
INTRODUCTION

The power port in the Wacom Cintiq 24HD can fail over time due to overuse. The power port must function in order for the Cintiq to work. This guide will show you how to replace the power port. Soldering skills and tools will be needed for this replacement. iFixit has a guide to soldering which you can find [here](#).

TOOLS:

- [Phillips #2 Screwdriver](#) (1)
 - [iFixit Opening Tools](#) (1)
 - [Phillips #1 Screwdriver](#) (1)
 - [Soldering Iron](#) (1)
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Step 1 — Stand



- Unplug any cables from the USB, power, display or DVI-D ports by gripping the cord by the connector and pulling straight out of the port.
- ⚠ Unplugging the cables by pulling on the cord or pulling at an angle can damage the cable or connector.

Step 2



- Place the device screen down on a flat surface.
- Remove eight 10mm Phillips #2 screws (four on each leg of the stand) by turning the screwdriver counterclockwise.

Step 3



- Lift the stand up and away from the rest of the device so the legs separate from the mounting plate.

Step 4 — Back Panel



- Remove eighteen 10.2mm Phillips #1 screws from the perimeter of the back panel by turning the screwdriver counterclockwise.
 - Remove one 11.9mm Phillips #1 screw from the center of the back panel.
 - Remove two 10.2mm Phillips #1 screws from underneath hinged panels in the bottom right and left corners.
- i** Our device does not include the cover panels for the USB, DVI-D, and power ports. You must first remove these cover panels shown in green in order to remove the back panel.

Step 5



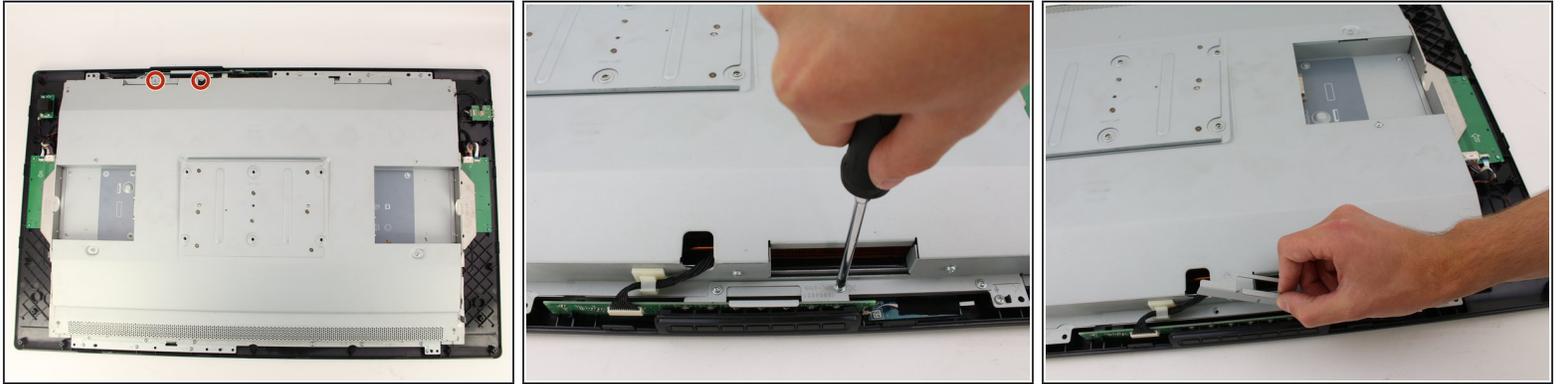
- Lift the back panel up by a corner and insert a plastic opening tool in the gap.
- Slide the tool along the gap around the perimeter of the device while lifting to unlatch the back panel.
- ⓘ The latches on the back panel will make loud clicking noises when opening.
- Remove the panel by lifting it up and off of the device.

Step 6 — Interior Metal Plate



- Detach the small black wire connecting the back metal plate to the USB video port by removing the one 8 mm Phillips #2 screw from the back metal plate and turning the screwdriver counterclockwise.

Step 7



- Remove the two 8 mm Phillips #2 screws from the metal button plate by rotating the screwdriver counterclockwise.
- Remove the metal button plate from the back metal plate.

Step 8



- Remove the button wires from the support clip by pushing down on the clip.
- Detach the button wires from the button board by pulling the button wires away from the board.
- Place the button board back in to the device.

