

TravelMate
P215-54

LIFECYCLE EXTENSION GUIDE

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Self-Repair

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.

System BIOS & Driver Updates

Visit <http://www.acer.com/support> to discover the available system BIOS and Drivers for this product. After selecting the desired country/language, either enter the model name or product serial number, or select the product from the list of suggested models in order to get access to product-specific software and documentation.

To update the system BIOS:

- Download the desired system BIOS version from the website
- Unzip the downloaded file to your computer
- Double-click the extracted file in order to initiate the update process
- The update process itself is fully automated and its progress is visualized by means of a progress indicator
- A visual notification is shown when the update is complete

⇒ **NOTE:**





Upgrading the system BIOS incorrectly, or intermittence of the system BIOS update process could harm the product.

⇒ **NOTE:**

System BIOS upgrades or downgrades, if not performed by an Acer Service Center or authorized Service Partner, are at own risk.

To update Drivers:

Run Windows Update in order to get the latest drivers from Acer:

- Select the Start  button
- Go to **Settings**  > **Update & Security**  > **Windows Update** 
- Available Drivers will automatically be listed on the screen. Press **Download** to start the download of the respective driver
- Installation of the driver will start automatically once the download is completed

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

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 equipment are recommended to do the following maintenance procedures:

- Wrist grounding strap and conductive mat
- Flat screwdriver
- Philips screwdriver
- Polydrive screwdriver
- Plastic tweezers
- Flat plastic pry

WEEE Annex VII Component

These components are classified as requiring selective treatment:

- Battery pack
- RTC battery
- Touchpad module
- WLAN module
- DIMM modules
- SSD module
- Mainboard
- Card Reader Board
- IO Board
- LCD panel

Pre-disassembly Instructions

Do the following prior to starting any maintenance procedures:

1. Place the system on a stable work surface.
2. Remove the AC adapter (A) from the system and peripherals (Figure 1-1).
3. Remove all cables from system.



Figure 1-1. AC Adapter Outlet

4. Remove the microSD card from the microSD card slot (B) (Figure 1-2).



Figure 1-2. microSD Card Removal

⇒ NOTE:

Make sure the system is completely powered off.

Base Cover Removal

1. Remove thirteen (13) screws from the base cover (Figure 1-3).



Figure 1-3. Base Cover Removal

2. Carefully pry up the base cover starting from the upper side to release the latches (Figure 1-4).



Figure 1-4. Base Cover Removal

3. Continue prying the bottom side to release the latches (Figure 1-5).
4. Carefully lift the base cover to release the remaining latches. Then remove the base cover from the system (Figure 1-5).



Figure 1-5. Base Cover Removal

Battery Pack Removal

Prerequisite:

Base Cover Removal

1. Find the battery pack (A) in the system (Figure 1-6).
2. Detach the tape (B) securing the battery cable connection (Figure 1-6).
3. Detach the transparent mylar (C) securing the cables (Figure 1-6).

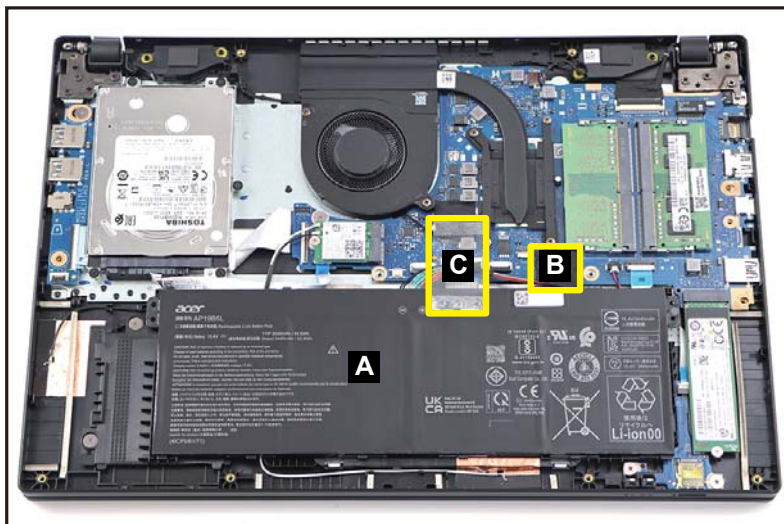


Figure 1-6. Battery Pack Removal

4. Disconnect the battery cable from the mainboard connector (D) (Figure 1-7).



Figure 1-7. Battery Pack Removal

5. Remove the battery pack from the system (Figure 1-8).



Figure 1-8. Battery Pack Removal

- + **IMPORTANT:** Follow local regulations for battery disposal.

RTC Battery Removal

Prerequisite:

Battery Pack Removal

1. Disconnect the RTC battery cable from the mainboard connector (A) (Figure 1-9).
2. Unroute the RTC battery cable from the cable guides as shown in Figure 1-9.
3. Using plastic tweezers, carefully pry to detach the adhesive tape underneath the RTC battery (B). Then remove the RTC battery (Figure 1-9).

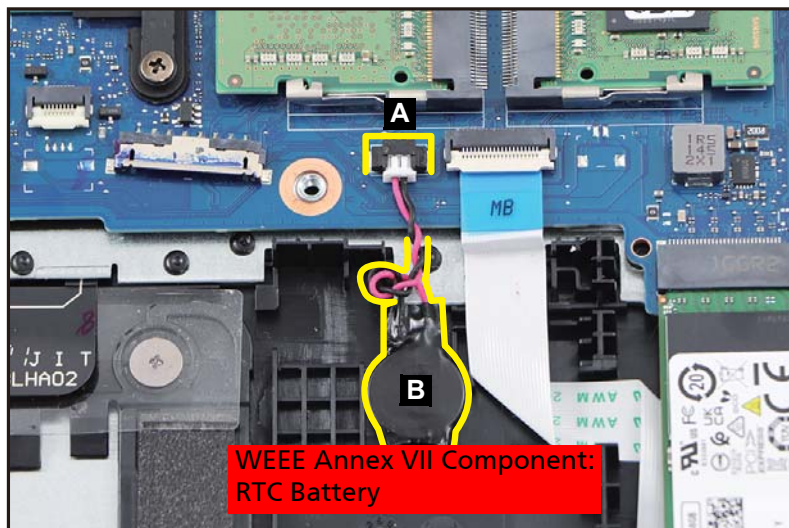


Figure 1-9. RTC Battery Removal

+ **IMPORTANT:**

Follow local regulations for battery disposal.

Touchpad Module Removal

Prerequisite:

Battery Pack Removal

1. Disconnect one end of the touchpad FFC from the touchpad module connector (A) (Figure 1-10).
2. Disconnect the other end of the touchpad FFC from the mainboard connector (B) (Figure 1-10).

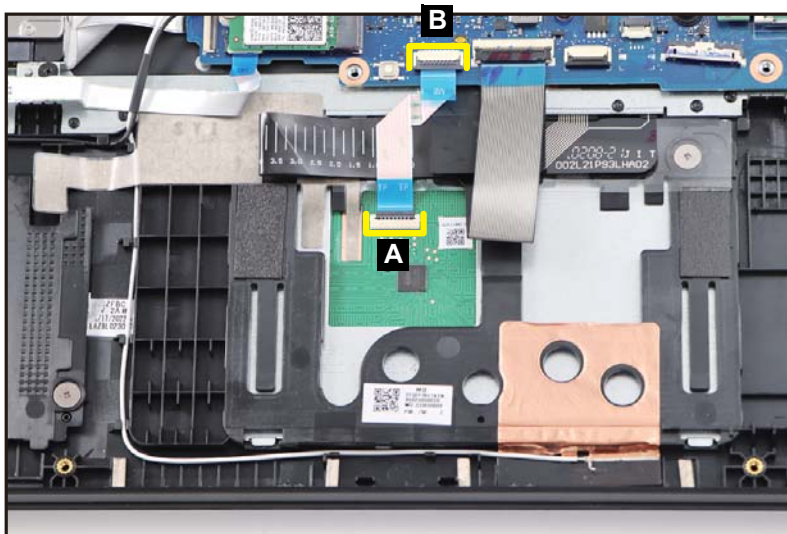


Figure 1-10. Touchpad Module Removal

⚠ CAUTION:

Touchpad FFC (Flexible Flat Circuit) can be damaged if removed while the touchpad module and mainboard connectors are locked.

