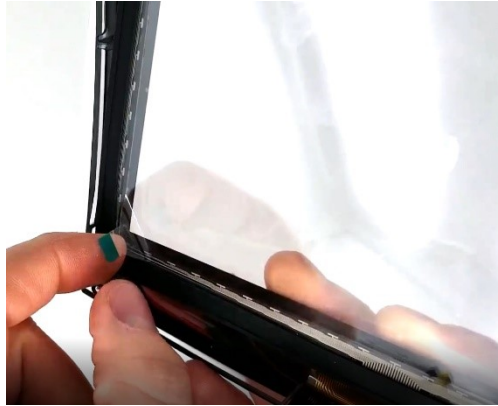


Important Tips

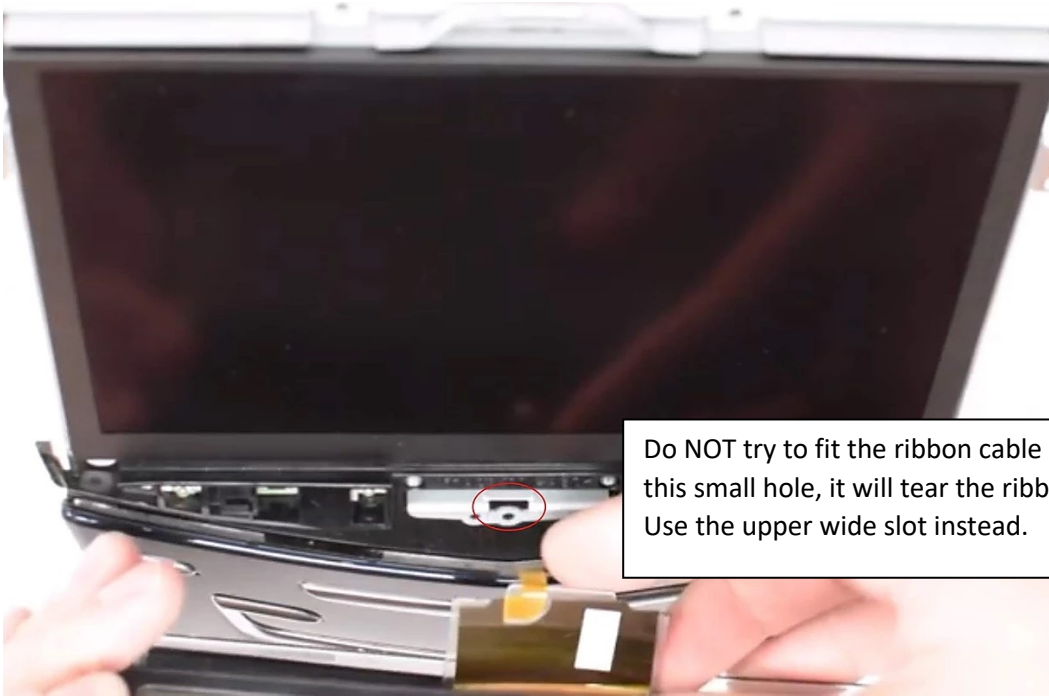
1. Do **NOT** touch any of the white flex cables inside the unit!
 - a. They are very difficult to get reconnected,
 - b. They are easy to break
 - c. They do not need to be removed at all for this job.
2. There is an inner screen protector on the new screen. Don't forget to remove it before installing it.



