



# HP Stream 11-d020nr Keyboard Replacement

This guide will walk you through the process of replacing a faulty or damaged keyboard in an HP Stream 11 laptop. This should take you about 5-10 minutes.

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## INTRODUCTION

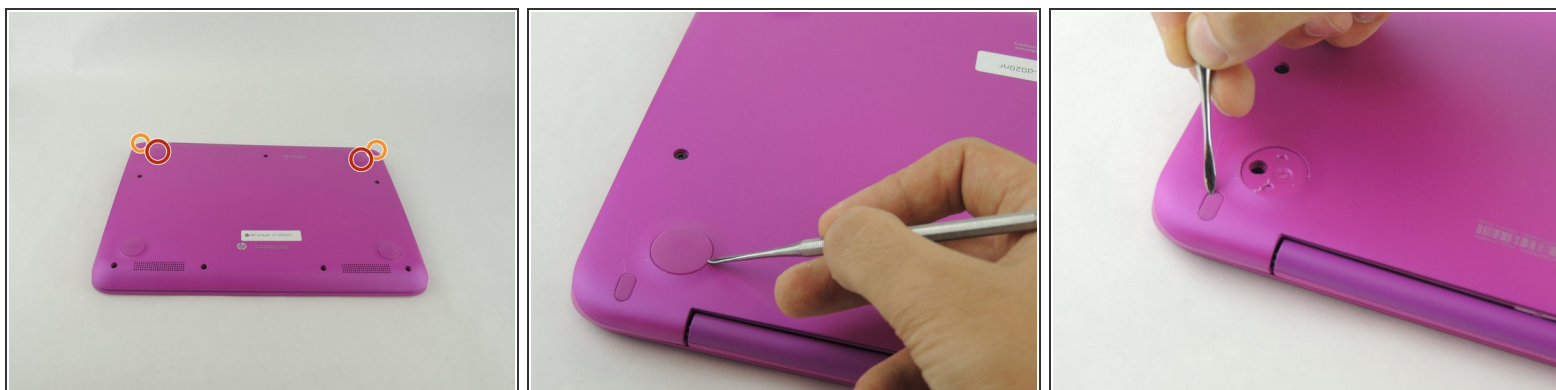
Sometimes your keys may get sticky and impair your use of the laptop. So you may need to replace the keyboard. However, you should be careful when removing any parts from the laptop, as many parts are attached to other parts by wires. Applying too much force when removing components may damage these wires. Also, many of the connections are just melted plastic which means it may sound like you're breaking the device, but it's necessary to get the device open. Always use caution to avoid unnecessary damages as well.

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### TOOLS:

- [Spudger](#) (1)
  - [iFixit Opening Tools](#) (1)
  - [Metal Spudger Set](#) (1)
  - [Screwdriver](#) (1)
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## Step 1 — Lower Case



**i** Before disassembly, unplug and power off the Stream 11.

- Pry off the two elliptical rubber inserts (one in each corner).
- Pry off the two circular rubber inserts below the removed elliptical inserts (one in each corner).

## Step 2



- Remove the eleven 5.6 mm Phillips #00 screws.