Step 9



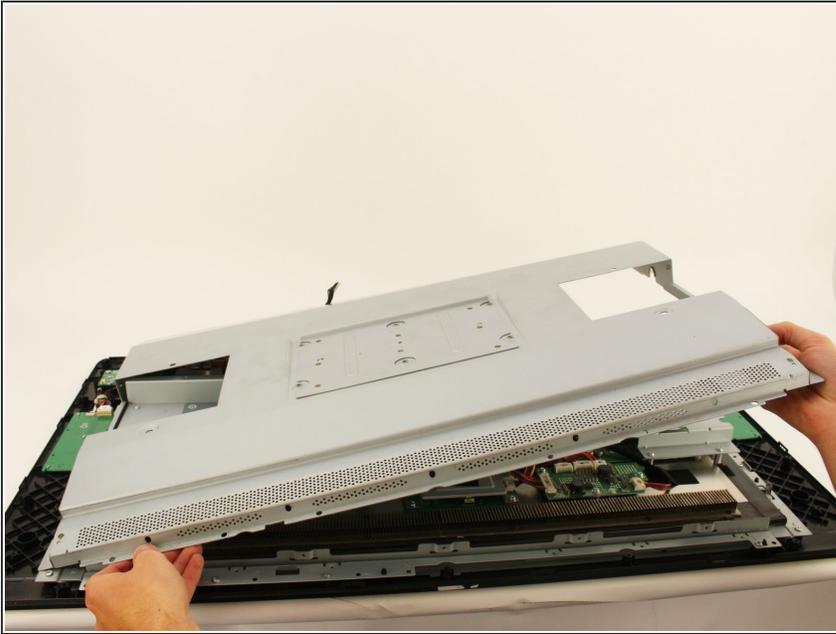
- Remove the eight (four on each plate) 10.2mm Phillips #2 screws with locking washers from the metal mounting plates by rotating the screwdriver counterclockwise.
- Remove the two metal mounting plates.

Step 10



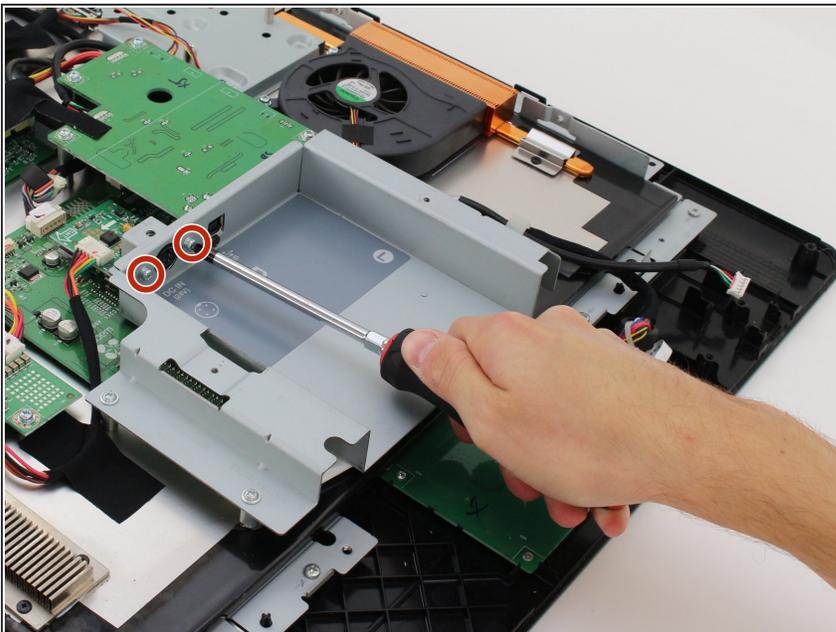
- Remove the sixteen 8 mm Phillips #2 screws with flanges from the horizontal side of the plate by turning the screwdriver counterclockwise.
- Remove the ten 8 mm Phillips #2 screws with flanges from the vertical sides of the plate by turning the screwdriver counterclockwise.

Step 11



- Remove the back metal plate by lifting up along one edge, then lifting the plate off and away from the device.

