LIFECYCLE EXTENSION GUIDE



Contents

Table of Contents

Important Safety Notice.....3

1. Six views.....4

2. Assembly and Disassembly SOP.....5

3. Exploded Drawing.....13

4. Packing Drawing.....14

5. Troubleshooting.....15

6. Firmware Upgrade Process.....17

7. FRU List.....27

Safety Notice

Any person attempting to service this chassis must familiarize with the chassis and be aware of the necessary safety precautions to be used when serving electronic equipment containing high voltage

Important Safety Notice

Product Announcement:

This product is certificated to meet RoHS Directive and Lead-Free produced definition. Using approved critical components only is recommended when the situation to replace defective parts. Vender assumes no liability express or implied, arising out of any unauthorized modification of design or replacing non-RoHS parts. Service providers assume all liability.

Qualified Repairability:

Proper service and repair is important to the safe, reliable operation of all series products. The service providers recommended by vender should being aware of notices listed in this service manual in order to minimize the risk of personal injury when perform service procedures. Furthermore, the possible existed improper repairing method may damage equipment or products. It is recommended that service engineers should have repairing knowledge, experience, as well as appropriate product training per new model before performing the service procedures.

NOTICE:

! To avoid electrical shocks, the products should be connect to an authorized power cord, and turn off the master power switch each time before removing the AC power cord.

! To prevent the product away from water or explosed in extremely high humility environment.

! To ensure the continued reliability of this product, use only original manufacturer’s specified parts.

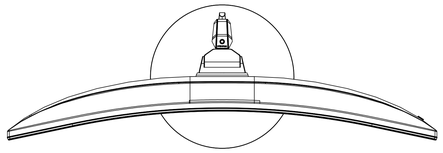
! To ensure following safety repairing behavior, put the replaced part on the components side of PWBA, not solder side.

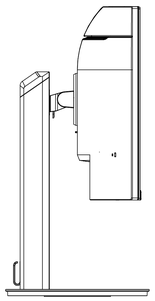
! To ensure using a proper screwdriver, follow the torque and force listed in assembly and disassembly procedures to screw and unscrew screws.

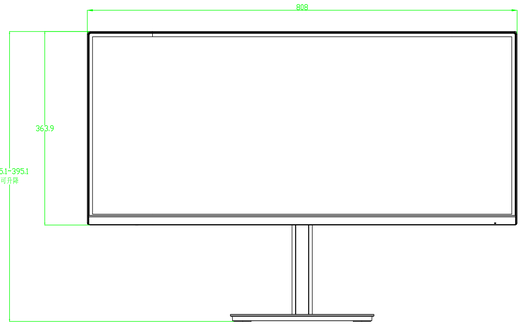
! Using Lead-Free solder to well mounted the parts.

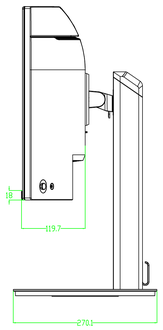
! The fusion point of Lead-Free solder requested in the degree of 220°C.

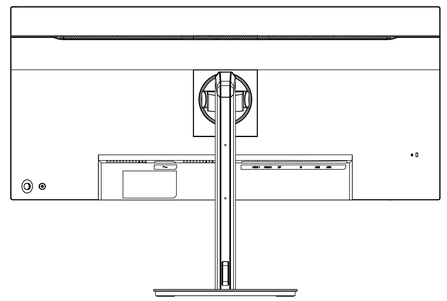
REV	DC/EC NUMBER	DESCRIPTION	DATE
V1.0		首版发行	



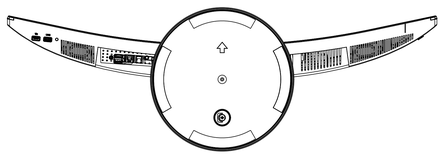


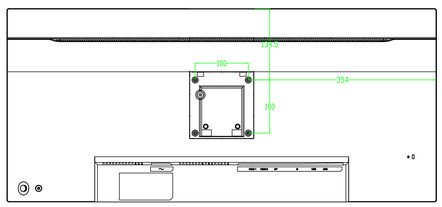






VESA mounting kit (100 x 100mm) with M4 x 6 (L) mm screws.





GENERAL LINEAR TOLERANCE				
STEP	1	2	3	SELECT LECEL
0~25	0.05	0.1	0.2	
25~100	0.1	0.15	0.2	
100~200	0.15	0.2	0.4	
200~400	0.2	0.3	0.6	
400~700	0.3	0.4	1.0	2
700~1000	0.4	0.4	1.2	
1000~	0.5	0.6	1.5	
ANGLE 90°	±0.5°	±1.0°	±1.5°	2

PART NUMBER	APPROVED	DATE
six view		
PART DESCRIPTION	CHECKED	DATE
MODEL NAME	DESIGNED	DATE
34M2000C21		02/10/2025

UNIT	SCALE	PROJECT	SIZE	SHEET NUMBER	REVISION
MM	1:1		A4	1 OF 1	V1.0

3. Assembly and Disassembly SOP

3.1 Assembly procedures

Preparation before assemble

1.Clean the room for work

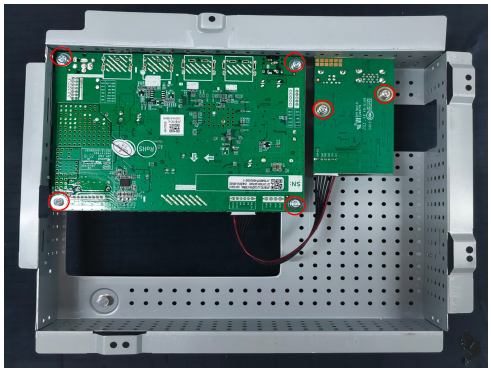
2.Identify the area for material

3.Prepare the implement, equipment, materials as bellow:

1) Press-fixture
2) working table
3) Screw-driver
4) knife*1
5) glove
6) cleaning cloth
7) ESD protection

S1 Take the motherboard PCB board and panel and place them on the workbench.

