



Microsoft XBOX Series S Service Guide



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This document and the information it contains are subject to change without notice. You can find the latest information on XBOX device servicing and repair at [XBOX Servicing](#). Always consult the most up-to-date information available before performing device service or repair.

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Document Part Number: M1340628

Rev	Date	Changes Made
A	11/07/2024	Initial Release
B	12/13/2024	Addition of more testing and t-putty reuse
C	1/10/2025	Addition of MS Store and video links

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Introduction

This Service Guide provides instructions for repairing Microsoft XBOX devices using genuine Microsoft parts. It is intended for technically inclined individuals with the knowledge, experience, and specialized tools required to repair Microsoft devices.

IMPORTANT: Read this Guide in its entirety before starting any repairs. If at any point you are unsure or uncomfortable about performing the repairs, as detailed in this Guide, **DO NOT** proceed. Contact Microsoft for additional support options.

⚠ WARNING Failure to follow the instructions in this Guide, use of non-Microsoft (non-genuine), incompatible, or modified replacement parts, and/or failure to use proper tools could result in serious injury, death, and/or damage to the product or other property.

What are some things to consider before deciding to self-repair?

- Does the device support self-repair?
- Will the replacement part fix the issue?
- Do you have the technical skills to complete the repair?
- Do you have the correct tools for the repair process as explained in the service guides?

If the answer is no to any of the above questions, we suggest taking the device into an authorized service provider or setting up an out-of-warranty repair order. More information can be found on [XBOX Repair Site](#).

If the answer is yes to the above questions, you can purchase from [Microsoft XBOX Repair & Replacement Parts - Microsoft Store](#) or [iFixit](#).

Device Identity Information

Supported Models –

- XBOX Series S Model 1883 with 14-digit SN. Units with 12-digit SN are not supported.
- The model and serial number for the XBOX Series S are on the label on the back right of the device.



- Information regarding the component's Product ID (batch code) for many of the spare parts can be found on its packaging. It is recommended that customers retain the bag labels for each part for later reference.

General Information, Precautions, and Warnings

Tools

This section documents the tools recommended or required by Microsoft to successfully complete a repair on an XBOX device.

⚠ Failure to use proper tools could result in serious injury, death, or damage to the product or other property.

- “Microsoft Service Tools” (both Recommended and Required) are sold by iFixit in partnership with Microsoft.
- Items under “Electronic Repair Hardware and Tools” can be commonly purchased from electronic repair retailers.
- Lastly, items under “Standard Tools and Misc. Items” on this list can be commonly purchased from consumer retailers.

Required Electronic Service Tools

Anti-static Wrist Strap (1 MOhm resistance)	
ESD-safe mat or benchtop	
Nylon Spudger/Probing Tool	
Plastic Opening Tool	
ESD-safe Tweezers	

Required Standard Tools and Misc Items

- T8 Driver
- T10 Driver
- Metal Tweezers
- Isopropyl alcohol dispenser bottle (use 70% IPA)
- Cleaning swabs
- Microfiber Cloth
- Lint free cleaning cloth
- Commercially available leakage tester

Recommended Standard Tools and Miscellaneous Items

- Protective eyewear
- Protective gloves

General Safety Precautions

 Always observe the following general safety precautions:

- Opening and/or repairing any device can present electric shock, device damage, fire, and/or personal injury risks and other hazards. Exercise caution when undertaking these activities as described in this guide. Microsoft recommends a familiarity with repair and troubleshooting of consumer electronics equivalent to an [CompTIA A+ Certification](#) for the best chance of success in the execution of a device repair.
- Always select and use a genuine AC power supply and AC power cord for your Microsoft device. A genuine Microsoft power supply unit is provided with every device. Failure to take the following steps during device repair or component replacement can result in serious personal injury or death from electric shock or in damage to your device.
- Use only AC power provided by a standard (mains) wall outlet. Do not use non-standard power sources, such as generators or inverters, even if the voltage and frequency appear acceptable.
- Do not dispose of your old device in a household garbage can or recycling bin.
- While working on devices, avoid the use of clothing accessories such as bracelets or watches that can cause electrical shorts

For additional product safety information, including information about

- Hearing conservation
- Heat related concerns
- Choking hazard/small parts
- Interference with medical devices
- Photosensitive seizures
- Musculoskeletal disorders

See <https://aka.ms/xbox-safety>

Repair-Specific Precautions and Warnings

Before opening the device, ensure that:

- The device has powered off and disconnected from power for at least 30 seconds.

Personal protective equipment

- We recommend wearing protective eyewear and gloves when disassembling/re-assembling a device.
- While working on devices, avoid the use of clothing accessories such as bracelets, rings, or watches that can cause electrical shorts.
- Before opening device, always check that an anti-static wrist strap is worn, and work area is properly grounded to ensure electrostatic discharge (ESD) safe environment.
- Check to make sure that general guidelines and ESD compliance steps are followed prior to starting activities. Refer to Prerequisite Steps section for details.

Workspace

- Clean your work surface regularly to remove debris and abrasive particles. As you remove each subassembly from the device, place the subassembly (and all accompanying screws) away from the work area to prevent damage to the device or to the subassembly.

Electro-Static Discharge (ESD) Prevention

- Review and follow the general guidelines and ESD prevention steps in this Guide prior to beginning work.
- Ensure your work XBOX is level/flat and covered with ESD-safe, soft, non-marring material.
- Before opening a device, always wear an anti-static wrist strap and confirm your work area is properly grounded to protect vulnerable electronics from electrostatic discharge (ESD).
- Parts removed from a device during the repair process should be stored in ESD-safe bags and packaged for return or recycling in the same packaging that the new replacement part came in.

Watch for Indicators of potential problems – If Observed, Stop Repair and Contact Microsoft

Before and during repair of any Microsoft device, watch for the following indicators of a potential problem. If you see any of these, stop repairing. Visit <http://aka.ms/productsafety> to report and obtain next steps:

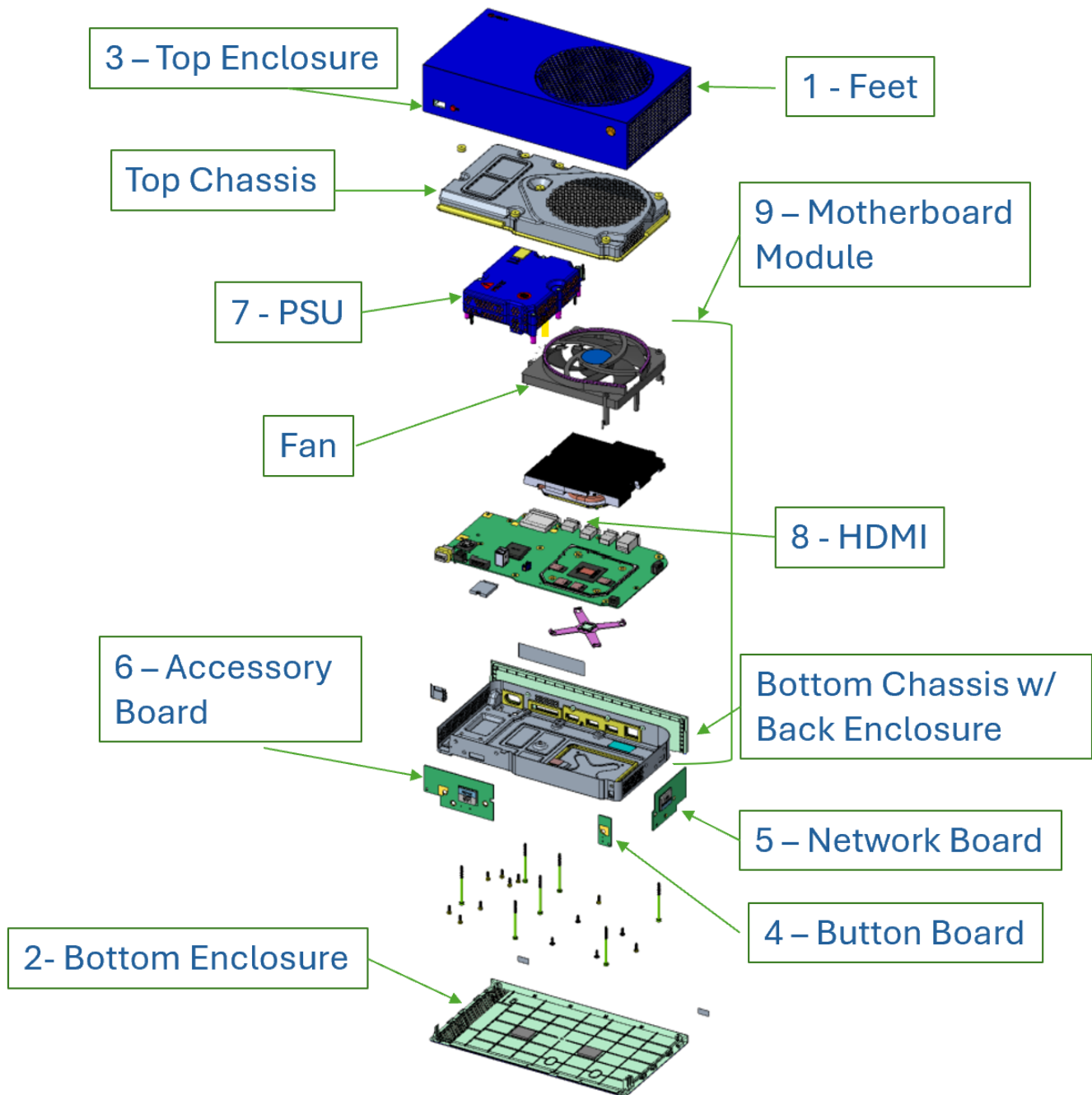
- Any burned or melted components, traces, or plastic parts on the **outside** of the device, or which otherwise exhibits heat damage, including charring seen in charging or other ports.
- Any burned or melted components, traces, or plastic parts on the **inside** of the device, or which otherwise exhibits heat damage.
- Any accessories exhibiting melting or heat damage that are included with the Microsoft device such as power supplies, keyboards, mice, cables, charging connectors, etc. included with the Microsoft device.
- Any devices that exhibit a case that has separated apart or opened for reasons other than impact damage from dropping or evidence of tampering,

- Any other finding that may constitute a potential safety hazard to the user, such as sharp edges on plastics.

