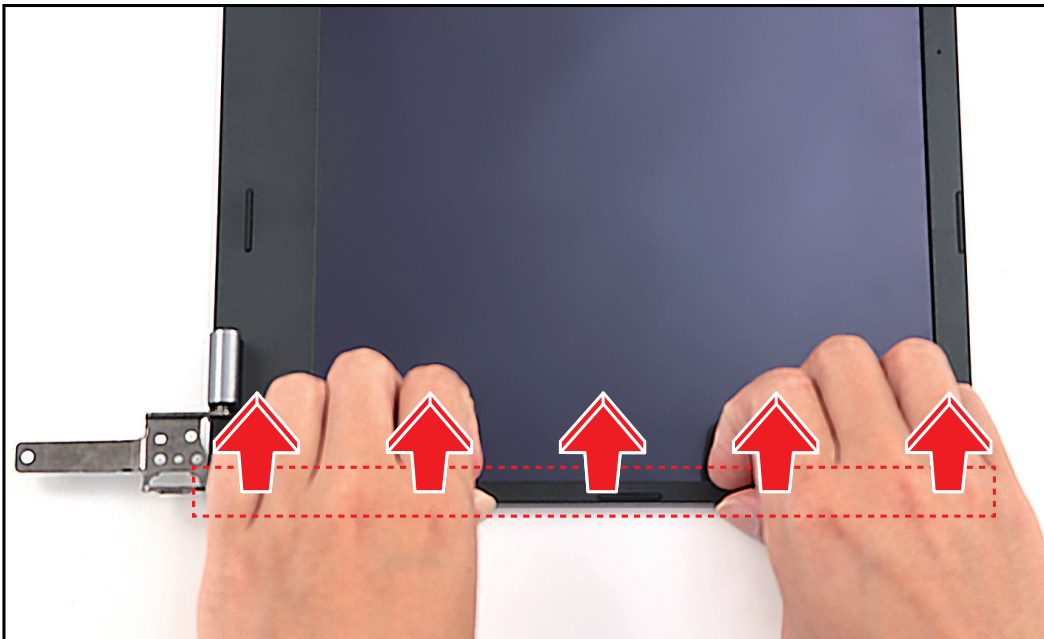
Figure 1-35. Removing the LCD Bezel (1 of 4)

3. Pry the LCD bezel from the left side to release the latches.



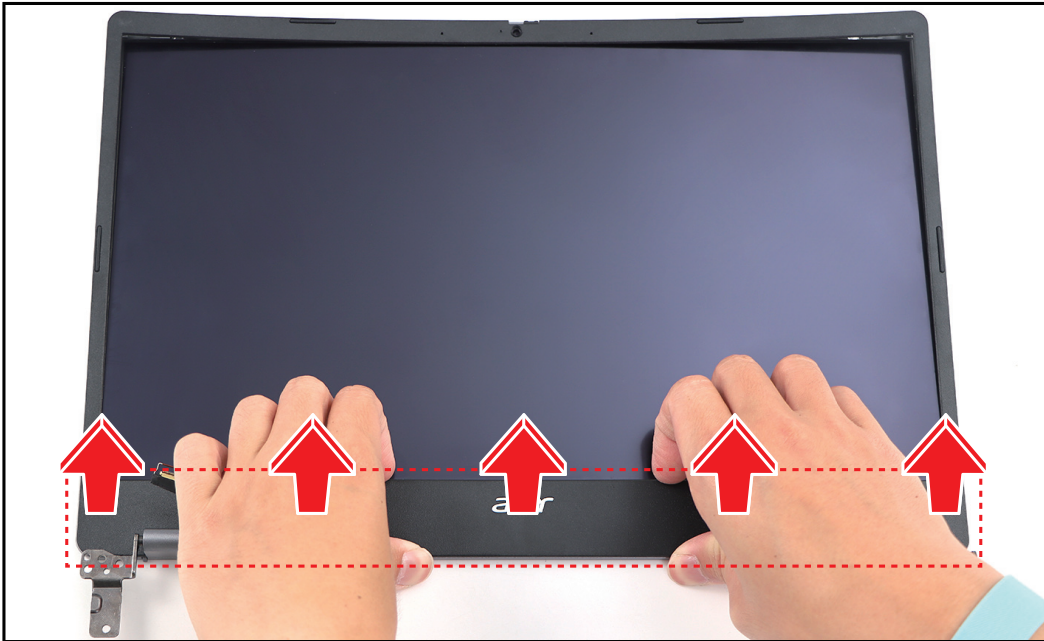
**Figure 1-36. Removing the LCD Bezel (2 of 4)**

4. Pry the LCD bezel from the right side to release the latches.



**Figure 1-37. Removing the LCD Bezel (3 of 4)**

5. Continue to pry the bottom side latches. Then remove the LCD bezel.



**Figure 1-38. Removing the LCD Bezel (4 of 4)**

# LCD Hinges Removal

Prerequisite:

※ [LCD Bezel Removal](#) on page 1-25

1. Remove the six (6) screws securing the LCD hinges to the LCD cover.



Figure 1-39. Removing the Screws

2. Firmly push the left LCD hinge inward to release it from the hook on the LCD cover. Then remove the left LCD hinge.

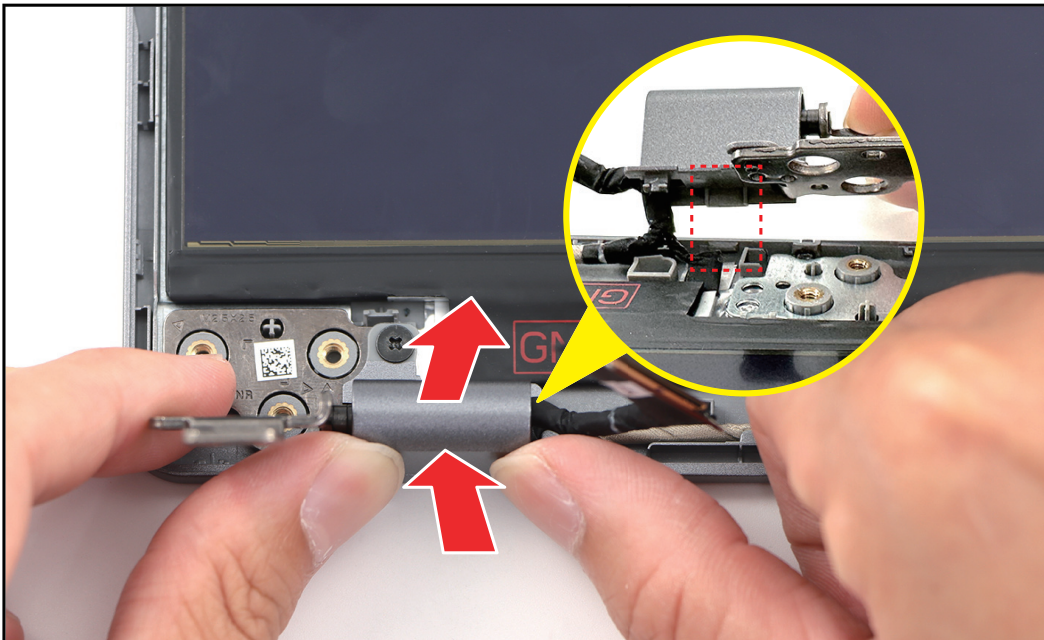
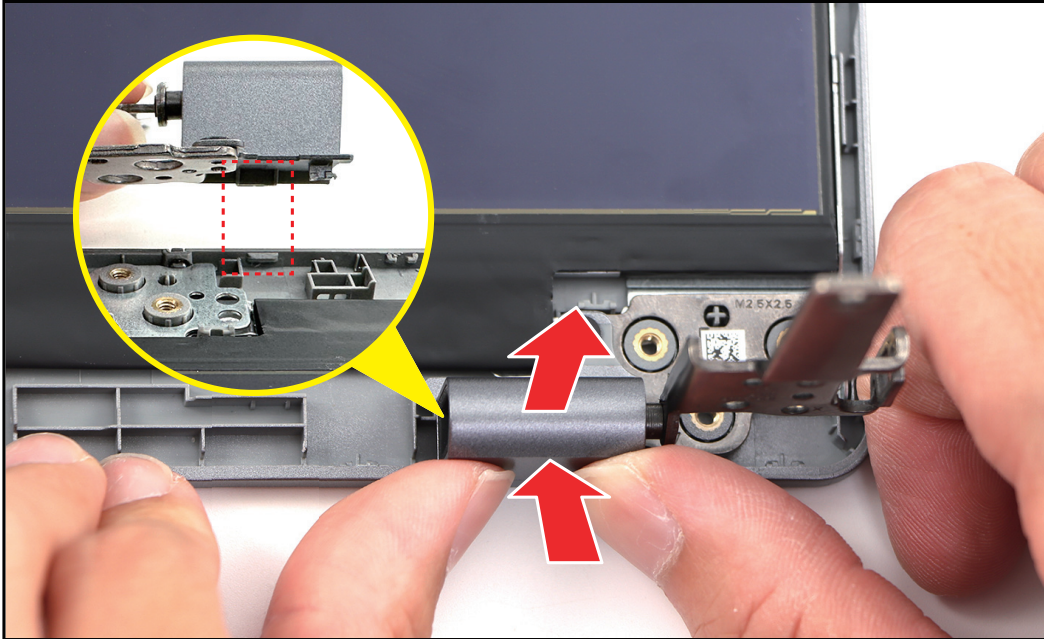


Figure 1-40. Removing the Left LCD Hinge

3. Firmly push the right LCD hinge inward to release it from the hook on the LCD cover. Then remove the right LCD hinge.



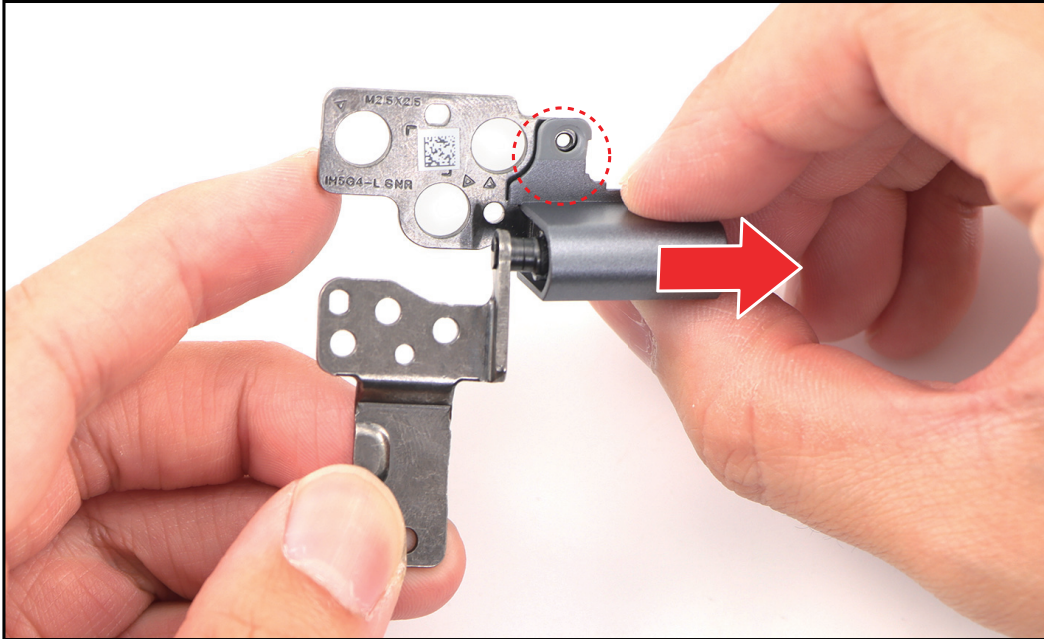
**Figure 1-41. Removing the Right LCD Hinge**

4. Remove the screw securing the left hinge cap to the left LCD hinge.



**Figure 1-42. Removing the Screw**

5. Slightly lift the left hinge cap to release the LCD hinge from the guide pins on the hinge cap. Then pull to remove the left LCD hinge cap.