WEEE Annex VII part: main board PCB and power board PCB

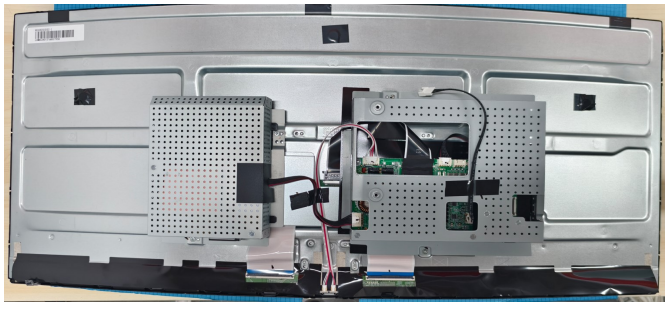




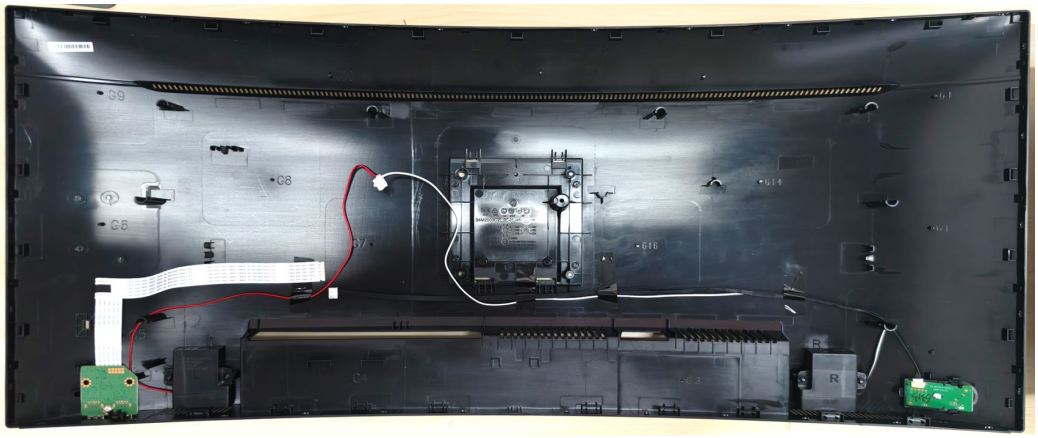
WEEE Annex VII part: Panel

WEEE Annex VII part: Source board PCBA

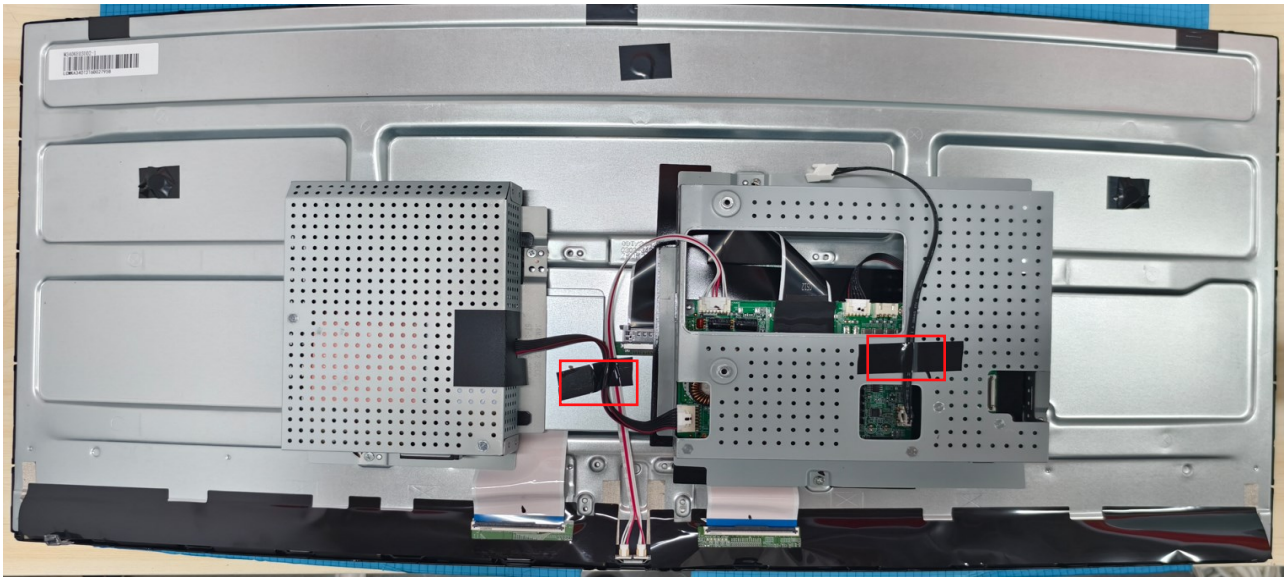
S2 Assemble the motherboard pcb to the panel and attach 7 screws for fixing.



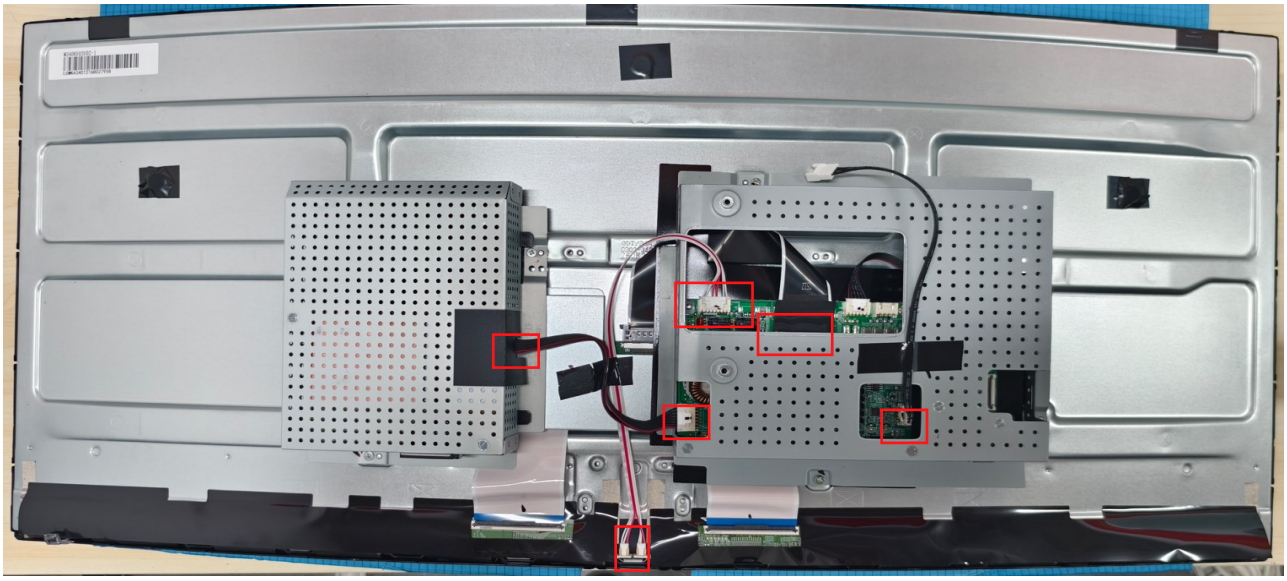
S3 Organize the wires.



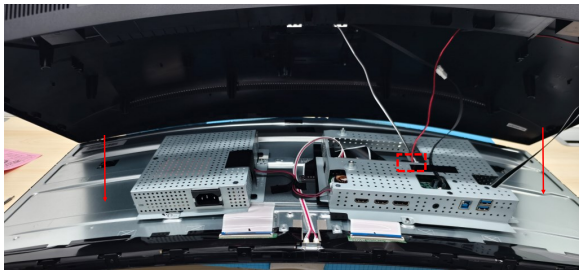
S4 Install the key cap on the pcb of the motherboard, paste the conductive cloth onto the HDMI terminal and connect it to the panel, and paste the Mylar protective sheet onto the panel.



S5 Assemble the lens, insert the backlight line and FFC line, and then assemble the back cover.



S6 Assembling the rear cover.



Insert the horn cable on the back cover into the motherboard pcb, and then cover the back cover.



Press the bottom of the rear cover to fix it.



Put the machine up, press the top side of the panel and the rear cover to assemble the panel into the rear cover.



Press both sides to fully fit the panel into the back cover.



Complete.

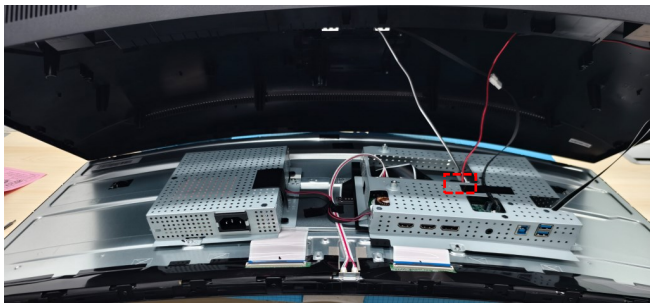
3.2. Disassembly Procedures

Preparation before disassemble（拆卸前准备工作）
1.Clean the room for disassemble（打扫房间）
2.Identify the area for monitor（确定显示器的位置）
3.Check the position that the monitors be placed and the quantity of the monitor ;prepare the area for material flow; according to the actual condition plan the disassemble layout（检查显示器的放置位置和数量；为拆卸物料准备区域；根据实际情况规划拆卸布局）
4.Prepare the implement, equipment, materials as bellow:（准备以下设备，工具和材料）
1)Press-fixture（压力治具）
2)working table（工作台）
3)Screw-driver（螺丝刀）
4)knife*1（小刀）
5)glove（手套）
6)cleaning cloth（清洁布）
7)ESD protection（ESD保护）

