



HMD Crest 5G and Crest Max 5G repair guide


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HMD Crest and Crest Max repair guide

Disassembly and assembly instruction for HMD Crest and Crest Max 5G smartphone. Please make sure you have all the tools and spare parts for the repair. Follow these steps carefully! For repair prepare a flat and clean surface.

Exchange of back cover

Required tools

SIM opener tool	
Opening tool SRT6	
Angled tweezer	

Required spares

HMD Crest or Crest Max back cover	
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Dis-assembly steps

Eject the Sim card tray



Turn off your device and remove all attached cables

Take the SIM opener tool and push the opener tool in the SIM tray hole on the upper left side of the device until the SIM tray pops out



Remove the SIM card tray

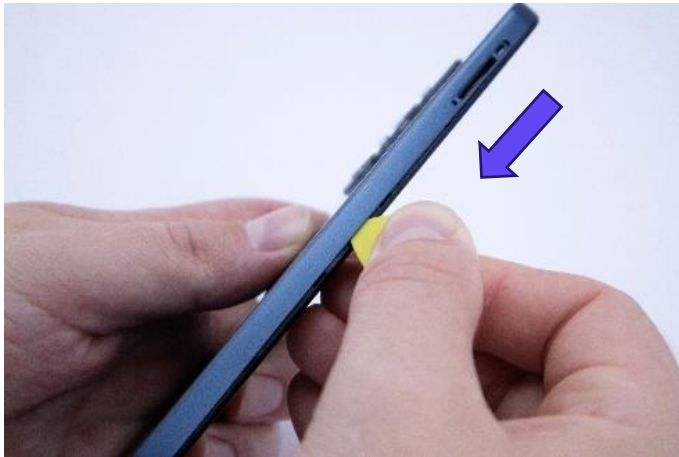


Insert opening tool SRT6

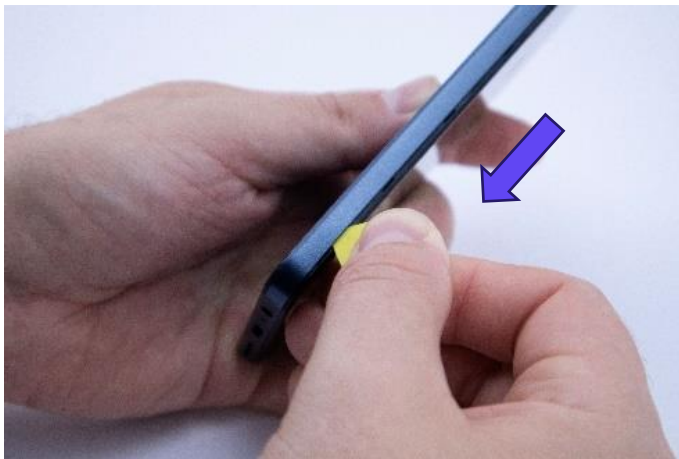


Insert the opening tool under the small edge in the SIM card tray slot

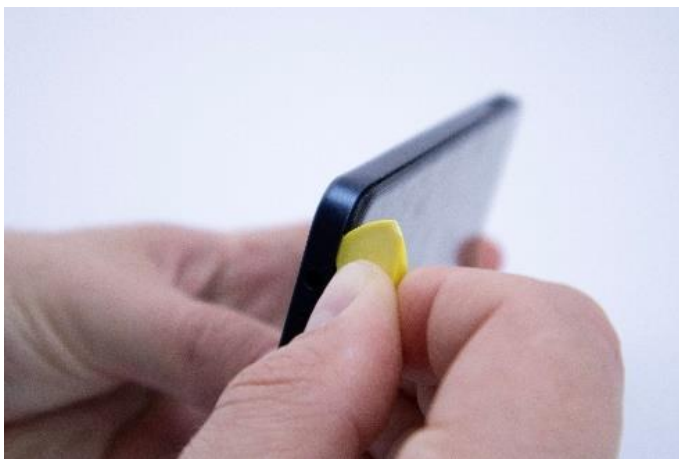
Release the back cover



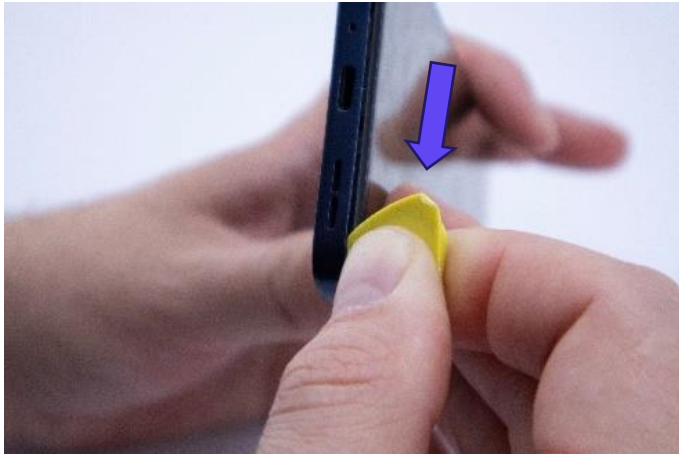
Slide the opening tool along the side



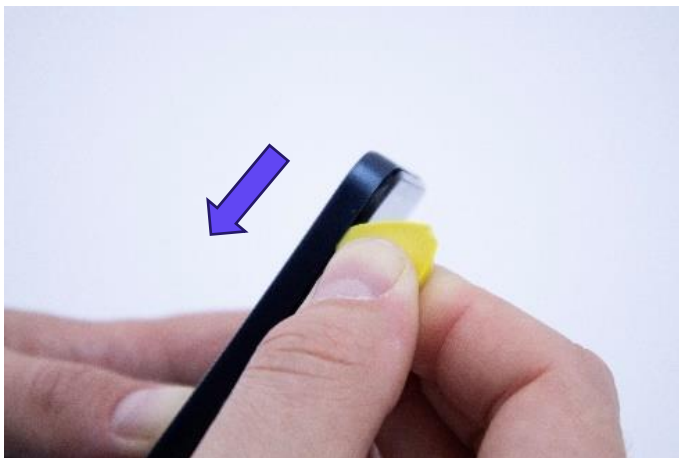
Continue to slide the opening tool around the corner to the bottom side



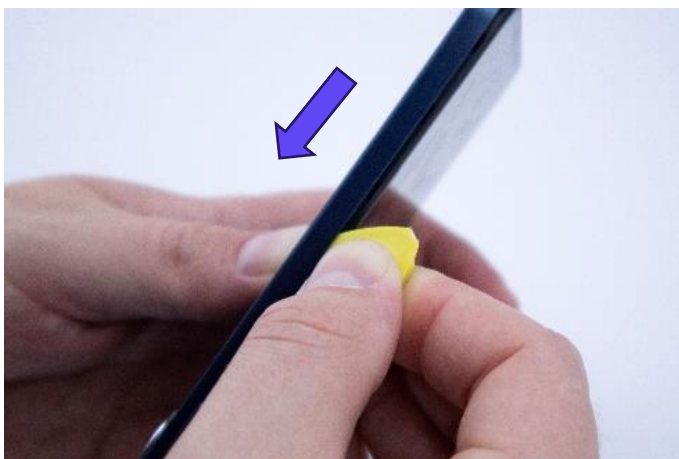
Continue sliding the opening tool along the bottom side



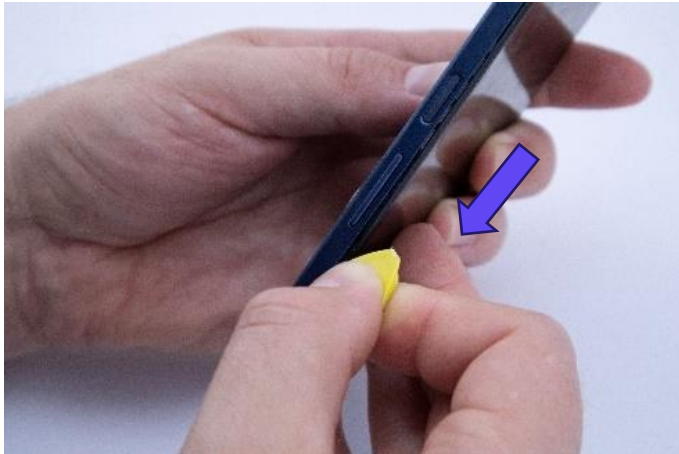
Continue sliding the opening tool along the bottom side



Slide the opening tool along the other side of the phone



Continue to slide the opening tool along the other side of the phone



Continue to slide the opening tool along the other side of the phone and through the top side

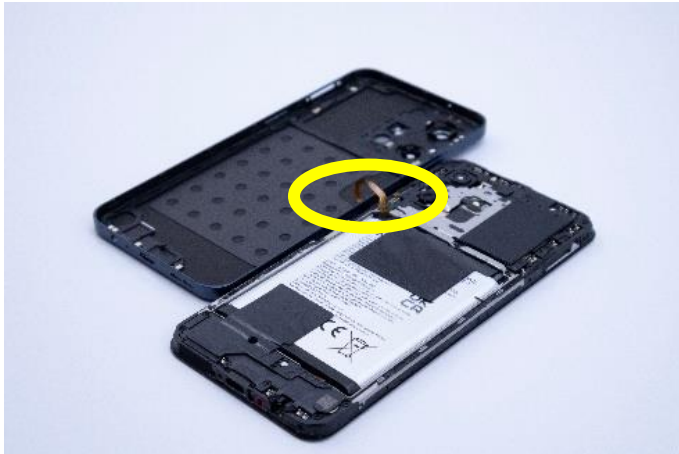
Open the back cover



When reached around, check the phone carefully that the back cover is released on all sides



Flip the back cover carefully

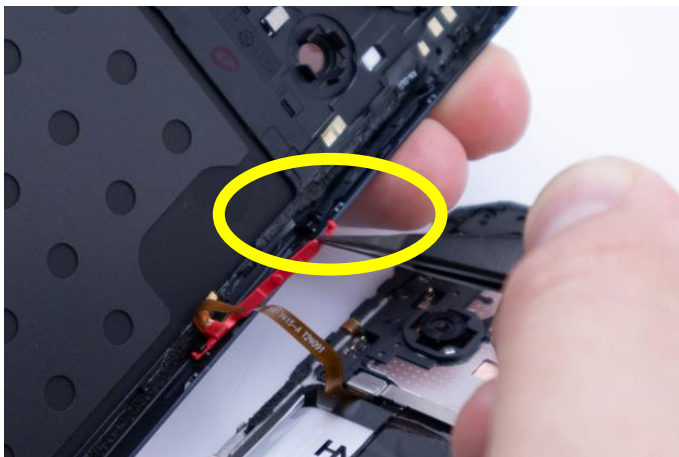


Take care not to strain or tear the attached fingerprint reader cable during this procedure

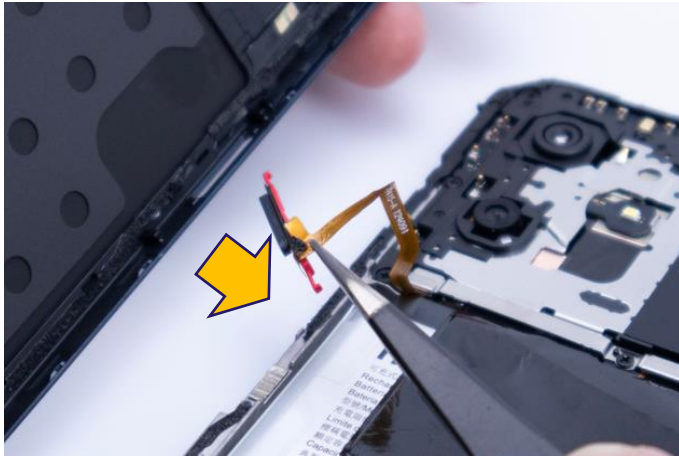
Remove the fingerprint cable



Take a note of the actual location and position of fingerprint reader cable for later assembly