3. Lift slightly the mylar. Then detach the conductive tape (C) from the touchpad module and top assembly (Figure 1-11).

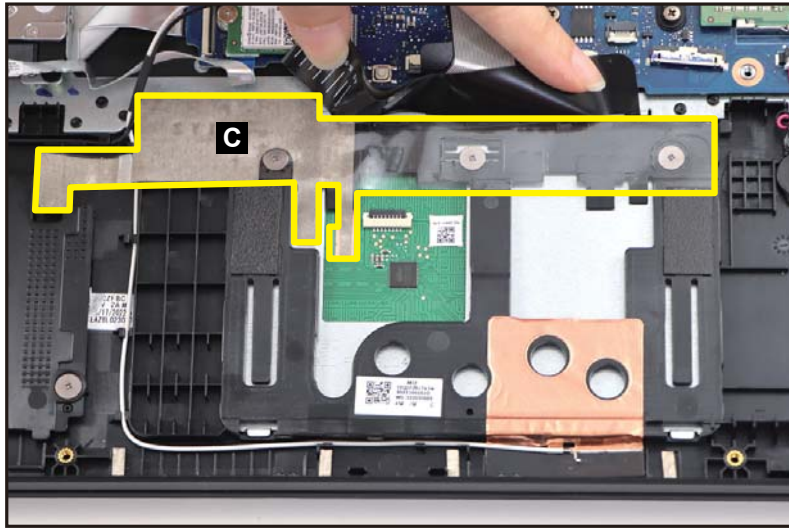


Figure 1-11. Touchpad Module Removal

4. Remove three (3) screws securing the touchpad module (Figure 1-12).

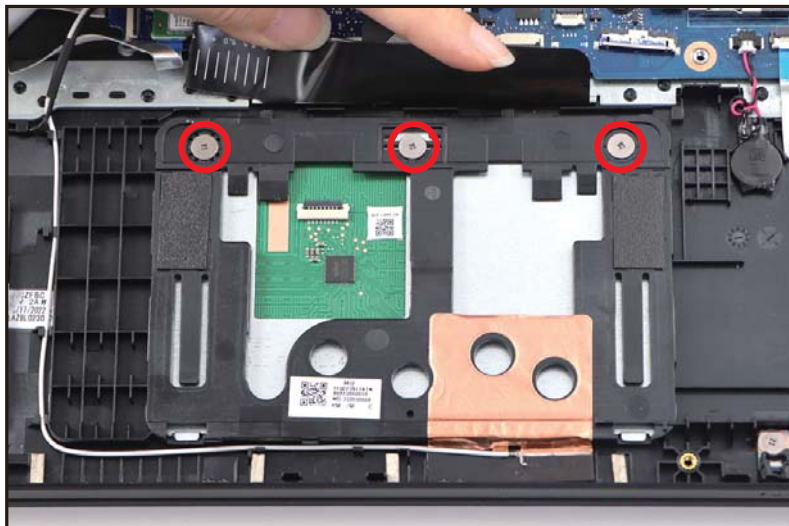


Figure 1-12. Touchpad Module Removal

5. Using the screwdriver, push the guide pins (D) firmly to release them from the top assembly (Figure 1-13).
6. Slide the touchpad module slightly to disengage it from the bottom latches (E), and then remove the touchpad module (F) from the top assembly (Figure 1-13).

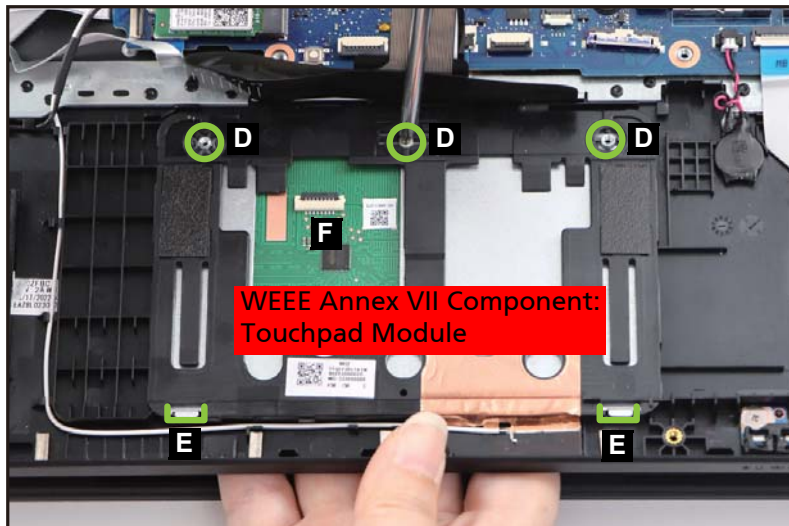


Figure 1-13. Touchpad Module Removal

WLAN Module Removal

Prerequisite:

Battery Pack Removal

1. Find the WLAN module (A) on the top assembly (Figure 1-14).



Figure 1-14. WLAN Module Location

2. Disconnect the WLAN antennas cables from the WLAN module connectors (B) (Figure 1-15).
3. Remove one (1) screw securing the WLAN module (Figure 1-15).

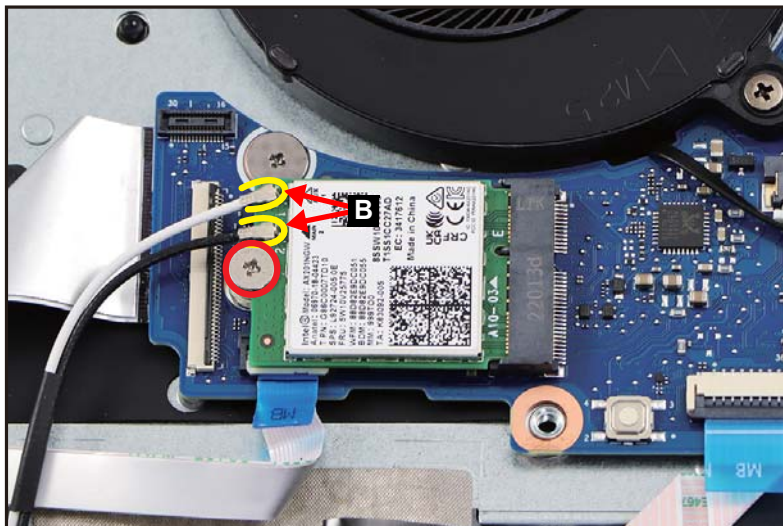


Figure 1-15. WLAN Module Removal

4. Disconnect the WLAN module from the mainboard connector (C) (Figure 1-16). Then remove the WLAN module.



Figure 1-16. WLAN Module Removal

DIMM Modules Removal

Prerequisite:

Battery Pack Removal

1. Push the DIMM module clips (A) outwards (Figure 1-17).

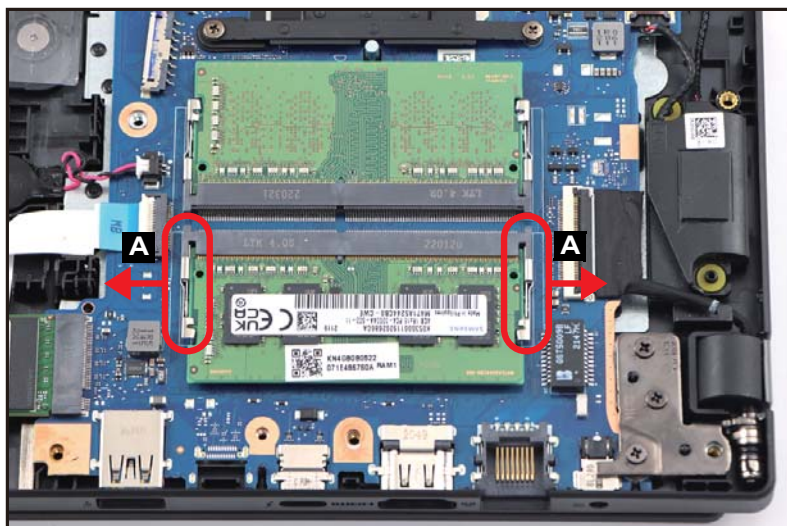


Figure 1-17. DIMM Modules Removal

2. Disconnect the DIMM module (B) from the mainboard connector (C) (Figure 1-18). Then remove the DIMM module.



Figure 1-18. DIMM Modules Removal

3. Repeat steps 1~3 to remove another DIMM module.

LCD Module Removal

Prerequisite:

[Battery Pack Removal](#)

⇒ NOTE:

The LCD cable includes the LCD panel cable and the camera cable.