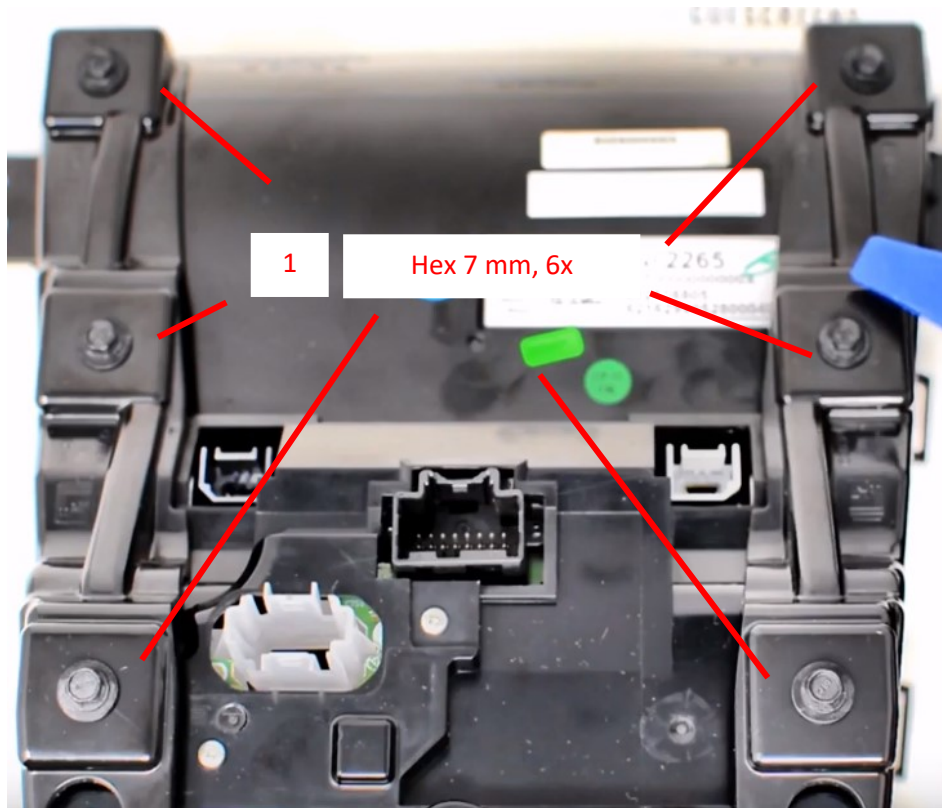
3. Be gentle when handling the black ribbon cable clip. It is easy to break and not repairable.
4. Be sure to install the ribbon cable correctly. Black side up, fully inserted, gold pins down, tab towards you.