Use the angled tweezers to lift the fingerprint reader out of back cover



Remove the fingerprint reader

Remove the back cover



Now you can remove the back cover from the device



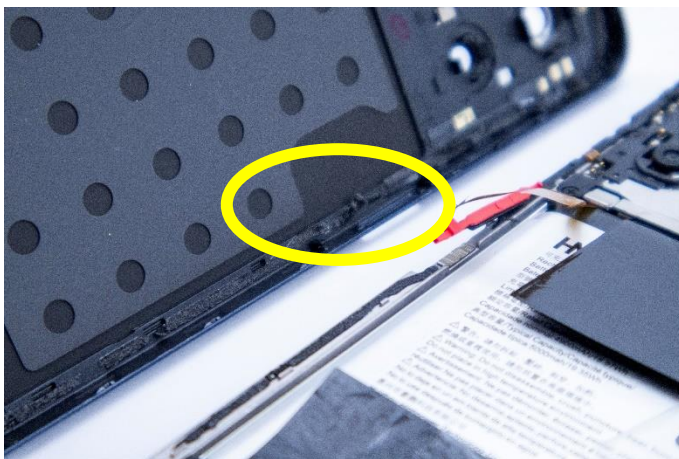
Assembly steps

Take new battery cover



Place a new back cover near to your phone

Attach fingerprint cable

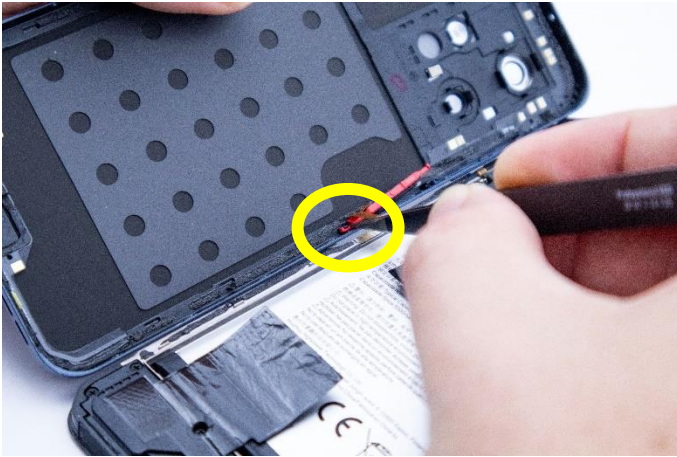


Take the back cover in your hand, place it close to the phone so, that the fingerprint flex cable can reach its position



Check for the exact assembly location of the fingerprint flex cable

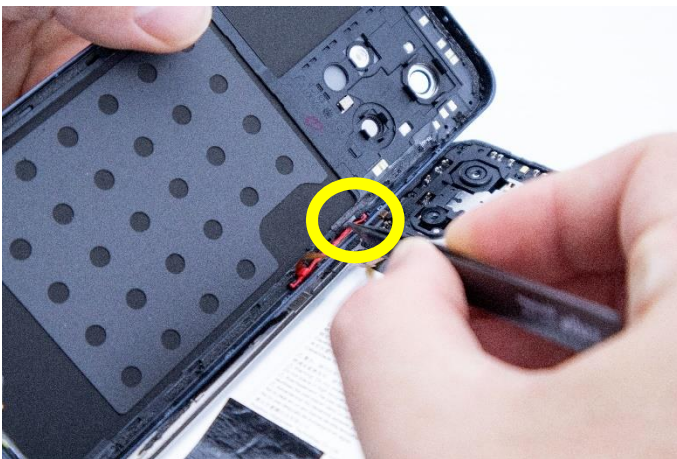
The flex cable of the fingerprint reader should be on the bottom side



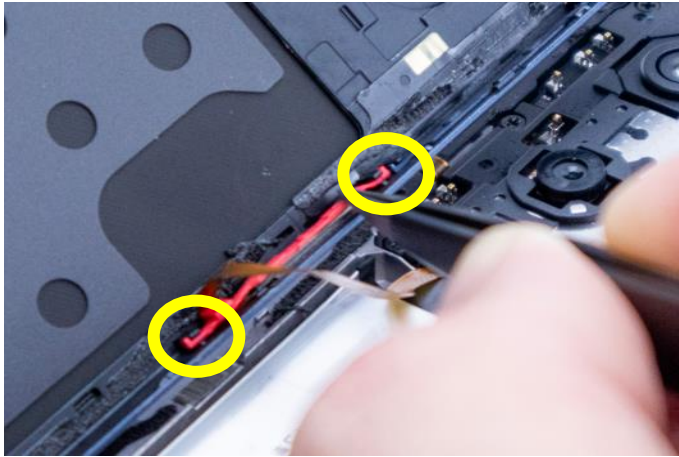
Fit the tab on the end of the fingerprint reader between the pegs on the back cover so, that the fingerprint reader fits into the slot on the back cover



Hook the tab on the other side starting with the bottom edge



Now hook the tab on the top side as well



Check for the proper position of the fingerprint flex cable

Closing the back cover



Fold the back cover over the phone so that the fingerprint reader flex cable is not stretched

Fit first the top short side of the back cover



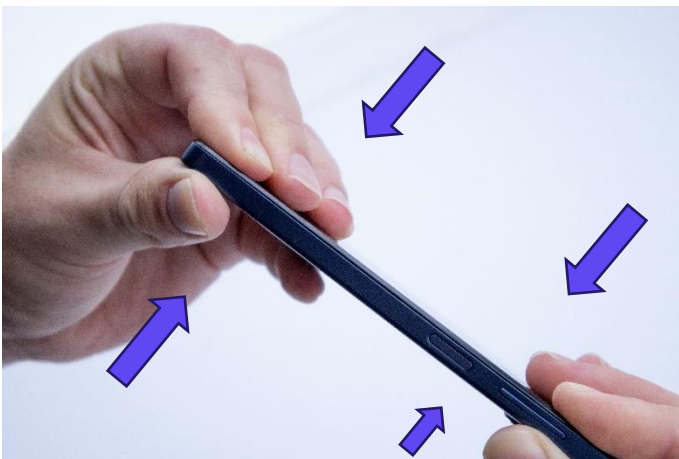
Push gently the bottom side of the back cover to the phone



Press the back cover onto the phone



Gently press the back cover in circle in several locations

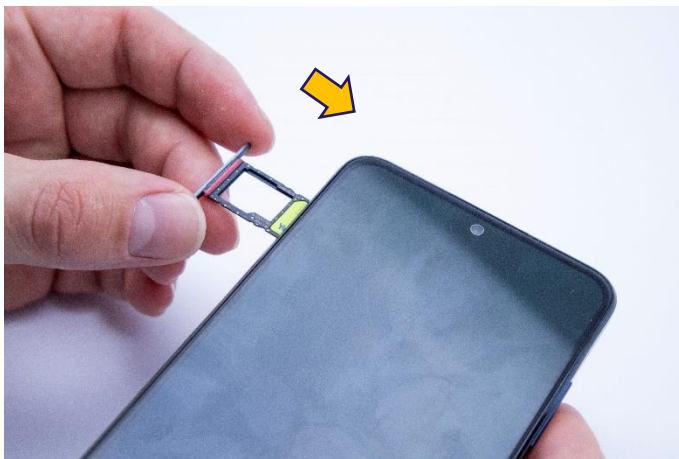


Gently press the back cover in circle in several locations



Continue pressing the back cover to the phone until it fits everywhere

Inserting the SIM tray



Insert you SIM card to the SIM card tray as per the manual and insert it to the phone

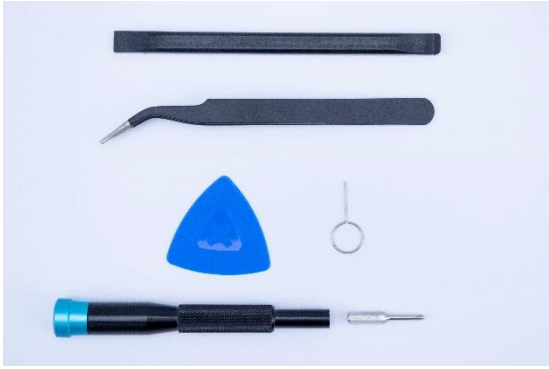


Your phone is ready to use now

Exchange of battery

For your safety, turn on your phone and allow the battery to discharge below 25% before starting this procedure. This reduces the risk of fire if the battery is accidentally damaged during the repair. If your battery looks swollen, take extra precautions
Don't reuse the battery after it's been removed. Replace it with a new battery.

Required tools

SIM opener tool	
Opening tool SRT6	
Angled tweezer	
Precision Bit Driver	
Precision Screw Driver Bit PH00	
Opening tool prime set	

Required spares

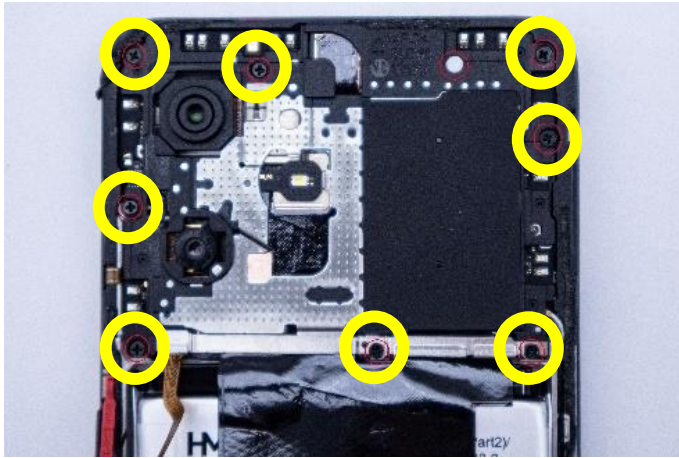
Battery	
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Dis-assembly steps

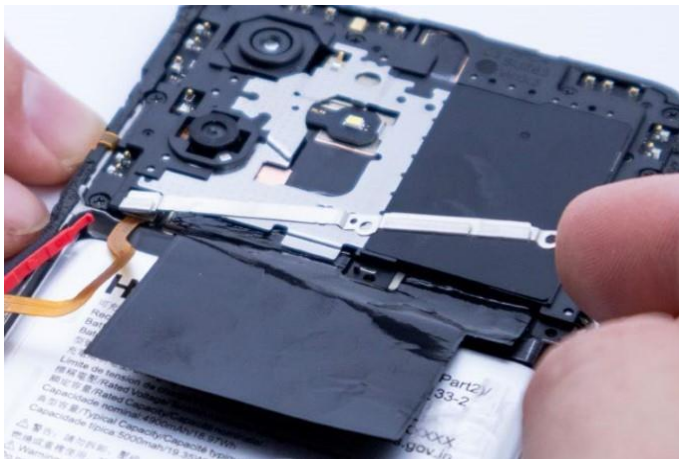
Remove the back cover

Please follow the instructions of section: [Exchange of back cover](#)
After removing the back cover continue with these steps