1. Disconnect the LCD cable from the mainboard connector (A) ([Figure 1-19](#)).
2. Unroute the LCD cable from the cable guides as shown in [Figure 1-19](#).

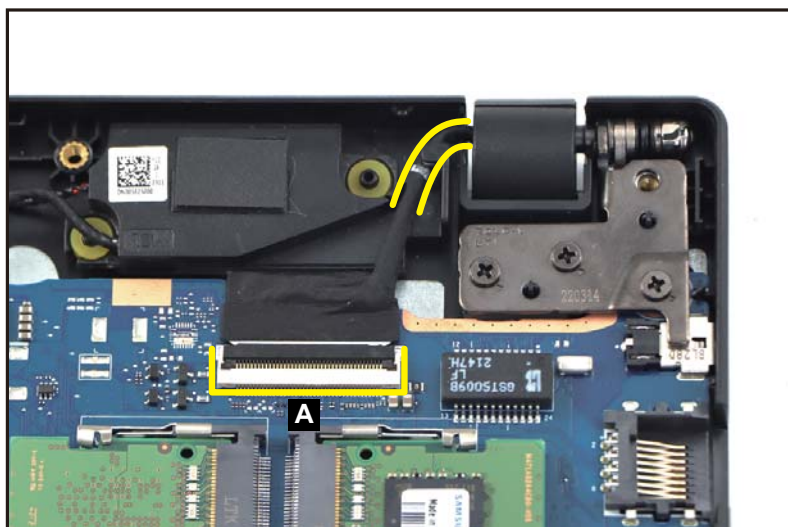


Figure 1-19. LCD Module Removal

3. Remove six (6) screws securing the LCD hinges (Figure 1-20).

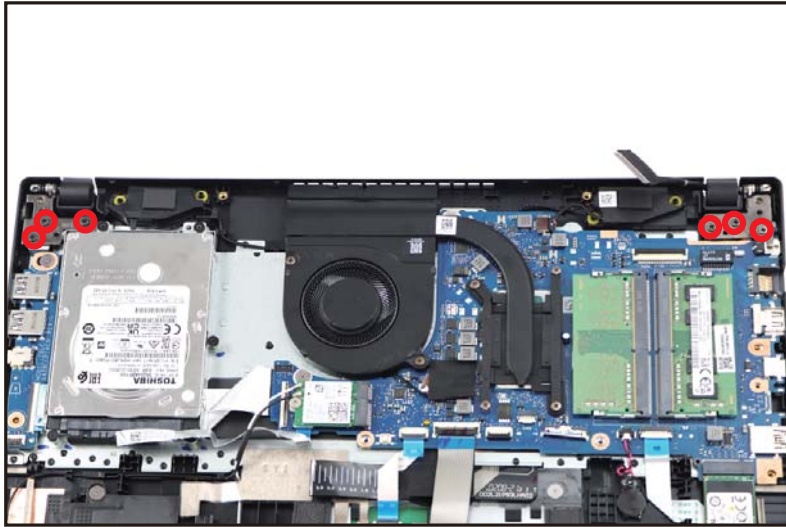


Figure 1-20. LCD Module Removal

4. Lift the top assembly until it is fully open (Figure 1-21).

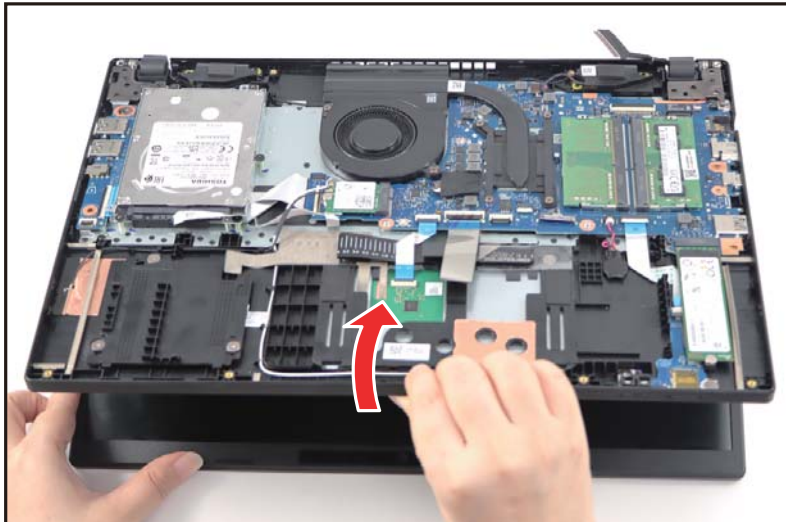


Figure 1-21. LCD Module Removal

5. Close the top assembly and lift both LCD hinges until they are fully extended (Figure 1-22).



Figure 1-22. LCD Module Removal

6. Open the top assembly again, and then push it backwards to remove the top assembly away from the LCD module (Figure 1-23).

⚠ CAUTION:

Make sure all cables and antennas are moved away from the device to avoid damage during removal.

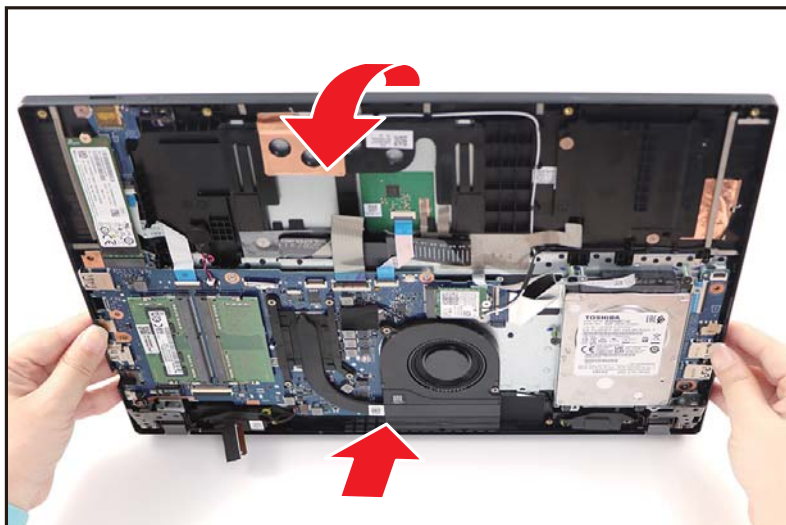


Figure 1-23. LCD Module Removal

SSD Module Removal

Prerequisite:

Battery Pack Removal

1. Remove one (1) screw securing the SSD module (Figure 1-24).



Figure 1-24. SSD Module Removal

2. Disconnect the SSD module (A) from the mainboard connector (B) (Figure 1-25). Then remove the SSD module.



Figure 1-25. SSD Module Removal

HDD Module Removal

Prerequisite:

WLAN Module Removal

1. Disconnect the HDD cable from the mainboard connector (A) (Figure 1-26).
2. Remove five (5) screws (B) securing the HDD bracket (Figure 1-26).

