

Chromebox4

Service Guide

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- Diagnostics Tools
- Service Overview
- ASUS Chromebox 4 Overview
- Components Top View
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- Repair Overview
- Appropriate Tools
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- Disassembly Steps :
 - BOTTOM CASE
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 - MAIN BOARD
 - THERMAL MODULE & FAN
 - POWER BOARD

Diagnostics tools

Diagnostics tools are available to help you identify components that need to be replaced and ensure the functionality of the newly installed component(s).

For more information, visit <https://www.asus.com/support/faq/1051593/>.

- Carefully read through this Service Guide for a look at various components of the device before performing any service and repairs.
- To provide the best service, we have provided the below information for technicians from distributors and resellers to perform the complete device disassembly and assembly. Before performing the procedures, please be sure to read through the overview in this service guide for component overview to avoid any unwarranted damages to the device hardware.
- Due to sales policy difference, the components might have different specifications on the same series product, please refer to E-manual by model.

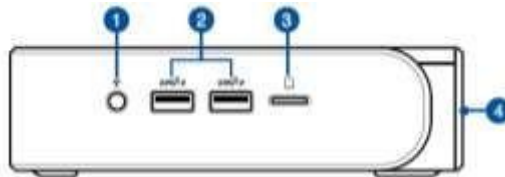
Top View



Bottom View

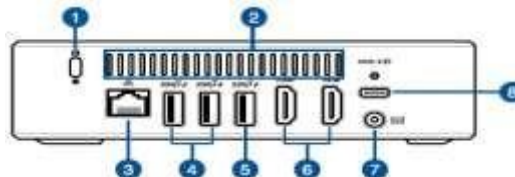


Right View



- ① Headphone/Headset/Microphone jack
- ② USB 3.2 Gen 2 port
- ③ MicroSD card slot
- ④ Power button

Left View



- ① Kinston Lock
- ② Air vents
- ③ LAN port
- ④ USB 3.2 Gen 3 port
- ⑤ USB 3.2 Gen 2 Type-C® port
- ⑥ HDMI port
- ⑦ Power (DC) input port

◆ BOTTOM CASE



◆ MAIN BOARD



◆ Memory Module



◆ SSD Module



◆ WLAN Module



◆ BATTERY



◆ THERMAL FAN



◆ TOP CASE



◆ POWERBOARD



◆ MAIN BOARD



◆ TOP CASE



◆ BOTTOM CASE



◆ Memory Module



◆ THERMAL MODULE ASSY



◆ POWER BOARD



This chapter describes disassembly and assembly (Assemble document please look up from the last page), please follow the information provided in this section to perform the complete disassembly procedure.

◆ Precautions:

Before you perform any service or repair on the notebook, please pay special attention to the cautions prevent any damages to the notebook.

1. Be sure that the notebook is powered down.
2. Before disassembling any part, please disconnect all power source. ex: AC plug/Battery connector/Power protect screw etc.

3. Remove all rings, watches and any other metal objects from your hands.



4. Always wear a ground strap on your hand to protect the notebook from static discharge.
5. Please refer to “ANSI ESD S20.20” about ESD protection measure.
6. Put the disassembled parts in the functional PE BAG to avoid any damages of the A/B/C/D part.



7. The maintenance environment temperature is 20-30 °C and humidity is 40% - 70%.
8. To avoid scratching on the surface of machine; please use anti-static and soft materials to put on desk in repair environment as below photo.



9. Screw Appearance Criteria:

If the screws have the following damaged appearance, please do not use.

- a. Shape deformed.
- b. Damaged head – unable to drive in or the stripped screw.
- c. Damaged unable to securely tighten.
- d. Paint scratched off.
- e. Rusty



10. Due to sales policy difference, the components may have different specifications on the same model. Please note that all pictures and components shown on Service Guide are for disassembly/assembly description purpose only, so please refer to the actual product for disassemble/assemble.

Please prepare and select the appropriate tools to disassemble/assemble for the Chromebox.

◆ Screwdriver

Please accord to different screw specification to choose different screwdriver and head.



◆ Plastic Blade



◆ Plastic Tweezers

Use a pair of tweezers to remove/insert/tidy cables.



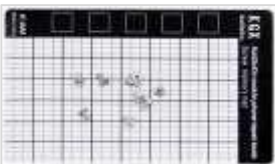
◆ Thickness Gauge

Thickness compass specification 0.05mm-1.5mm. Use it to measure the gap.