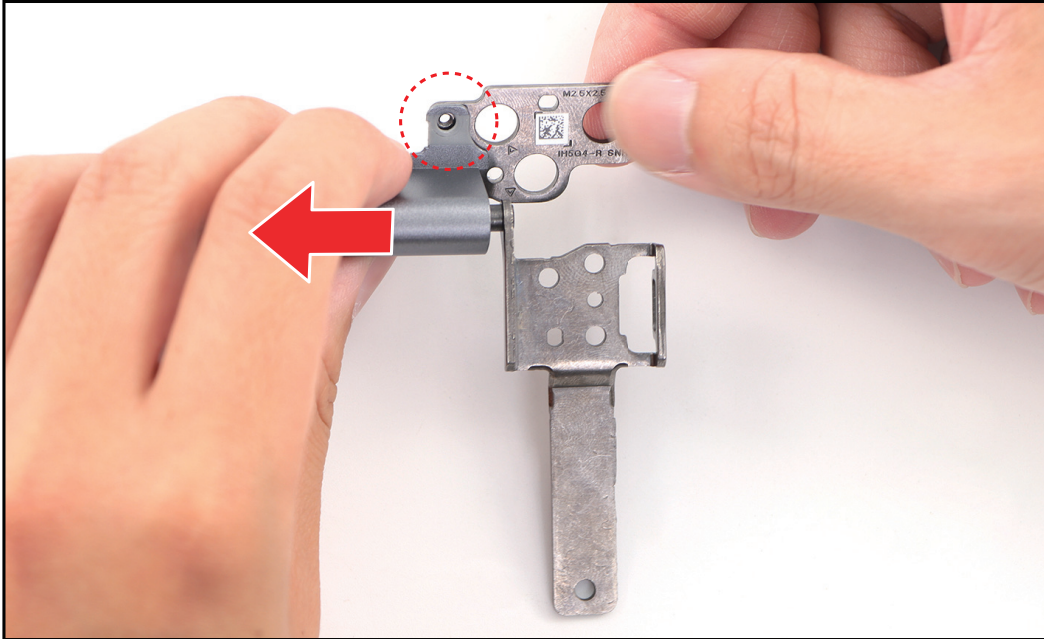
**Figure 1-43. Removing the Left LCD Hinge Cap**

6. Remove the screw securing the right hinge cap to the right LCD hinge.





**Figure 1-44. Removing the Screw**

7. Slightly lift the right hinge cap to release the LCD hinge from the guide pins on the hinge cap. Then pull to remove the right LCD hinge cap.



**Figure 1-45. Removing the Right LCD Hinge Cap**

**Table 1-9. LCD Hinges and Caps Screws**

Screw Name	Screw Type	Torque	Quantity
M 2.5 x 2.5		2.65~3.45kgf.cm	6 (LCD hinges)
M 2.0 x 2.5		1.8~2.2kgf.cm	2 (hinge caps)

# LCD Panel Removal

Prerequisite:

※ [LCD Hinges Removal](#) on page 1-28

⇒ **NOTE:** The eDP cable includes the camera cable and the LCD cable.

1. Disconnect the eDP cable from the CMOS and dual microphone module connector. Then unroute the eDP cable from the cable guides on the upper side of the LCD cover.



Figure 1-46. Disconnecting and Unrouting the eDP Cable

2. Unroute the eDP cable from the cable guides on the bottom side of the LCD cover as shown in the below illustration.



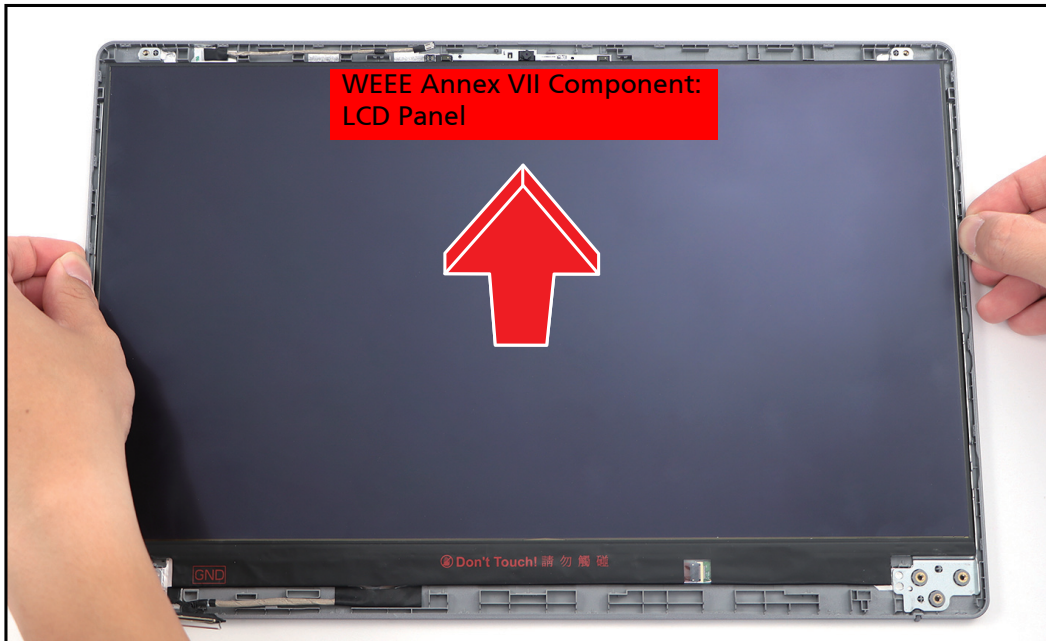
**Figure 1-47. Unrouting the eDP Cable**