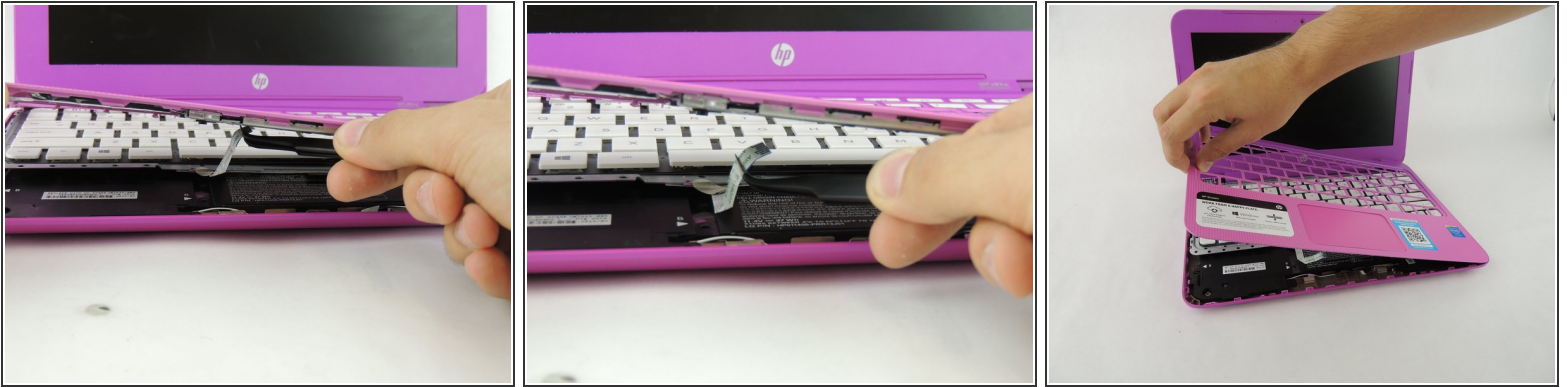
## Step 3




- Turn the computer upright and lift the screen.
- Carefully use a spudger to pry the plastic keyboard cover from the base.
  - ⚠ When using the metal spudger, be careful not to press into the components underneath the keyboard cover. If possible, use a standard spudger or plastic opening tool to remove the keyboard cover.
- Work the spudger around the cover to release the clips attaching the cover to the base.
- ⓘ Be patient when removing the cover, as there are many clips and it may take some time.



## Step 4



- Disconnect the cable connecting the ClickPad to the base.
- Remove the plastic keyboard cover.

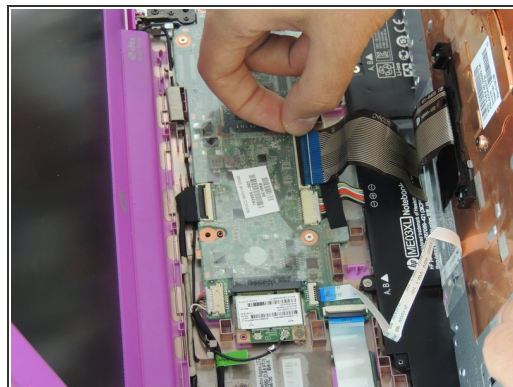
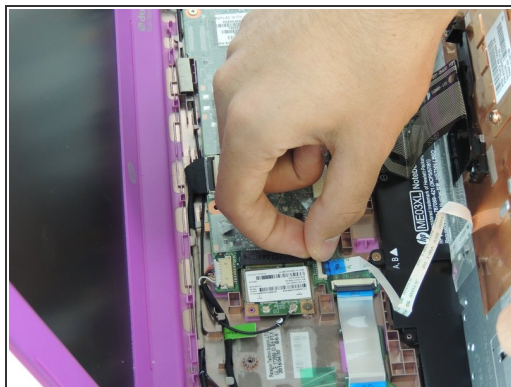
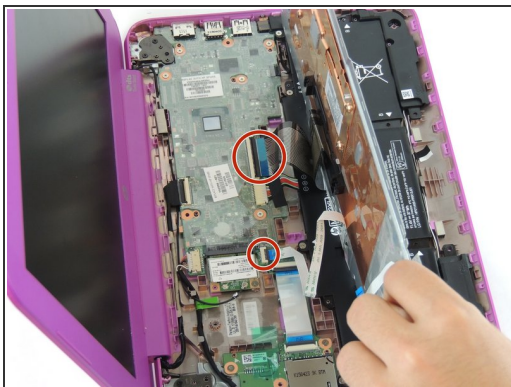
 The cover is attached to the ClickPad by a cable. Be careful not to lift the cover too far so you do not damage this cable.

## Step 5 — Keyboard



- Tilt the top of the keyboard plate up until you separate it from the base.
- Tilt the keyboard toward you slowly but **do not remove it**, it is still connected with ribbon cables.

## Step 6



- Lift up the retaining flaps on the ZIF connectors securing the two keyboard ribbon cables.
- After disengaging the connectors, gently unplug both ribbon cables.

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