5. When routing the ribbon cable, be sure to go through the upper slot, not the narrow sharp hole.

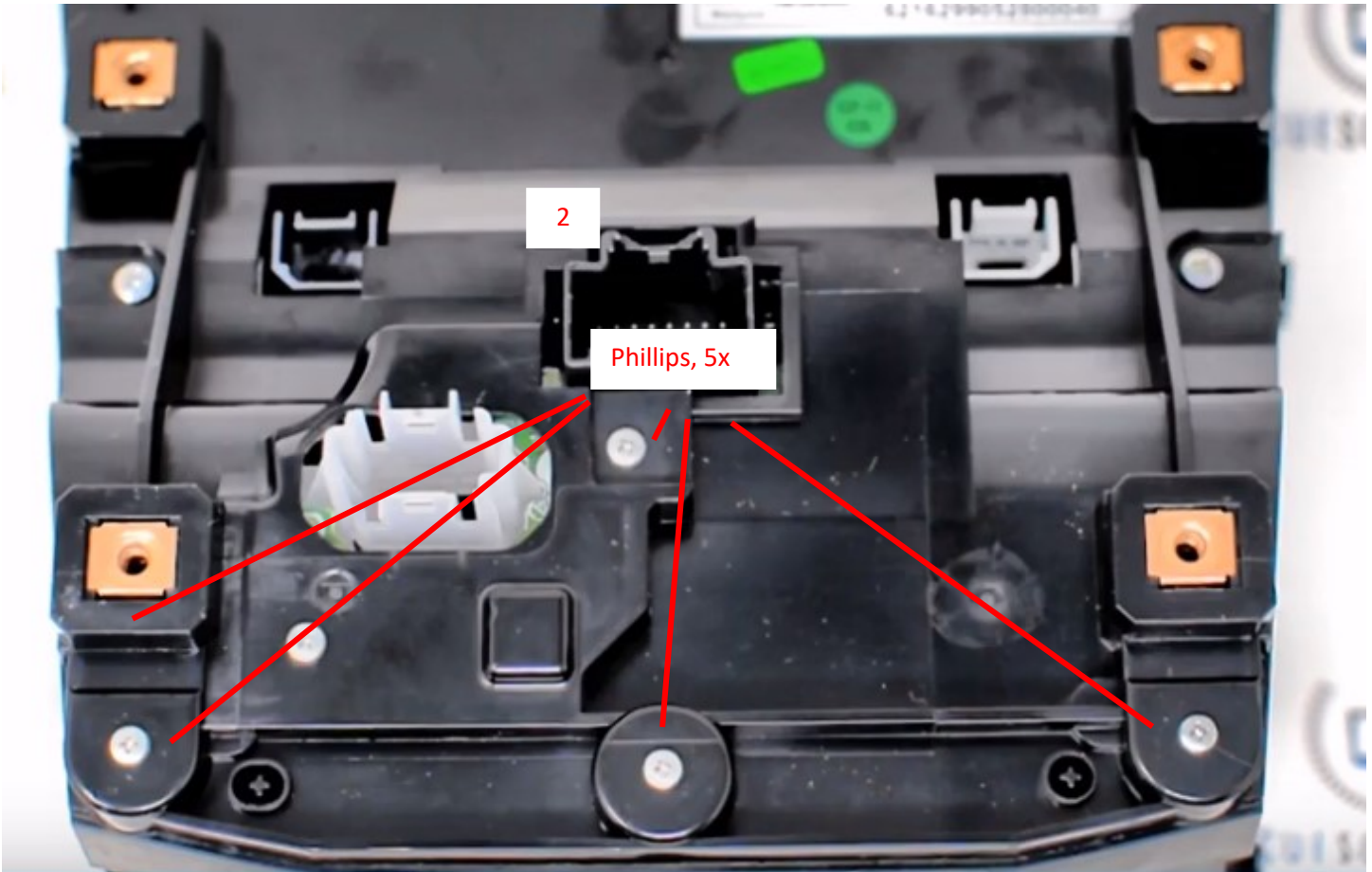


Remove Side Plates (May vary slightly)



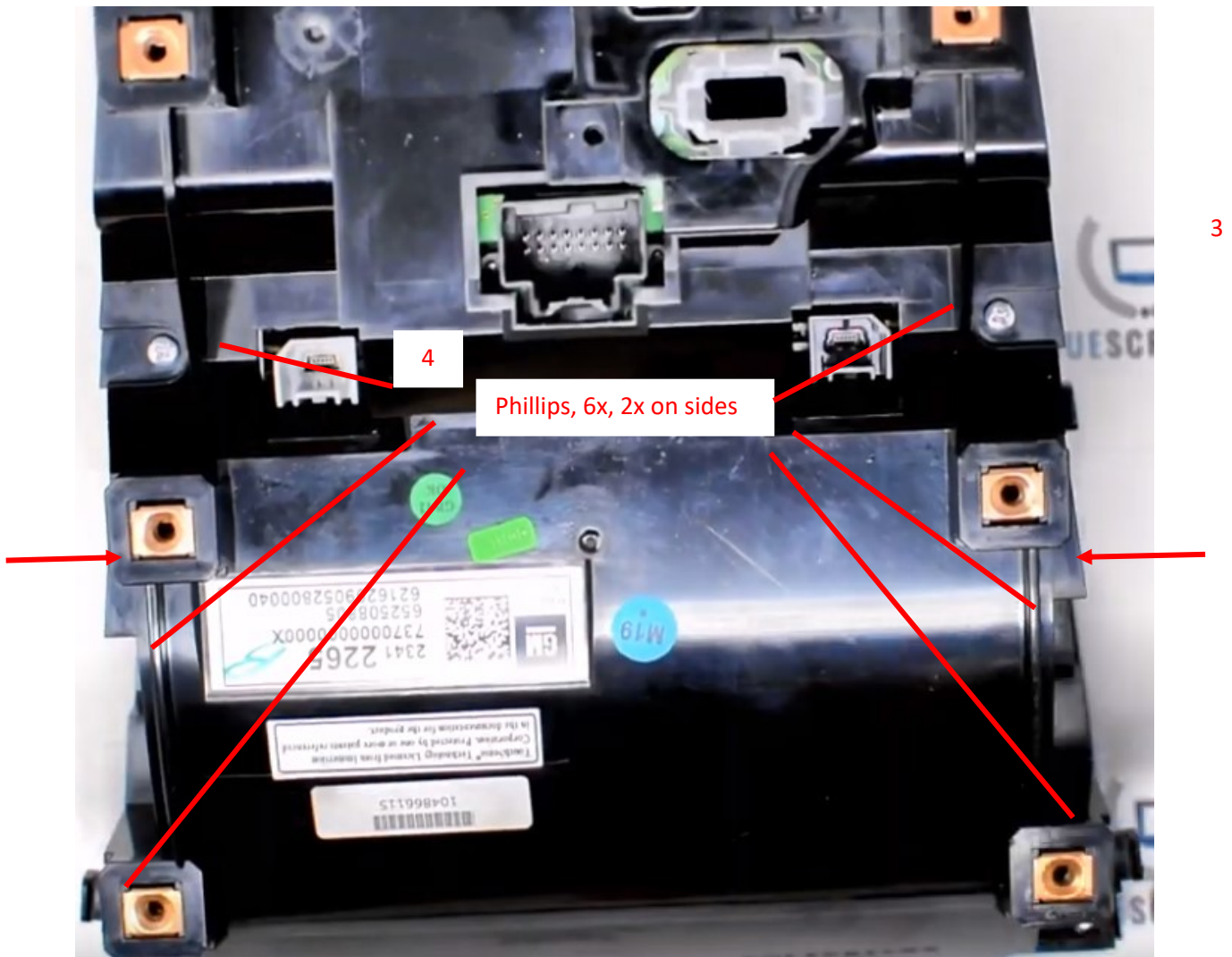
Callout	Component Name
	Caution: Before starting the screen swap, place the CUE module on a towel or blanket to prevent scratching.
1	Remove the four or six 7mm screws and remove the side trim pieces from the CUE.