3. Remove the two (2) screws securing the LCD hinge brackets to the LCD cover.



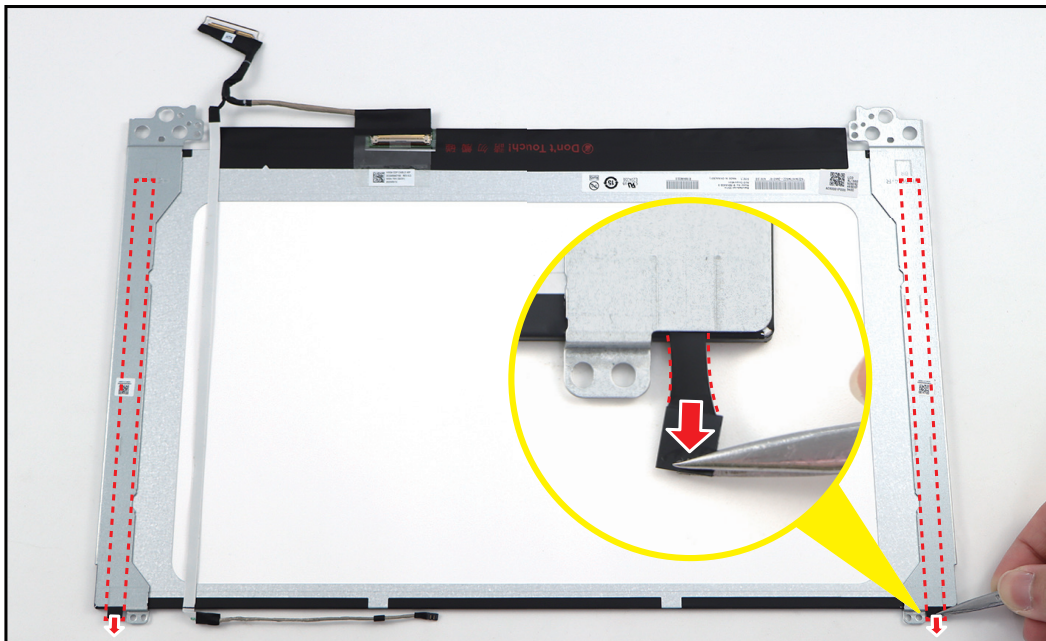
**Figure 1-48. Removing the Screws**

4. Lift to remove the LCD hinge brackets (with the LCD panel) from the LCD cover.



**Figure 1-49. Removing the LCD Hinge Brackets (with the LCD Panel)**

5. Carefully flip the LCD panel and pry slightly to access the double-sided mounting tape underneath the LCD hinge bracket. Then pull to detach the double-sided mounting tape. Repeat the same procedure to remove the double-sided mounting tape on another side of the LCD hinge bracket.



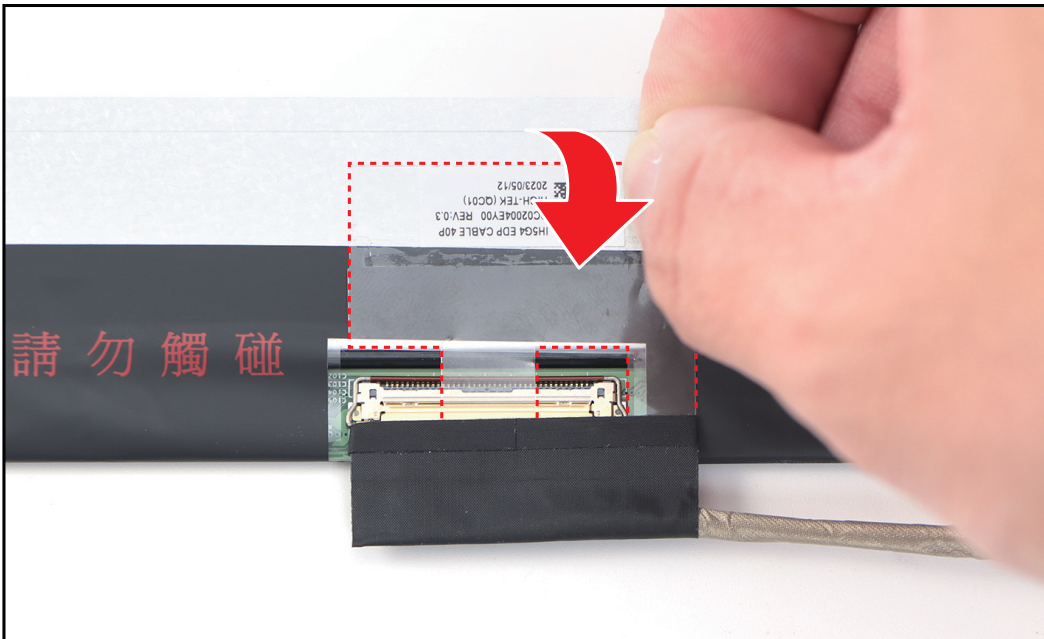
**Figure 1-50. Detaching the Double-sided Mounting Tapes**