◆ Magnetism Board

Suggest local buy magnetism board to place screw, avoid mix different type screw to cause assembly damage.



◆ Alcohol (95%)



◆ Glove



◆ Dust-free Cloth



Disassembly Notice

- Step 1 : Remove Rubber Foot *4pcs.
Step 2 : Remove base screws *4pcs
Step 3 : Disconnect D/C cable from MB
Step 4 : Remove bottom case along K-lock bracket
Step 5 : Remove screws *1pcs and D/C cable.

Screws	QTY	Spec	Torque (kgf-cm)
	4	M2.5*6	3.0 ± 0.3
	1	M2*4	2.0 ± 0.2

Assembly Notice

1



2



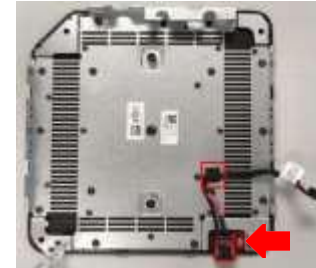
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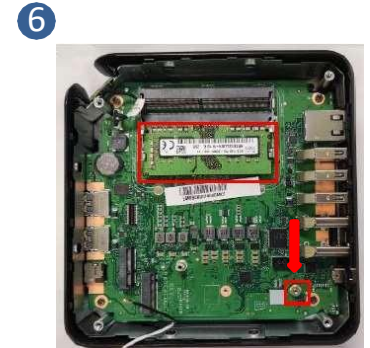
Disassembly Notice

- Step 1 : Remove POWER BUTTON
- Step 2 : Disconnect Antenna cable from WIFI card(White to AUX, black to Main)
- Step 3 : Remove screws *2pcs.
- Step 4 : Remove WIFI Card
- Step 5 : Remove SSD
- Step 6 : Remove SSD NUT

Screws	QTY	Spec	Torque (kgf-cm)
	2	M2*3	2.0 ± 0.2
	1	M2*2.5	3.0 ± 0.3

Assembly Notice

-  The distance of screw driver and unit is 10-20cm
-  NUT location is decided by SSD type
-  Ensure screw fastened ok



Disassembly Notice

RAM differs from sku config.

Step 1 : Remove RAM



Disassembly Notice

Please be sure to pull out adapter and disconnect the battery. 

 Before disassembly battery connector, please be sure to pull out adapter and disconnect the battery more than ten seconds in order to IC damage.

Step 1 : Remove BATTERY



Disassembly Notice

- Step 1 : Disconnect Power Board cable
Step 2 : Remove screws *4pcs.
Step 3 : Remove MB along AJ connector

Screws	QTY	Spec	
	4	M2*4	2.0 ± 0.2

Assembly Notice

-  The distance of screw driver and unit is 10-20cm



Disassembly Notice

Step 1 : Remove screws *2pcs& Disconnect Fan cable

Step 2 : Remove Fan

Step 3 : Remove screws *4pcs.

Step 4 : Remove THERMAL

Screws	QTY	Spec	
	6	M2*4	2.0 ± 0.2

Assembly Notice

 The distance of screw driver and unit is 10-20cm

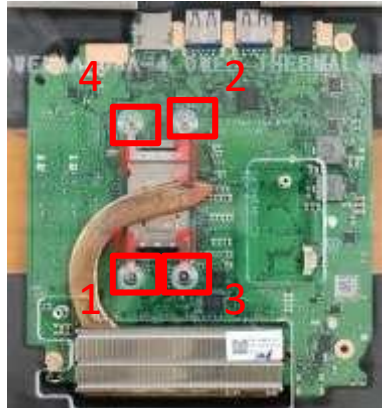
①



②



③



④



Disassembly Notice

Step 1 : Remove screws *4pcs.

Step 2 : Remove TOP SHIELDING

Step 3 : Remove screws *2pcs.

Step 4 : Disconnect POWER CABLE

Screws	QTY	Spec	
	4	M2.5*4	3.0 ± 0.3
	2	M2*3	2.0 ± 0.2

Assembly Notice

 The distance of screw driver and unit is 10-20cm

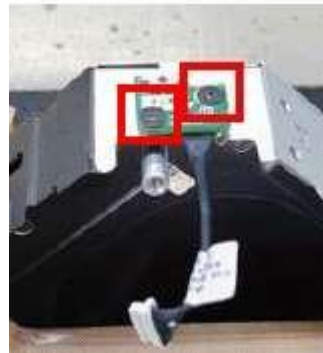
1



2



3



4