The following information is required for reporting:

- The model and serial number of the affected Microsoft Xbox device and/or accessory(ies).
- A description of the damage found.
- Clear photographs depicting the symptoms observed.

Illustrated Service Parts List



Item	Component	SKU Part No.
1	Feet	EP2-18826
2	Bottom Enclosure	EP2-18827
3	Top Enclosure	EP2-18828
4	Button Board	EP2-18829
5	Network Board	EP2-18831
6	Accessory Board	EP2-18830
7	Power Supply Unit	EP2-18832
8	HDMI	
	HDMI x 1	EP2-18833
	HDMI X 10	EP2-19312
9	Motherboard Module	
	1 TB US/CA	EP2-18822
	1 TB CO	EP2-18823
	512GB US/CA	EP2-18824
	512GB CO	EP2-18825
	1 TB Mexico	EP2-24859
	1 TB EMEA	EP2-24860
	1 TB Japan	EP2-24861
	1 TB AU/NZ	EP2-24862
	512GB Mexico	EP2-24863
	512GB Britian	EP2-24864
	512GB EMEA	EP2-24865
	512GB Japan	EP2-24866
	512GB China	EP2-24867
	512GB Hong Kong	EP2-24868
	512GB Taiwan	EP2-24869
	512GB AU/NZ	EP2-24870

Genuine Microsoft Replacement Parts

- Genuine Microsoft replacement parts can be obtained directly from Microsoft on [Microsoft XBOX Repair & Replacement Parts - Microsoft Store](#)
- Genuine Microsoft replacement parts are also available on the partner sites below:
 - [iFixit](#)

General Support

- To watch a teardown video of this device, visit [XBOX Series S Video](#)
- For general XBOX support, visit [XBOX Support](#)
- To troubleshoot device feature/function problems or learn more about XBOX visit [Hardware & networking | XBOX Support](#)
- To learn more about the accessibility features of the XBOX, go to the online user guide at [Accessible gaming on XBOX and Windows | XBOX Support](#)

Hardware Troubleshooting Approach

Microsoft recommends checking for any device updates before troubleshooting XBOX

Important: Ensuring your device is fully up to date is important for ensuring the issue you are experiencing is not fixed by a software update prior to conducting a hardware repair.

Cleaning Process

Important Power off and disconnect your XBOX console from the wall before cleaning it. Don't apply liquids directly to your console or controllers.

Microsoft recommends cleaning your XBOX regularly to remove debris and abrasive particles. This can be done with a soft lint-free cloth (microfiber cloths work great) dampened with a little bit of mild soap and water, or premoistened disinfectant wipes. Clean every 3-6 months or whenever needed.

To learn more about the cleaning and care of your XBOX, go to [XBOX Support](#)

Component Removal and Replacement Procedures

Prerequisite Steps (All Repairs)

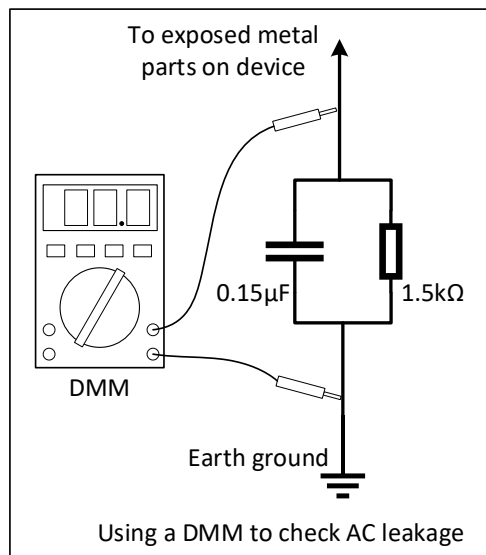
Steps outlined in this section should be conducted prior to starting any repair on a XBOX device.

- **Power off device** – Ensure device is powered off and has been disconnected from a power supply for at least 30 seconds.
- **General Safety** – Check to make sure that general guidelines and ESD compliance steps are followed prior to opening the device.
- **Position device** – Place device onto a clean surface free of debris with the screen face down on an ESD mat and the base of the unit facing the technician.

Perform leakage test – Before returning the device to the user after reassembly

- A leakage test must be performed after the device is reassembled and before it is returned to the user.
- After the repair process, any device which incorporates an internal power supply that connects to AC mains, may present a shock hazard to the user. This may be caused by conditions such as improper cable routing, pinched wires, foreign objects, solder bridges, debris, etc.
- If the device fails any portion of this test, remove the PSU and inspect the cables. If the cables are damaged or if the PSU continues to fail, replace the PSU.
- The AC leakage (leakage current) test shall be performed from any exposed metal part to earth ground and must not exceed 0.1 mA (100 micro-amperes).

- Leakage current can be measured by the following methods. Note: The outer ground shell of a USB cable can be inserted into a USB port as a good contact point for an exposed metal part of the device.
 1. A commercially available leakage tester such as the Simpson 229, or equivalent. The leakage tester shall incorporate an input current measuring network consisting of a 1500 ohm resistor with a parallel 0.15uF capacitor to represent the human body resistance. Follow the manufactures instructions.
 2. Measure the voltage drop across a 1500 ohm resistor with a 0.15uF capacitor in parallel using a digital multimeter (DMM). The AC voltage measured across the resistor/capacitor network shall not exceed 0.75VAC.



T-Putty Reuse Process

While Microsoft recommends the use of new Laird T-putty 508 for repairs for the best performance, the T-putty 508 that is already in the device can be reused safely if the process below is followed completely. Please be aware that contamination of the existing T-putty 508 will decrease its performance.

Preparation

- Ensure you have all necessary tools and materials, including a clean plastic spudger, clean location to place the T-putty 508 during the process and cleaning supplies.
- Be sure to wear appropriate safety gear, such as gloves and safety glasses. Always wear gloves when handling T-putty 508. Only clean gloves should be used when handling the material.

Disassembly

- Carefully disassemble the XBOX console per the Service Guide to access the component that requires T-putty 508. This may involve removing the heatsink and other parts to reach the area where the T-putty 508 will be applied.

Cleaning

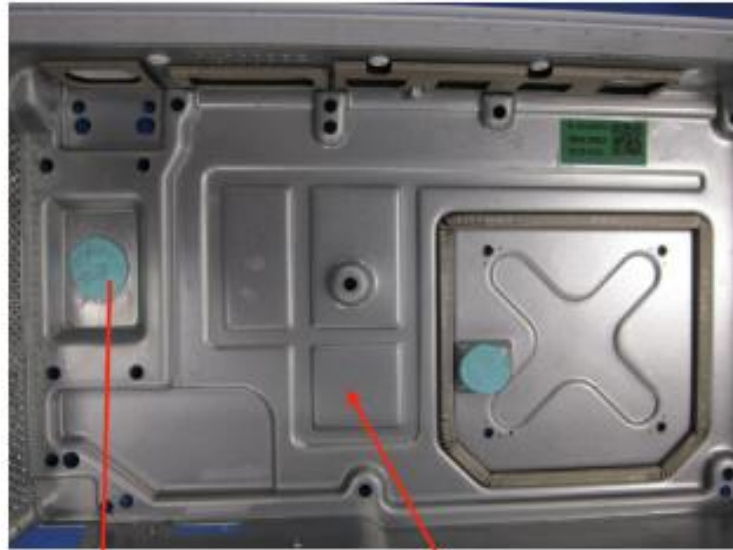
- Carefully remove the T-putty 508 from the contact surface using your clean gloved hand and if needed a clean spudger and place it to the side in a designated spot that is free of contamination. Do not place it on any dirty surfaces or surfaces with debris.
- Be sure to collect as much T-putty 508 as possible. Do not combine T-putty 508 from multiple areas during this process to maintain the original volume of each section.
- Please note, some material can remain on the component, and some on the mating surface. Make sure to collect the entire amount from both surfaces for a given component.
- Once the T-putty 508 is collected from the contact surfaces, clean the area where the T-putty 508 will be reapplied. Remove any remaining thermal paste or debris using isopropyl alcohol and a lint-free cloth. Ensure the surfaces are dry and free of contaminants.
- Measure the total weight of T-putty 508 per location. Check the weight against the table below. If it is out of tolerance, add a new T-putty 508 or remove T-putty 508 to reach the desired amount.

