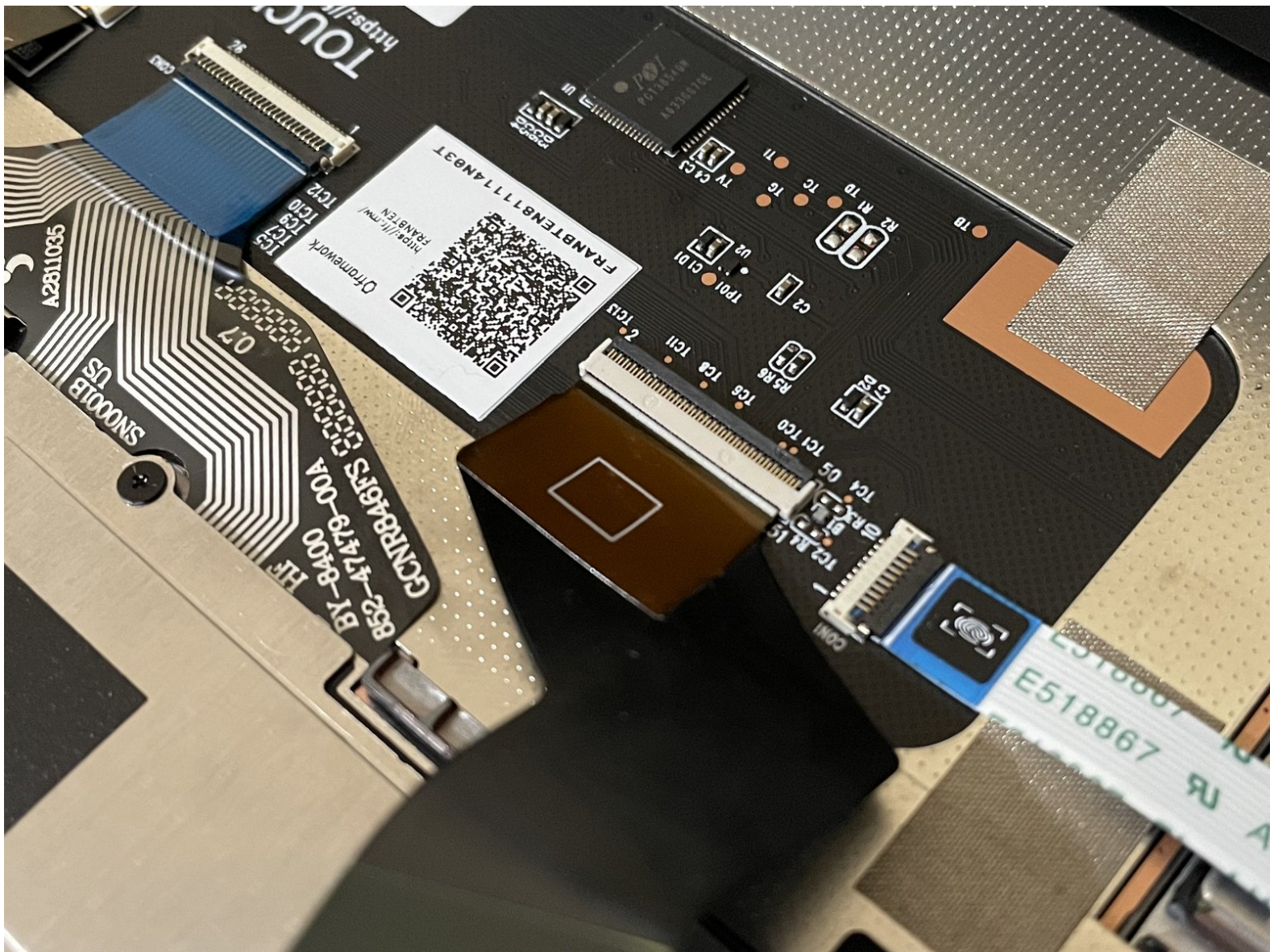# ❖ framework

Touchpad Cable Fix Guide

Instructions for fixing an issue on early Touchpads by taping the Touchpad Cable to prevent movement