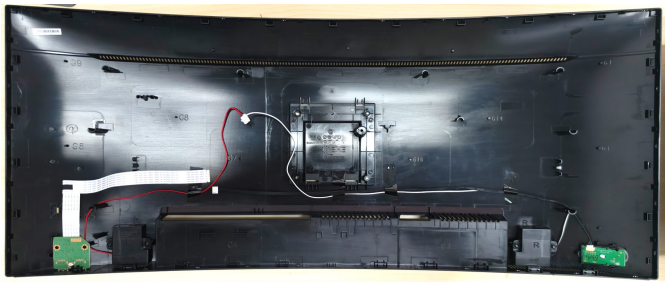
S1 Prepare the worktable.（准备工作台）



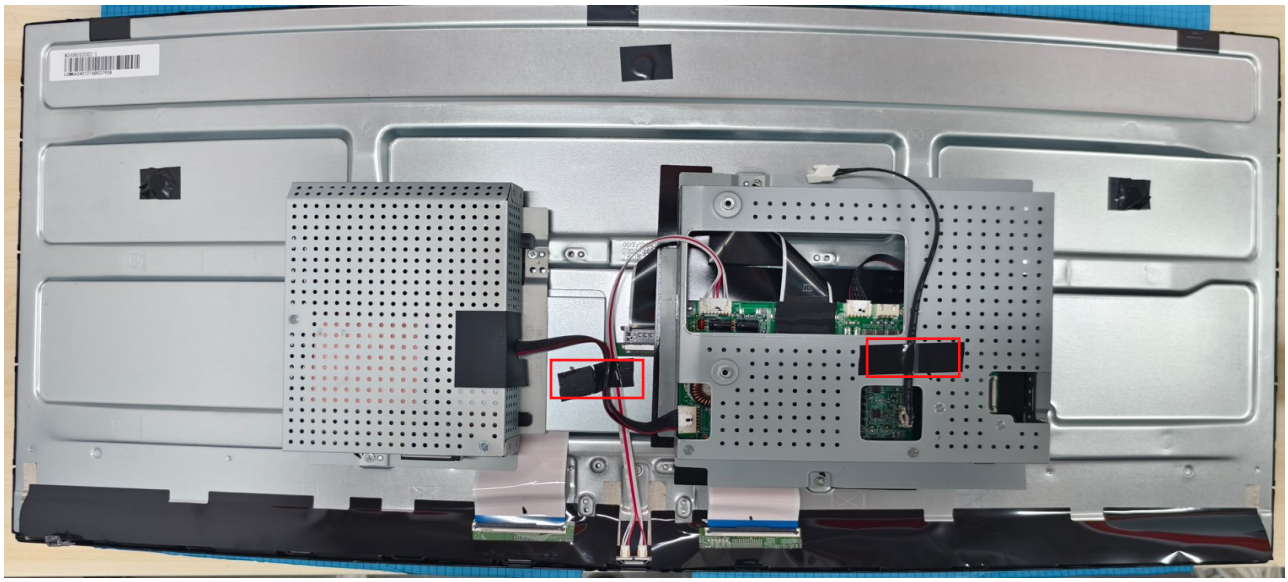
S2 Disassemble the backcover and disassemble the key connector.
(拆下后壳，并拔下IR板线）



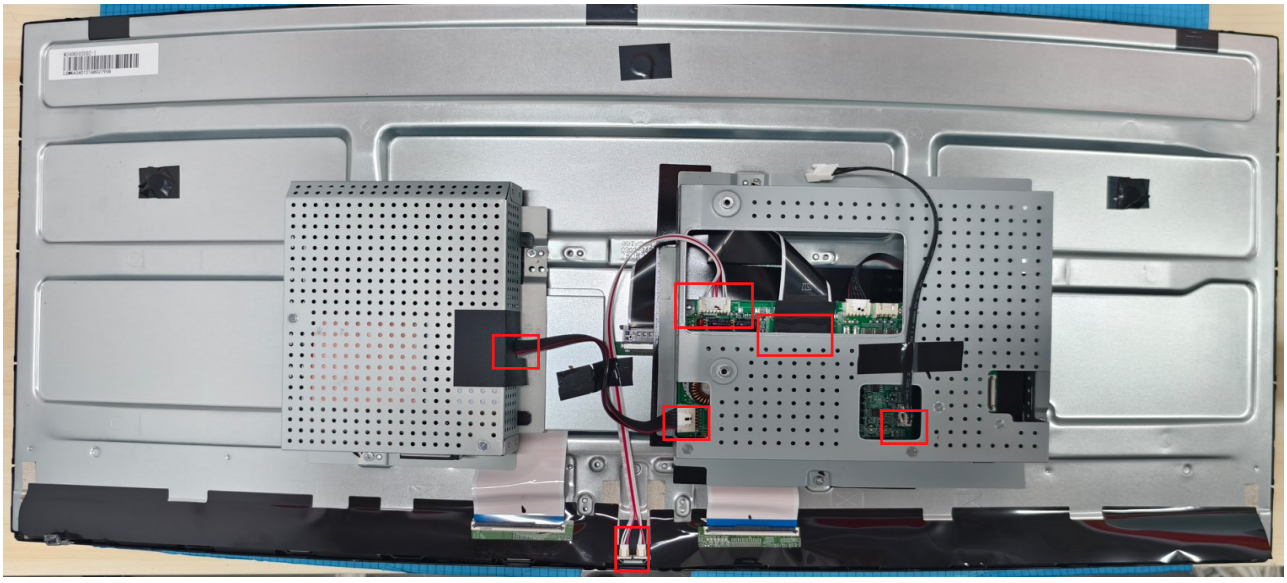
S3 Remove the lines from snaps. Disassemble the key IR and black tapes.
拆下线材，拆下IR板和黑色胶带