Locations	Weight (grams)	Upper spec limit (grams)	Lower spec limit (grams)
PSU	2.0+/-0.2	2.2	1.8
SSD	1.7+/-0.17	1.87	1.53
X-Spring	1.17+/-0.12	1.29	1.05

Table 1. Amount of T-putty 508 per location.

Location Guide

SSD

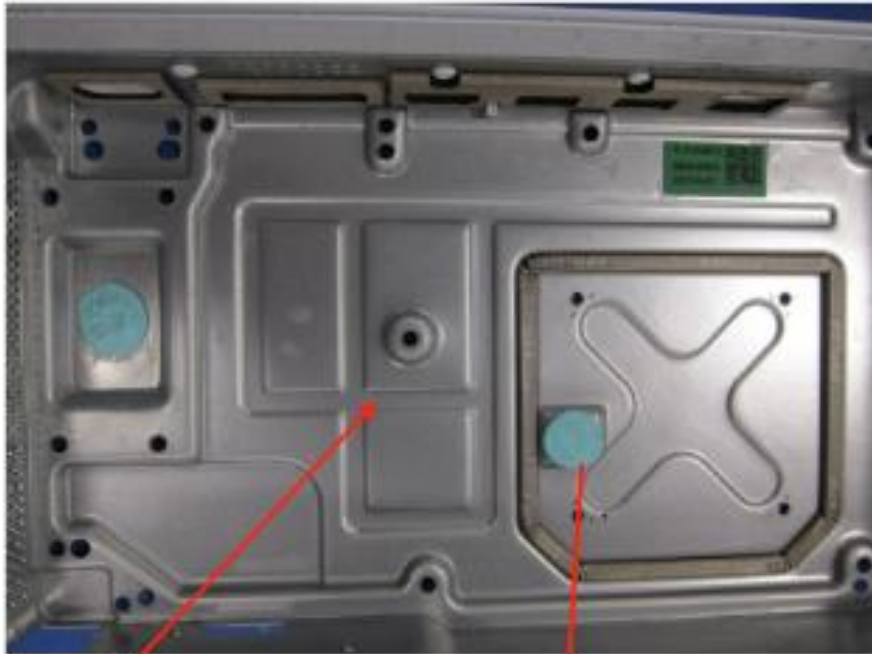


SSD
(1.7+/-0.17 g)

Bottom Chassis



X-Spring

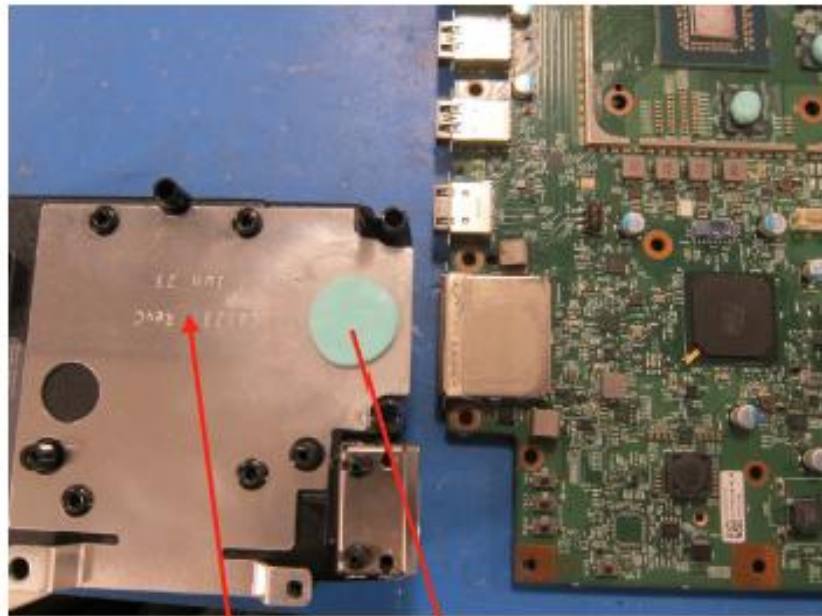


Bottom Chassis

X-Spring
(1.17+/-0.12 g)



PSU



Bottom of PSU

PSU
2.0+/-0.2 g



Application

- Ensure your gloves are clear of all contaminants.
- Inspect collected T-putty 508 and remove any visible contamination. If there is notable contamination or much of the T-putty 508 was lost in the cleaning process, we highly recommend using the new T-putty 508.
- Collect T-putty 508 that has been set aside and gently roll into a ball that will fit on the assigned collection surface.
- Place T-putty 508 ball onto the center of each contact surface. Lightly press the ball of T-putty 508 to ensure the material stays in place during reassembly.

Reassembly

- Reassemble the XBOX console per the Service Guide, ensuring all components are securely in place. Be sure to apply slow and even pressure when compressing the T-putty 508 to ensure good thermal contact. Pay special attention to the heatsink attachment and other thermal management components to ensure proper contact with the T-putty 508.

XBOX Testing Process - Before returning the device to the user after reassembly

Standard Tools for Testing: HDMI Cable, Display, XBOX Controller, Wi-fi connection, Ethernet cable, XBOX game (disc and/or digital), Audio output device, USB connection

Initial Inspection:

- Ensure the XBOX console is clean and free of any visible damage.
- Check all ports and connectors for any signs of wear or damage.

Power On:

- Connect the XBOX to a power source and press the power button.
- Verify that the console powers on and the power indicator light is functioning correctly.
- Ensure the fan turns on and is operating without any unusual noises.

Display Check:

- Connect the XBOX to a display using an HDMI cable.
- Ensure the display is set to the correct input source.
- Verify that the XBOX logo appears on the screen and the display is clear and free of artifacts.

Controller Connection:

- Connect an XBOX controller to the console.
- Verify that the controller syncs with the console and is responsive.

Network Connectivity:

- Connect the XBOX to a Wi-Fi network or use an Ethernet cable for a wired connection.
- Verify that the console connects to the network and can access online services.
- Test WiFi connectivity on both 2.5G and 5G networks.

System Update:

- Check for any available system updates and install them.
- Verify that the update process completes successfully without errors.

Game Test:

- Insert a game disc or launch a digital game from the console's library.
- Verify that the game loads and runs without issues.
- Play an online game on a 4K TV to ensure the console handles high-resolution graphics smoothly.
- Play a disc game on a 4K TV to check for any performance issues.
- Test gameplay with the console in both horizontal and vertical positions.

Audio Check:

- Connect headphones or speakers to the console.
- Verify that the audio output is clear and free of distortion.

Peripheral Test:

- Connect any additional peripherals (e.g., external hard drive) to the console.
- Verify that the console recognizes and interacts with the peripherals correctly.
- Test the USB ports to ensure they are functioning properly.

Button Test:

- Test the eject and power buttons to ensure they are responsive and functioning correctly.

Final Inspection:

- Perform a final check to ensure all components are functioning as expected.

- Document any issues or irregularities found during the testing process.
- Check for any unusual noises from the fan, coil, or other components.
- Find recommendations for specific Error Codes here [Find your error code | Xbox Support](#)

Feet Replacement Process

These are the plastic feet attached to the bottom and side of the XBOX. They provide stability and prevent the console from sliding or scratching surfaces.

Preliminary Requirements

Important: Be sure to follow all special (bolded) notes of caution within each process section.

- See [Prerequisite Steps \(All Repairs\)](#) section before beginning repair.

Required Tools

- Isopropyl Alcohol (70% IPA)
- Cleaning Swabs
- Microfiber Cloth
- Nylon Spudger/Probing Tool/ Plastic Opening Tool
- ESD-safe Tweezers

Components

- 8 x Feet (Refer to [Illustrated Service Parts List](#))
 - P/N: M1105767-002

Procedure – Removal (Feet)

1. **Position device** - Place the device with feet facing up. **When changing the side feet, support device to avoid the device falling**



2. **Remove feet** - Using the Nylon Spudger/ Plastic Opening Tool, pry up the front foot then peel to remove. Repeat for the other feet.



3. **Cleaning** – using the Nylon Spudger/Plastic Opening Tool, clean off any remaining glue residue on the feet and foot wells including any remaining adhesive tape.
4. **Cleaning** – Take a cleaning swab and dip it in the Isopropyl Alcohol. Use the cleaning swab to clean the residual glue from the foot wells on the device.