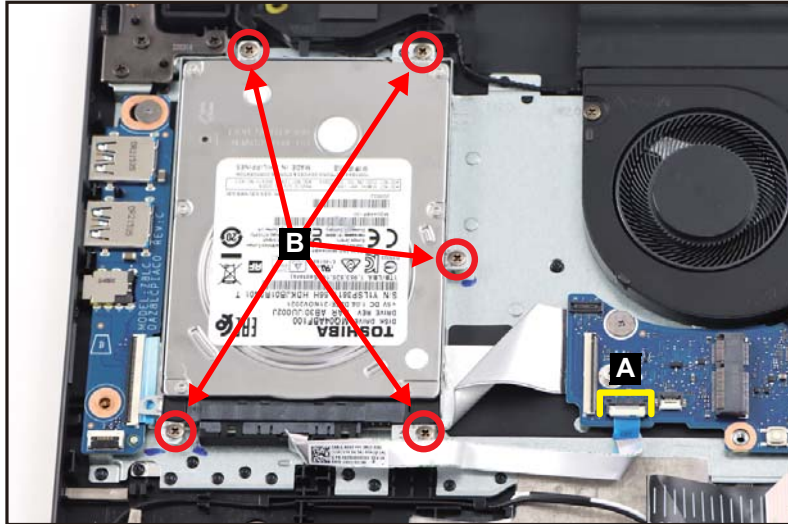


Figure 1-26. HDD Module Removal

3. Remove the HDD module assembly (C) from its compartment (Figure 1-27).



Figure 1-27. HDD Module Removal

4. Disconnect the HDD cable from the HDD module connector (D) (Figure 1-28).

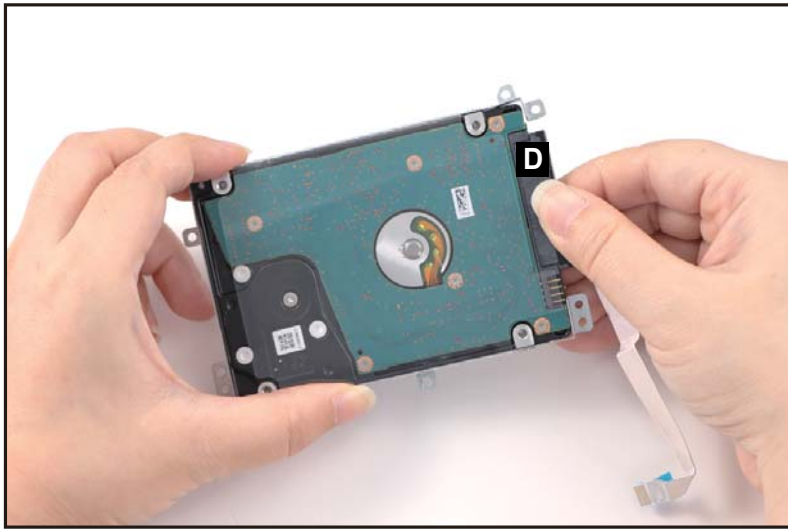


Figure 1-28. HDD Module Removal

5. Remove four (4) screws (E) from the HDD bracket (Figure 1-29).

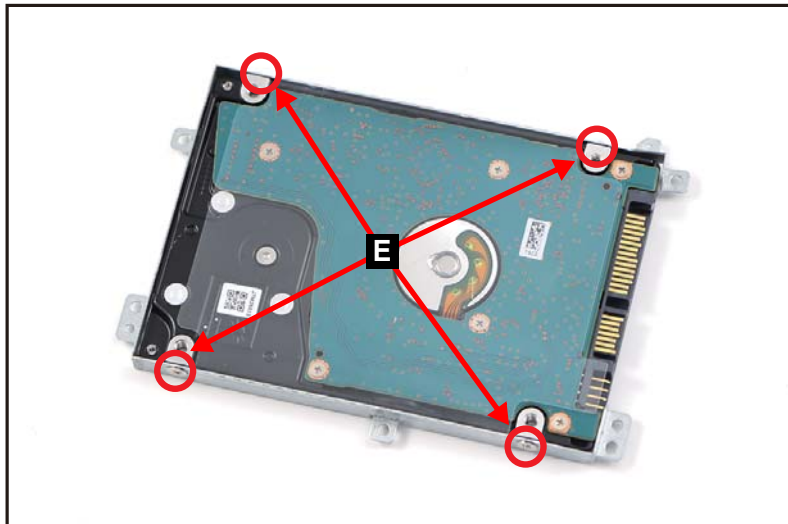


Figure 1-29. HDD Module Removal

6. Remove the HDD module from its bracket.

Mainboard Removal

Prerequisite:

Ensure that the **DIMM Modules, LCD Module, Fan, Heatsink, SSD Module, and HDD Module** have been disassembled prior removing the mainboard.

1. Disconnect the DB FFC from the IO board connector (A) (Figure 1-30).
2. Disconnect the touchpad FFC from the mainboard connector (B) (Figure 1-30).
3. Disconnect the keyboard FPC from the mainboard connector (C) (Figure 1-30).
4. Disconnect the keyboard backlight FPC from the mainboard connector (D) (Figure 1-30) (optional).
5. Pry to detach the adhesive tape underneath the RTC battery. Then remove the RTC battery (E) (Figure 1-30).
6. Disconnect the card reader board FFC from the mainboard connector (F) (Figure 1-30).
7. Disconnect the speaker cable from the mainboard connector (G) (Figure 1-30).

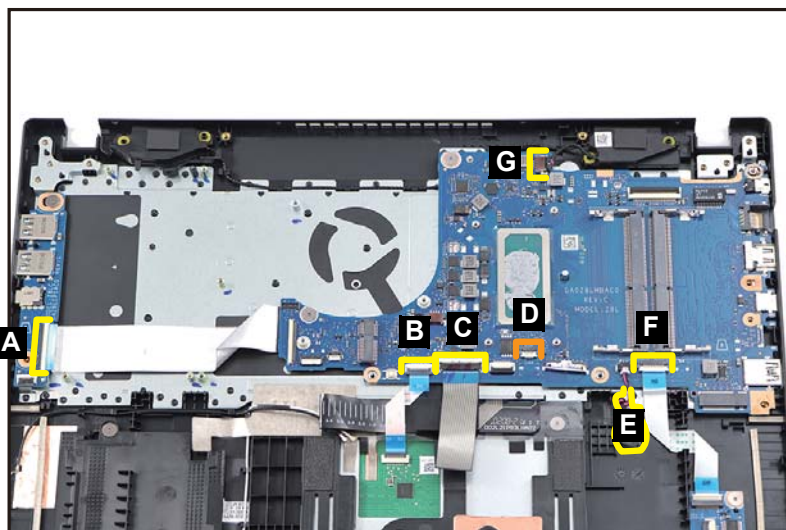


Figure 1-30. Mainboard Removal

⚠ CAUTION:

DB FFC (Flexible Flat Circuit), touchpad FFC, card reader board FFC, keyboard FPC (Flexible Printed Circuit), and keyboard backlight FPC, can be damaged if removed while the IO board and mainboard connectors are locked.

8. Remove two (2) screws securing the mainboard (Figure 1-31).

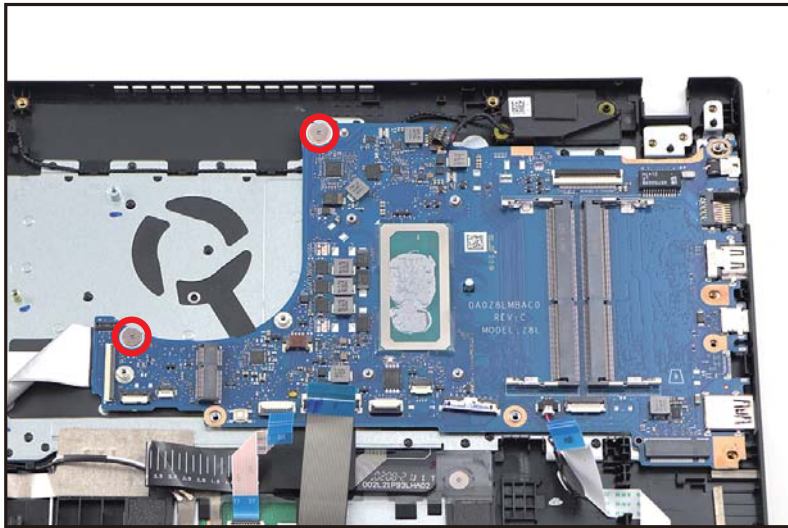


Figure 1-31. Mainboard Removal

9. Release the mainboard (H) from the I/O connectors slots and guide pins (I) on the top assembly (Figure 1-32). Then remove the mainboard.