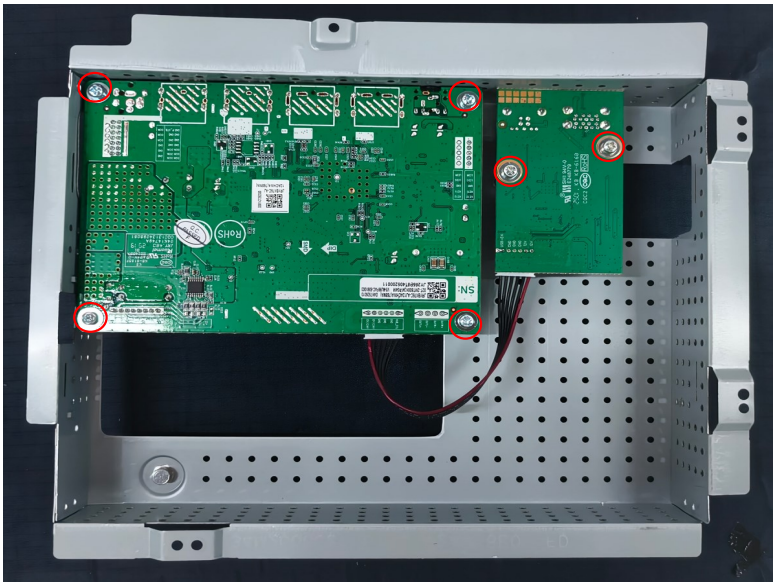
S4 Disassemble the tapes.（拆卸胶带）



S5 Pull out the wires and remove the screws.（拔出线材和取下螺丝）

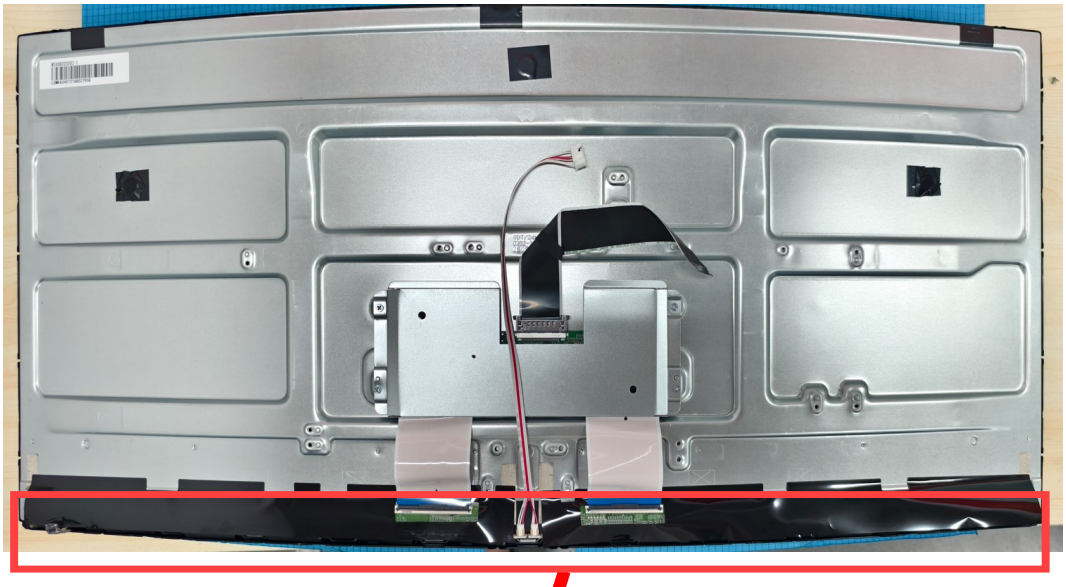


S6 Remove the motherboard and power strip screws.
拆下主板及电源板螺丝



S8 You will see the module. 你将得到模组

WEEE Annex VII part: Panel

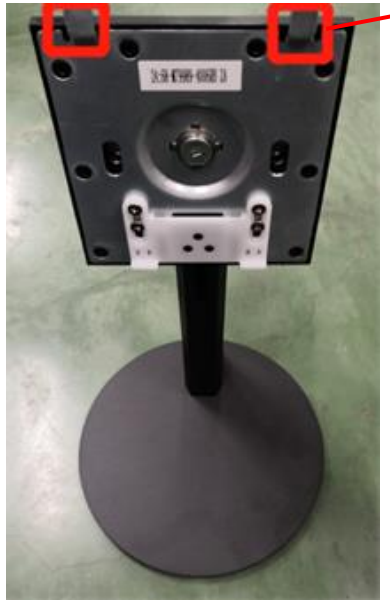


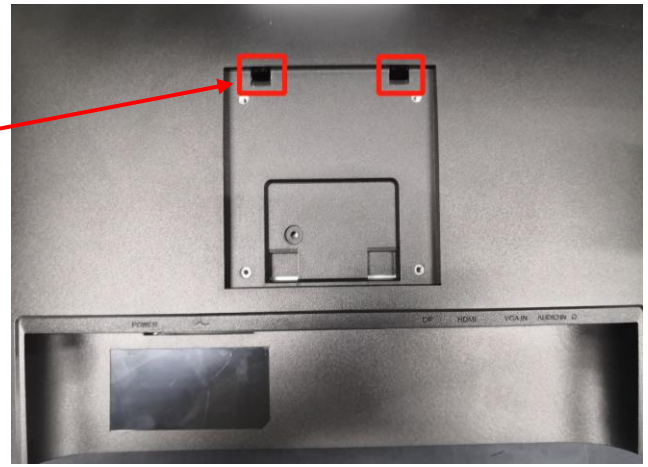
WEEE Annex VII part: Source board PCBA

NOTE: Circuit boards >10 cm² has been highlighted with the yellow rectangle as above image shows. Please detach the Circuit boards and follow local regulations for disposal.



Install base neck







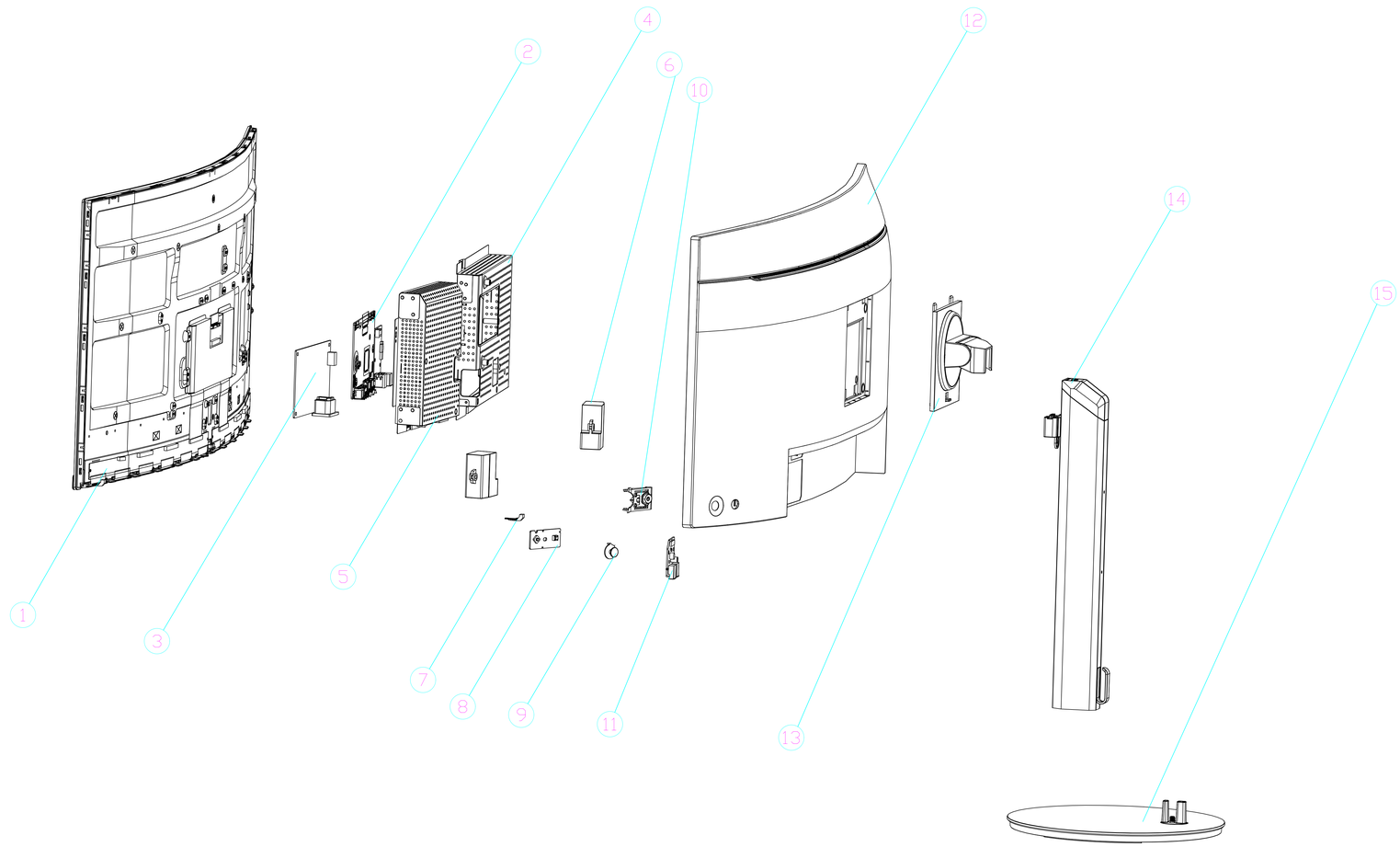
Locking screw





Align the buckle and install the base

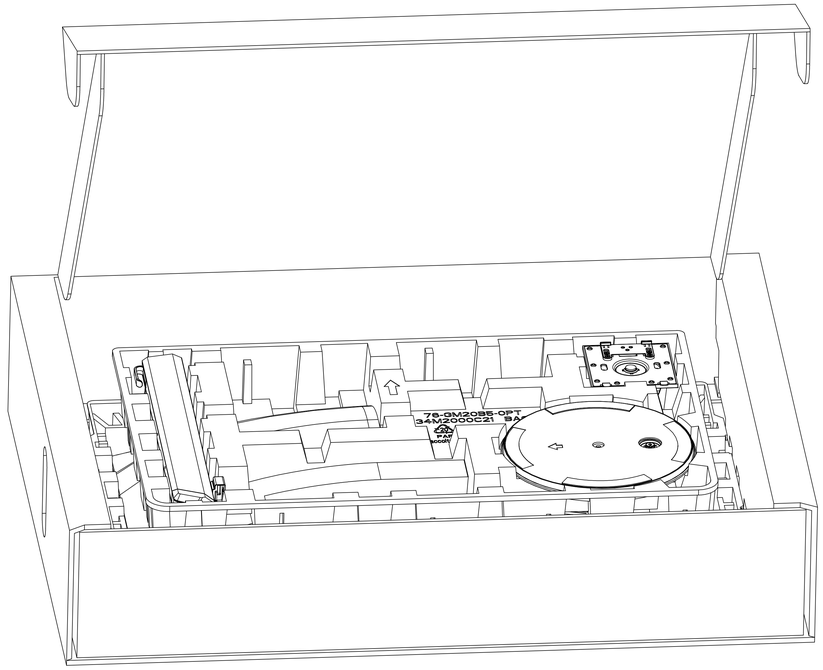
REV	DC/EC NUMBER	DESCRIPTION	DATE
V1.0	首版发行	Initial version release	2025.07.01