6. Detach the eDP cable from the LCD panel as shown in the illustration below.



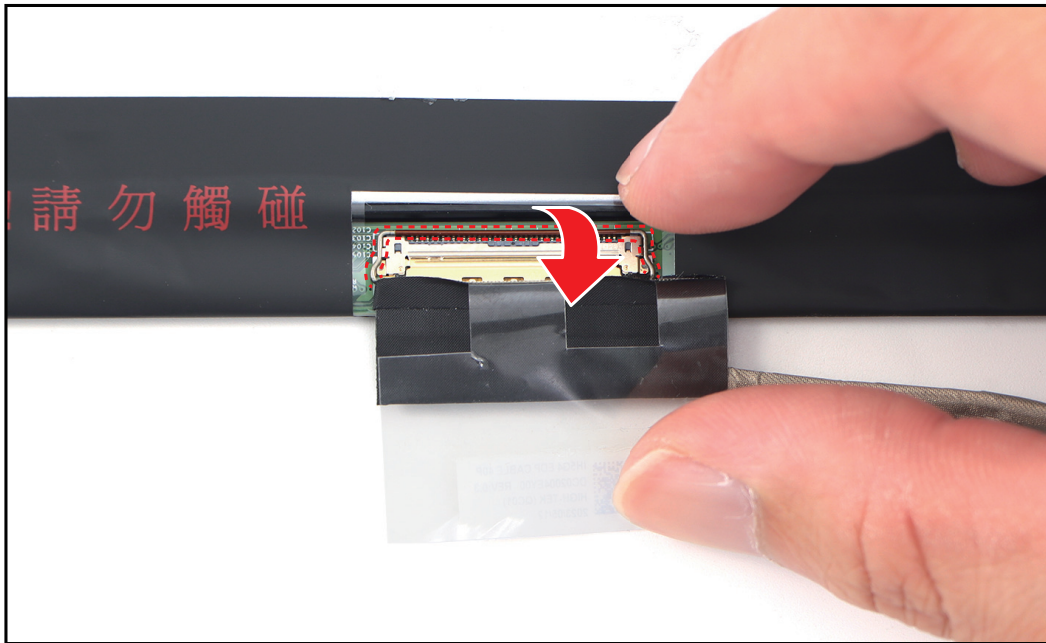
**Figure 1-51. Detaching the eDP Cable**

7. Detach the mylar securing the eDP cable to the LCD panel connector.



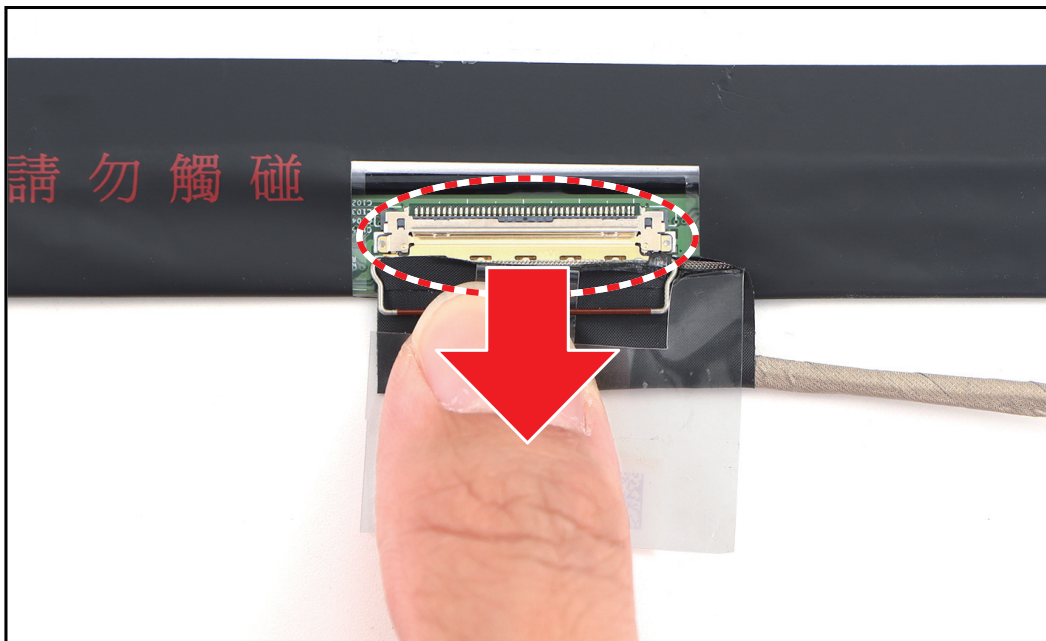
**Figure 1-52. Detaching the Mylar**

- Lift the latch securing the eDP cable.




**Figure 1-53. Lifting the Latch**

- Disconnect the eDP cable from the LCD panel connector. Then remove the eDP cable.



**Figure 1-54. Disconnecting the eDP Cable**

**Table 1-10. LCD Hinge Brackets Screws**

Screw Name	Screw Type	Torque	Quantity
M 2.0 x 2.5		1.8~2.2kgf.cm	2

# Troubleshooting

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This chapter shows you how to deal with common system problems. Read it before calling a technician if a problem occurs. Solutions to more serious problems require opening up the computer. Do not attempt to open the computer yourself; contact your dealer or authorized service center for assistance.

## Recover your Chromebook

When your Chromebook's operating system (OS) isn't working properly, you can recover it. Recovery is removing and reinstalling the OS.

### ⇒ NOTE:

If you're using your Chromebook at work or school, ask [your administrator](#) for help. Administrators: For more help, contact Google support.

## When to recover

You might want to recover if:

- You see this error message: "Chrome OS is missing or damaged".
- You've tried [other troubleshooting](#) steps and nothing has fixed your issue.
- You've asked the experts in our [help forum](#) for help fixing your issue, and they recommend recovery.

## What you need to get started

- The Chromebook with the "Chrome OS is missing or damaged" error.
- Another Chromebook, or a Windows or Mac computer with Chrome installed.
- A USB flash drive that can hold at least 8 GB, and that you don't mind erasing. If your Chromebook has an SD card slot, you can use an SD card instead.



### IMPORTANT:

Recovery permanently erases everything on your Chromebook's hard drive, including your downloaded files. If possible, [back up your files](#) before you recover your Chromebook.

## What you need to do

### Step 1: Try less invasive steps



If you can sign in to your Chromebook, try these steps first:

1. Turn your Chromebook off, then back on again.
2. If your Chromebook still has an error, [reset to factory settings](#).

If neither of those steps fix the error, continue to Step 2.



## Step 2: Download a new copy of the OS

On the working computer (not the Chromebook with the error):

1. If you're using a Mac or Windows computer:
  - a) If you haven't yet, [install Chrome](#).
  - b) Open **Chrome** .
  - c) Install the [recovery extension](#).
2. To open the recovery extension:
  - a) At the top right of your browser window, click **Extensions** .
  - b) To launch the extension popup, click on the "**Chromebook Recovery Utility**" extension. If the extension popup doesn't automatically appear on your screen, [make sure it's turned on](#).
3. Click **Get started**.
4. Click **Select** a model from a list, or type in the model number of the Chromebook you want to recover. To find this number, look at the bottom of the error message on your Chromebook screen.
5. Click **Continue**.
6. Insert your USB flash drive or SD card into the computer.
7. In the dropdown menu, choose the USB flash drive or SD card you inserted.
8. Click **Continue**.
9. Click **Create now**.
10. When you see a message saying that your recovery media is ready, remove the USB flash drive or SD card from the computer.