Procedure – Installation (Feet)

1. **Position device** - Place the device with feet facing up. **When changing the side feet, support device to avoid the device falling**

Important: Feet must be replaced with new feet after removal

2. **Applying new feet** – Remove the liners to the adhesive on the bottom of each foot and align with the holes in the enclosure. Repeat the process for the remaining feet.
3. **Securing new feet** – Press down on each foot firmly for 30 seconds to engage the adhesive and secure the foot.

Bottom Enclosure Replacement Process

This is the lower panel of the XBOX's casing. It provides structural support and protection for the internal components

Preliminary Requirements

Important: Be sure to follow all special (bolded) notes of caution within each process section.

- See [Prerequisite Steps \(All Repairs\)](#) section before beginning repair.

Required Tools

- Anti-static wrist strap (1 MOhm resistance)
- Soft ESD-safe mat
- Isopropyl Alcohol (70% IPA)

- Cleaning Swabs
- Microfiber Cloth
- Nylon Spudger/Probing Tool/ Plastic Opening Tool
- ESD-safe Tweezers
- T8 (Torx) Driver

Components

- Bottom Enclosure (Refer to [Illustrated Service Parts List](#))
 - 2 x Screws (Bottom Enclosure)
 - P/N: M1109860-001
 - 2 x Cosmetic Screw Cover
 - P/N: M1105771-005

Procedure – Removal (Bottom Enclosure)

1. **Position Device** – Place the device so that the back of the device with the is facing up. **When changing the side feet, support device to avoid the device falling**
2. **Remove Cosmetic covers** - Use Nylon Spudger/Plastic Opening Tool/ESD Safe Tweezers to remove the 2 cosmetic covers (P/N: M1105771-005) that hide the screws.



3. **Unfasten screws** – Use a T8 Torx driver to unfasten the 2 screws (P/N: M1109860-001)



4. **Remove the Bottom Enclosure** – slide the Bottom Enclosure out and remove it.



Procedure – Installation (Bottom Enclosure)

1. **Inspection** – Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.
2. **Install Bottom Enclosure** - Place the Bottom Enclosure on the device and slide it forward for full engagement. Ensure that there are no gaps.

3. **Fasten Screws** – Use a T8 Torx driver to fasten the 2 screws (P/N: M1109860-001). Screws should be fastened until just snug and seated, and then turned another 120 degrees (1/3 turn). **Do NOT overtighten.**
4. **Install Cosmetic covers** – Use 70% IPA to clean off all adhesive remnants from previous cosmetic covers. Install the cosmetic covers into the recess to cover the 2 screws. Press down on cosmetic cover firmly for 30 seconds to engage the adhesive.
5. **Test unit** – Flip the device right side up and reconnect cables. Perform leakage test prescribed above. Power up the device and ensure that the unit is running correctly.

Top Enclosure Replacement Process

This is the top and sides of the XBOX's casing. It also provides structural support and protection for the internal components

Preliminary Requirements

Important: Be sure to follow all special (bolded) notes of caution within each process section.

- See [Prerequisite Steps \(All Repairs\)](#) section before beginning repair.

Required Tools

- Anti-static wrist strap (1 MOhm resistance)
- Soft ESD-safe mat
- Isopropyl Alcohol (70% IPA)
- Cleaning Swabs
- Microfiber Cloth
- Nylon Spudger/Probing Tool/ Plastic Opening Tool
- ESD-safe Tweezers
- T8 (Torx) Driver
- T10 (Torx) Driver

Components

- Top Enclosure (Refer to [Illustrated Service Parts List](#))
 - 2 x Screws (Bottom Enclosure)
 - P/N: M1109860-001
 - 2 x Cosmetic Screw Cover
 - P/N: M1105771-005
 - 7 x Screws (Top Enclosure)
 - P/N: X900672-001

Procedure – Removal (Top Enclosure)

1. **Remove Bottom Enclosure-** Remove the Bottom Enclosure Assembly as prescribed above.

2. **Unfasten screws** – Use a T10 Torx driver to unfasten the 7 screws (P/N: X900672-001)



3. **Remove Top Housing** – Place the device such that it is resting on the back cover (connection ports side). Carefully pull open short sides and remove the Top Housing from the device.



Procedure – Installation (Top Enclosure)

1. **Inspection** – Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.

2. **Install Top Enclosure**- Place the device so that it is resting on the back cover (connection ports side). Carefully place the Top Housing from the device and push until it is flush with the rear cover.
3. **Fasten screws** – Use a T10 Torx driver to fasten the 7 screws (P/N: X900672-001). Screws should be fastened until just snug and seated, and then turn another 180 degrees (1/2 turn). **Do NOT overtighten.**
4. **Install Bottom Enclosure**- Install the Bottom Enclosure Assembly as prescribed above.
5. **Test unit** – Flip the device right side up and reconnect cables. Perform leakage test prescribed above. Power up the device and ensure that the unit is running correctly.

Button Board Replacement Process

This board handles the input from the physical buttons on the XBOX console.

Preliminary Requirements

Important: Be sure to follow all special (bolded) notes of caution within each process section.

- See [Prerequisite Steps \(All Repairs\)](#) section before beginning repair.

Required Tools

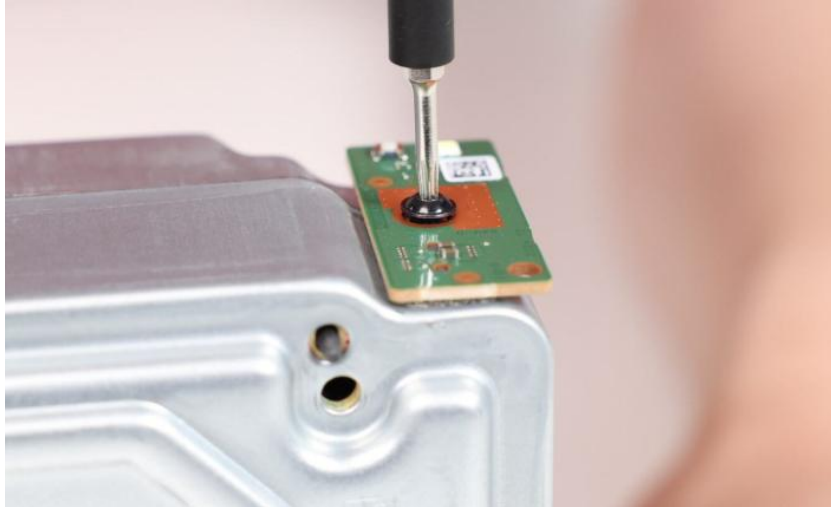
- Anti-static wrist strap (1 MOhm resistance)
- Soft ESD-safe mat
- Isopropyl Alcohol (70% IPA)
- Cleaning Swabs
- Microfiber Cloth
- Nylon Spudger/Probing Tool/ Plastic Opening Tool
- ESD-safe Tweezers
- T8 (Torx) Driver
- T10 (Torx) Driver

Components

- Button Board (Refer to [Illustrated Service Parts List](#))
 - 2 x Screws (Bottom Enclosure)
 - P/N: M1109860-001
 - 2 x Cosmetic Screw Cover
 - P/N: M1105771-005
 - 7 x Screws (Top Enclosure)
 - P/N: X900672-001
 - 1 x Screw (Button Board)
 - P/N: X872988-001

Procedure – Removal (Button Board)

1. **Remove Bottom Enclosure-** Remove the Bottom Enclosure as prescribed above
2. **Remove Top Enclosure -** Remove the Top Enclosure as prescribed above.
3. **Position device -** Place the device with Button Board facing up. **When changing the Button Board, support device to avoid the device falling.**
4. **Unfasten screws –** Use a T8 Torx driver to unfasten the 1 Button Board screw (P/N: X872988-001).



5. **Remove Button Board –** Remove the Button Board. **Be careful to pull the board straight out to**



disconnect from the chassis to avoid damage.

Procedure – Installation (Button Board)

1. **Inspection** – Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.
2. **Install the Button Board** – Align the Button Board to the connector on the motherboard module and press firmly to connect. Use a T8 Torx driver to fasten the 1 Button Board screw. Screws should be fastened until just snug and seated, and then turn another 90 degrees (1/4 turn). Do NOT overtighten.
3. **Install Top Housing** - Install the Top Housing Assembly as prescribed above.
4. **Install Bottom Housing** - Install the Bottom Housing Assembly as prescribed above.
5. **Test unit**- Flip the device right side up and reconnect cables. Perform leakage test prescribed above. Power up the device and ensure that the unit is running correctly.

Accessory Board Replacement Process

This board connects various accessories to the XBOX, such as controllers, ensuring proper communication with the console.

Preliminary Requirements

Important: Be sure to follow all special (bolded) notes of caution within each process section.

- See [Prerequisite Steps \(All Repairs\)](#) section before beginning repair.

Important: If replacing both the Motherboard Module and the Display Assembly – complete the Motherboard Module replacement prior to performing the Display Assembly Replacement to ensure proper part operation.