Remove lower screws



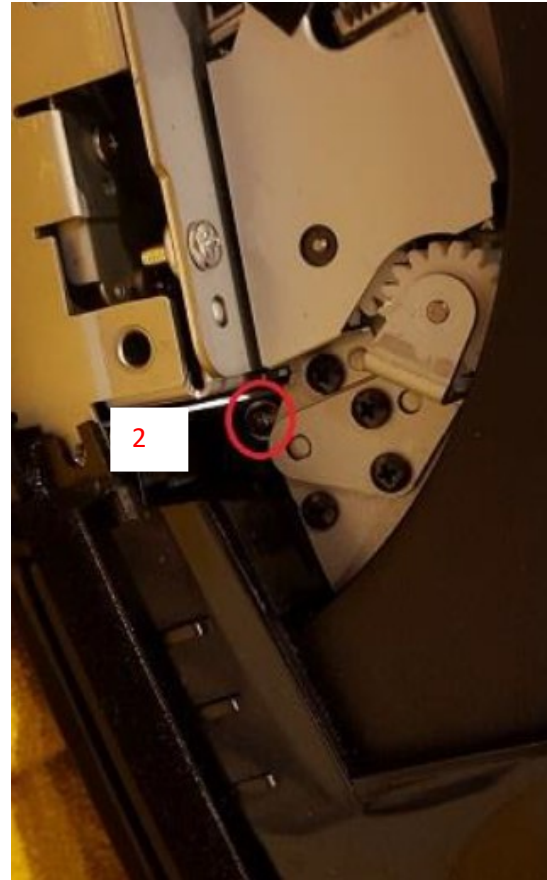
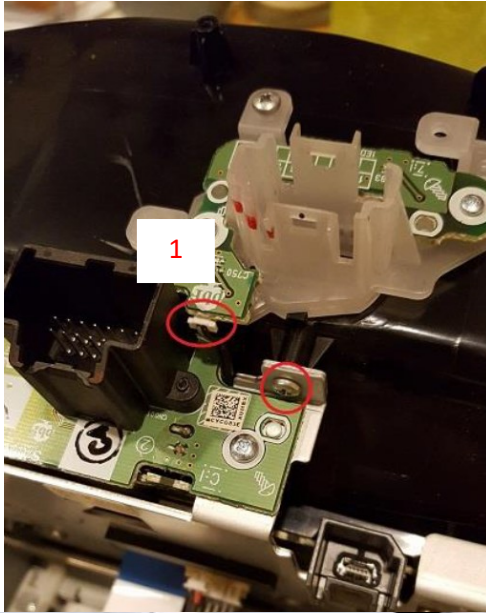
Callout	Component Name
2	Remove these 5 Philips screws. These are pointed tip and are for inserting in plastic