## Step 3: Enter recovery mode

On the Chromebook with the error:

1. If you have anything connected to this Chromebook (such as a mouse or external hard drive), remove it.
2. Enter recovery mode:
  - Chromebook: Press and hold **Esc + Refresh** , then press **Power** . Let go of **Power**. When a message shows on the screen, let go of the other keys.
  - Chromebox: First, turn it off. Using a paper clip or similar object, press and hold the [recovery button](#). Press the **Power** button to turn the Chromebox back on. When you see a message on screen, release the recovery button.
  - Chromebit: First, unplug it from power. Using a paper clip or similar object, press and hold the [recovery button](#). Plug the Chromebit back in to power. When you see a message on screen, release the recovery button.
  - Chromebook tablet: Press and hold the **Volume Up**, **Volume Down**, and **Power** buttons for at least 10 seconds, then release them.

3. You'll see one of these messages:
  - "Chrome OS is missing or damaged. Please insert a recovery USB stick or SD card."
  - "Please insert a recovery USB stick or SD card."
4. Insert the USB flash drive or SD card that you used to create recovery media.
5. Follow the on-screen instructions.




### **Make sure the recovery extension is turned on**

1. On your computer, open **Chrome** .
2. At the top right, click **Extensions**  > **Manage extensions**.
3. Next to "Chromebook Recovery," toggle the switch to the right.
4. Optional: You can also click **Details** and toggle the switch to the right.
5. Once the extension is on, in the extension panel in your browser, click on the extension to open the popup.
6. Optional: If you use the extension frequently, you can pin it .

### **Optional: Reuse your USB flash drive or SD card**

After recovering your Chromebook, you'll need to erase the recovery media if you want to reuse your USB flash drive or SD card to store other files.

To erase the recovery media:

1. On your computer, open **Chrome** .
2. At the top right, click **Extensions** .
3. To launch the extension popup, click on the "**Chromebook Recovery Utility**" extension.
4. In the extension popup, click **Settings** .
5. Click **Erase recovery media**.
6. From the dropdown menu, select the USB drive or SD card you'd like to erase.
7. Click **Continue**.
8. Make sure the storage device you used for recovery is listed.
9. Click **Erase now**.
10. The tool will erase everything on your USB drive or SD card. When you see the message "Your recovery media has been erased," click **Done**.
11. Remove the USB flash drive or SD card from the computer.
12. Format the storage device using a tool provided by your operating system.

## Fix problems with recovery

*“An unexpected error has occurred”.*

1. [Erase the storage device](#), then [try recovery again](#).
2. Try using a different USB flash drive or SD card to recover. Some USB flash drives and SD cards don't work well with recovery.

If you're still having problems, contact your Chromebook manufacturer for help.

[Learn how to contact your manufacturer](#).

*“Please remove all connected devices and start recovery”.*

First, remove anything that's connected to your Chromebook, such as a mouse, SD card or external hard drive. Then follow the steps to [enter recovery mode](#).

*“The device you inserted does not contain Chrome OS”.*

First, make sure that you inserted the USB drive or SD card that you used to create recovery media.

If you're using the correct storage device, but still see this error, the storage device might not be working properly.

1. [Erase the storage device](#), then [try recovery again](#).
2. Try using a different USB flash drive or SD card to recover. Some USB flash drives and SD cards don't work well with recovery.

If you're still having problems, contact your Chromebook manufacturer for help.

[Learn how to contact your manufacturer](#).

*“The security module on this device is not working”.*

First, ask our experts for help:

- “If you use your Chromebook at work or school, contact your administrator. Administrators: contact Google support.”
- “Chat with experts on the [Chromebook help forum](#).”

If you're still having problems, contact your manufacturer to repair your Chromebook.

[Learn how to contact your manufacturer](#).

# FRU (Field Replaceable Unit) List

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Please contact your local service center to find out how to obtain the part or replace your device.