Required Tools

- Anti-static wrist strap (1 MOhm resistance)
- Soft ESD-safe mat
- Isopropyl Alcohol (70% IPA)
- Cleaning Swabs
- Microfiber Cloth
- Nylon Spudger/Probing Tool/ Plastic Opening Tool
- ESD-safe Tweezers
- T8 (Torx) Driver
- T10 (Torx) Driver

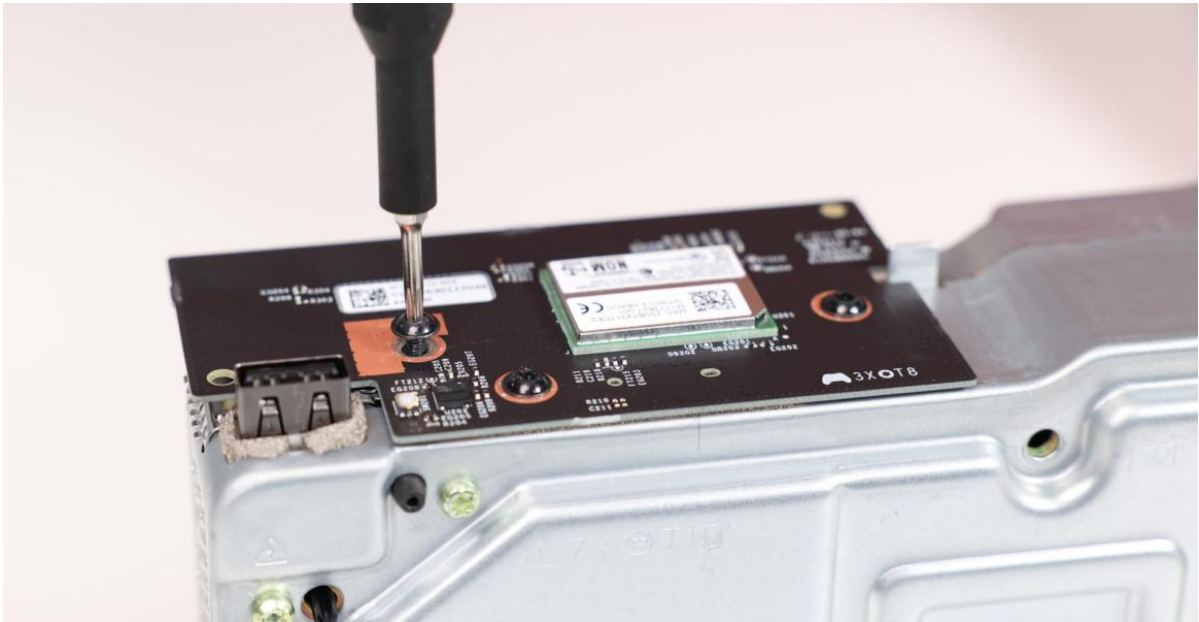
Components

- Accessory Board (Refer to [Illustrated Service Parts List](#))
 - 2 x Screws (Bottom Enclosure)
 - P/N: M1109860-001
 - 2 x Cosmetic Screw Cover
 - P/N: M1105771-005
 - 7 x Screws (Top Enclosure)
 - P/N: X900672-001

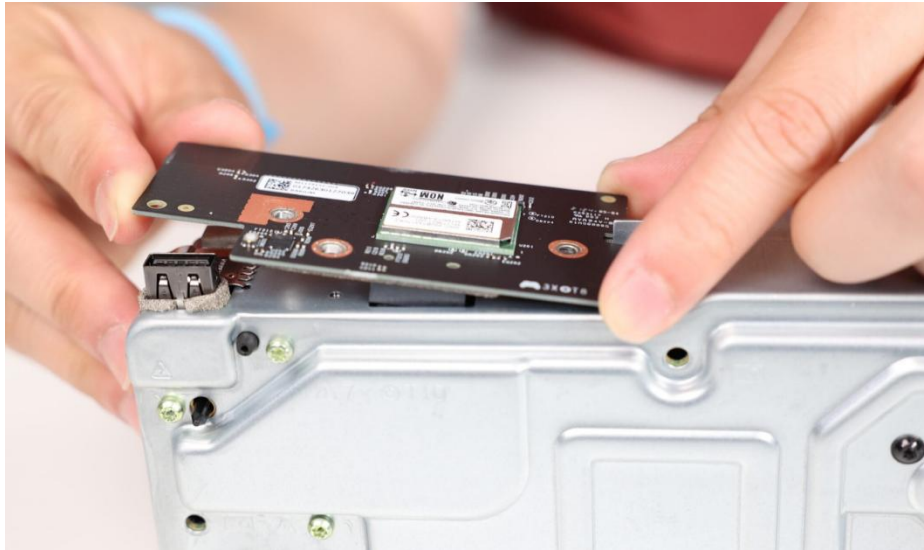
- 3 x Screw (Accessory Board)
 - P/N: X872988-001

Procedure – Removal (Accessory Board)

1. **Remove Bottom Enclosure-** Remove the Bottom Enclosure as prescribed above
2. **Inspection** – Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.
3. **Remove Top Enclosure** - Remove the Top Enclosure as prescribed above.
4. **Position device** - Place the device with Accessory Board is facing up. **When changing the Accessory Board, support device to avoid the device falling.**
5. **Unfasten screws** – Use a T8 Torx driver to unfasten the 3 Accessory Board screws (P/N: X872988-001).



6. **Remove Accessory Board** – Remove the Accessory Board. **Be careful to pull the board straight out to disconnect from the chassis to avoid damage.**



Procedure – Installation (Accessory Board)

1. **Inspection** – Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.
2. **Install the Accessory Board** – Align the Accessory Board to the connector on the motherboard module and press firmly to connect. Use a T8 Torx driver to fasten the 3 Accessory Board screws. Screws should be fastened until just snug and seated, and then turn another 90 degrees (1/4 turn). Do NOT overtighten.
3. **Install Top Housing** - Install the Top Enclosure as prescribed above.
4. **Install Bottom Housing** - Install the Bottom Enclosure as prescribed above.
5. **Test unit**- Flip the device right side up and reconnect cables. Perform leakage test prescribed above. Power up the device and ensure that the unit is running correctly.

Network Board Replacement Process

This component handles the network connectivity of the XBOX, including Wi-Fi and Ethernet connections.

Preliminary Requirements

Important: Be sure to follow all special (bolded) notes of caution within each process section.

- See [Prerequisite Steps \(All Repairs\)](#) section before beginning repair.

Required Tools

- Anti-static wrist strap (1 MOhm resistance)
- Soft ESD-safe mat
- Isopropyl Alcohol (70% IPA)
- Cleaning Swabs
- Microfiber Cloth
- Nylon Spudger/Probing Tool/ Plastic Opening Tool
- ESD-safe Tweezers
- T8 (Torx) Driver
- T10 (Torx) Driver

Components

- Network Board (Refer to [Illustrated Service Parts List](#))
 - 2 x Screws (Bottom Enclosure)
 - P/N: M1109860-001
 - 2 x Cosmetic Screw Cover
 - P/N: M1105771-005
 - 7 x Screws (Top Enclosure)
 - P/N: X900672-001
 - 3 x Screw (Network Board)
 - P/N: X872988-001

Procedure – Removal (Network Board)

7. **Remove Bottom Enclosure-** Remove the Bottom Enclosure as prescribed above
8. **Remove Top Enclosure -** Remove the Top Enclosure as prescribed above.
9. **Position device -** Place the device with Network Board is facing up. **When changing the Network Board, support device to avoid the device falling. Avoid putting device weight on Button or Accessory board if still attached.**

10. **Unfasten screws** – Use a T8 Torx driver to unfasten the 3 Network Board screws (P/N: X872988-001).



11. **Remove Network Board** – Remove the Network Board. **Be careful to pull the board straight out to disconnect from the chassis to avoid damage.**



Procedure – Installation (Network Board)

1. **Inspection** – Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.
2. **Install the Network Board** – Align the Network Board to the connector on the motherboard module and press firmly to connect. Use a T8 Torx driver to fasten the Network Board Board screws. Screws should be fastened until just snug and seated, and then turn another 90 degrees (1/4 turn). **Do NOT overtighten. Avoid putting device weight on Button or Accessory board if still attached.**
3. **Install Top Housing** - Install the Top Enclosure as prescribed above.
4. **Install Bottom Housing** - Install the Bottom Enclosure as prescribed above.
5. **Test unit**- Flip the device right side up and reconnect cables. Perform leakage test prescribed above. Power up the device and ensure that the unit is running correctly.

Power Supply Unit (PSU) Replacement Process

This component converts electrical power from an outlet into the appropriate voltage and current needed to power the XBOX.

Important: Be sure to follow all special (bolded) notes of caution within each process section.

- See [Prerequisite Steps \(All Repairs\)](#) section before beginning repair.