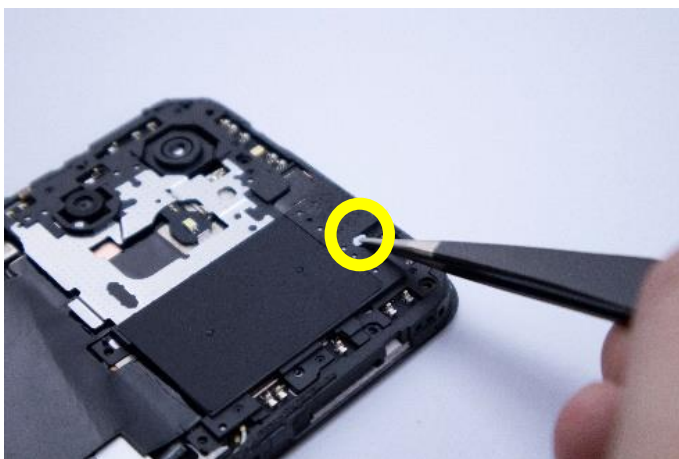
Remove screws



Using the screwdriver remove the 8 pcs visible screws

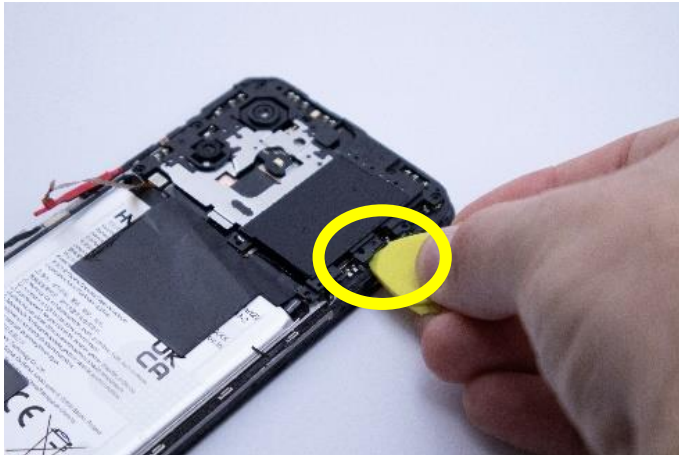


After removing the 3 bottom screws remove the metal plate by lifting its right edge

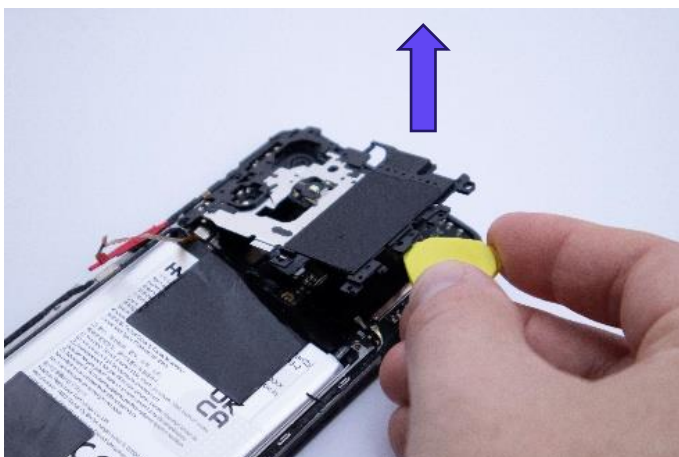


Remove the vulnerable label and remove the screw from below

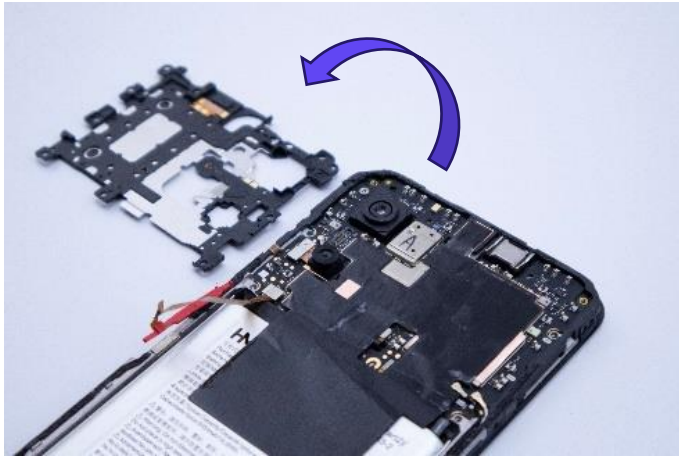
Lift the motherboard cover



Insert the opening tool under the right edge of the motherboard cover and carefully lift it



Lift the motherboard cover



Put the motherboard cover to the side

Fold the black foil

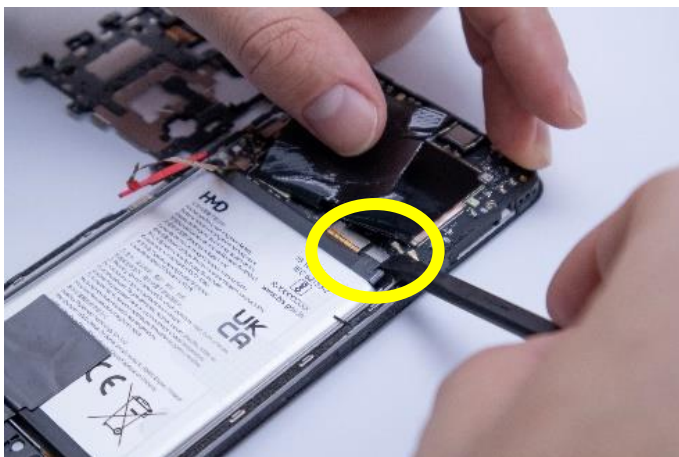


By using your fingers, a plastic opener or a tweezer fold the black foil at the top of the battery

Take care not to puncture the battery with sharp tools as a punctured or creased battery may leak dangerous chemicals or cause a fire



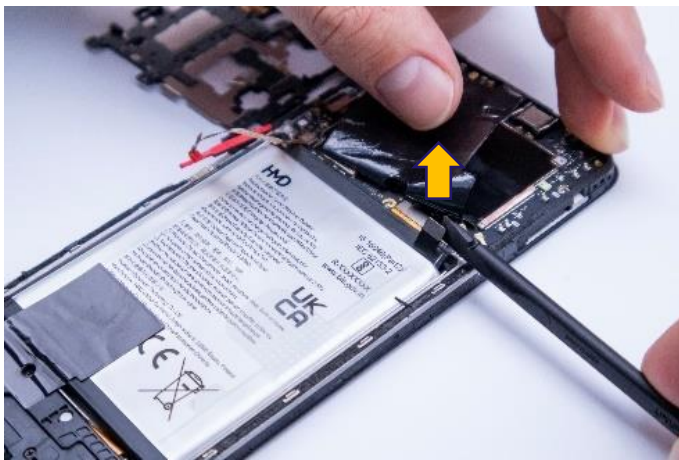
Disconnect battery from the motherboard



Keep hold the black foil and by using a plastic stick disconnect the battery flex cable from the motherboard



Take care not to puncture the battery with sharp tools as a punctured or creased battery may leak dangerous chemicals or cause a fire



Disconnect the battery cable

Fold bottom black foil



By using your fingers, a plastic opener or tweezers fold the black foil at the bottom of the battery

Fold the tab on the battery coating foil



By using your fingers, a plastic opener or a tweezer fold the battery coating foil on the side of the battery

Take care not to puncture the battery with sharp tools as a punctured or creased battery may leak dangerous chemicals or cause a fire



Lift the battery out of the phone



Using one hand to hold the phone steady, use your other hand to slowly and steadily lift the center pull tab up to separate the adhesive securing the battery underneath

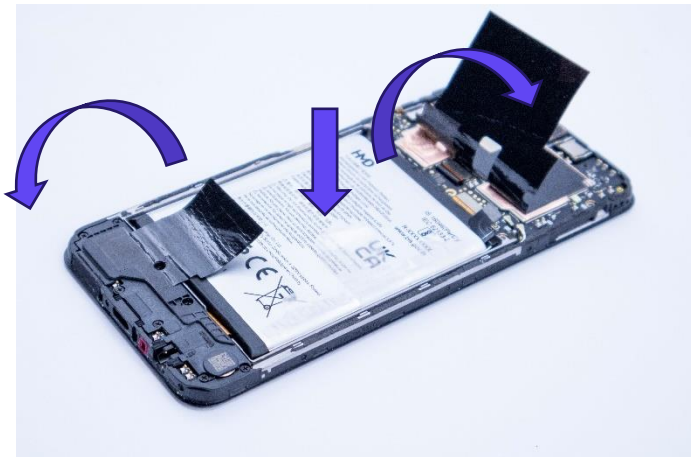


Keep the removed battery separately and dispose it as per your local regulations

Please visit hmd.com for more details

Assembly steps

Insert the new battery



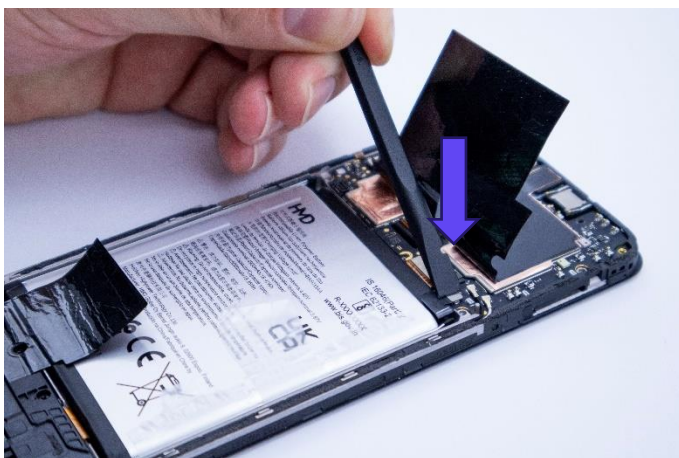
Take the new battery

Remove the battery adhesives cover foils from the bottom of the battery

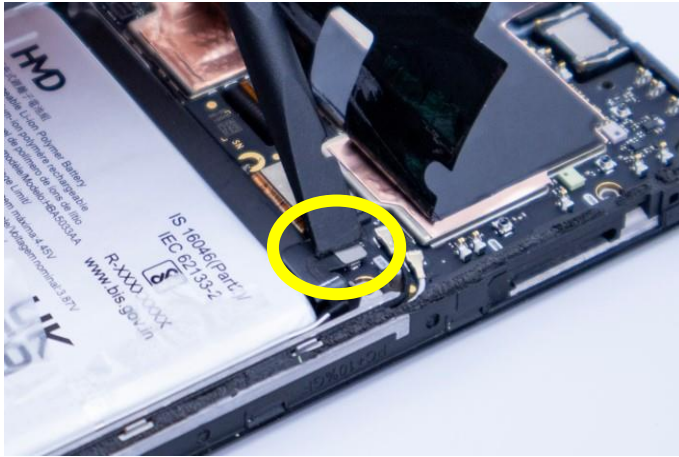
Fold the black foils and insert the new battery to the phone

Make sure it fits correctly

Connect the battery connector



Connect the battery connector using the opening tool



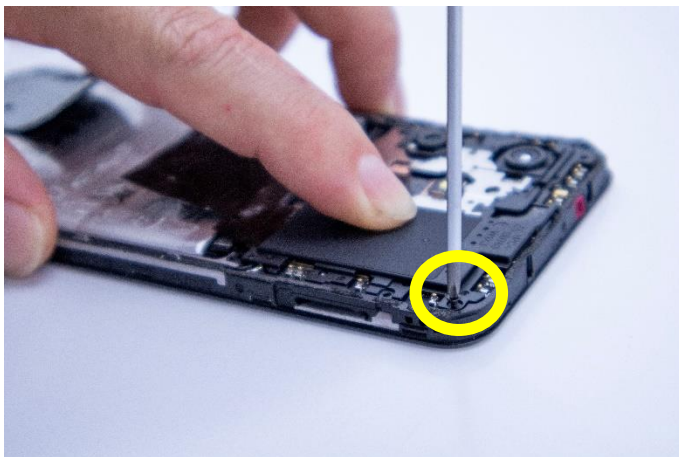
Push it gently until it correctly connected