# Exploded Diagrams

## Main Assembly

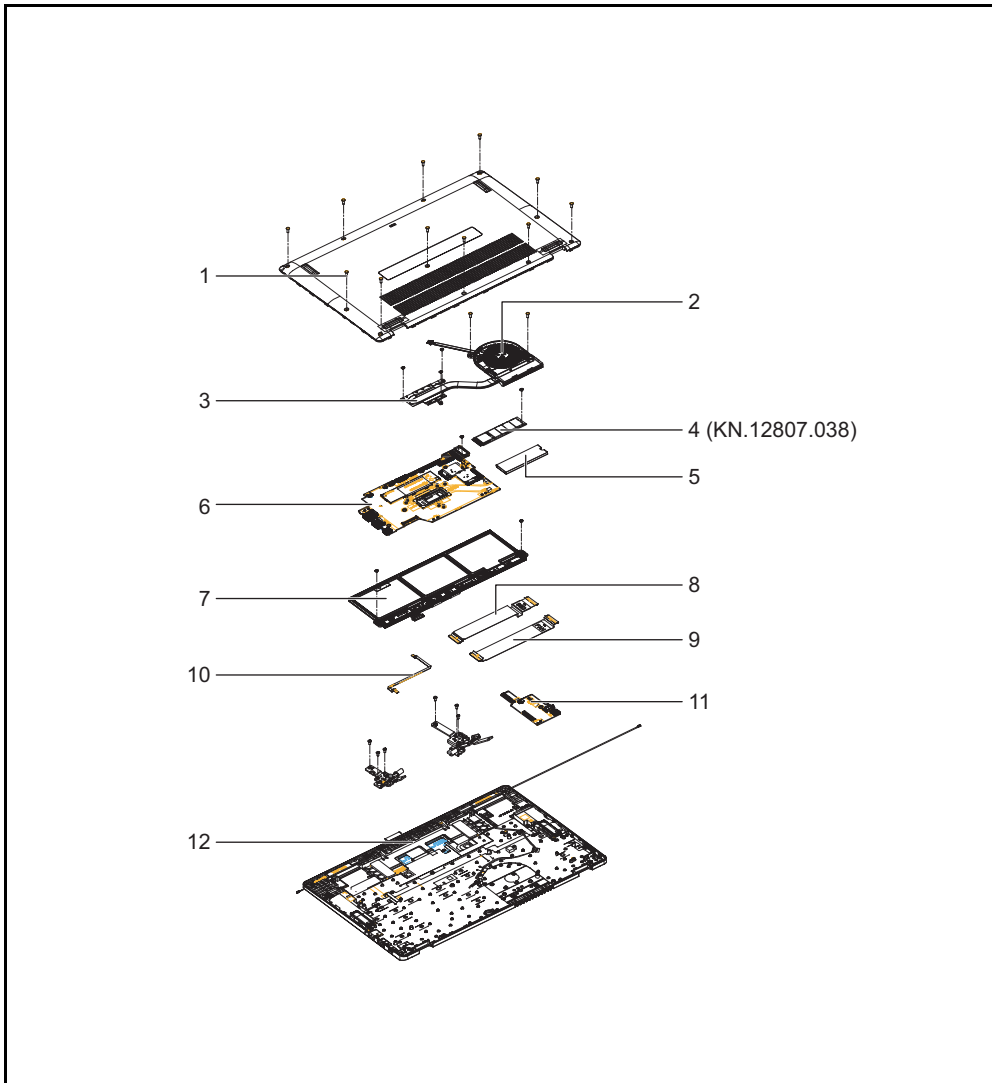


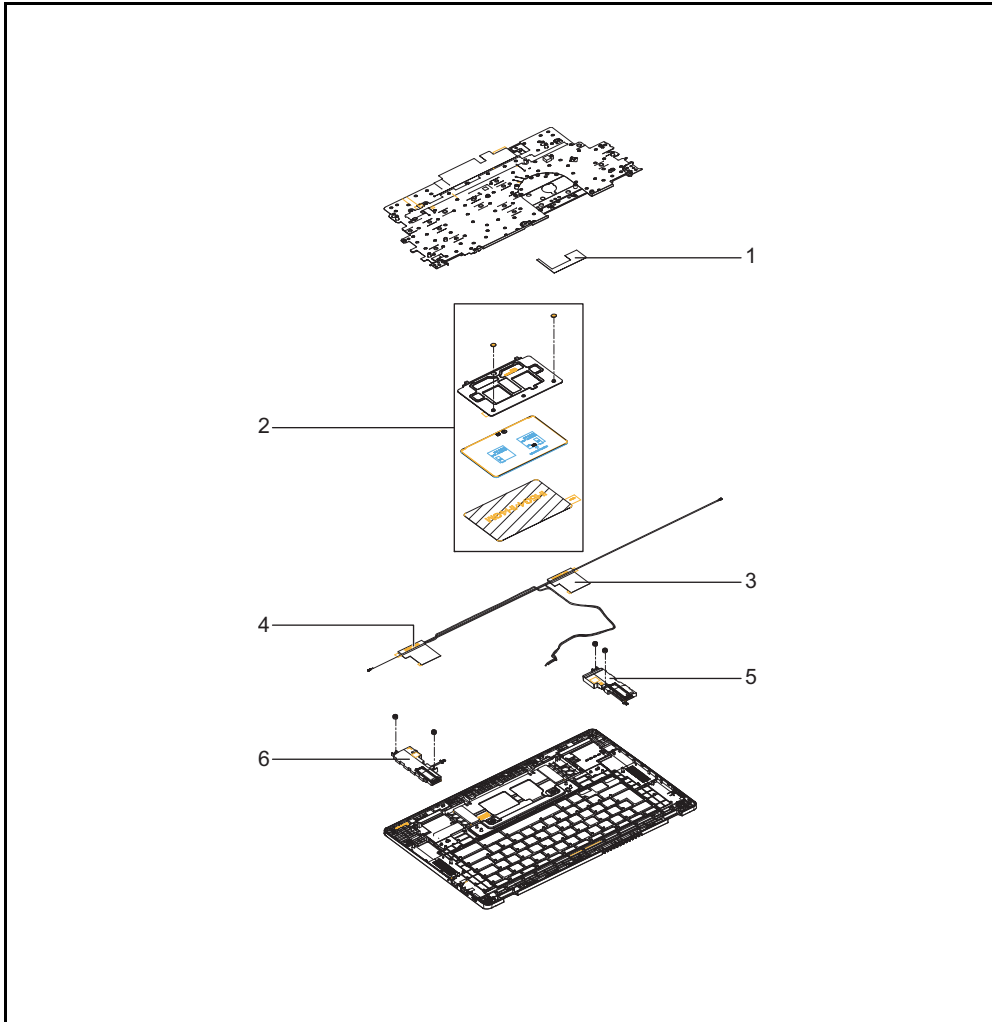
Figure 1-55. Main Assembly Exploded Diagram

Table 1-11. Main Assembly Exploded Diagram

No.	Description	Acer P/N
1	LOWER CASE	64.KNSN2.001
2	FAN	23.KNSN2.001
3	THERMAL MODULE	24.KNSN2.001
4	SSD MODULE	KN.12807.038
5	SHIELDING FOIL	47.B0QN2.004
6	MAINBOARD	NB.KPB11.001

No.	Description	Acer P/N
7	BATTERY	KT.0030B.004
8	USB BOARD FFC	50.KNSN2.001
9	USB BOARD H FFC	50.KNSN2.002
10	TOUCHPAD FFC	50.KNSN2.003
11	USB BOARD	55.KNSN2.001
12	UPPER CASE	6B.KNUN2.001