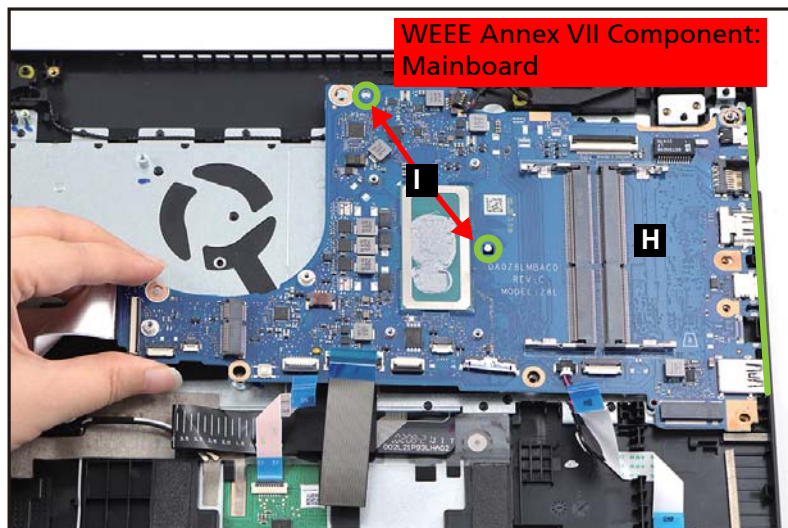


Figure 1-32. Mainboard Removal

10. Flip the mainboard and disconnect the DB FFC from the mainboard connector (J) (Figure 1-33). Then remove the FFC.

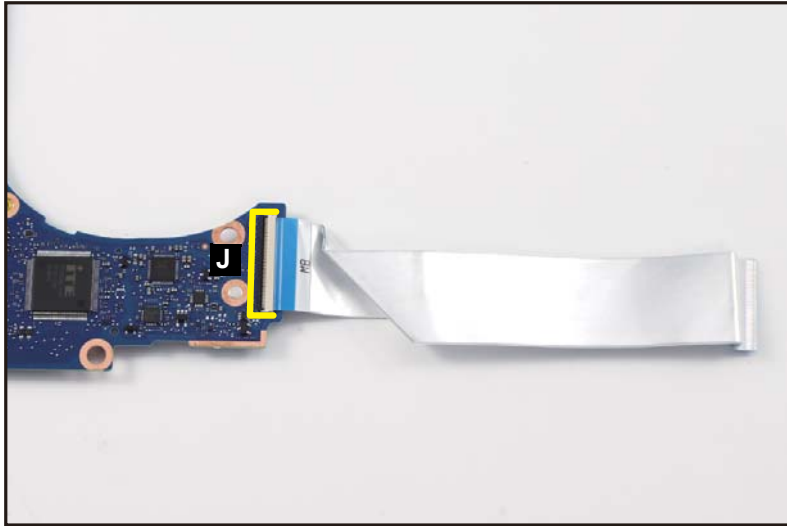


Figure 1-33. Mainboard Removal

⚠ CAUTION:

DB FFC (Flexible Flat Circuit) can be damaged if removed while the mainboard connector is locked.

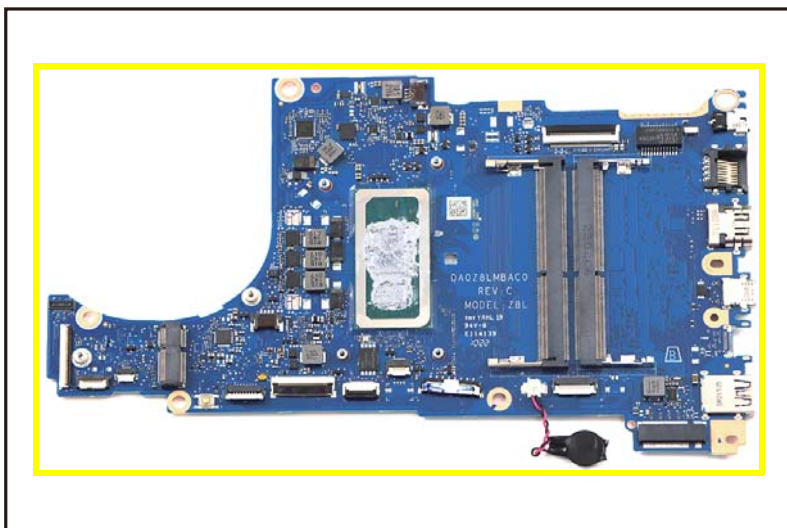


Figure 1-34. Mainboard

+ IMPORTANT:

Circuit boards >10 cm² have been highlighted with a yellow rectangle as shown in Figure 1-34. Remove the circuit board and follow local regulations for disposal.

Card Reader Board Removal

Prerequisite:

[SSD Module Removal](#)

1. Detach the sponge (A) from the card reader board ([Figure 1-35](#)).

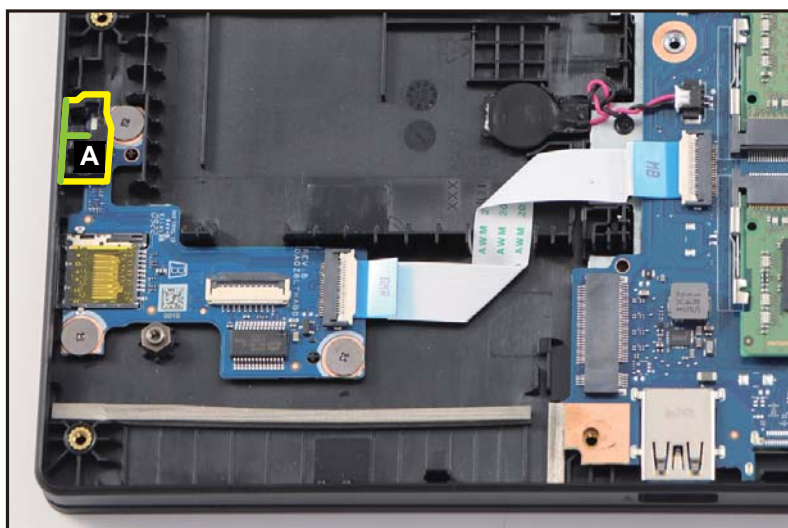


Figure 1-35. Card Reader Board Removal

2. Disconnect one end of the card reader board FFC from the card reader board connector (B). Then disconnect the other end of the FFC from the mainboard connector (C) ([Figure 1-36](#)).

3. Remove three (3) screws securing the card reader board (Figure 1-36).

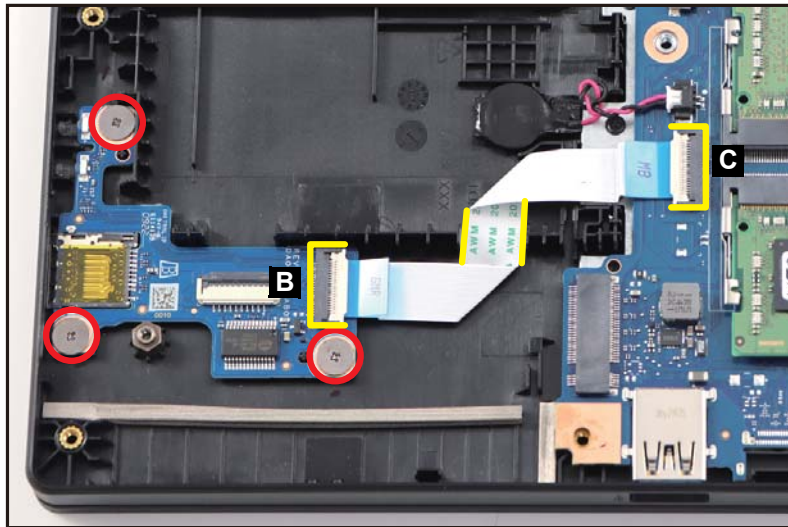


Figure 1-36. Card Reader Board Removal

⚠ CAUTION:

Card reader board FFC (Flexible Flat Circuit) can be damaged if removed while the card reader board and mainboard connectors are locked. When removing the card reader board FFC, carefully lift the portion of FFC (highlighted by the yellow lines) to detach it from the adhesive tape underneath as shown in Figure 1-36.