Put back the motherboard cover



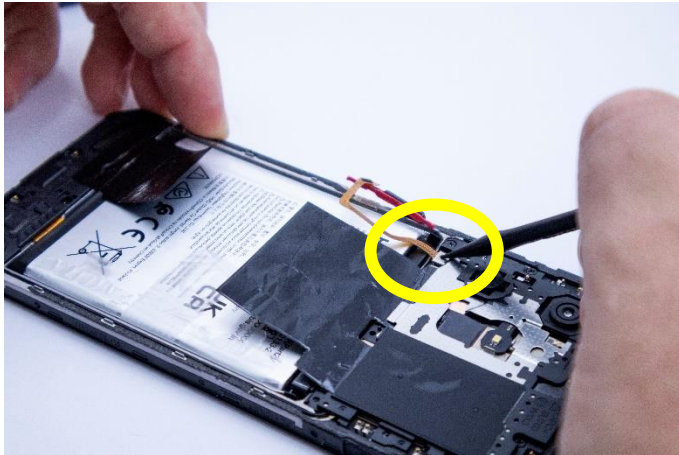
Take the formerly removed motherboard cover and place it back to the top of the phone

Make sure the motherboard cover matches with the screw holes

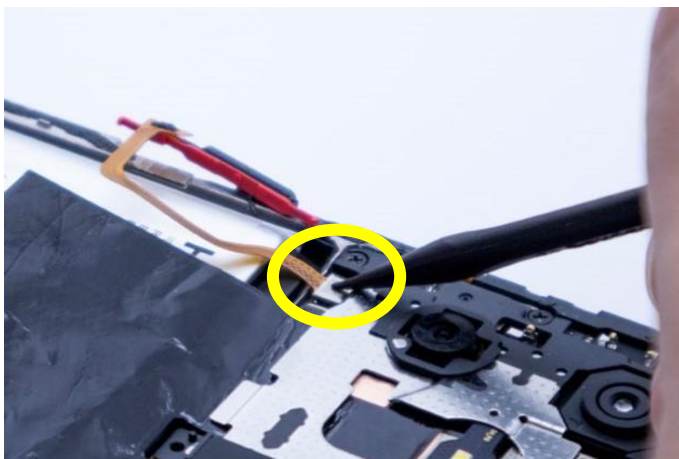


Screw 1 pc screw, preferably the top right corner

Check the fingerprint reader

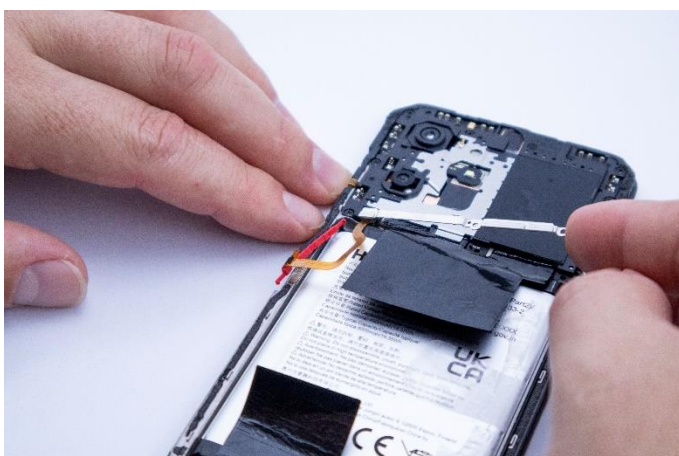


Check that the fingerprint reader connection is not loose

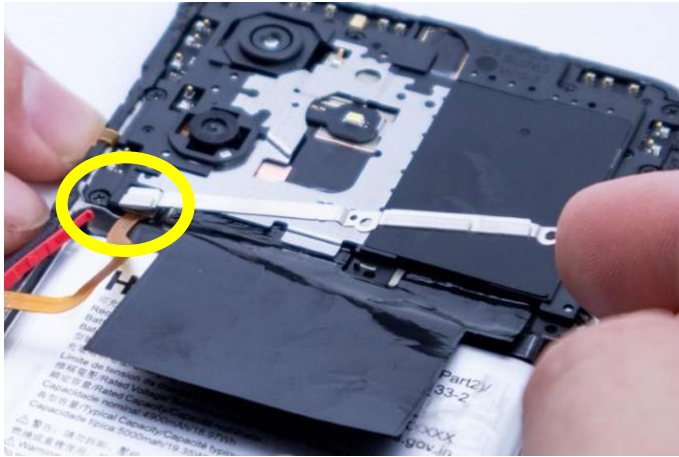


If it is, gently press it with the opening tool

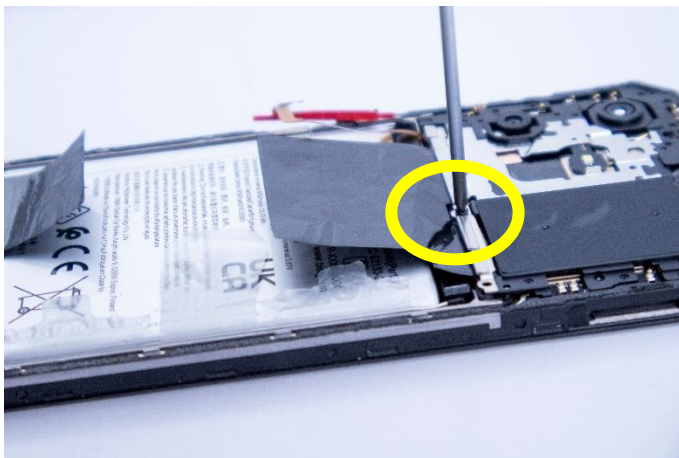
Insert the metal clamp



Insert the metal clamp to its position starting from the left side

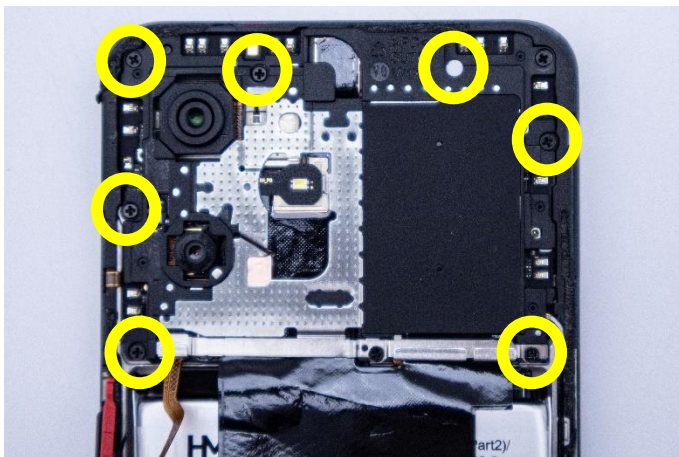


Check the position of the metal clamp



Fix the metal clamp with one screw in the middle of the clamp

Add the screws




Add and fasten all remaining 7 screws

Assemble the back cover

Please follow the instructions of section: [Back cover Assembly steps](#)

Exchange of charging port

Required tools

SIM opener tool	
Opening tool SRT6	
Angled tweezer	
Precision Bit Driver	
Precision Screw Driver Bit PH00	
Opening tool prime set	

Required spares

Charging port	
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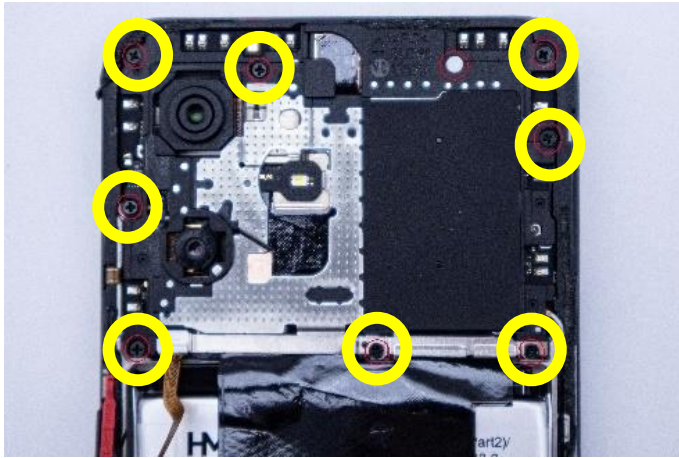
Dis-assembly steps

Remove the back cover

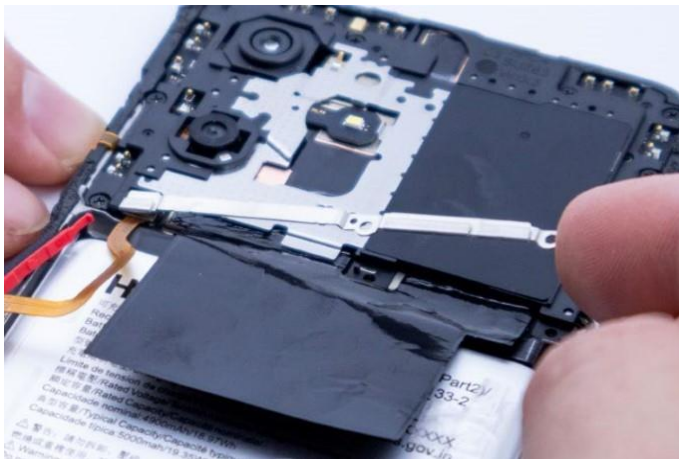
Please follow the instructions of section: [Exchange of back cover](#)

After removing the back cover continue with these steps

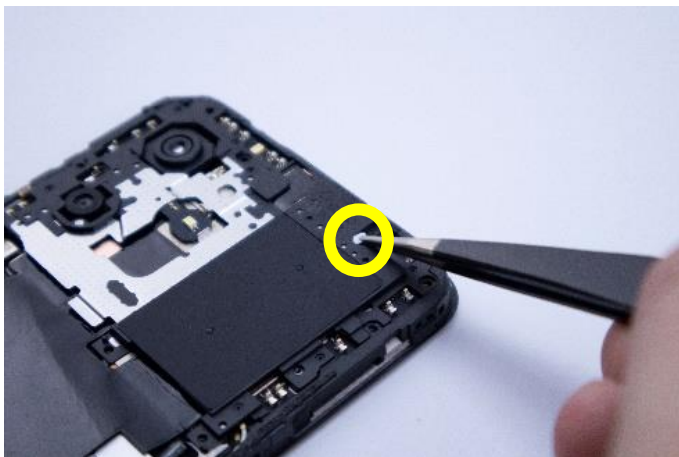
Remove screws



Using the screwdriver remove the 8 pcs visible screws

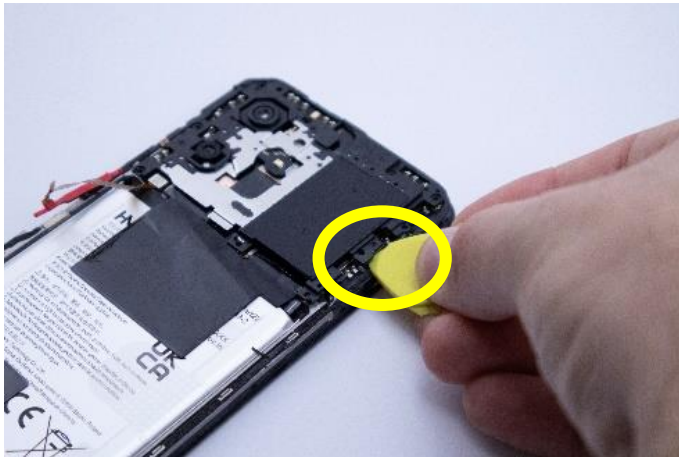


After removing the 3 bottom screws remove the metal plate by lifting its right edge