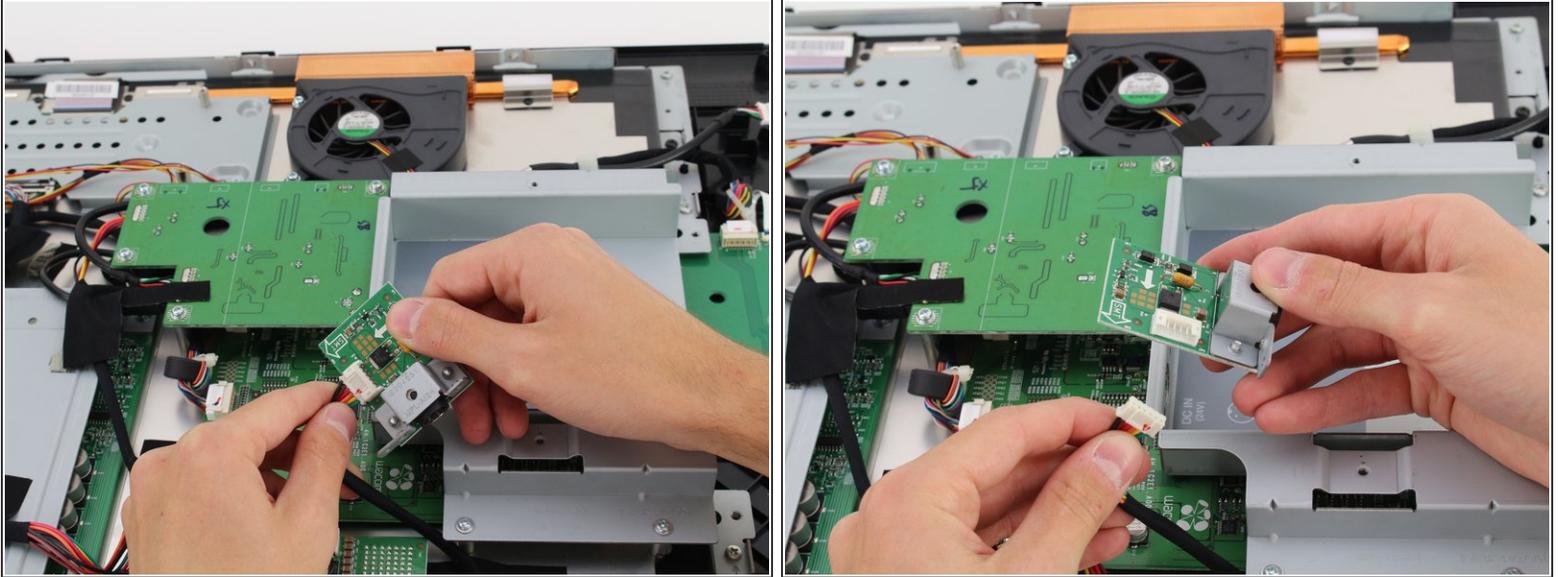
Step 12 — Power Port



- Remove the two 7.8mm Phillips #2 screws from the right back panel connected to the power port by

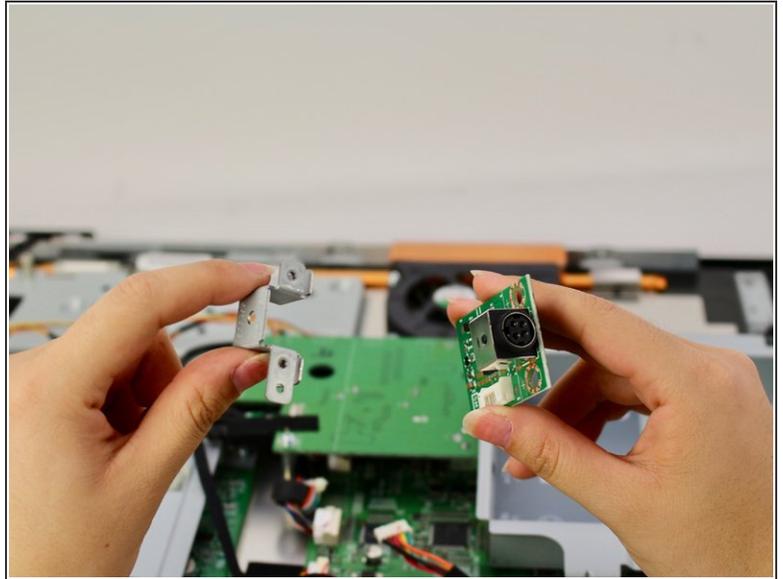
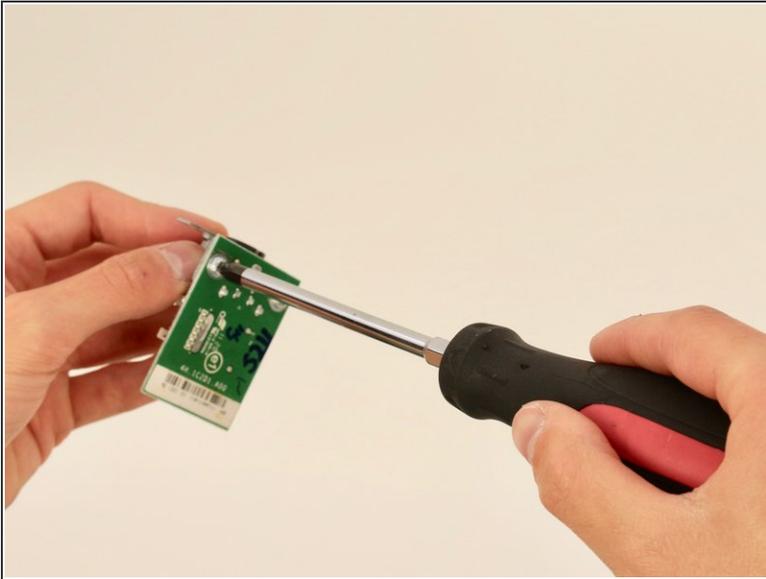
turning the screwdriver
counterclockwise.