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INTRODUCTION

On the earliest Framework Laptops that went out in Batch 1 and early in Batch 2, we found a manufacturing issue on the Touchpad that could result in the Touchpad Cable shorting if it gets misaligned in the receptacle. We've added steps in every guide noting to double check the cable alignment, but a more permanent fix is to apply a piece of tape to prevent movement. This guide walks through the steps to do that.
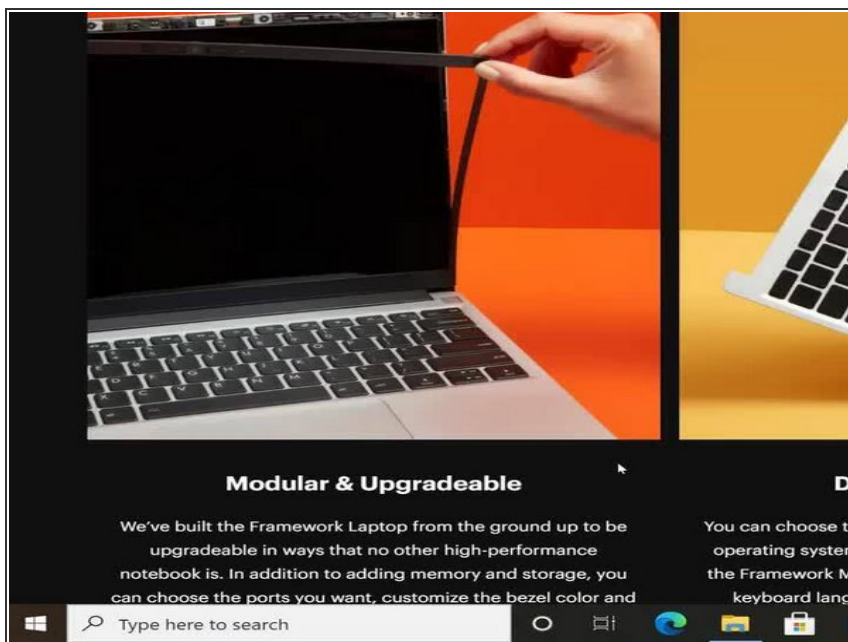
🔧 **TOOLS:**

- Framework Screwdriver (1)

⚙ **PARTS:**

- Double-sided tape (1)
  3M 9495LE
  12mmx12mm square or similar

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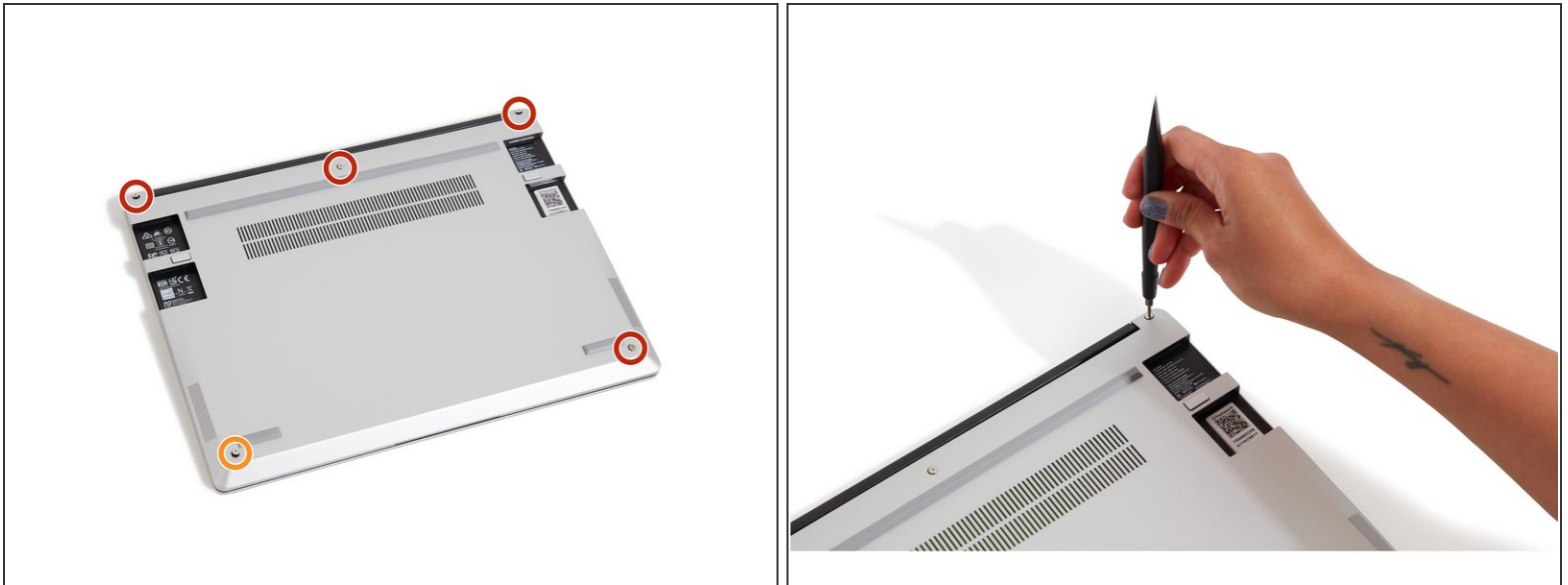
Step 1 — Shut down the Framework Laptop

- Power off the Framework Laptop by navigating to the Windows icon on the bottom left and clicking on "Power" followed by "Shut down," or if on Linux, the equivalent action there.