4. Release the card reader board (D) from the card reader slot and guide pins (E) (Figure 1-37). Then remove the board from the top assembly.

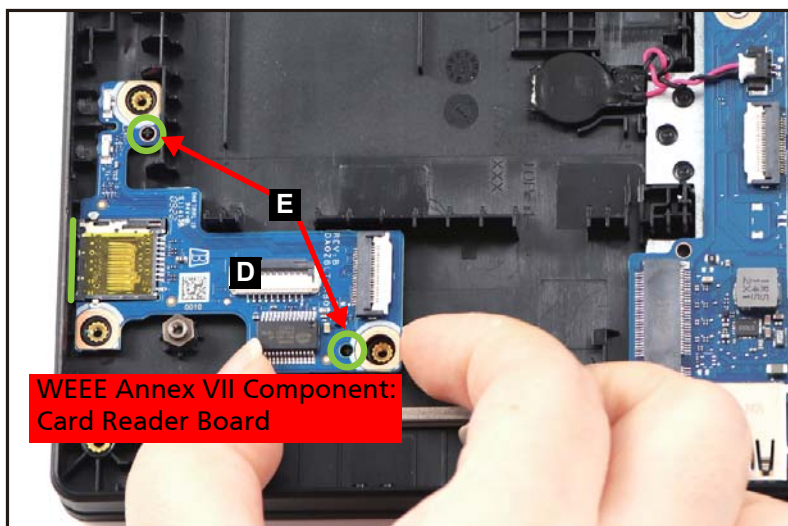


Figure 1-37. Card Reader Board Removal

IO Board Removal

Prerequisite:

[HDD Module Removal](#)

1. Disconnect the DB FFC from the IO board connector (A) ([Figure 1-38](#)).
2. Remove one (1) screw securing the IO board ([Figure 1-38](#)).

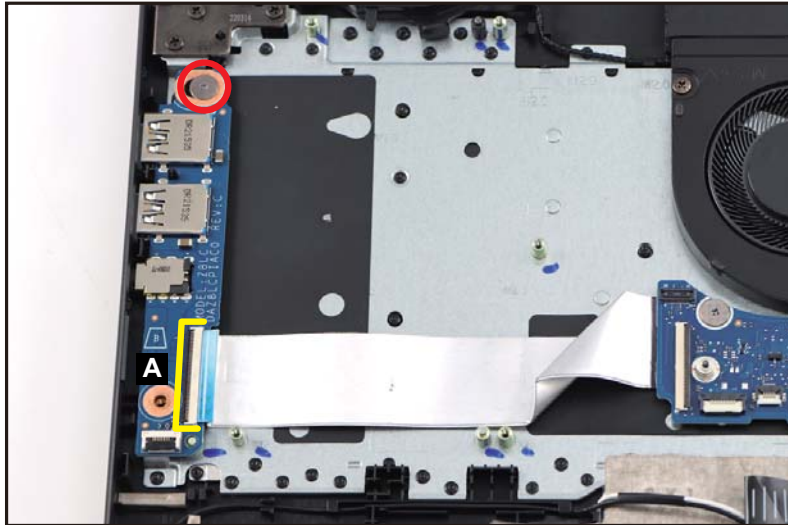


Figure 1-38. IO Board Removal

⚠ CAUTION:

DB FFC (Flexible Flat Circuit) can be damaged if removed while the IO board connector is locked.

3. Release the IO board (B) from the I/O connectors slots and guide pin (C) on the top assembly (Figure 1-39). Then remove the IO board.



Figure 1-39. IO Board Removal

LCD Bezel Removal

Prerequisite:

[LCD Module Removal](#)

1. Flatten the LCD hinges as shown in [Figure 1-40](#).



Figure 1-40. LCD Bezel Removal

2. Pry the LCD bezel from the upper side to release the latches ([Figure 1-41](#)).



Figure 1-41. LCD Bezel Removal

3. Continue prying along the right side of the bezel ([Figure 1-42](#)).



Figure 1-42. LCD Bezel Removal

4. Continue prying along the left side of the bezel ([Figure 1-43](#)).



Figure 1-43. LCD Bezel Removal

5. Continue prying along the bottom side of the bezel until all the latches have been released (Figure 1-44). Then lift and remove the bezel from LCD module.



Figure 1-44. LCD Bezel Removal

LCD Panel Removal

Prerequisite:

[LCD Bezel Removal](#)

⇒ NOTE:

The LCD cable includes the LCD panel cable and the camera cable.

1. Unroute the LCD cable (A) from the bottom side of the cable guides on the LCD cover as shown in [Figure 1-45](#).

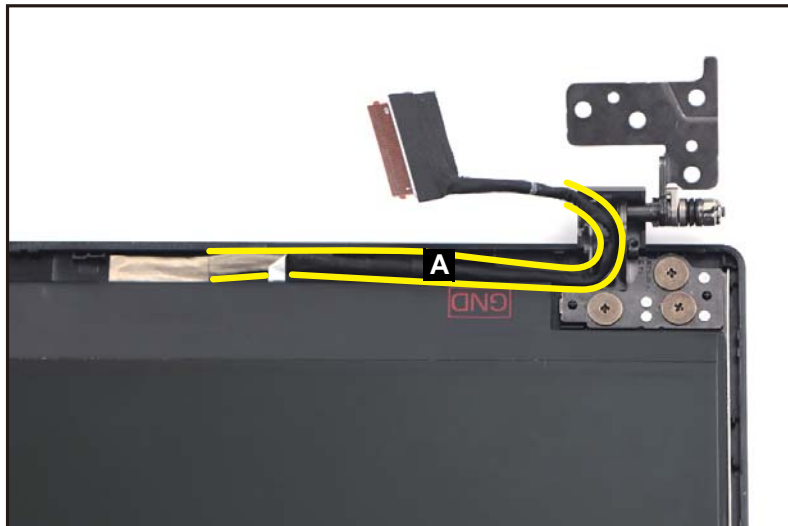


Figure 1-45. LCD Panel Removal

2. Pry slightly to access the double-sided mounting tape (B) underneath the LCD panel (C). 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 panel (Figure 1-46).

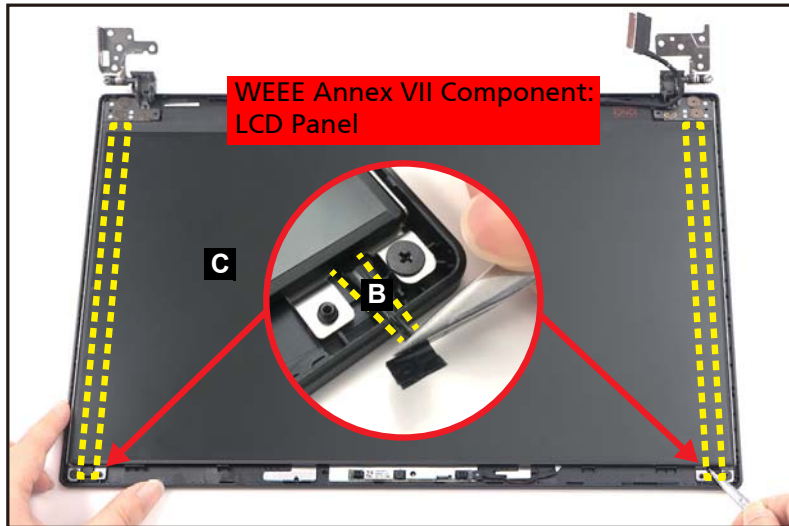


Figure 1-46. LCD Panel Removal

3. Carefully turn the LCD panel over so that the display panel is facing down on a flat surface. Then detach the mylar tape (D) securing the LCD cable to the LCD panel (Figure 1-47).