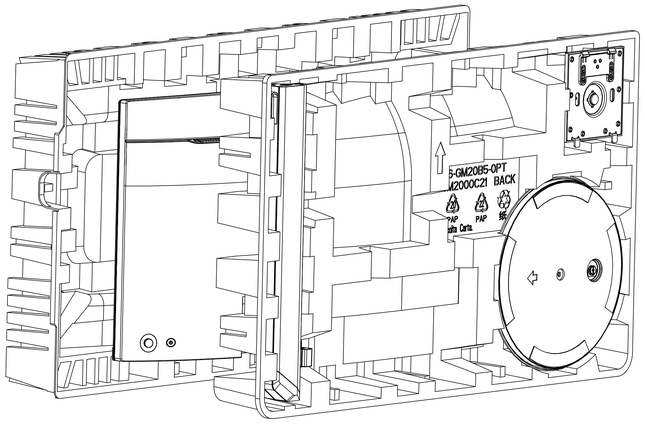


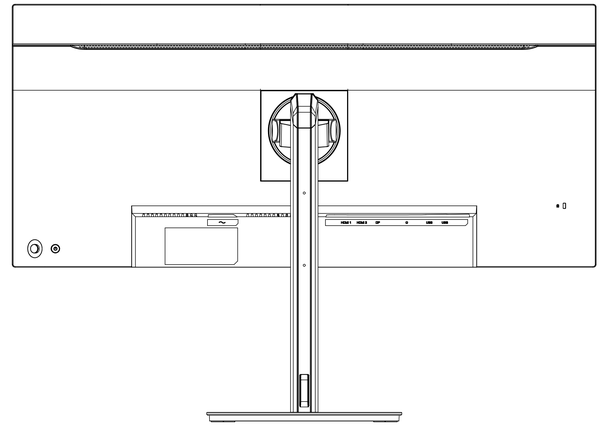
No.	Description.	Code No.	Material	Qty's	Remark
15	Stand base			1	
14	Stand support			1	
13	Stand Vesa			1	
12	Back Cover			1	
11	Hub PCB			1	
10	Key PCB Support			1	
9	Key			1	
8	Key PCB			1	
7	Lens			1	
6	Speaker (optional)			2	
5	Powner PCB Cover			1	
4	Main PCB Cover			1	
3	Main PCB			1	
2	Power PCB			1	
1	Module			1	