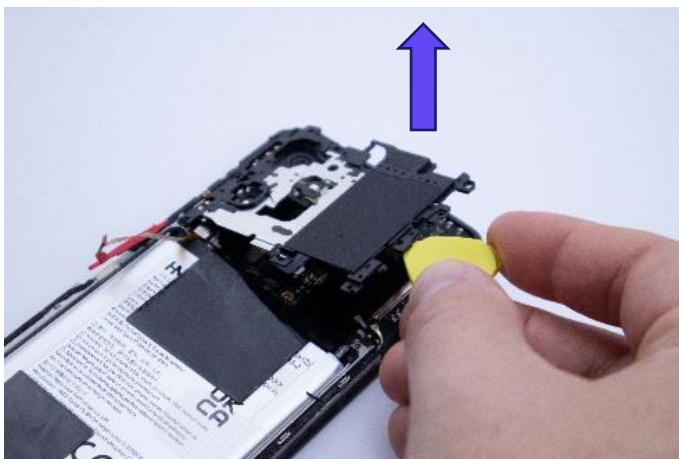


Remove the vulnerable label and remove the screw from below

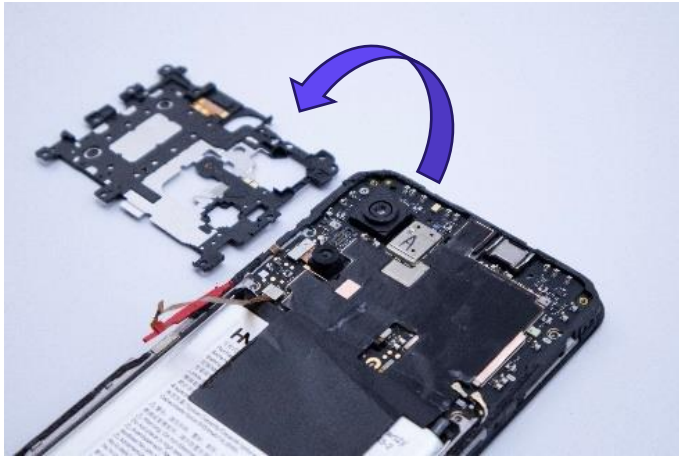
Lift the motherboard cover



Insert the opening tool under the right edge of the motherboard cover and carefully lift it



Lift the motherboard cover



Put the motherboard cover to the side

Fold the black foil

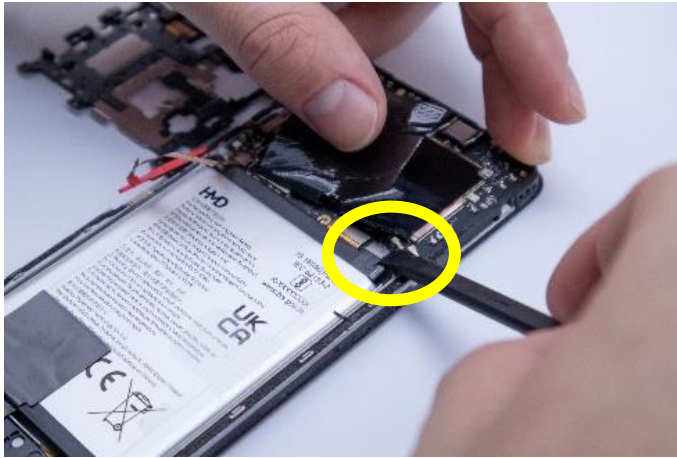


By using your fingers, a plastic stick or a tweezer fold the black foil at the top of the battery

Take care not to puncture the battery with sharp tools as a punctured or creased battery may leak dangerous chemicals or cause a fire



Disconnect battery from the motherboard



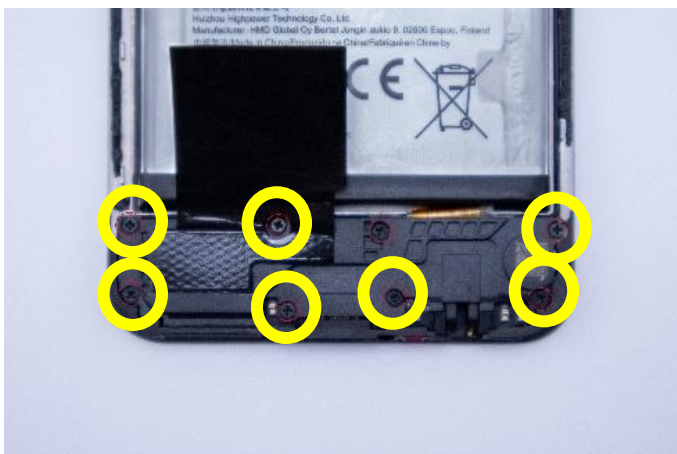
Keep hold the black foil and by using a plastic stick disconnect the battery flex cable from the motherboard

Take care not to puncture the battery with sharp tools as a punctured or creased battery may leak dangerous chemicals or cause a fire



Disconnect the battery cable

Remove screws



Remove the 7 pcs visible screws from the bottom of the phone

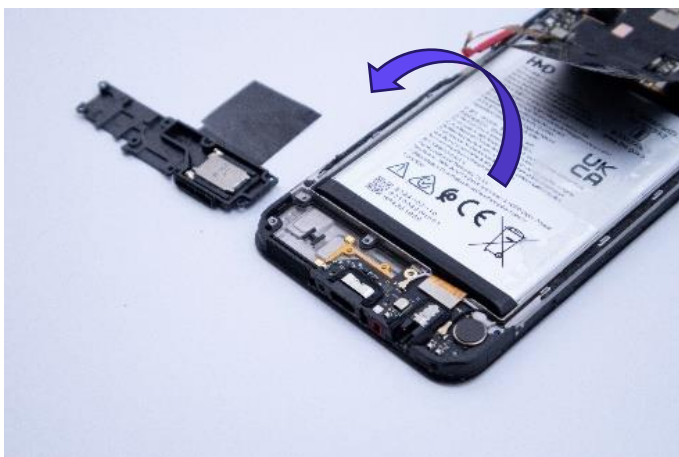


Remove the vulnerable label and remove the screw from below

Remove speaker box



Reach underneath from the right side with a plastic stick or opening tool and lift the speaker box to remove it

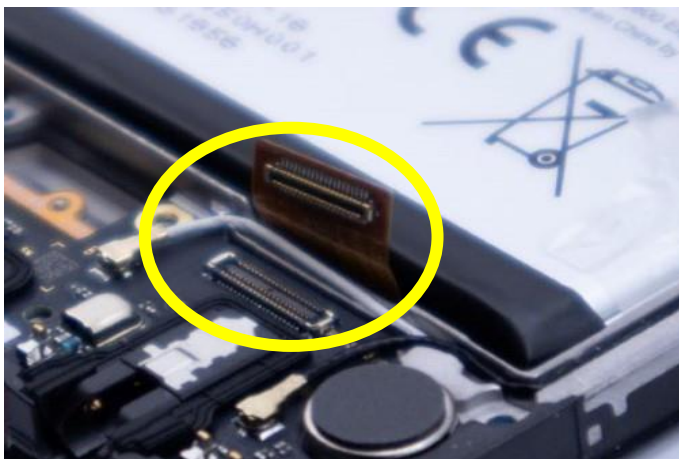


Put the speaker box to aside

Disconnect the main flex



Disconnect the main flex cable from the charging port circuit, use plastic stick or opening tool



Disconnect coax cables



On the bottom right side carefully disconnect the black coax cable by using the tweezers

Please take a note of its position



On the bottom middle side carefully disconnect the white coax cable by using the tweezer

Please take a note of its position



Remove the charging port



Lift the charging port with the tip of a plastic stick

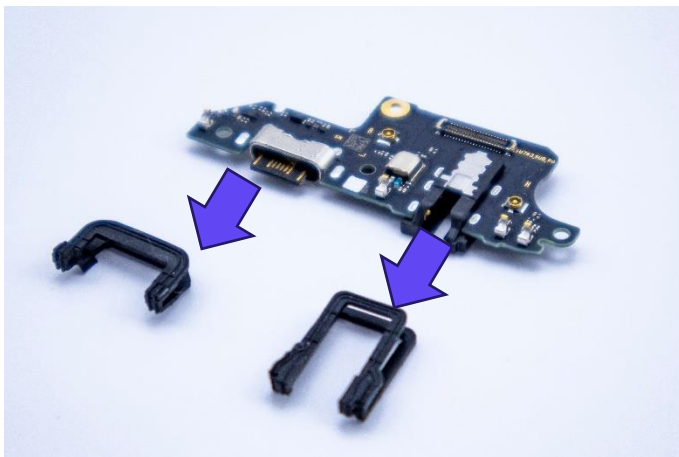


Check the picture for proper lift position



Charging port removed

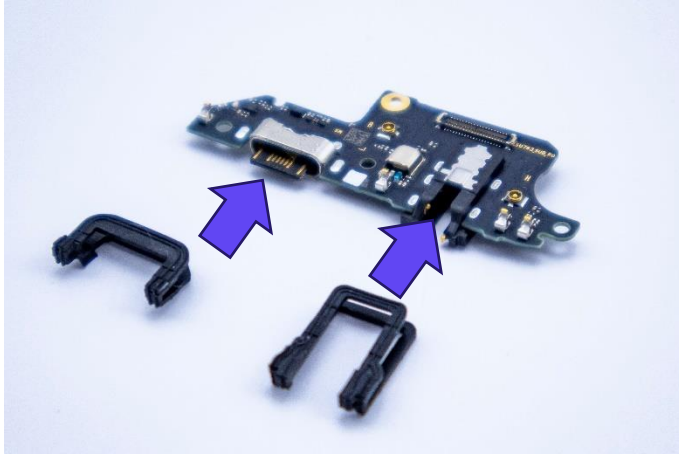
Remove rubber covers



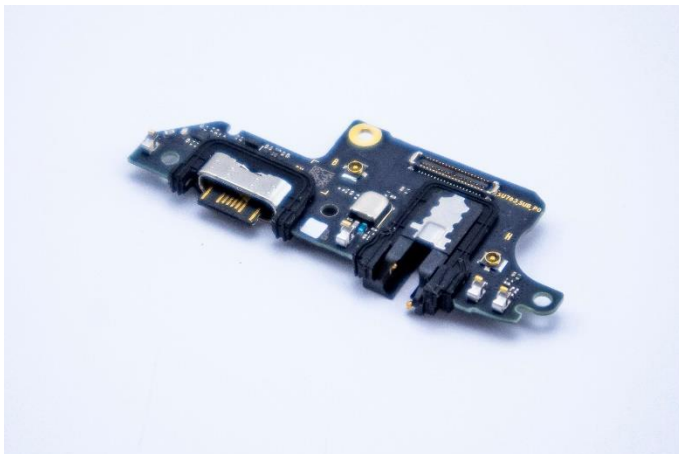
Remove the rubber parts from the charging port

Assembly steps

Preparation of new charging port

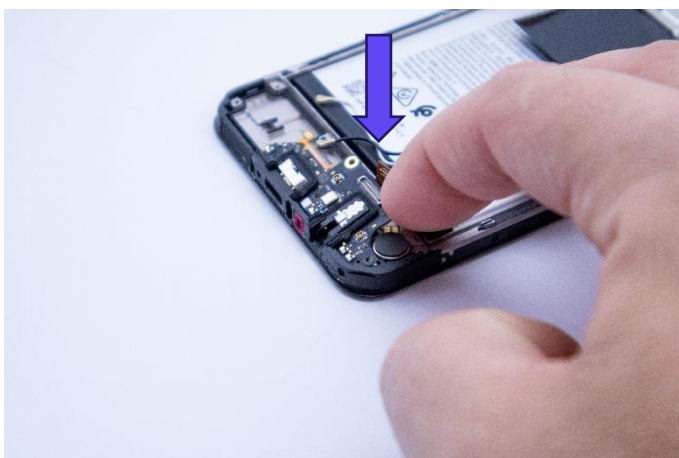


Put the connector rubbers over the new charging port board



Check picture for proper placement

Insert the new charging port



Insert the charging port board in place, adjust it to fit closely over the USB slot