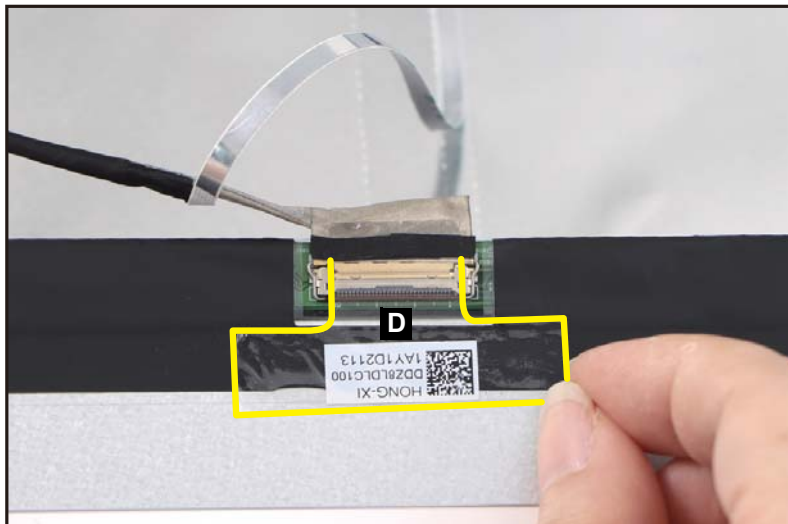


Figure 1-47. LCD Panel Removal

4. Lift the latch (E) securing the LCD cable (Figure 1-48).

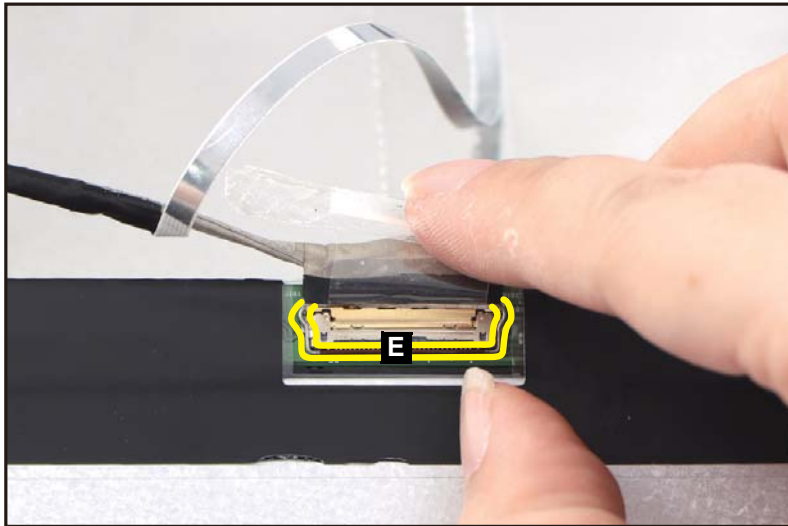


Figure 1-48. LCD Panel Removal

5. Disconnect the LCD cable from the LCD panel connector (F) (Figure 1-49). Then remove the LCD panel.

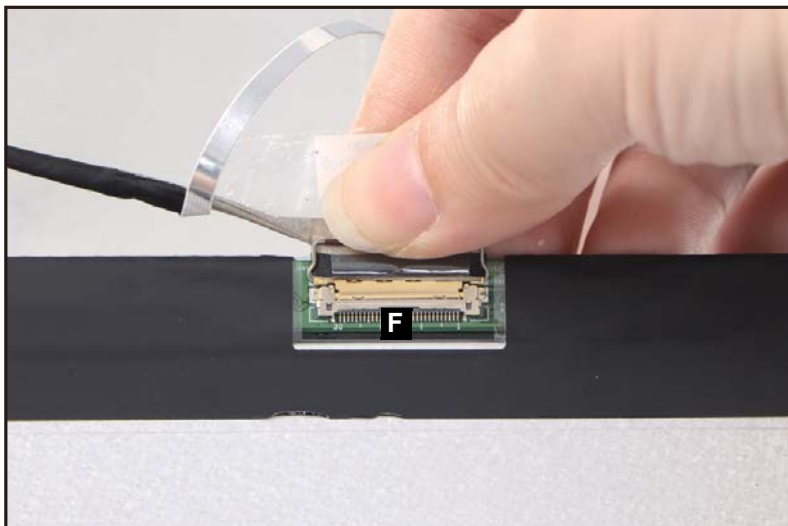


Figure 1-49. LCD Panel Removal

⚠ CAUTION:

Make sure the LCD cable is moved away from the device to avoid damage during LCD Panel removal.

Top Assembly Removal (Keyboard Removal)

Prerequisite:

Ensure that the **Touchpad Module**, **Smart Card Reader Holder**, **Card Reader Board**, **IO Board**, and **Speakers** have been disassembled prior removing the top assembly.

⇒ NOTE:

The keyboard is included as part of the top assembly and can not be disassembled. In the event that the keyboard can no longer be used, replace the entire top assembly.



Figure 1-50. Top Assembly (Keyboard)

Troubleshooting

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.

Troubleshooting tips

This computer incorporates an advanced design that delivers on-screen error message reports to help you solve problems.

If the system reports an error message or an error symptom occurs, see “Error messages” below. If the problem cannot be resolved, contact your dealer.

Error messages

If you receive an error message, note the message and take the corrective action. The following table lists the error messages in the alphabetical order together with the recommended course of action.

Table 1-1. Error Messages

Error Messages	Corrective Action
CMOS battery bad	Contact your dealer or an authorized service center.
CMOS checksum error	Contact your dealer or an authorized service center.
Disk boot failure	Insert a system (bootable) disk, then press Enter to reboot.
Equipment configuration error	Press F2 (during POST) to enter BIOS utility, then press Exit in the BIOS utility to reboot.
Hard disk 0 error	Contact your dealer or an authorized service center.
Hard disk 0 extended type error	Contact your dealer or an authorized service center.
I/O parity error	Contact your dealer or an authorized service center.
Keyboard error or no keyboard connected	Contact your dealer or an authorized service center.
Keyboard interface error	Contact your dealer or an authorized service center.
Memory size mismatch	Press F2 (during POST) to enter BIOS utility, then press Exit in the BIOS utility to reboot.

If you still encounter problems after going through the corrective measures, please contact your dealer or an authorized service center for assistance.