PART NUMBER	APPROVED	DATE
PART DESCRIPTION	CHECKED	DATE
CB342CUR J0		
MODEL NAME	DESIGNED	DATE
		07/01/2025

UNIT	SCALE	PROJECT	SIZE	SHEET NUMBER	REVISION
MM	1:1		A4	1 OF 1	V1.0

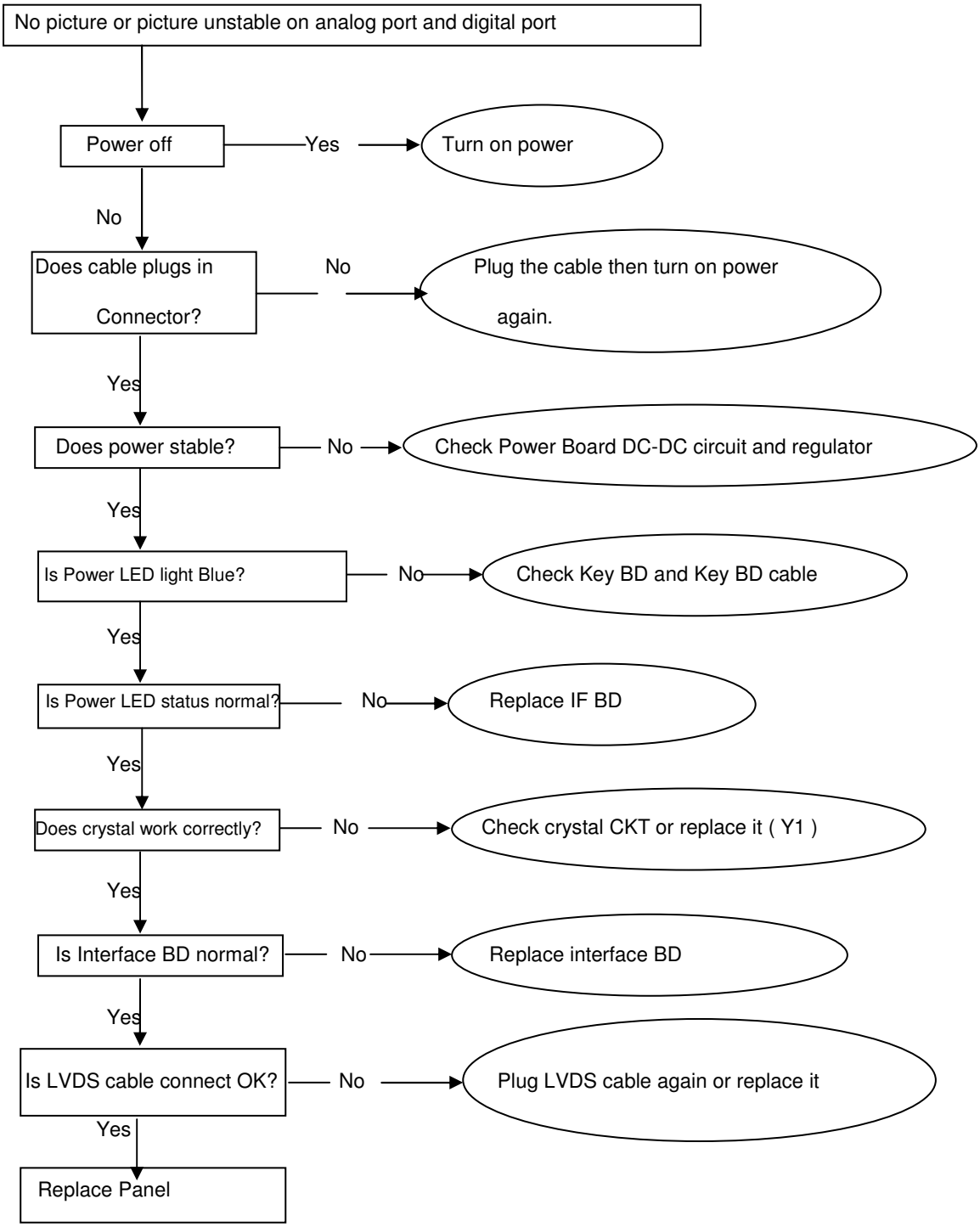

76-GM20B5-0PT
34M2000C21 BA


5-GM20B5-0PT
M2000C21 BACK

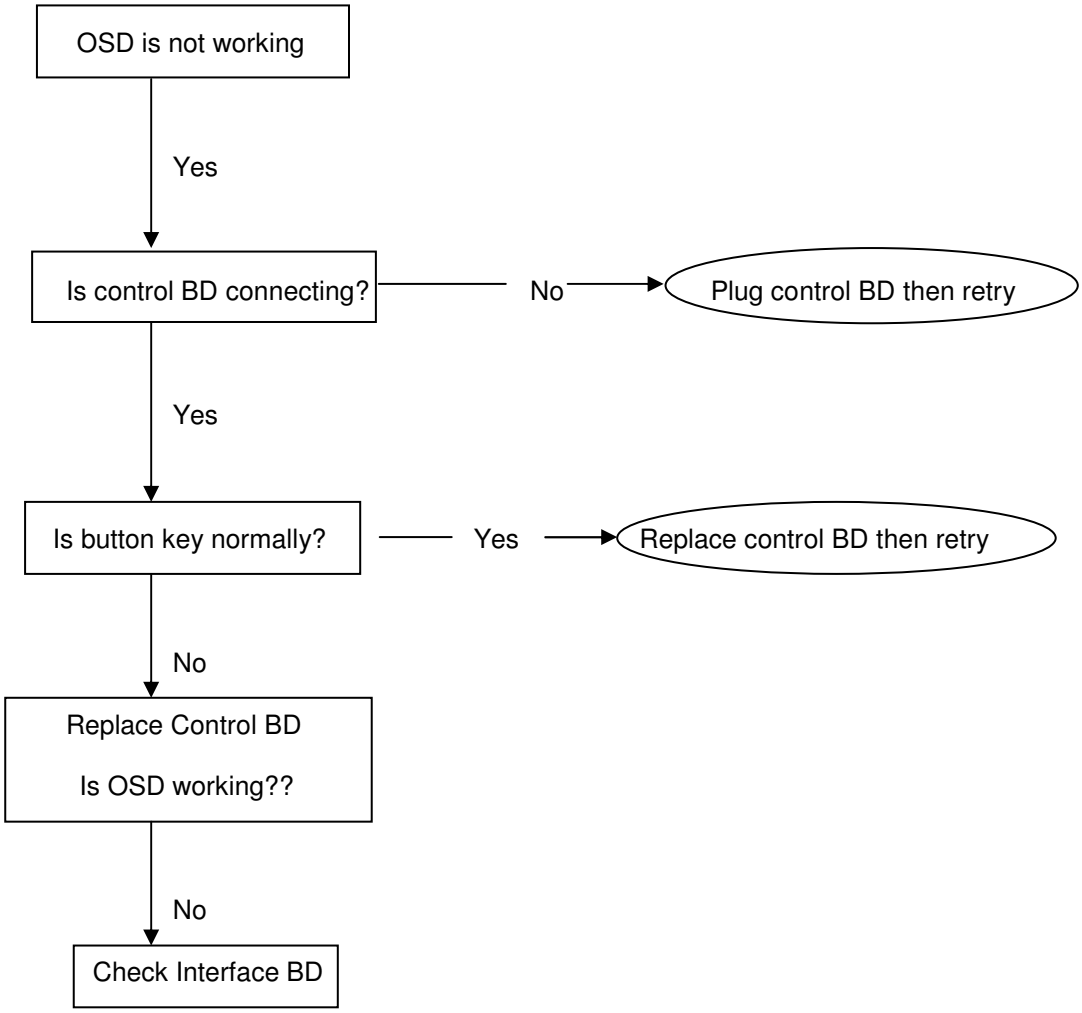


5. Troubleshooting

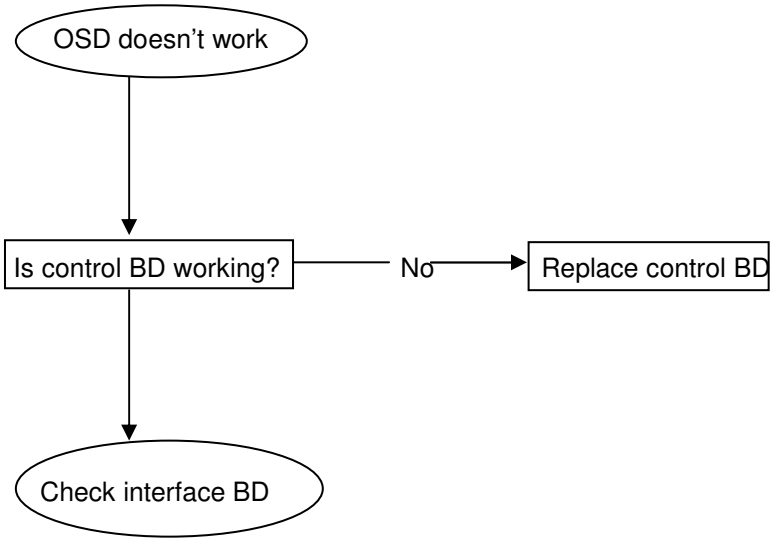
5.1 No Display or display is unstable on analog or digital port:



5.2 Button function



5.3 OSD function

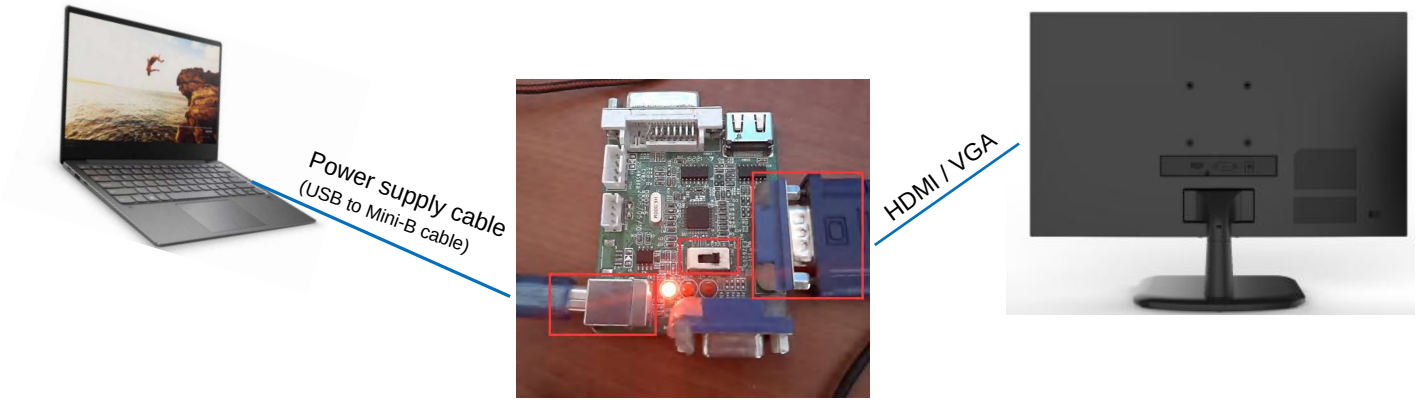


Firmware Upgrade SOP

ISP Drive Instruction guide

Step 1：Connect tool board as shown below. MB/MNT powers on.

Note: Tool board*1,
Power supply cable(USB to Mini-B cable, connecting PC)*1
HDMI/VGA cable(connecting MNT)*1

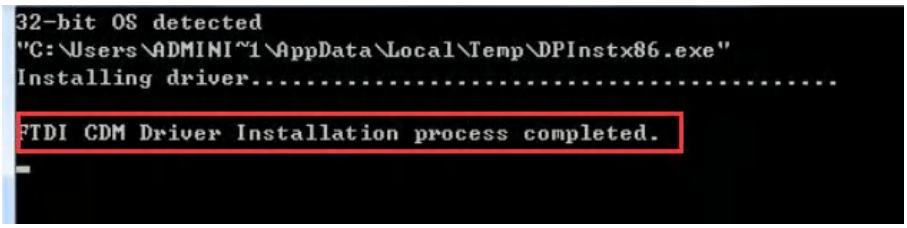


Step 2：Install drive app

Double click to open CDM20814_Setup.exe . When there is notice as below, it means app is installing.



When there is notice as below, it means app has finished installing.(The notice will disappear soon.)