# Upper Case Assembly

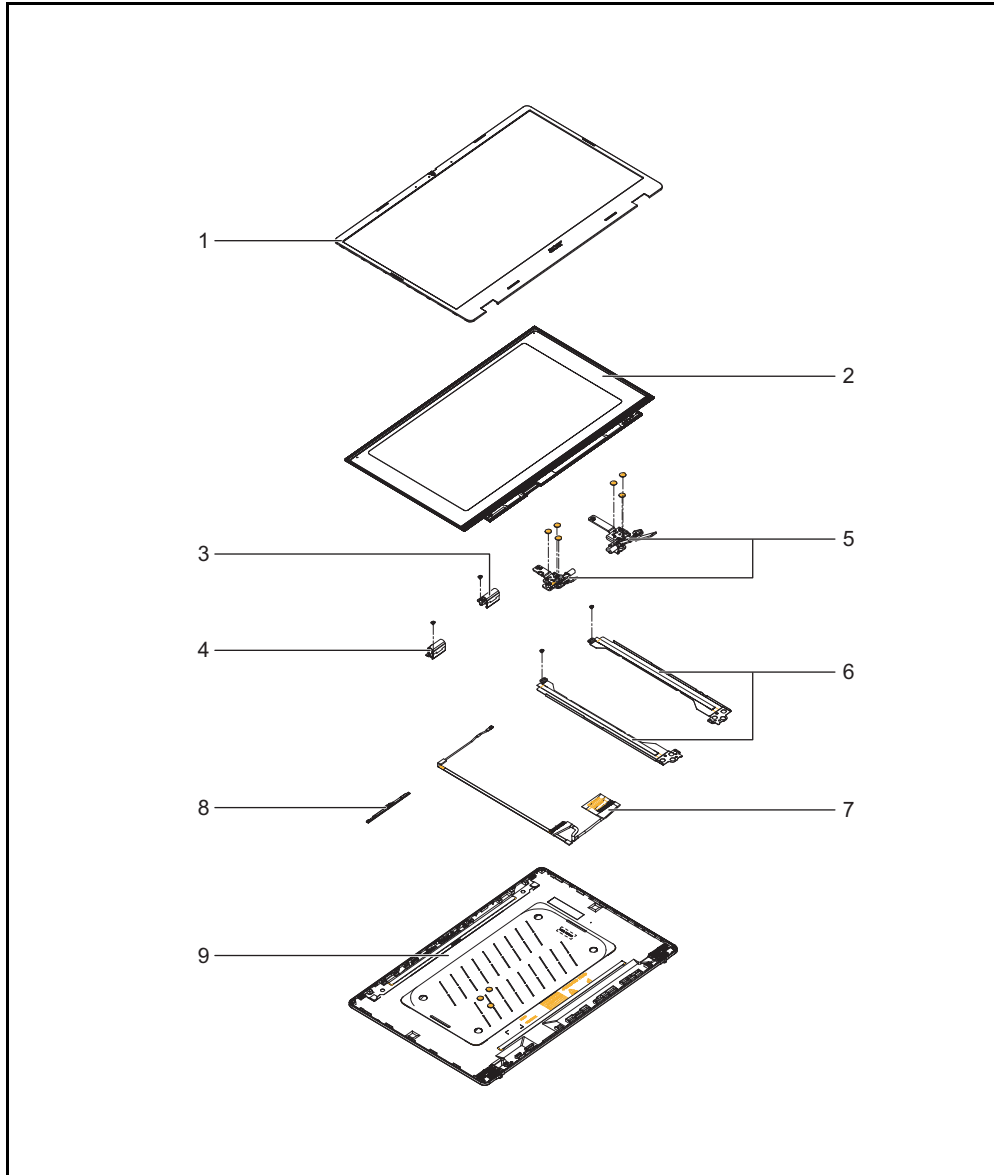


**Figure 1-56. Upper Case Assembly Exploded Diagram**

**Table 1-12. Upper Case Assembly Exploded Diagram**

No.	Description	AcerPN
1	CONDUCTIVE TAPE	47.KNSN2.001
2	TOUCHPAD	56.KP2N2.001
3	MAIN ANTENNA	50.KNSN2.004
4	AUX ANTENNA	50.KNSN2.005
5	RIGHT SPEAKER	23.KNSN2.003
6	LEFT SPEAKER	23.KNSN2.002

# LCD Assembly



**Figure 1-57. LCD Assembly Exploded Diagram**


**Table 1-13. LCD Assembly Exploded Diagram**

No.	Description	AcerPN
1	LCD BEZEL	62.KNSN2.001
2	LCD PANEL	KL.15608.049
3	LCD HINGE CAP (RIGHT)	42.KNSN2.002
4	LCD HINGE CAP (LEFT)	42.KNSN2.001
5	LCD HINGE (LEFT)	33.KNSN2.001
	LCD HINGE (RIGHT)	33.KNSN2.002

No.	Description	AcerPN
6	LCD HINGE BRACKET (LEFT)	33.KNSN2.003
	LCD HINGE BRACKET (RIGHT)	33.KNSN2.004
7	EDP CABLE	50.KNSN2.006
8	CAMERA	KS.FHD0Q.011
9	LCD COVER	61.KNSN2.001

# Check for Updates Yourself

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1. Turn on your Chromebook.
2. Connect your Chromebook to Wi-Fi.
3. At the bottom right, select the time.
4. Select **Settings** .
5. At the bottom of the left panel, select **About Chrome OS**.
6. Under "Google Chrome OS", you'll find which version of the Chrome operating system your Chromebook uses.
7. Select **Check for updates**.
8. If your Chromebook finds a software update, it will start to download automatically.

# Factory Reset Your Chromebook

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1. Sign out of your Chromebook.
2. Press and hold **Ctrl + Alt + Shift + r**.
3. Select **Restart**.
4. In the box that appears, select **Powerwash > Continue**.
5. Follow the steps that appear and sign in with your Google Account.

**⇒ NOTE:**

The account you sign in with after you reset your Chromebook will be the owner account.