Remove upper machine screws



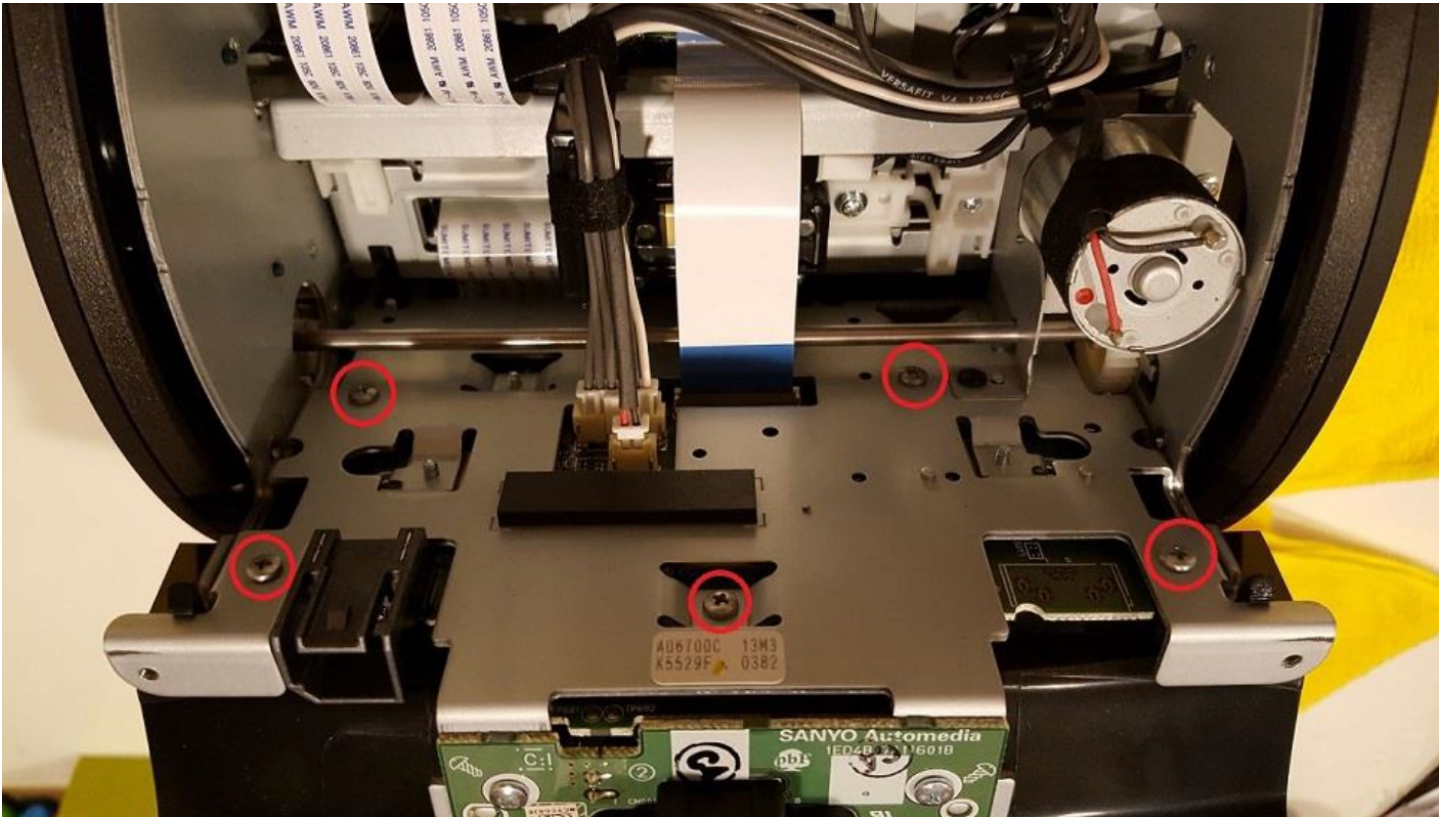
Callout	Component Name
	Caution: Before starting the screen swap, place the CUE module on a towel or blanket to prevent scratches.
4	Remove these 8 (4 per side) screws. Keep these separate as these 8 screws are different that the rest used throughout the unit. These have a flat bottom and are fine thread for inserting in metal. <i>Note: 6 of these screws are visible in the photo, there is one on each side going into the side of the unit.</i>
	Lift up on rear cover to remove it.