Required Tools

- Anti-static wrist strap (1 MOhm resistance)
- Soft ESD-safe mat
- Isopropyl Alcohol (70% IPA)
- Cleaning Swabs
- Microfiber Cloth
- Nylon Spudger/Probing Tool/ Plastic Opening Tool
- ESD-safe Tweezers
- T8 (Torx) Driver
- T10 (Torx) Driver

Components

- Power Supply Unit - PSU (Refer to [Illustrated Service Parts List](#))
 - 2 x Screws (Bottom Enclosure)
 - P/N: M1109860-001
 - 2 x Cosmetic Screw Cover
 - P/N: M1105771-005
 - 7 x Screws (Top Enclosure)
 - P/N: X900672-001
 - 7 x Screw (Boards)

- P/N: X872988-001
- 7 x Screw (PSU)
 - X801043-001
- T-Putty
 - P/N: M1019757-006

Procedure – Removal (Power Supply Unit - PSU)

1. **Remove Bottom Enclosure**- Remove the Bottom Enclosure as prescribed above
2. **Remove Top Enclosure** - Remove the Top Enclosure as prescribed above.
3. **Unfasten screws** – Flip the assembly upside down. Use a T10 Torx driver to unfasten the 7 Power Supply Unit screws (P/N:X801043-001). **Avoid putting device weight on Button, Accessory or Network board if still attached.**



4. **Remove Top Chassis** – Hold the assembly firmly and slip it right side up. Remove the top chassis. **Avoid putting device weight on Button, Accessory or Network board if still attached. Screws have been included to allow for Button, Accessory and Network board removal and reattachment if desired.**



5. **Remove PSU Assembly** – Remove from the Power Supply Assembly. **Be careful to pull the PSU straight out to disconnect from the chassis to avoid damage.**



Procedure – Installation (Power Supply Unit - PSU)

1. **Inspection** – Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.
2. **Clean CFX connector** – Clean off the thermal paste completely from the CFX connector (highlighted in the picture) using IPA. **If planning to reuse the thermal paste, please follow the instructions in the [T-putty Reuse Process](#).**



3. **Deposit Thermal Spread onto CFX** – Deposit 2 g of thermal paste onto the CFX using the syringe included. **If planning to reuse the thermal paste, please follow the instructions in the [T-putty Reuse Process](#).**
4. **Install the PSU Assembly** – Take care not to smear the T-putty on the back of the PSU. The A/C connector should be seated into the bottom chassis and the PSU is aligned with the Motherboard Module connector. Press firmly to connect the PSU to the Motherboard Module.
5. **Inspection** – Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.
6. **Install the Top Chassis** - Carefully align the top metal chassis and install it. Make sure that the foam gaskets are not deformed.
7. **Fasten PSU screws** – Firmly hold the assembly and flip it upside down. Use a T10 Torx driver to fasten the 7 Power Supply Unit screws (P/N:X801043-00). **Screws should be fastened until just snug and seated, and then turned another 180 degrees (1/2 turn). Do NOT overtighten.**
8. **Install Top Enclosure** - Install the Top Enclosure as prescribed above.

9. **Install Bottom Enclosure** - Install the Bottom Enclosure as prescribed above.
10. **Test unit** - Flip the device right- side up and reconnect cables. **Perform leakage test prescribed above.** Turn on the device to ensure that the unit is running correctly.

Motherboard Module Replacement Process

This component is the main circuit board in the XBOX, containing the CPU, GPU, memory, and other essential components, responsible for the overall functioning of the console.

Preliminary Requirements

Important: Be sure to follow all special (bolded) notes of caution within each process section.

- See [Prerequisite Steps \(All Repairs\)](#) section before beginning repair.

Required Tools

- Anti-static wrist strap (1 MOhm resistance)
- Soft ESD-safe mat
- Isopropyl Alcohol (70% IPA)
- Cleaning Swabs
- Microfiber Cloth
- Nylon Spudger/Probing Tool/ Plastic Opening Tool
- ESD-safe Tweezers
- T8 (Torx) Driver
- T10 (Torx) Driver

Components

- Motherboard Module (Refer to [Illustrated Service Parts List](#))
 - 2 x Screws (Bottom Enclosure)
 - P/N: M1109860-001
 - 2 x Cosmetic Screw Cover
 - P/N: M1105771-005
 - 7 x Screws (Top Enclosure)
 - P/N: X900672-001
 - 7 x Screw (Boards)
 - P/N: X872988-001
 - 7 x Screw (PSU)
 - P/N: X801043-001
 - T-Putty
 - P/N: M1019757-006
 - Blank SN Label
 - P/N: M1285386-001

Procedure – Removal (Motherboard Module)

1. **Remove Bottom Enclosure-** Remove the Bottom Enclosure as prescribed above.

2. **Remove Top Enclosure** - Remove the Top Enclosure as prescribed above.
3. **Remove Network Board** - Remove the Network Board as prescribed above
4. **Remove Button Board** - Remove the Button Board as prescribed above
5. **Remove Accessory Board** - Remove the Accessory Board as prescribed above
6. **Unfasten screws** – Flip the assembly upside down. Use a T10 Torx driver to unfasten the 7 Power Supply Unit screws (P/N:X801043-001) and 2 Fan screws (P/N:X801043-001).



7. **Remove Top Chassis** – Hold the assembly firmly and slip it right side up. Remove the top chassis.
8. **Remove PSU Assembly** – Remove from the Power Supply Assembly. **Be careful to pull the PSU straight out to disconnect from the chassis to avoid damage.**

9. **Remove Locking Clip** – Remove the locking clip and set to the side. **There is no need to remove the PCBA from the bottom chassis.**



Procedure – Installation (Motherboard Module)

1. **Inspection** – Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.
2. **Install locking clip** – Install locking clip onto the new PCBA + bottom chassis assembly
3. **Clean PSU** – Clean off the thermal paste completely from the Power Supply Unit (highlighted in the picture) using IPA.



4. **Deposit Thermal Spread onto CFX** – Deposit 2g of thermal paste (P/N: M1019757-006) onto the CFX using the syringe included. **If planning to reuse the thermal paste, please follow the instructions in the [T-putty Reuse Process](#).**



5. **Install the PSU Assembly** – Take care not to smear the T-putty on the back of the PSU. The A/C connector should be seated into the bottom chassis and the PSU is aligned with the Motherboard Module connector. Press firmly to connect the PSU to the Motherboard Module.
6. **Inspection** – Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.
7. **Install the Top Chassis** - Carefully align the top metal chassis and install it. Make sure that the foam gaskets are not deformed.
8. **Fasten PSU screws** – Firmly hold the assembly and flip it upside down. Use a T10 Torx driver to fasten the 7 Power Supply Unit screws (P/N:X801043-00). **Screws should be fastened until just snug and seated, and then turned another 90 degrees (1/4 turn). Do NOT overtighten.**
9. **Install Network Board** - Install the Network Boards as prescribed above.
10. **Install Button Board** - Install the Button Board as prescribed above.
11. **Install Accessory Board** - Install the Accessory Board as prescribed above.
12. **Install Top Enclosure** - Install the Top Enclosure as prescribed above.
13. **Install Bottom Enclosure** - Install the Bottom Enclosure as prescribed above.

14. **Test unit** – Flip the device right- side up and reconnect cables. **Perform leakage test prescribed above.** Turn on the device to ensure that the unit is running correctly.
15. **Install Blank SN label** – Record the Serial Number from the old Rear Enclosure onto the blank SN label provided. Align and paste the SN label neatly on the Rear Enclosure of the device making sure not to block any ports or screws.

HDMI Replacement Process

This component is used for connecting the XBOX to a display device, such as a TV or monitor. It supports high-definition video and audio output.

Preliminary Requirements

Important: Be sure to follow all special (bolded) notes of caution within each process section.

- See [Prerequisite Steps \(All Repairs\)](#) section before beginning repair.

Important: The serial number for this device is located on its original chassis. To keep track of the device's serial number, please [record](#) it using waterproof ink, on a sticker or label, and apply the sticker or label to an easily accessible area on the device's exterior. The serial number cannot be added permanently to a replacement part. Microsoft may have provided a label for this use in the replacement part's packaging.

HDMI Desoldering and Soldering

Please note that this procedure is non-trivial and carries a high risk of injury or damage to the printed circuit board assembly (PCBA). Strong experience with soldering and micro-electronics is recommended. Microsoft will not be responsible for any injuries or damage, and users should proceed at their own risk. Users are recommended to send their XBOX to Microsoft or visit an Authorized Service Provider (ASP) for repair. Repair should be performed to the [IPC J-STD-001G](#) and [IPC-7711C/7721C](#) standards. Please see the standard for more details.

Warnings:

- **Electrostatic Discharge (ESD):** Before starting, wear an ESD wrist strap and work on an ESD-safe surface to prevent damage to sensitive components.
- **Heat Gun & Heat Plate Safety:** Be cautious when using the heat gun/plate. It can cause bodily harm or damage to the PCBA. Turn off and unplug the heat gun/plate when unused. These tools get extremely hot, never touch the heat source directly. Turn off and unplug the when unused. Follow the manufacturers' instructions.
- **Soldering Iron Safety:** Be cautious when using the soldering iron. Failure to take the following steps during component replacement can result in serious personal injury, electric shock, or damage to your device. The soldering iron gets extremely hot, never touch the tip directly. Turn off and unplug the soldering iron when unused. Follow the manufacturers' instructions.