Step 2 — Unplug power

- Unplug your power cable from the USB-C Expansion Card in your Framework Laptop.

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Step 3 — Unscrew the five fasteners on the Bottom Cover

- Close the lid on your Framework Laptop and place it upside down on a soft, non-marring surface, such as the bag that it shipped in.

- Using the T5 bit in the Framework Screwdriver, unscrew the 5 fasteners on the Bottom Cover. These fasteners will remain attached in the Bottom Cover so that you do not lose them.

- The fastener on the bottom left (circled in orange) will not unscrew as far as the others, as it is acting as a lifter for the Input Cover.

  (i) You'll hear this fastener start clicking as you rotate when it is unscrewed far enough.

Step 4 — Lift up and flip over the Input Cover

- Flip the Framework Laptop back over and open the lid to around 120 degrees.

⚠ **Important: Pull the Input Cover off carefully as it is still attached to the Mainboard via the Touchpad Cable.** You don't need to disconnect this cable to do most repairs. You can just flip the Input Cover over. If you do want to disconnect it though, make sure to disconnect the Mainboard side using the finger loop over the orange label.

- The bottom right corner of the Input Cover lifts up when the five fasteners are properly unscrewed from the previous step. You should not have to use any excessive force to remove the Input Cover.

- Carefully lift the cover up from the bottom right corner. If you need to, you can use the spudger end of the Framework Screwdriver to lift it as well. Lift the Input Cover off the Mainboard, flip it over (keyboard side down), and place it about halfway on the Bottom Cover.
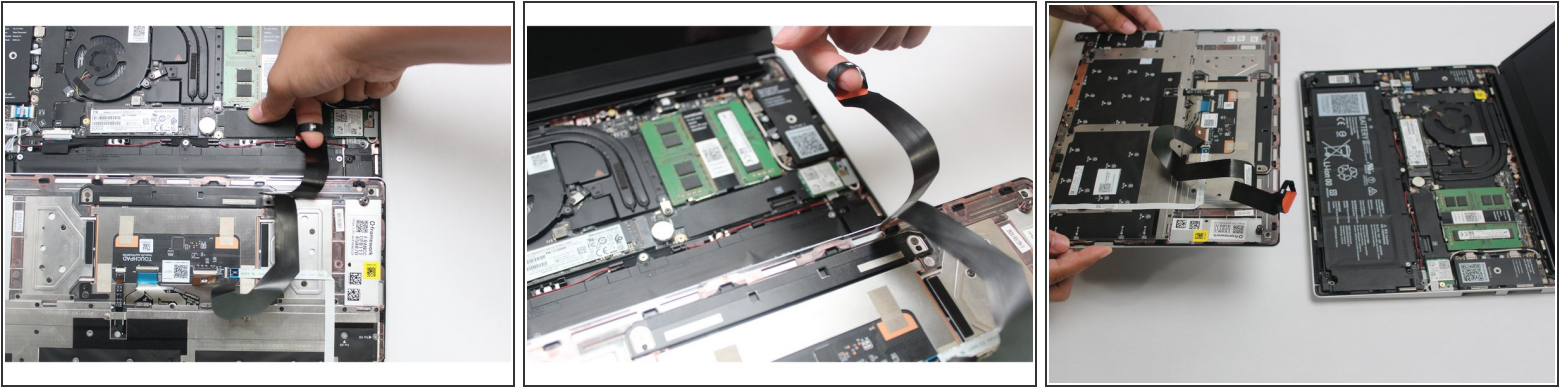
  ⚠ Be sure not to put too much force on the Touchpad Cable when doing this.

⚠ If the LEDs on the left and right sides of the system are flashing red when you lift off the cover, it means the system is still powered on. Make sure your power cable isn't plugged in and that you have shut down correctly.