Door Preparation



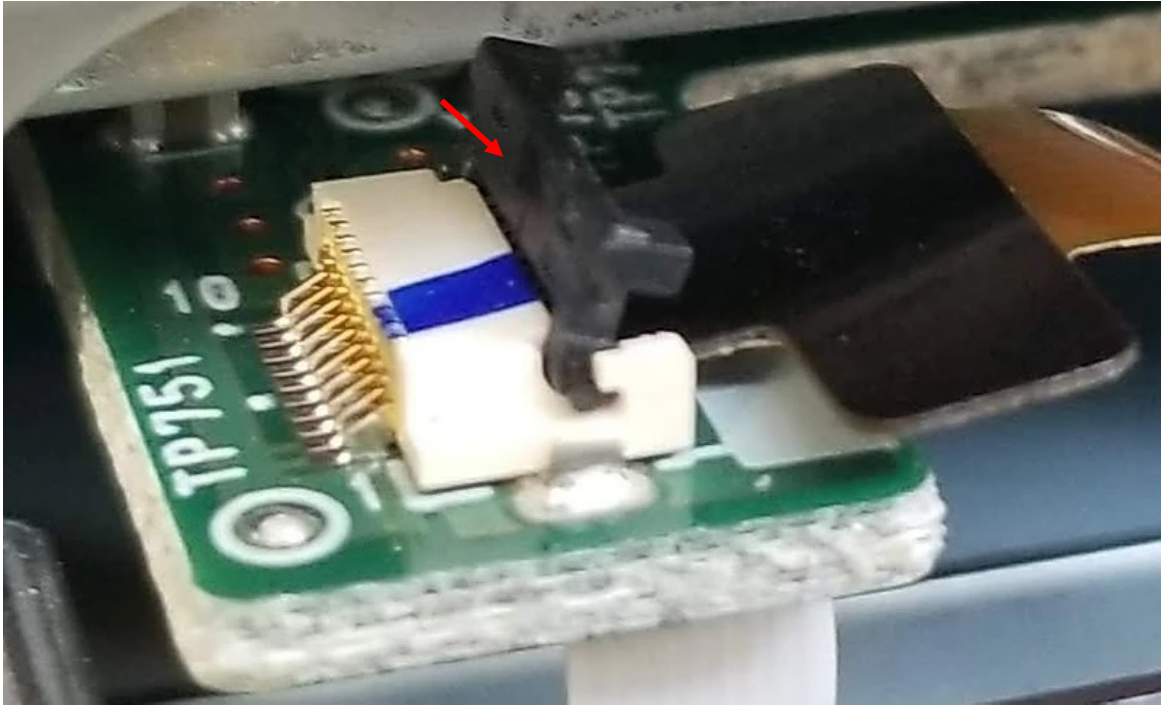
Callout	Component Name
1	Remove the small electrical connector near the USB port then remove the two screws near black electrical connector attaching the CUE lower compartment. <i>Does not apply to wireless charger equipped models.</i>
2	On the side of the unit, loosen these two screws 1-2 turns. You do not need to fully remove them.