FRU (Field Replaceable Unit) List

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

Exploded Diagrams

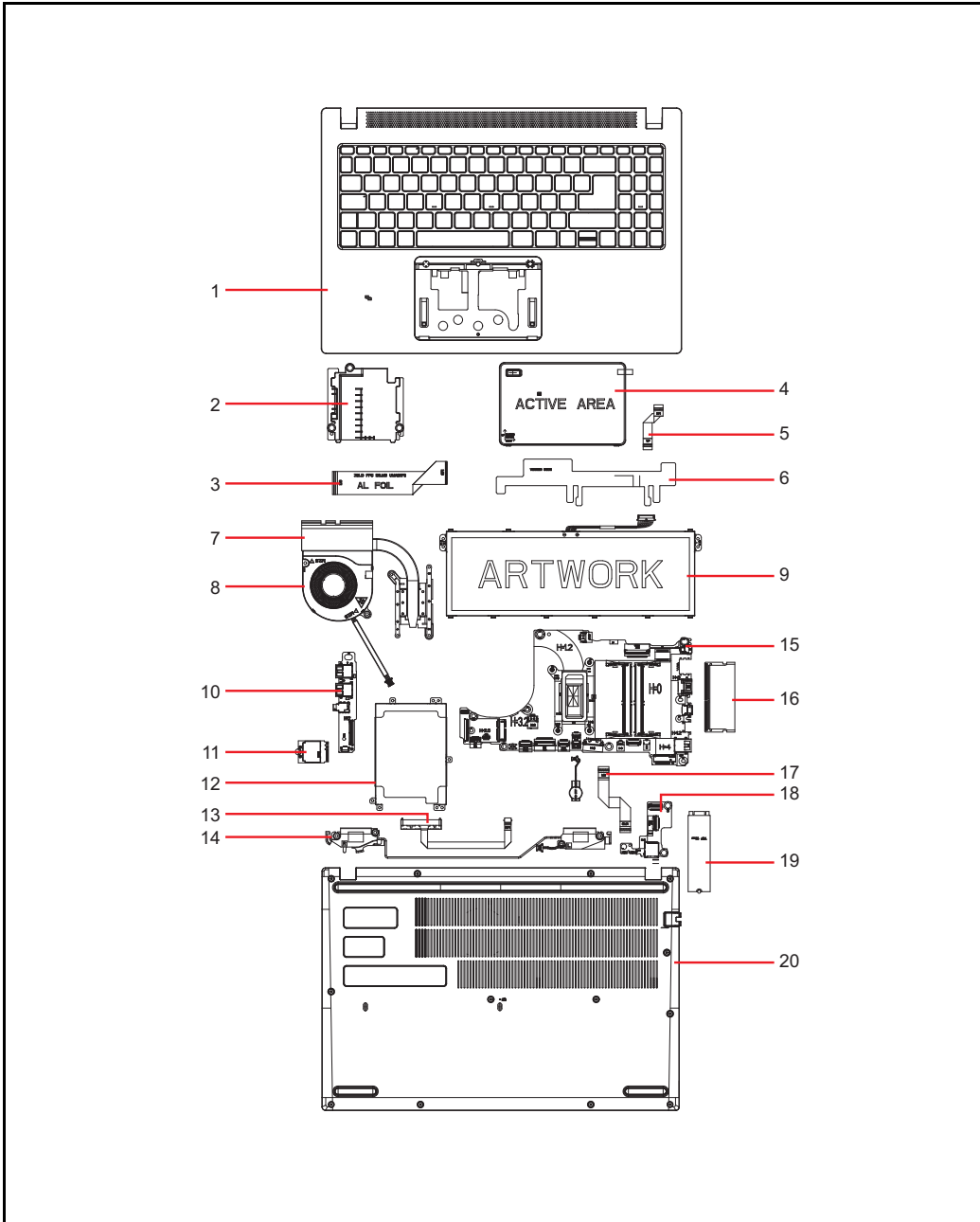


Figure 1-51. System Exploded Diagram

Table 1-2. System Exploded Diagram

No.	Description
1	Top Assembly
2	Smart Card Reader Holder

Table 1-2. System Exploded Diagram (Continued)

No.	Description
3	DB FFC
4	Touchpad Module
5	Touchpad FFC
6	Conductive Tape
7	Heatsink
8	Fan
9	Battery Pack
10	IO Board
11	WLAN Module
12	HDD Bracket
13	HDD FFC
14	Speakers
15	Mainboard
16	DIMM Module
17	Card Reader Board FFC
18	Card Reader Board
19	SSD Module
20	Base Cover

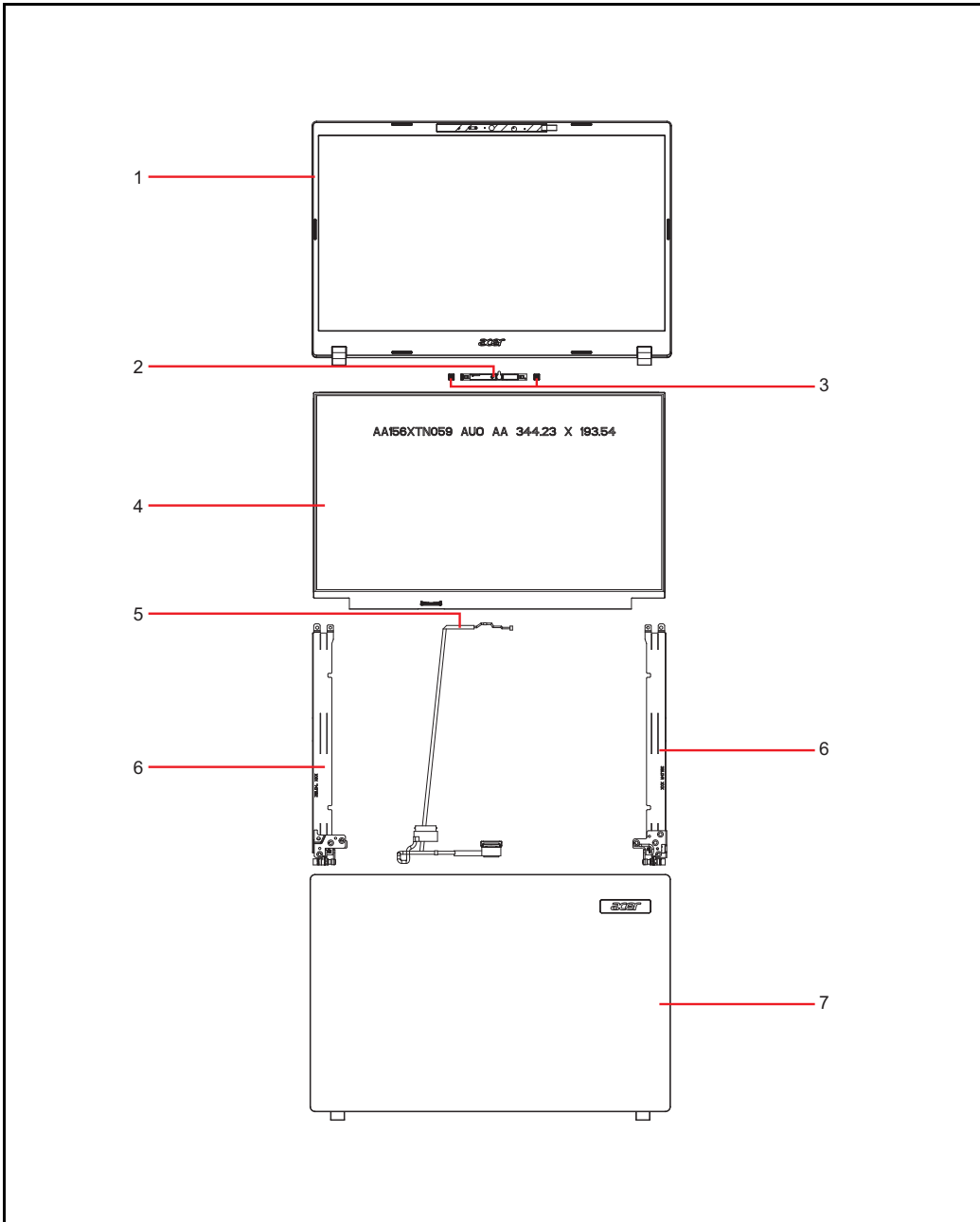


Figure 1-52. LCD Assembly Exploded Diagram

Table 1-3. LCD Assembly Exploded Diagram

No.	Description
1	LCD Bezel
2	Camera Module
3	Microphone Rubbers
4	LCD Panel

Table 1-3. LCD Assembly Exploded Diagram (Continued)

No.	Description
5	LCD Cable
6	LCD Hinge L
	LCD Hinge R
7	LCD Cover

Software Update







Updating your software

Please visit <http://go.acer.com/?id=17883>

Personal Data Removal

Removing your personal data

There are three options to choose from:

- Option 1: Select **Start**  > **Settings**  > **Update & Security**  > **Recovery**. Under **Reset this PC**, select **Get started**. Open **Recovery settings**.
- Option 2: Restart your PC to get to the sign-in screen, then press and hold down the **Shift key** while you select the **Power**  icon > **Restart** in the lower-right corner of the screen. After your computer restarts, select **Troubleshoot** > **Reset this PC**.
- Option 3: Select **Start** , then press and hold down the **Shift key** while you select the **Power**  icon > **Restart** to restart your computer into Recovery Mode. After your computer restarts, select **Troubleshoot** > **Reset this PC**.

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