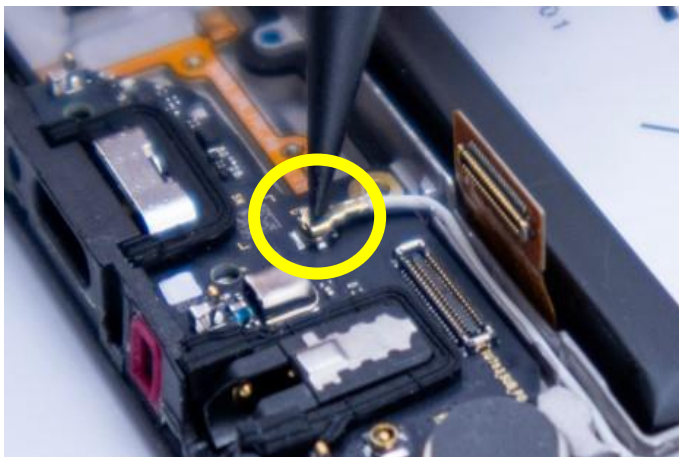


Make sure the charging port fits correctly

Connect the white coax cable



Connect the white coax cable by using the opening tool



See picture for proper position of the coax cable

Connect the main flex cable



Connect the main flex cable



Use the opening tool for connecting the main flex cable

Connect the black coax cable

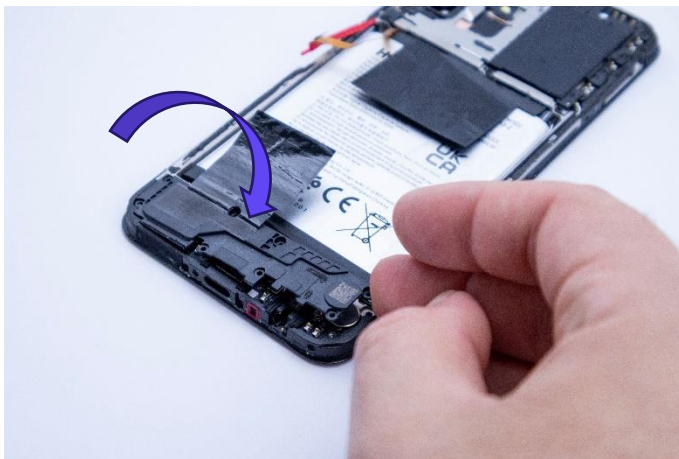


Connect the white coax cable by using the opening tool



See picture for proper position of the coax cable

Insert the speaker box



Insert the speaker box

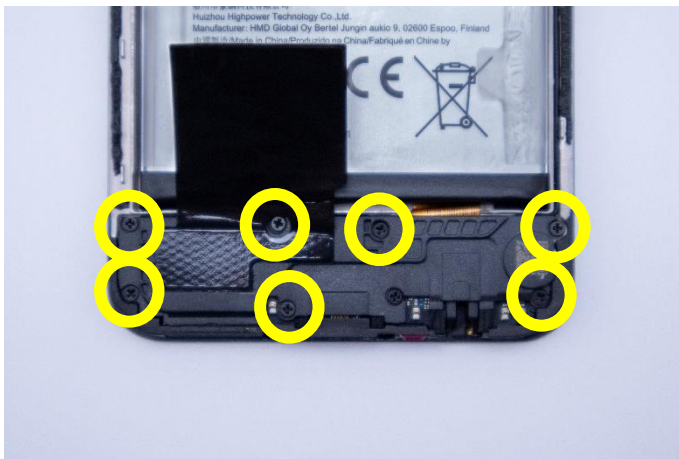


Hold the speaker box in place with your finger until you have secured it with at least one screw



Fix the speaker box with one screw

Tighten all screws



Tighten all the remaining screws (7 pcs)

Assemble the back cover

Please follow the instructions of section: [Back cover Assembly steps](#)

Exchange of screen

Required tools

SIM opener tool	
Opening tool SRT6	
Angled tweezer	
Precision Bit Driver	
Precision Screw Driver Bit PH00	
Opening tool prime set	

Required spares

Screen	
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Dis-assembly steps

Remove the back cover

Please follow the instructions of section: [Exchange of back cover](#)

Remove the battery

Please follow the instructions of section: [Exchange of battery](#)

Remove the charging port

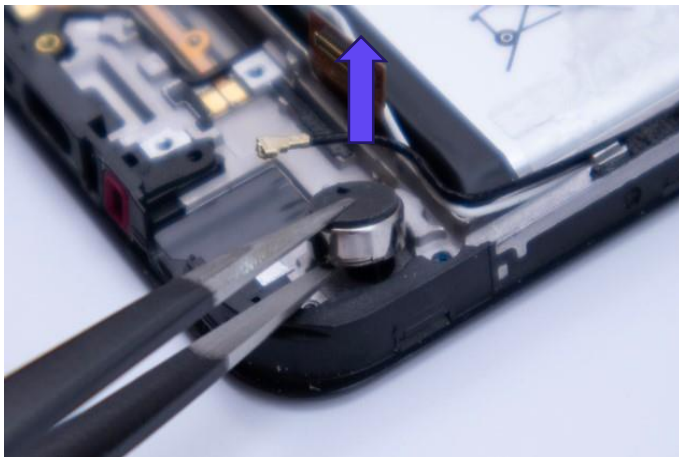
Please follow the instructions of section: [Exchange of charging port](#)

After these continue with the following steps

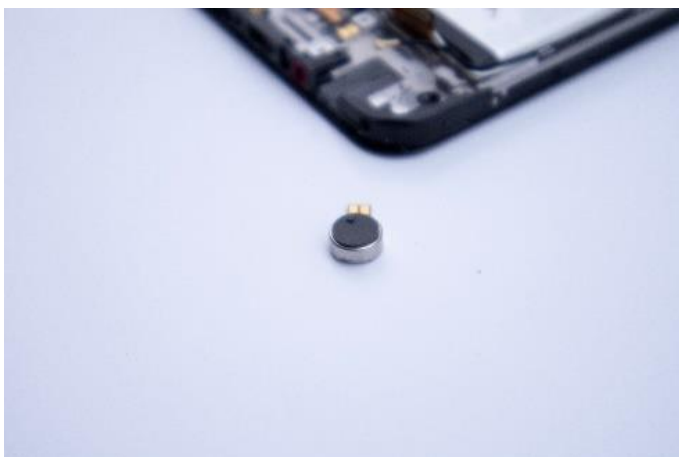
Remove the vibra motor



Carefully reach under the vibra motor on the bottom right side of the phone and remove it



Avoid damaging the vibra motor

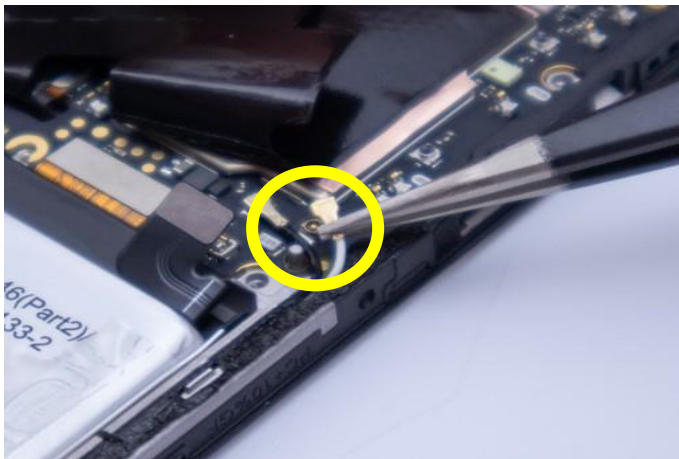


Vibra removed

Disconnect the coax cables on the top side



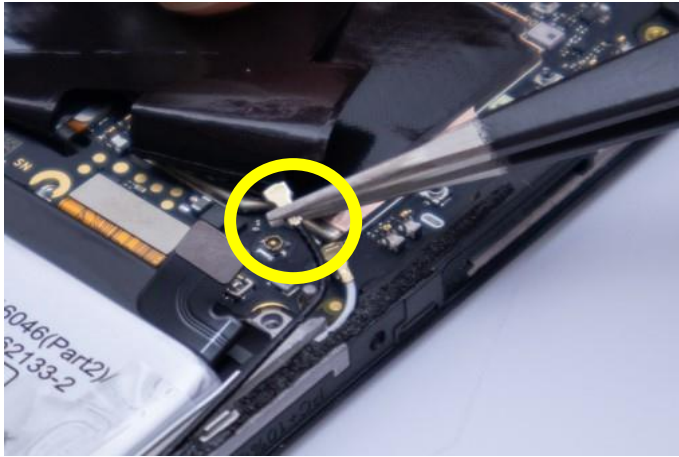
Fold the black foil on the top side and underneath you will find the white and black coax cables. Use the angled tweezers to disconnect them



Carefully remove the white coax cable from the screen frame



Then disconnect the black coax cable



Disconnect main flex cable

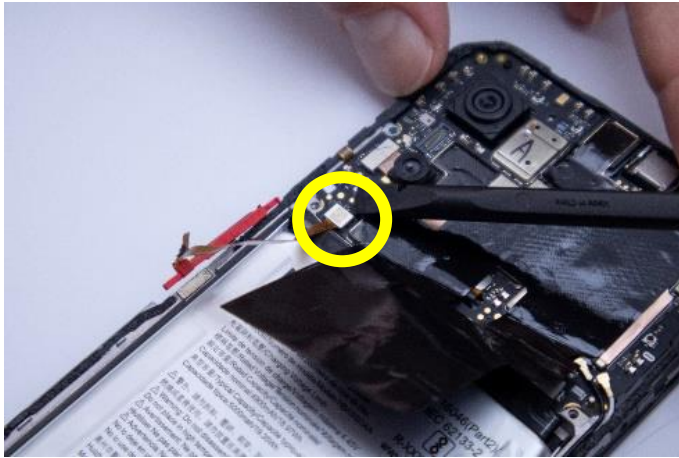


Fold the black foil on the top side and underneath you will find the main flex connector. Use a plastic stick to disconnect it



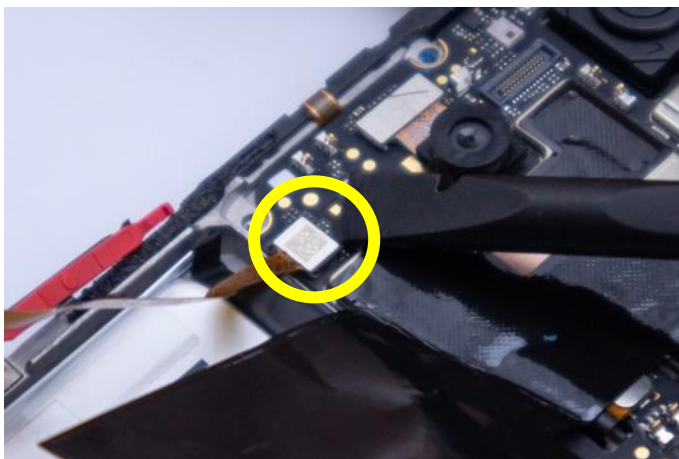
Take care of the small parts of the main board not to damage them