- **Eye Protection:** Wear safety glasses or goggles to protect your eyes from solder splatter or accidental contact.
- **Component Sensitivity:** The motherboard contains delicate components. Handle them gently to avoid damage. It is recommended to handle the motherboard by picking it up from its outside edges and using a “third hand” or similar device to hold the PCBA during repair.
- **Professional Assistance:** If you lack experience with soldering or electronics repair, consider seeking professional help.

Environmental Setup:

- **Well-Ventilated Area:** Work in a space with good ventilation to disperse fumes from soldering.
- **Adequate Lighting:** Ensure proper lighting to see small components clearly.
- **Stable Work Surface:** Use a stable, flat workbench or table.
- **Heat Proof Mat:** The HDMI desoldering and soldering must be conducted on a heat proof mat to reduce risk of fire
- **Organized Workspace:** Keep tools, replacement parts, and screws organized to avoid confusion.
- **Appropriate Tools:** Gather a soldering iron, heat gun/plate tweezers (metal and plastic), Flux, solder wicking material, Lead Free SAC305 soldering wire with Halogen Free flux core, temperature measurement device such as an Infrared (IR) camera (preferred) or kitchen thermometer (not recommended), isopropyl alcohol, electronics brushes, and optionally optical magnification (magnifying lamp, magnifying glasses, etc.)
- **Safety Gear:** Wear safety glasses and ESD protection.

Required Tools

- Anti-static wrist strap (1 MOhm resistance)
- Soft ESD-safe mat
- Isopropyl Alcohol (70% IPA)
- Cleaning Swabs
- Microfiber Cloth
- Nylon Spudger/Probing Tool/ Plastic Opening Tool
- ESD-safe Tweezers
- T8 (Torx) Driver
- T10 (Torx) Driver
- Heat Gun
- Soldering Gun
- Solder Wick (Solder Braid)
- Laird 508

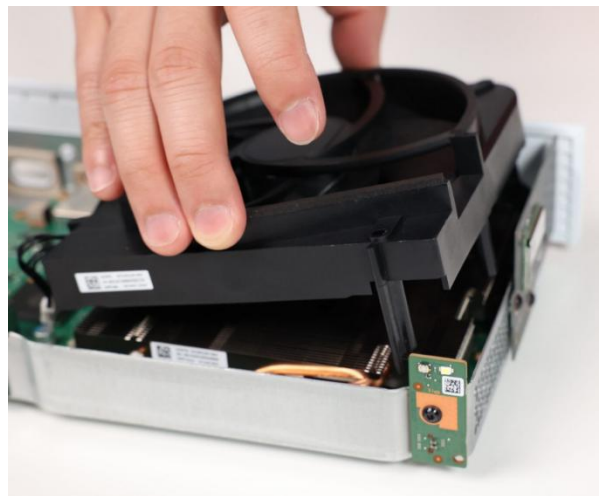
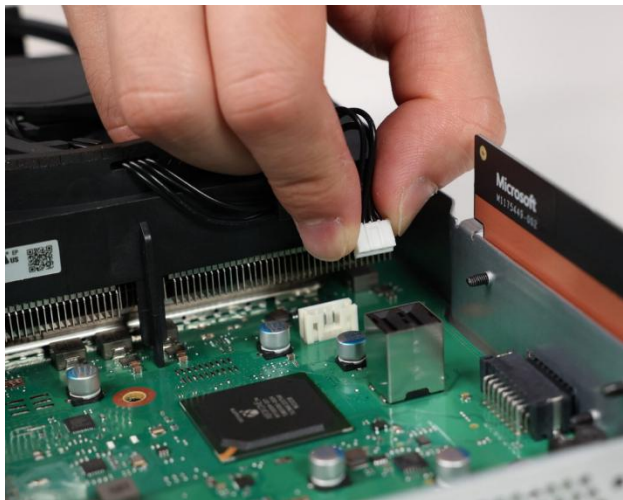
Components

- HDMI (Refer to [Illustrated Service Parts List](#))
 - 2 x Screws (Bottom Enclosure)
 - P/N: M1109860-001

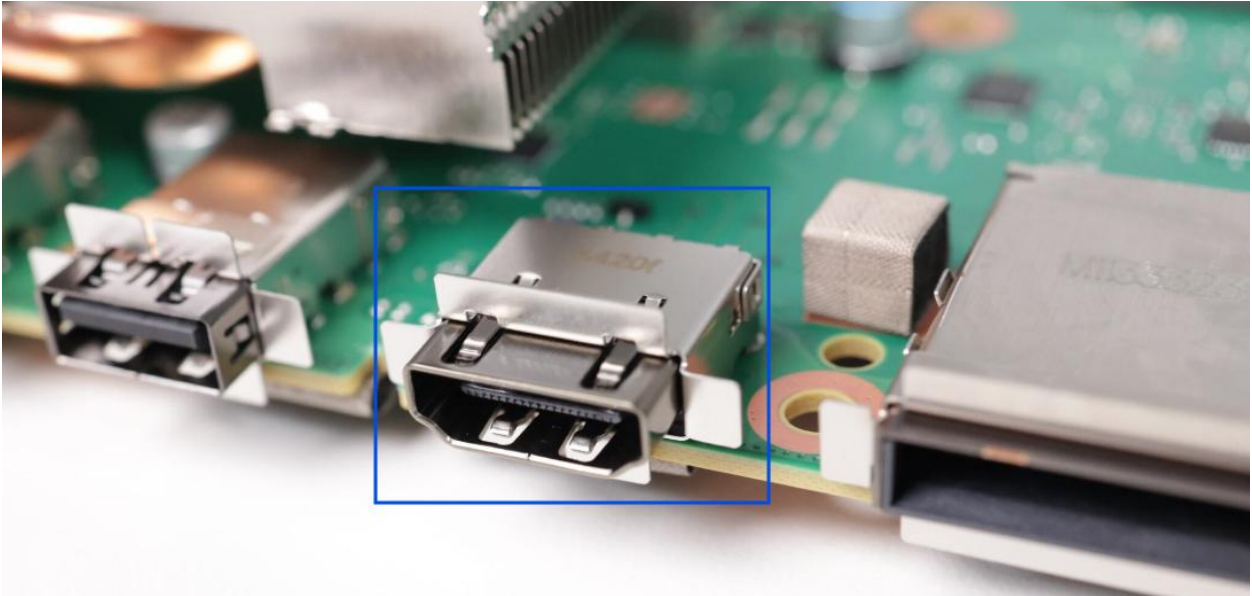
- 2 x Cosmetic Screw Cover
 - P/N: M1105771-005
- 7 x Screws (Top Enclosure)
 - P/N: X900672-001
- 11 x Screw (Boards)
 - P/N: X872988-001
- 9 x Screw (PSU)
 - P/N: X801043-001

Procedure – Removal (HDMI Port)

1. **Remove Bottom Enclosure**- Remove the Bottom Enclosure as prescribed above.
2. **Remove Top Enclosure** - Remove the Top Enclosure as prescribed above.
3. **Remove Network Board** - Remove the Network Board as prescribed above
4. **Remove Button Board** - Remove the Button Board as prescribed above
5. **Remove Accessory Board** - Remove the Accessory Board as prescribed above
6. **Unfasten screws** – Flip the assembly upside down. Use a T10 Torx driver to unfasten the 7 Power Supply Unit screws (P/N:X801043-001) and 2 Fan screws (P/N:X801043-001).
7. **Remove Top Chassis** – Hold the assembly firmly and slip it right side up. Remove the top chassis.
8. **Remove PSU Assembly** – Remove from the Power Supply Assembly. **Be careful to pull the PSU straight out to disconnect from the chassis to avoid damage.**
9. **Remove Fan Assembly** – Disconnect the fan cable from the Motherboard Module and remove the Fan assembly.



10. **Remove Locking Clip** – Remove the locking clip and set to the side.
11. **Unfasten screws** - Flip the assembly upside down. Use a T8 Torx driver to unfasten the 4 screws (P/N: X872988-001) holding the Motherboard Module in place.
12. **Remove Motherboard Module** – Flip the assembly back over and carefully remove the Motherboard Module from the bottom chassis.
13. **Remove HDMI Port Foam** - Carefully remove foam below HDMI port