  ⓘ Note that it may take up to 30 seconds after shutting down for the system to fully power off. Wait until the LEDs stop flashing before proceeding.
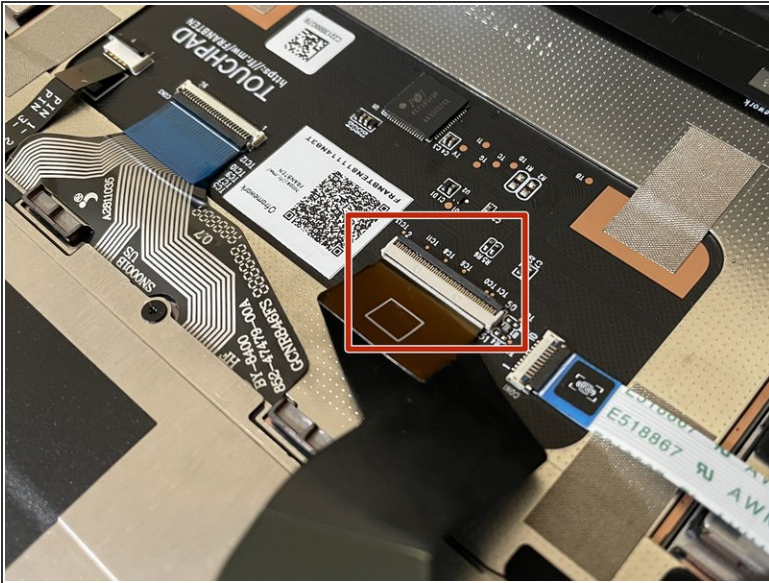
⚠ **You should keep the Battery connector plugged in unless you need to replace the Battery, Mainboard, or Speakers. This connector is easy to accidentally damage, so it's better to not handle it.**

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Step 5 — Disconnect the Touchpad Cable

- Disconnect the Touchpad Cable from the Mainboard by inserting your finger into the loop and pull directly upward using a slight amount of force.

- Once the Touchpad Cable is disconnected, remove the Input Cover away from the Mainboard.

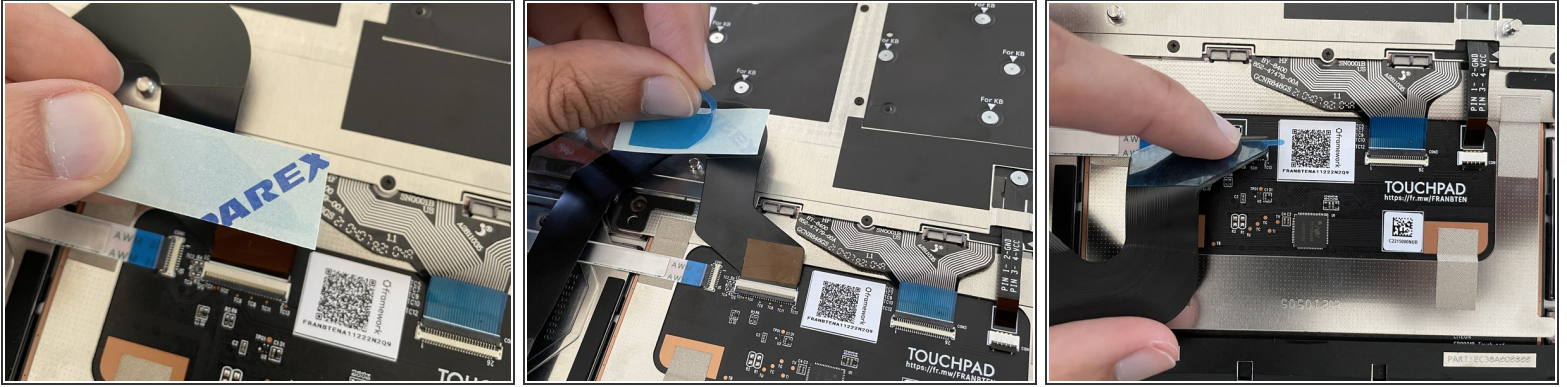- The Input Cover is now fully disconnected from the Bottom Cover.

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Step 6 — Make sure the Touchpad side of the Touchpad Cable is fully inserted