Step 13



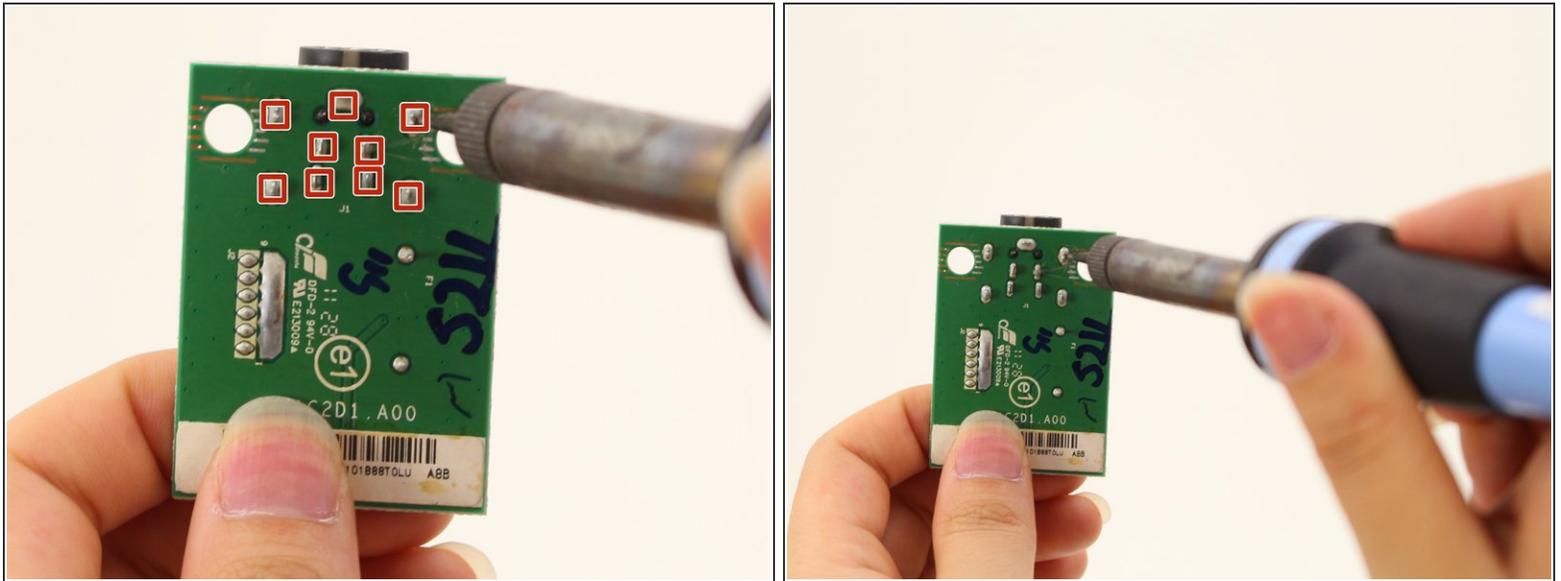
- Lift the power port and attached daughterboard out of the device.
 - Remove the wires from the daughterboard.
- ⚠ Pull gently on the wires when removing from the daughterboard to prevent any tearing.

Step 14



- Remove the two 8 mm Phillips #2 screws from the daughterboard by turning the screwdriver counterclockwise.
- Detach the metal cover from the power port.

Step 15



- Desolder the connections the power port connections using a soldering iron.
 - Remove the power port from the daughterboard by lifting it off.
- i** iFixit has a guide to soldering which you can find [here](#).

To reassemble your device, follow these instructions in reverse order.