Compartment Removal



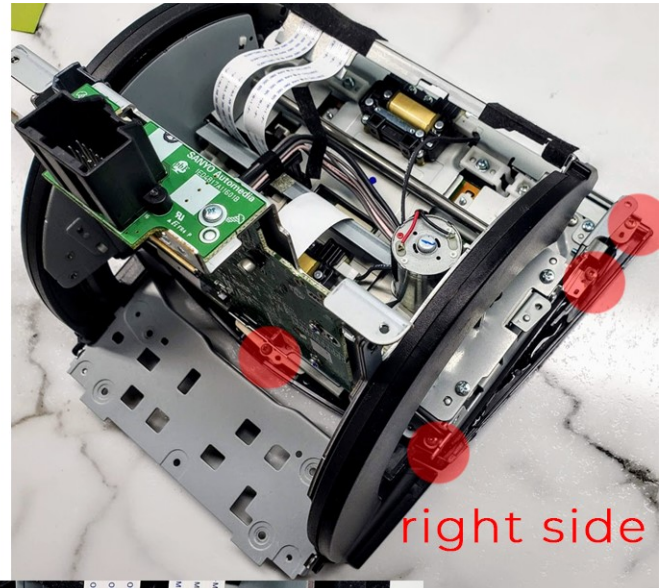
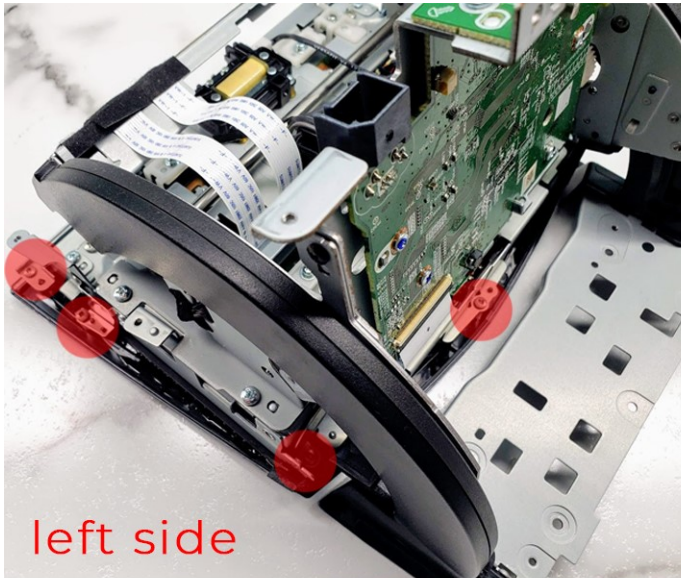
Callout	Component Name
	Remove the last 5 screws holding the lower compartment to the CUE. These have a pointed end and are for inserting into plastic.
	Manually open the compartment door by pulling up on the door. It takes a bit of force to open.
	Remove the lower compartment. It is now held in by 4 small plastic tabs that need a bit of wiggling to pop off

Disconnect Ribbon



Callout	Component Name
	Caution: Be very careful when handling the black clip! It is delicate and can be damaged easily.
1	Disconnect the touchscreen ribbon cable by lifting the black part of the connector with the CUESCREENS Micro ESD Pliers (Included in the installation kit) Pull the ribbon cable out with a small pair of needle nose pliers. It will pivot upwards and point up when unlocked.

Remove the old screen



Caution: Do not touch the Black LCD panel when the screen is removed- it is very delicate	
1	Remove the 9 touch screen screws. In the photo, some screws are shown twice due to perspective. 4 across top, 2 on each side, 1 in bottom middle.
2	Remove touch screen by lifting away from unit.

Mount the new screen



When placing the screen, try to get the alignment pins in first before tightening screws. If the alignment pins do not go in, the screen will not sit flat.

Route the ribbon through the unit using this large slot. Do not attempt to route through the small sharp metal opening below this, you will rip the cable.

	Caution: Remember to remove the inner screen protector before placing screen.
	Avoid touching the screen glass and avoid fingerprints or dust on both the black LCD and Touch screen
	Carefully route the ribbon cable through the large wider slot as shown in the photo above
	Place the screen on the metal frame and make sure the plastic alignment pins go through
	Try to focus on getting the alignment pins in first- if the alignment pins do not go all the way in, it will not sit flush. Tighten the screws near the alignment pins, then move to the other screws. If the hole is not visible and cannot be threaded easily, just skip it and leave it out.
	Hand tighten the 9 screws. Do not over torque, tighten just until the screw head touches the metal frame.
	Lift up the front screen protector to check for cracks, dust, etc.

Insert new screen ribbon cable



This is the correct ribbon installation. Fully inserted with the black side up, gold pins down toward the circuit board, and the large tab towards you. Make 100% sure this is how you have yours connected. Almost every time a customer has an issue with touch not working after screen replacement, it is due to not inserting the ribbon correctly.

Callout	Component Name
	<p>Caution: Remove protective plastic covering from new screen before installation</p> <p>Be careful when handling the screen, it will scratch easily</p> <p>Avoid getting dirt or contaminates on the screen before installation.</p>
	<p>Be sure to plug it in correctly. See photo. This is the most important step of the entire job- many customers have had to redo the job because the ribbon cable was incorrectly inserted.</p>
	<p>Insert the ribbon cable fully until it stops at the back of the connector wall, then lock the black clip. See photo above for reference on how far it needs to be inserted</p>
	<p>Reassemble the CUE by doing everything in reverse. Make sure you re-connect both electrical connectors and try not to end up with any extra screws at the end.</p>