⚠️ Before taping the cable, make sure that the Touchpad end of the Touchpad Cable is fully seated in the receptacle.
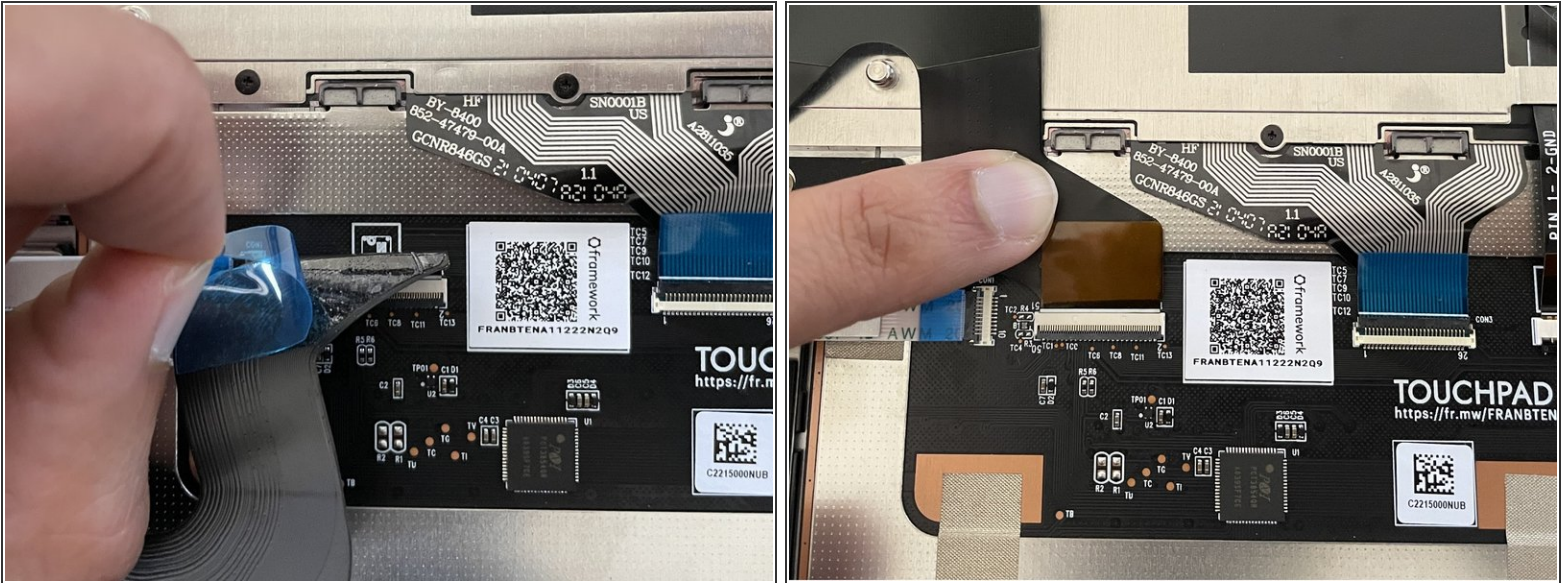
- The cable should be inserted far enough that the white line almost touches the receptacle.
  - If it is not inserted far enough, you'll need to flip up the black latch on the other side of the connector, slide the cable in further, and then close the black latch again.

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Step 7 — Apply double-sided tape to the Touchpad Cable

(i) Note, if your double-sided tape wasn't provided by Framework, it may be a different shape or color than what is in the image. The instructions should remain the same though. If you are bringing your own tape, we recommend a 12mmx12mm (about 0.5"x0.5") square of 3M 9495LE.

● Peel the paper or plastic backing film off of the bottom side of the piece of double sided tape.

● Lift up the Touchpad Cable carefully, and stick the piece of double sided tape onto the Touchpad cable in an area where it will only touch the metal bracket on the Touchpad when pressed back down.

● Press on the tape to ensure it bonds well to the Touchpad Cable.

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Step 8 — Stick the Touchpad Cable to the Touchpad

- Peel up the paper or plastic backing film on the tape.

- Making sure the Touchpad Cable is aligned, press it down onto the Touchpad, applying a little force to form a good bond.

Step 9 — Connect the Touchpad Cable

- Using slight force, connect the Touchpad Cable by aligning it to the socket on Mainboard. You should hear it click into place once properly connected.

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Step 10 — Flip the Input Cover back into place

- Once the Touchpad cable is secured to the Mainboard, flip the Input Cover over the Bottom Cover so that the keyboard is facing up and attach it to the Bottom Cover by aligning the top and bottom edges of both covers.

- Tip: The covers are magnetic and should fit into one another easily. If you feel any resistance simply lift the Input Cover up and try again.

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Step 11 — Screw the fasteners back into place

- Close the Framework Laptop and place it upside down to reveal the fasteners on the Bottom Cover.

- Using the T5 bit in the Framework Screwdriver, screw all 5 fasteners back into the Bottom Cover.

⚠ Be sure to not over-tighten the fasteners.

- To purchase a Framework Laptop visit the [Framework website](#)
- Want to learn more about the Framework Laptop? Take a look at our[blog](#)
- If you have any questions or concerns, feel free to reach out to[Framework Support](#)

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