Disconnect the fingerprint

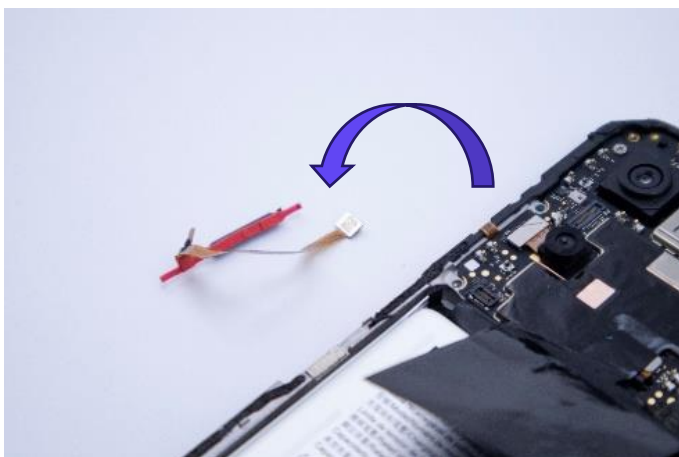


On the left side of the phone you will find the fingerprint connector.. Use a plastic stick to disconnect it

Take care of the small parts of the main board not to damage them



Start lifting on the right side of the connector



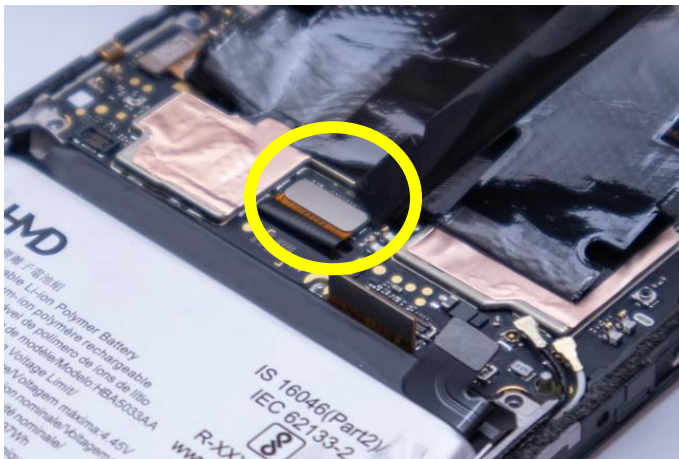
Put the removed fingerprint connector to aside

Disconnect the screen connector

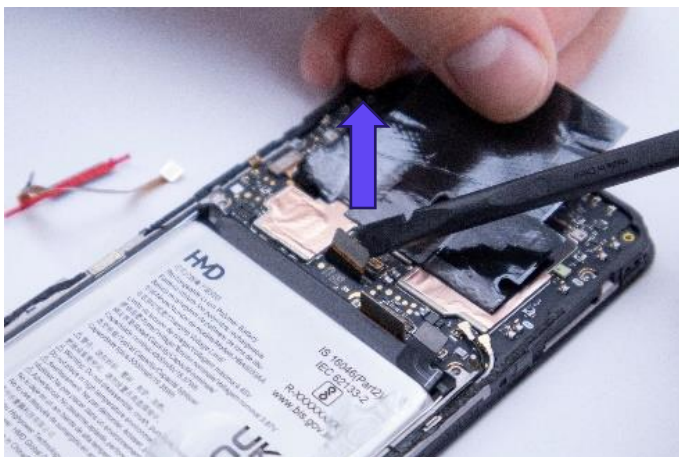


In the middle of the phone you will find the display connector. Use a plastic stick to disconnect it

Take care of the small parts of the main board not to damage them

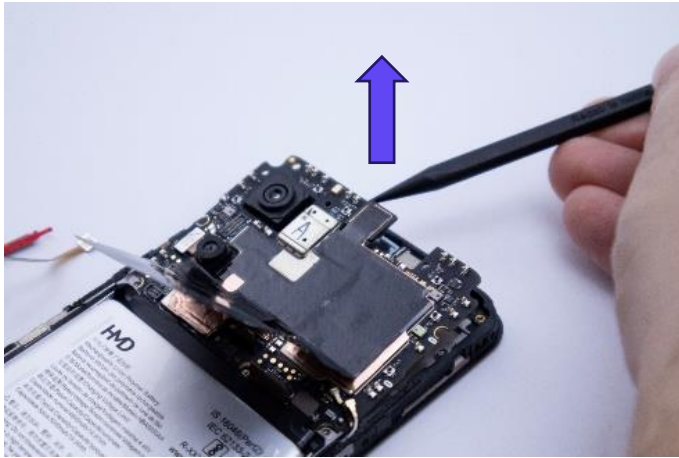


Start lifting on the right side of the connector

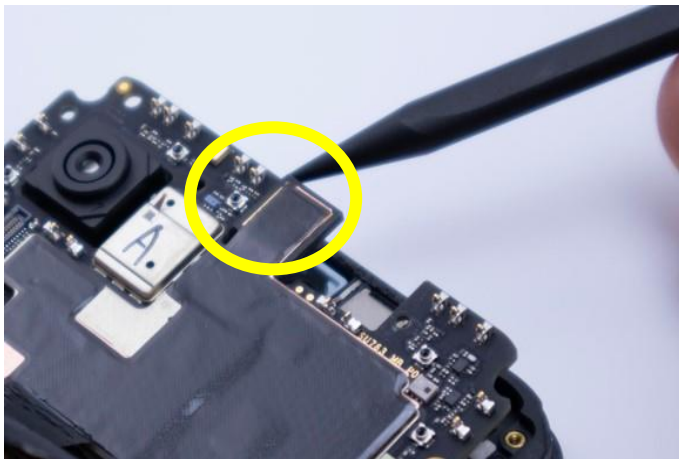


Gently disconnect the screen connector

Remove main board



By using the opener tool lift the main board

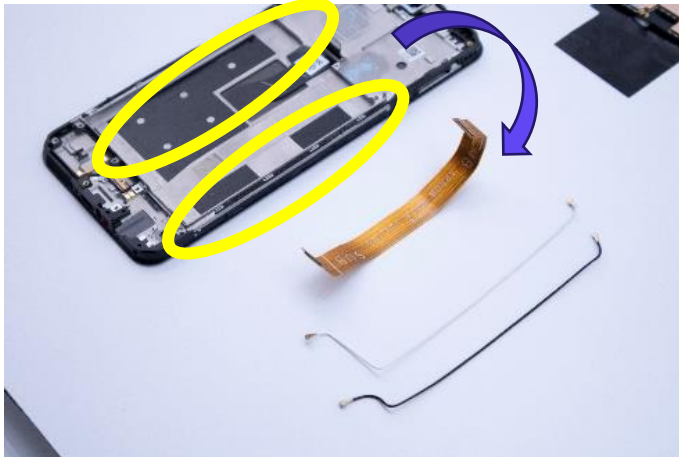


Start lifting at the shown position



Remove the main board from the phone

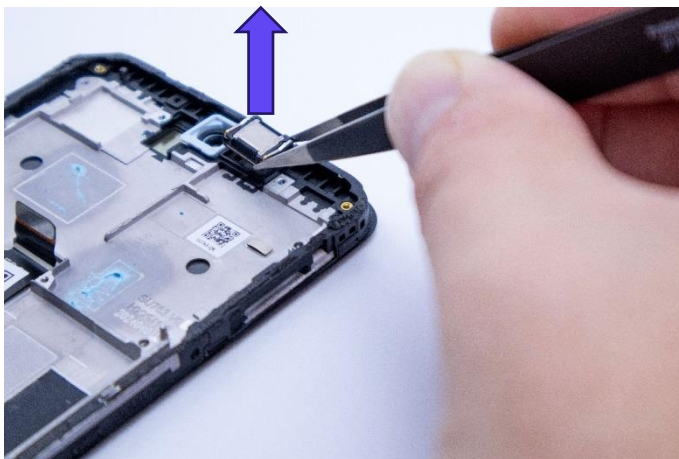
Remove the main flex cable and the coax cables



Underneath the battery you will find the main flex cable

On the right side of the phone you will find the disconnected white and black coax cables

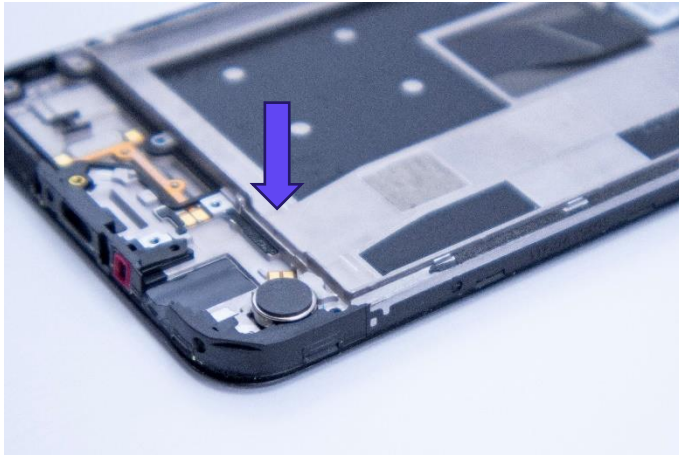
Remove also these



By using a tweezers remove the speaker from the screen frame

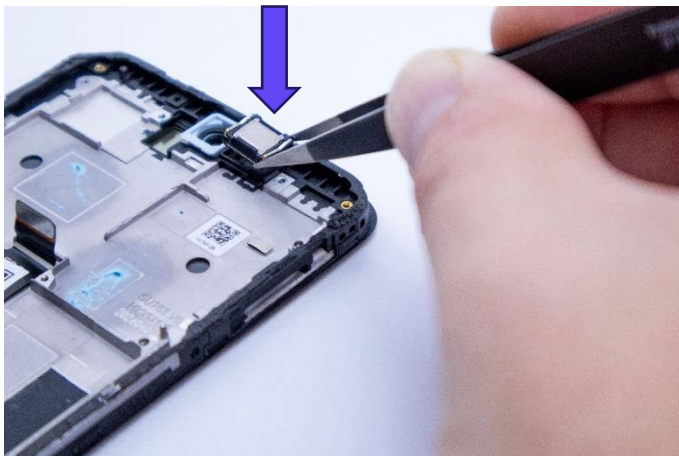
Assembly steps

Insert the vibra

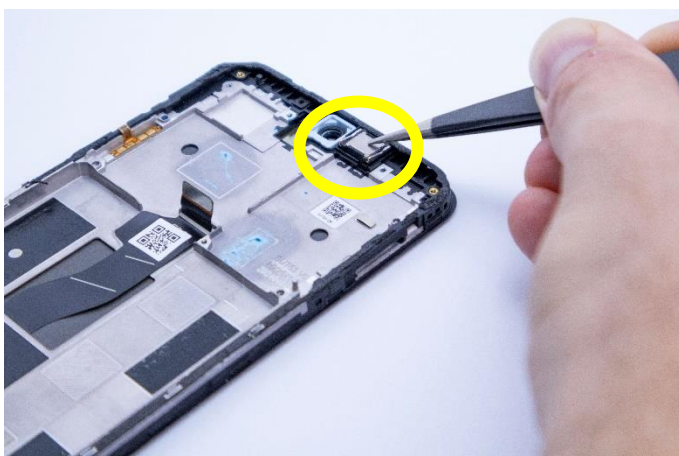


Take the formerly removed vibra and insert into the right bottom side of the phone

Insert the speaker

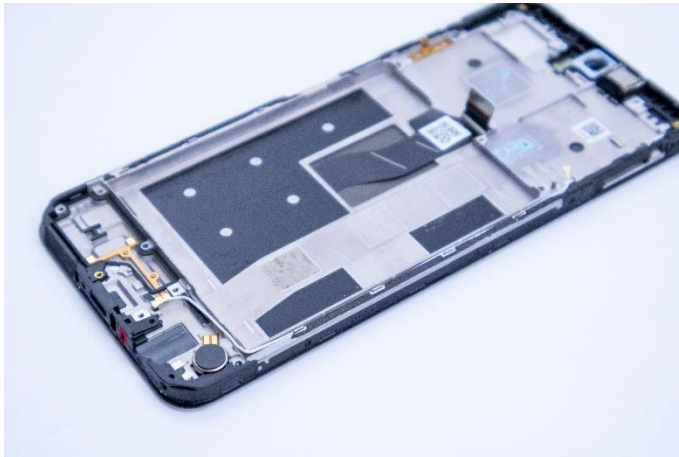


Take the formerly removed speaker and insert into the top middle position of the phone