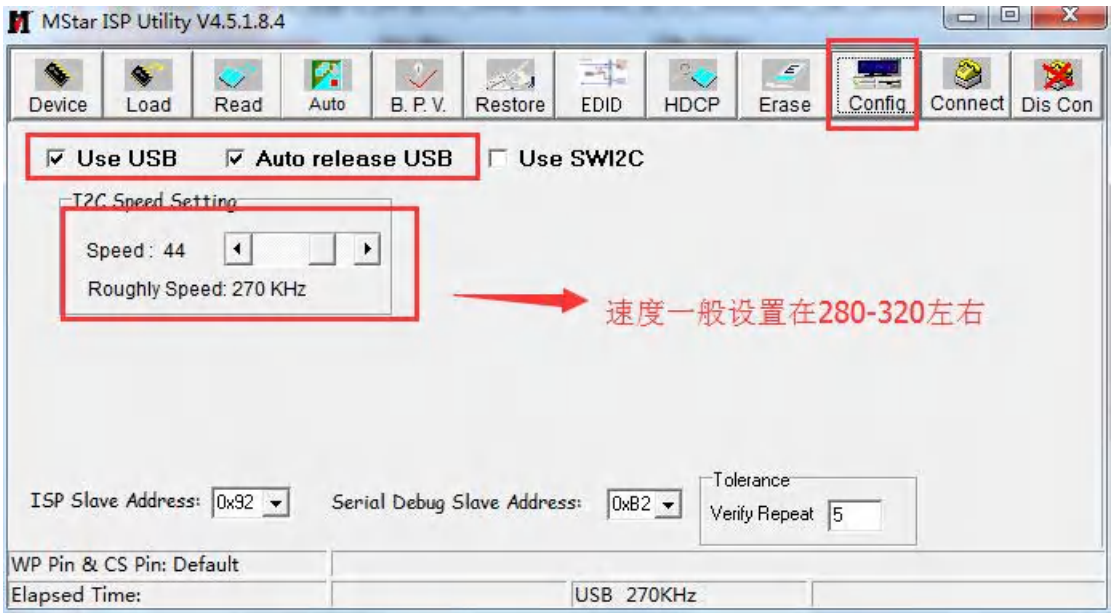
ISP burning software operation guide



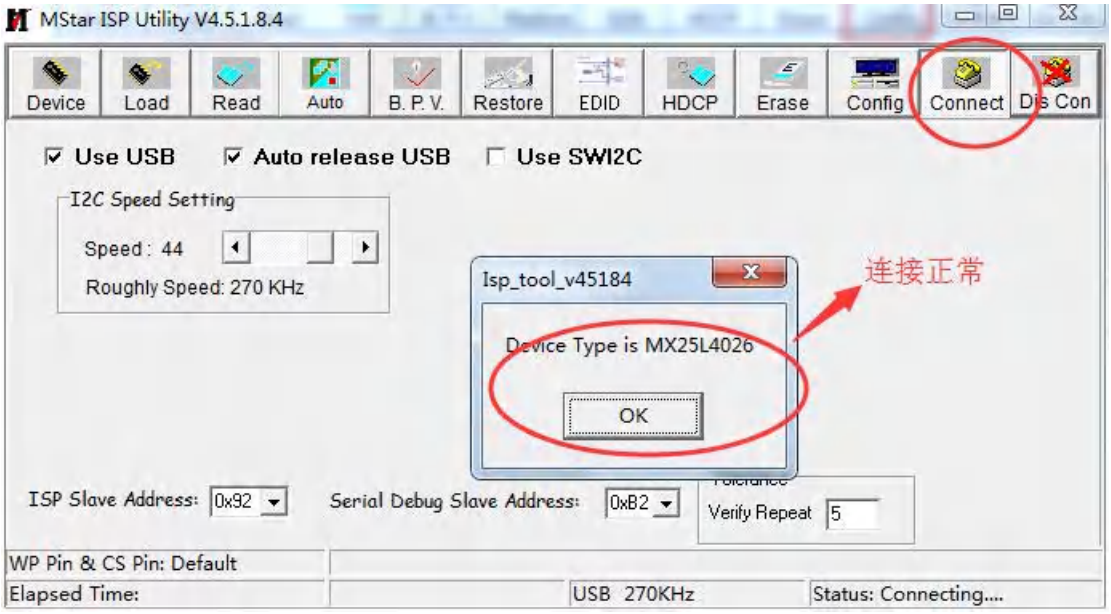
Step 1：Open burning app ISP_Tool V4.5.140.exe , it will show interface as below. Click ‘Read’ button, select software bin to upload.



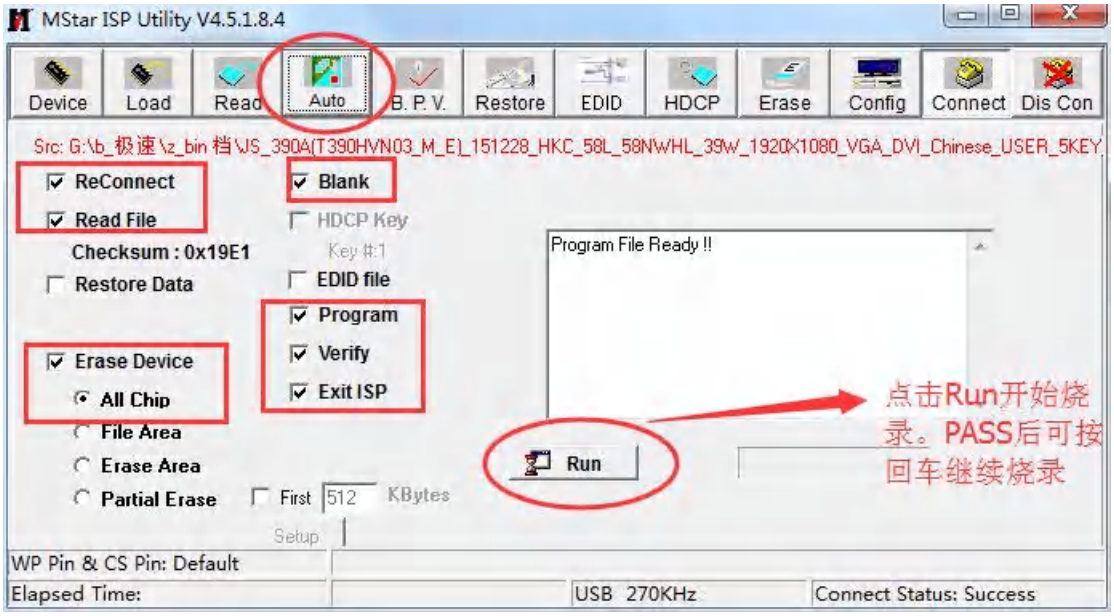
Step 2：Click ‘Config’ button to Set USB condition and burning speed.



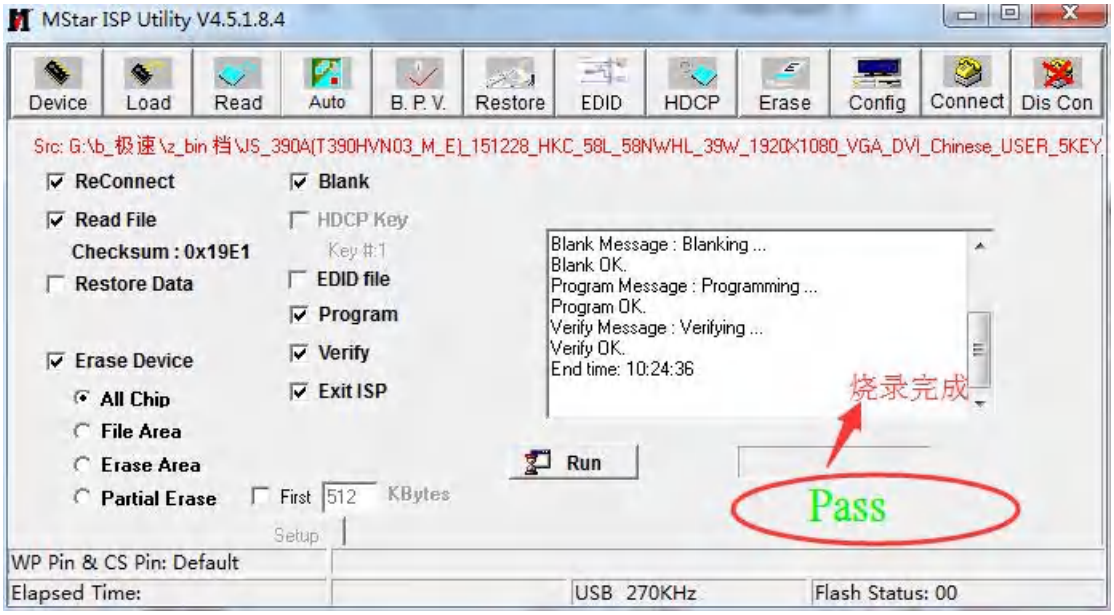
Step 3： After connecting burning tool, click ‘Connect’ button. When ‘Device type is XXXXX’ box appears, then connect OK.



Step 4：Click ‘Auto’ button and set as below red box. Then click ‘Run’ button to start burning.



Step 5：It is finished Until Green ‘Pass’ appears.



Factory menu operation and production process description

1. Enter factory mode and Burn In mode:

When the monitor is interruption of power supply, keep pressing the menu button (Push the joystick up) and connect the power supply at the same time until the monitor displays normally. At this time, it enters the factory mode and also enters the Burn In mode. If there is no connection at this time Input begins to Burn In.



2. Press the Power button to shut down to exit Burn In and exit factory mode.

3. Factory menu instructions

In factory mode, Access signal source , Push the joystick up to bring up the navigation menu, and then Push the joystick up to display the

factory menu, as shown below:

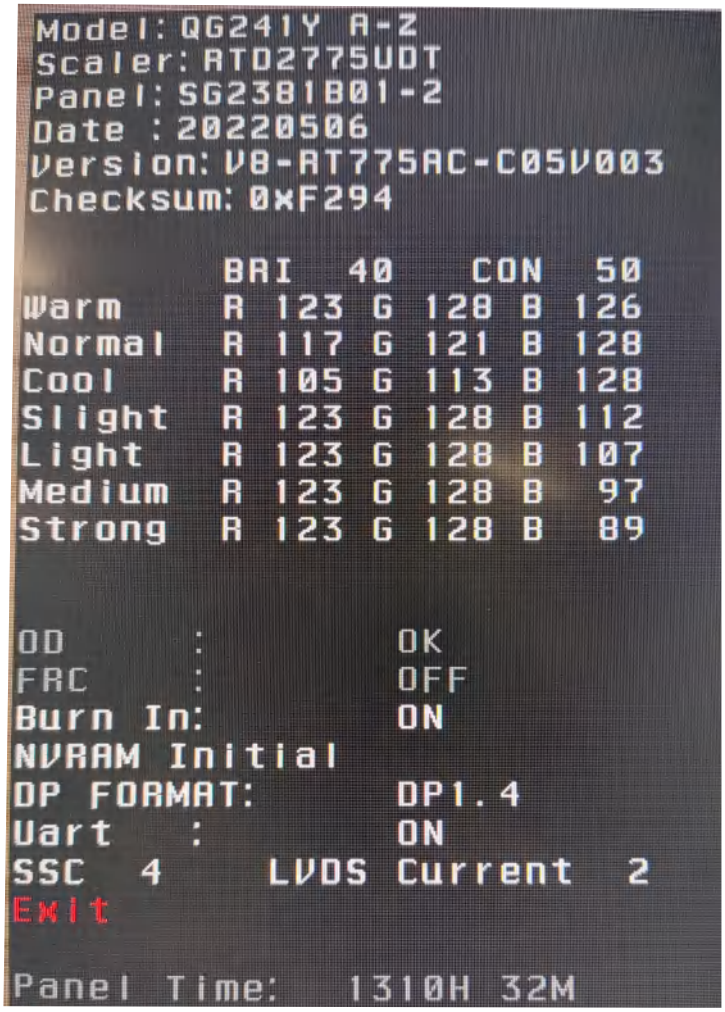






When there is an “F”in the upper left corner of the navigation menu, press the key corresponding to the red mark to enter the factory menu.