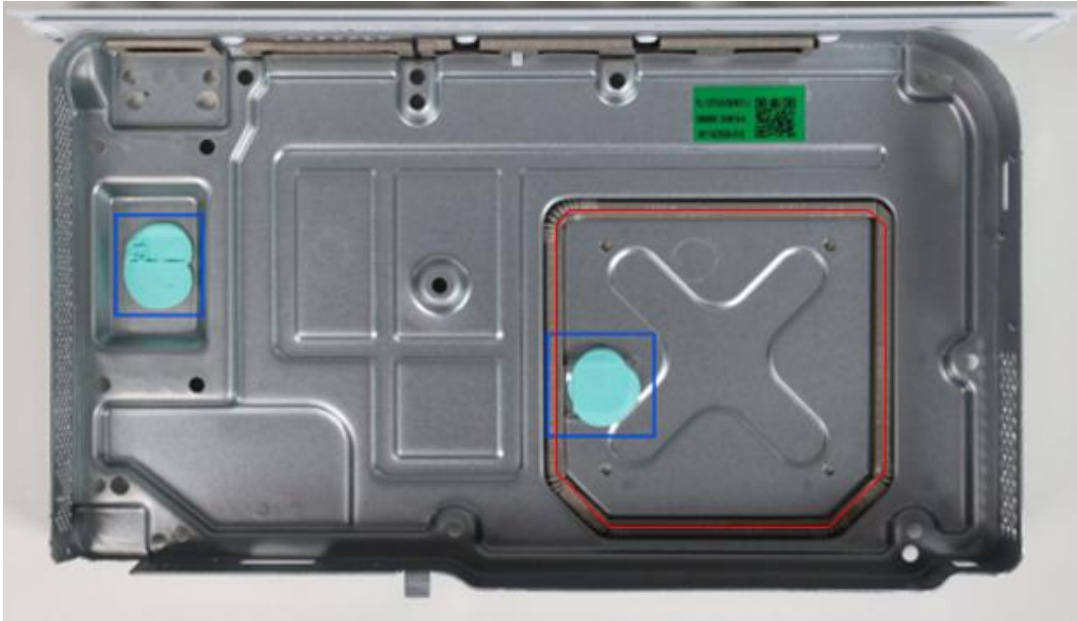
HDMI Port Rework Procedure:

1. **Assess the Damage** - Examine the connector to determine the extent of the damage and whether it is repairable. If the Printed Circuit Board (PCB) itself is cracked, repair may be impossible.
2. **Heat Up the HDMI Port's Solder Joints** - Place the PCBA in a "third hand" or similar device over a hot plate with the connector side of the PCBA facing up. Turn on the heat plate and set the temperature low. Assess the temperature of the PCBA surface adjacent to the HDMI connector with a temperature measurement device (IR camera preferred). Modify the temperature setting on the hot plate so that the surface temperature of the PCBA near the HDMI connector is approximately 200°C. Apply a heat gun to the side of the PCBA with the connector to and modulate the temperature setting to increase the PCBA temperature to approximately 250°C. The solder used becomes liquidous between ~220-250°C. Move the heat gun in a circular motion to evenly distribute the heat.
3. **Remove Old HDMI Port** - As the solder melts, gently lift the old HDMI port from the motherboard using a pair of tweezers. Be patient and avoid applying excessive force to prevent damaging nearby components and the PCB.
4. **Clear Excess Solder** - If there's excess solder remaining in the holes, use a desoldering wick (solder braid) or a desoldering pump to remove it:

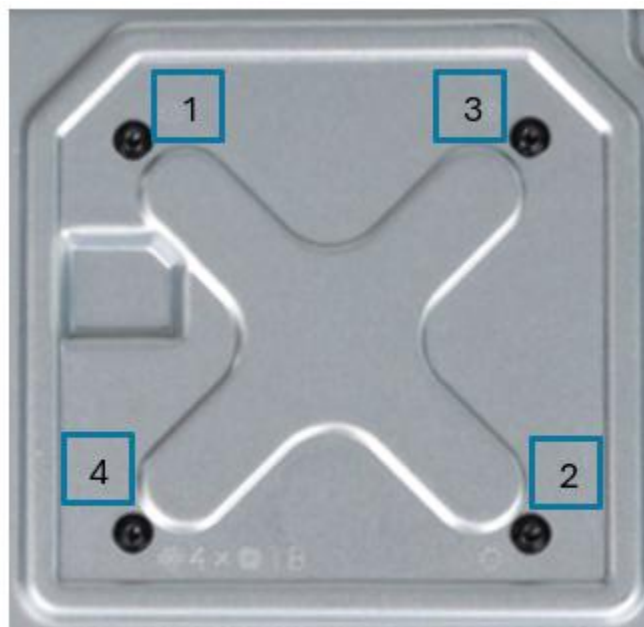
- a. **Desoldering Wick (Solder Braid)** - Place the desoldering wick over the molten solder. Heat the wick with the soldering iron to absorb the solder. Repeat until the excess solder is removed.
 - b. **Desoldering Pump** - Heat the solder joint with the soldering iron. Position the desoldering pump over the molten solder. Press the plunger to create suction and remove the solder. Inspect the holes to ensure they are clear and ready for the new port.
5. **Prepare the New HDMI Connector** - Ensure the replacement HDMI port matches your XBOX One S model. Apply a small amount of flux to the leads of the new HDMI connector and the solder pads on the PCBA. Position the new port on the motherboard, aligning it with the solder pads. Double-check the orientation and placement before proceeding.
6. **Heat the Surface Mount Solder Pads**- Do not touch the HDMI port or PCBA with your hands. Use the soldering iron and solder wire to apply a small amount of solder onto the surface mount pads (we should provide a visual). The solder should melt and become shiny. Use minimal solder to avoid shorting between pins.
7. **Securely Solder the New HDMI Port** - Using tweezers, place the HDMI connector and ensure the through hole pins align with the through holes on the PCBA (we should provide a visual). Apply the heat gun to the HDMI port to create the solder joints for the surface mount pads. Flip over the PCBA to the side without the HDMI port. Touch the soldering iron tip to the through hole pads and then feed a small amount of solder onto the joint. Repeat for all pins, ensuring good contact and proper alignment.
8. **Check for Solder Bridges** - Inspect the solder joints carefully. Look for any unintended connections (solder bridges) between adjacent pins or poor solder joints. Use desoldering wick or a fine-tip soldering iron to correct any bridges or poor solder joints. Clean up excess flux residue with isopropyl alcohol and a cotton swab.
9. **Clean the Board** - Clean any flux residue from the board with isopropyl alcohol and a clean brush.

Procedure – Installation (Motherboard Module with new HDMI Port)

1. **Inspection** – Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.
2. **Clean bottom chassis** – Clean off the thermal paste completely from the bottom chassis using IPA. **If planning to reuse the thermal paste, please follow the instructions in the [T-putty Reuse Process](#).**



3. **Deposit Thermal Spread onto bottom chassis** – Deposit 1.7 g of thermal paste on the left and 1.1 g on the right onto the bottom chassis at the location shown in the picture. Be sure to avoid depositing any T-putty on the gasket highlighted in red. **If planning to reuse the thermal paste, please follow the instructions in the [T-putty Reuse Process](#).**
4. **Install PCBA Assembly** – Ensure the repaired PCBA is fully seated. Install original locking clip and new fasteners. When installing the 4 screws (P/N: X872988-001) holding the Motherboard Module in place, be sure to install in the order below with a recommended torque of 1.15 ± 0.05 N-M (10.2 ± 0.5 in-lbf)



5. **Clean CFX connector** – Clean off the thermal paste completely from the Power Supply Unit (highlighted in the picture) using IPA. **If planning to reuse the thermal paste, please follow the instructions in the [T-putty Reuse Process](#).**
6. **Deposit Thermal Spread onto CFX** – Deposit 2 g of thermal paste (P/N: M1019757-006) onto the CFX using the syringe included. **If planning to reuse the thermal paste, please follow the instructions in the [T-putty Reuse Process](#).**
7. **Install the PSU Assembly** – Take care not to smear the T-putty on the back of the PSU. The A/C connector should be seated into the bottom chassis and the PSU is aligned with the Motherboard Module connector. Press firmly to connect the PSU to the Motherboard Module.
8. **Install Fan Assembly** – Connect the fan cable to the Motherboard Module to install the Fan assembly.
9. **Inspection** – Prior to continuing with the re-assembly, inspect the device internals to ensure no screws, foams, tape, or other foreign material has been misplaced inside the unit.
10. **Install the Top Chassis** - Carefully align the top metal chassis and install it. Make sure that the foam gaskets are not deformed.
11. **Fasten PSU and Fan screws** – Firmly hold the assembly and flip it upside down. Use a T10 Torx driver to fasten the 7 Power Supply Unit screws (P/N:X801043-001) and 2 Fan screws (P/N:X801043-001). **Screws should be fastened until just snug and seated, and then turned another 90 degrees (1/4 turn). Do NOT overtighten.**
12. **Install Network Board** - Install the Network Boards as prescribed above.
13. **Install Button Board** - Install the Button Board as prescribed above.
14. **Install Accessory Board** - Install the Accessory Board as prescribed above.
15. **Install Top Enclosure** - Install the Top Enclosure as prescribed above.
16. **Install Bottom Enclosure** - Install the Bottom Enclosure as prescribed above.
17. **Test unit** – Flip the device right- side up and reconnect cables. **Perform leakage test prescribed above.** Turn on the device to ensure that the unit is running correctly.

Environmental Compliance Requirements

All waste electrical and electronic equipment (WEEE), waste electronic components, waste batteries, and electronic waste residuals must be managed according to applicable laws and regulations. and H09117, “Conformance Standards for Environmentally Sound Management of Waste Electrical and Electronic Equipment (WEEE)” which is available at this link: <https://www.microsoft.com/en-pk/download/details.aspx?id=11691> . In case of questions, please contact AskECT@microsoft.com .

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