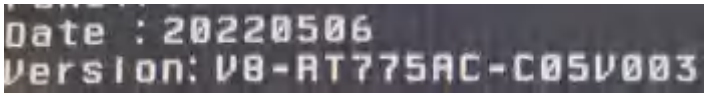
4. Various instructions in the factory menu:



line 1: Model: QG241Y A-Z is the model name

line 2 : Scaler: RTD2775UDT is the display IC model used

line 3: Panel: SG2381B01-2 for screen configuration information.

line4/ line5: 

is the software compilation date and software version information.

line 6: 

is the automatic color function of the analog signal.

line 7: 

is the default brightness contrast of the software.

The tenth to sixteenth lines are adjusted for each color temperature value and each low blue light level:



Seventeenth line BURN IN on and off options: 

Line18: 

is the factory reset setting.

(This function is to reset all data, including user data and color temperature data, use with caution)

Line 19: 

is the supportive DP signal format.

Line 20: 

means Universal Asynchronous Receiver/Transmitter on and off options.

temperature data, use with caution)

Line 21: 

Spread spectrum, drive current setting, used for EMI.

5. **Exit the factory menu: Press the arrow keys to select the EXIT option and then press OK to exit the factory menu, but do not exit the factory mode. If you want to exit the factory mode, you need to use the DC switch** (that is, press the power button to switch on and off)

PS: press the power button to turn off the nine-key button and the five-way vertical button.

6. Brief description of the production process:

(1) Burning software, generally set to the boot state, burn-in state after burning, enter the factory mode state

(2) Assembly

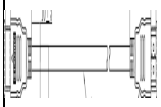
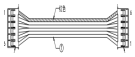
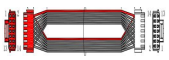
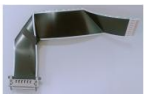
(3) White balance adjustment

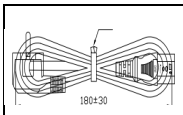
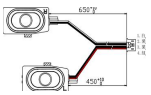
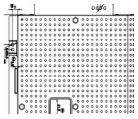
(4) Verify whether each interface screen is displayed normally

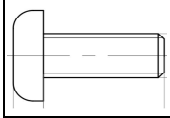
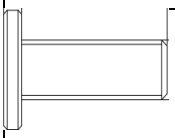
(5) Whether the key verification is normal (check the power keys of the first few key functions and put them in step 7 to verify)

(6) Reset. This reset function is realized by automatically resetting when the button is turned off and exits the factory. Only the user data is reset, and the previously adjusted color temperature value is not reset.

(7) Shutdown and packing

CATEGORY	ACER PART NO.	ODM PART NO.	ACER DESCRIPTION	ODM DESCRIPTION
LCD				
	KL.3400T.058	T8-34M2000-	LED LCD Panel TCL 34" WQHD VA	LMU340HKDO E0010 PANEL
BOARD				
		02-2MT800K34-R04M	MAIN BOARD 2H1DP+SPK MEDIATEK	Main Board 2H1DP1AOUT+SPK MTK
		81-PWE120-Y070003	POWER BOARD 72W 12V 6A	POWER BOARD
	55.V3KMD.002	T8-27M202P2-HU001	USB BOARD	ASS'Y - USB HUB BOARD/VL817 1U2D
		T8-34M200L9-FB001	FUNCTION KEY BOARD	ASS'Y - FRONT CONTROL BOARD
		T8-34M200L9-ZJ002	CONNECTION BOARD /FFC to	ASS'Y - CONNECTION BOARD/FFC to
CABLE				
	50.TVGMD.003	41-DPS185-FBXX01T	DP CABLE 1.85M BLACK 1.4	External cable DP1.4(10M) 1.85M BLACK 6.3MM
	50.V3KMD.001	41-HDM185-QBXA05T	EXTERNAL CABLE HDMI2.0 1.85M OD6.8 NoPE	HDMI Cable 2.0 1.85M BLACK
	50.TVLMD.003	41-USB185-NBXX01B	USB CABLE 1.85M BLACK	EXTERNAL CABLE/185cm/BLACK/YL220930001
	50.V3KMD.002	46-DC0100-PP06F4H	CABLE 6PIN 100MM POWER BOARD TO MAIN BOARD	WIRE 6PIN 100MM MAIN BOARD TO POWER BOARD
	50.TQ1MD.004	46-DC0150-PP14W6H	CABLE 14PIN 150MM - POWER BOARD TO MAIN BAORD	DC WIRE 14P 150MM Mainboard to power board
	50.V9MMD.002	46-FCH020-51H02XX	CABLE FFC 51PIN 200MM PANEL TO MAIN BOARD CSOT SG3402H03-4 6.3	TERMINAL FFC WIRE 200MM 51P MAIN BOARD TO OPEN CELL
	50.V9MMD.003	46-KRP020-05H03XX	CABLE 5PIN 200MM FUNCTION KEY BOARD TO MAIN BOARD	TERMINAL IR Cable 200MM 5P main board to KEY CABLE
	50.V3KMD.005	46-KRP055-05H01XX	CABLE 5PIN 550MM FUNCTION KEY BOARD TO MAIN BOARD	TERMINAL KEY&IR CABLE 550MM 5PIN Front control board to IR Cable
	50.V9MMD.004	46-LBP024-08H01XX	FFC CABLE 8PIN 240 MM LIGHT BAR TO MAIN BOARD	LIGHT BAR WIRE 240MM 8PIN LIGHT BAR TO MAIN BOARD
		46-FCH028-30G01XX	CABLE 30PIN 280MM CONNECTION BOARD TO MAIN BOARD	FFC Cable/FFC 280MM 30PIN Connection board to USB HUB board

	27.TVHMD.004	51-FNB185-C3U071B	POWER CORD 1.85M BLACK EU	VDE POWER CABLE 1.85M BLACK EUROCODE
SPEAKER				
	23.V5ZMD.001	42-WFB305-X4DX1HX	SPEAKER 4OHM*5.0 W /gasket	Speaker OHM*5.0 W 4Ω 380Hz R650 L450
CHASSIS				
		55-RGM2A4-4HQZ1H	BACK COVER 2H1DP+SPK	Large Back Cover(Plastic) 2H1DP1AOUT
PLASTICS				
		56-KSM2A8-0HA6RH	JOYSTICK HOLDER	Key Holder
	42.TXFMD.002	56-KYM2A5-0HQ6RH	JOYSTICK BUTTON	Key_BUTTON
		56-LSM2C7-0HHZ1H	LIGHT GUIDE PLATE	Lens(Plastic)
METAL				
	33.V9MMD.002	67-SGM2A5-2E0	MAIN SHIELDING POWER BOARD	POWER BOARD Shielding Case 34M2000C2
		67-SGM2A4-8E0	MAIN SHIELDING	Metal Shield cover 2H1DP1AOUT
STAND				
	67.TVTMD.002	68-M79990-4006RH	BASE ASSY	BASE ASSY
		68-M79990-9006RH	NECK ASSY	STAND ASSY
		68-M79990-A006RH	VESA HINGE	STAND VESA
SCREW				
	86.TKTMD.001	63-B30060-BF4G	SCREW-ST 3MM 6MM ISO R=Y	B-Tapping Screw 3MM 6MM One fixed button board, one fixed USB board under the back shell

	86.TJNMD.006	64-B40100-105G	SCREW 4MM 10MM 62 R=Y	SCREW 4MM 10MM Fixed rear shell wall mounting hole
	86.TJMMD.002	64-P30035-104G	SCREW M3MM 3.5MM ISO 53 R=Y	SCREW M3MM 3.5MM ISO 53 R=Y Fixed main board shielding cover * 4/Fixed power board shielding cover * 3
	86.V9MMD.001	64-P30080-205G	SCREW 3MM 8MM ISO 53 R=Y	SCREW 3MM 8MM Fix the bottom surface of the rear shell and the back plate
	86.TKTMD.002	64-Z30080-104G	M/C SCREW 3.0 X 8	Screw low carbon;Mechanism screw; round h