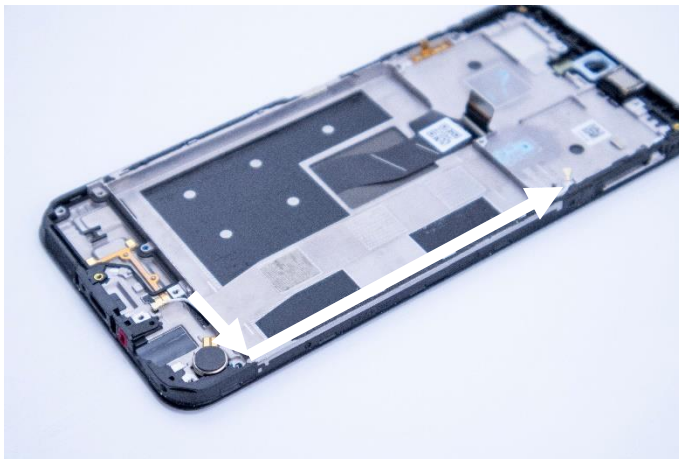


Press it gently until it fits to its position

Insert the white coax cable



Take the formerly removed white coax cable and insert into the right side of the phone

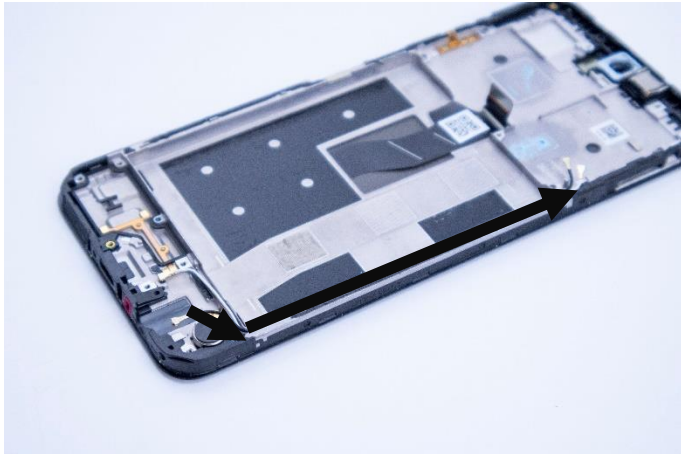


For proper position please follow the white arrows shown on the picture

Insert the black coax cable

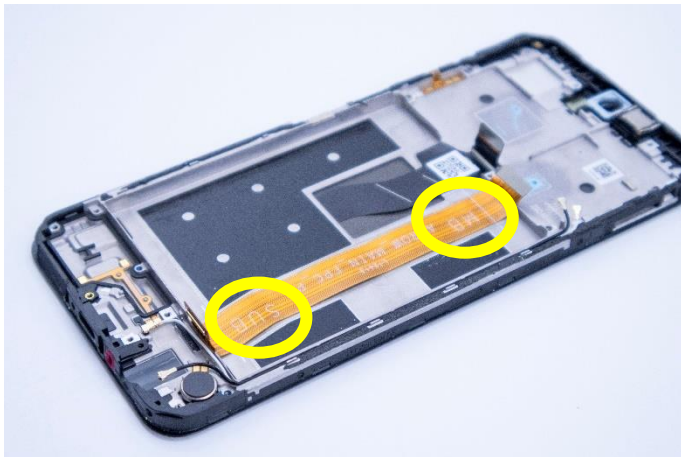


Take the formerly removed white coax cable and insert into the right side of the phone



For proper position please follow the black arrows shown on the picture

Insert the main flex cable



Take the formerly removed main flex cable and insert into the phone

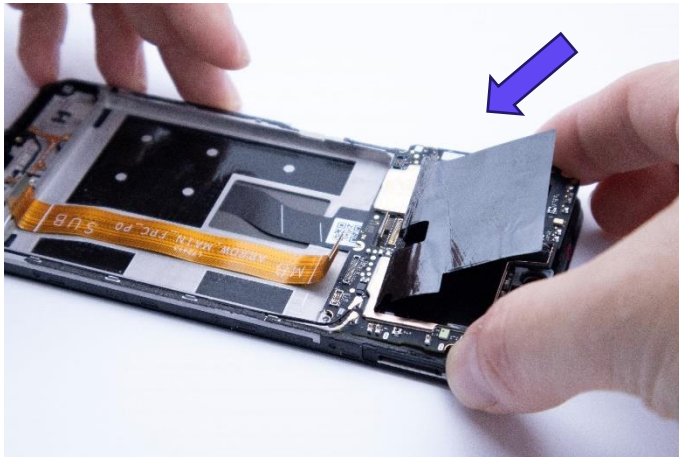
Please note the text "MB" should be to the top side, while the text "SUB" should be directed to the bottom side of the cable

Use the supporting lines in the screen for proper positioning

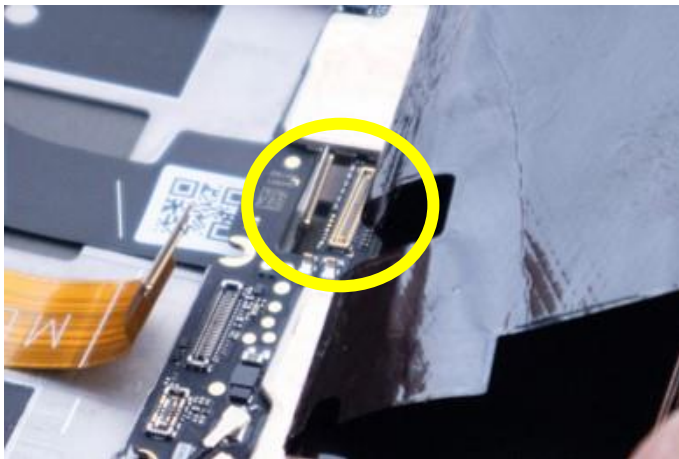


Please position the connector as shown on the picture

Insert main board

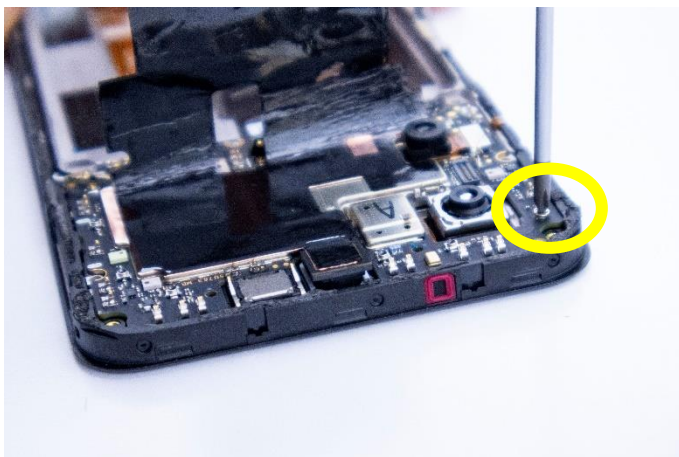


Take the formerly removed main board and insert to the phone



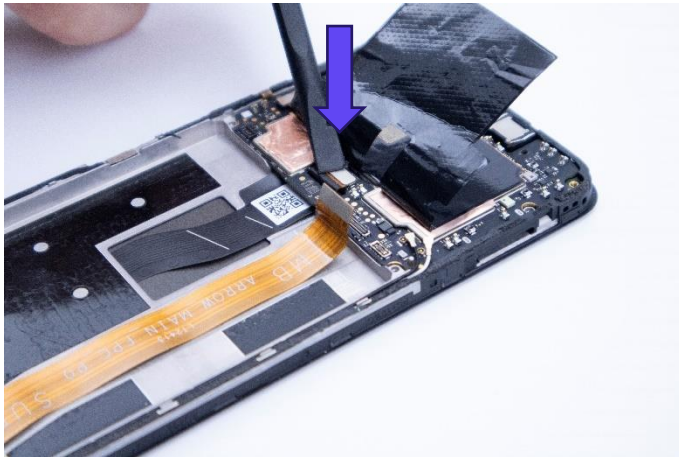
Make sure that the screen connector cable is lead through the hole of the main board module

Fix the main board

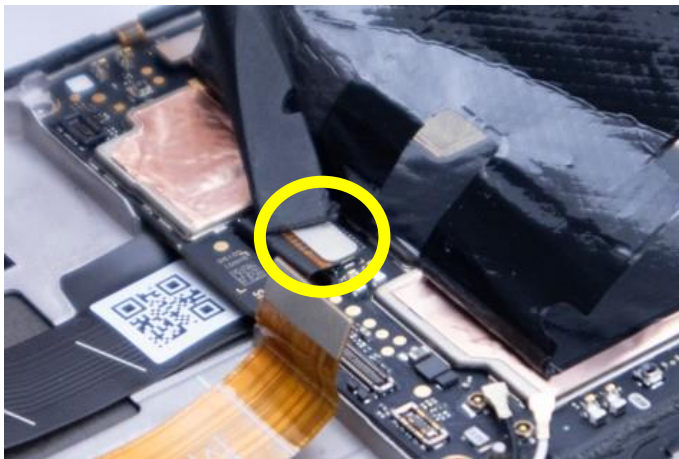


Take 1 pc of screw and fix with it the main board. Tighten the bottom left screw of the main board.

Connect display flex cable

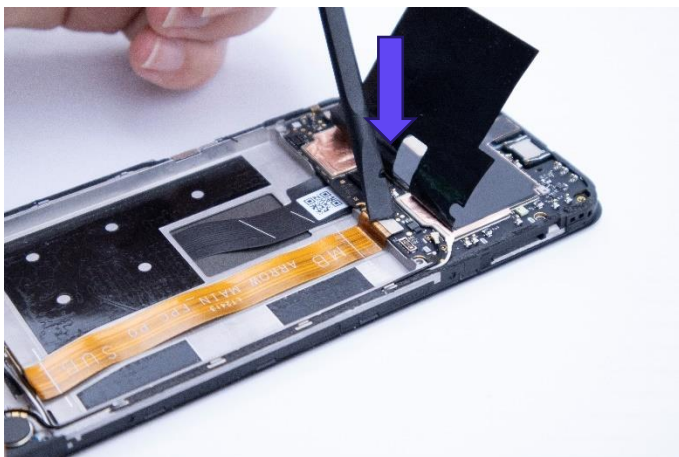


Connect the display flex cable (black color) by using the opening tool

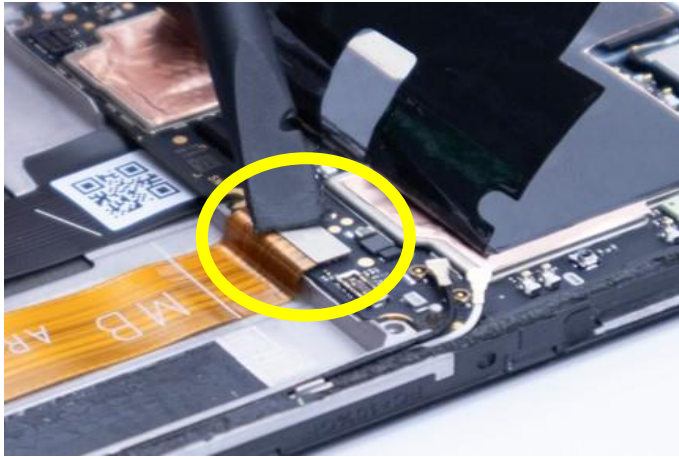


Make sure that the screen connector cable is lead through the hole of the main board module

Connect main flex cable

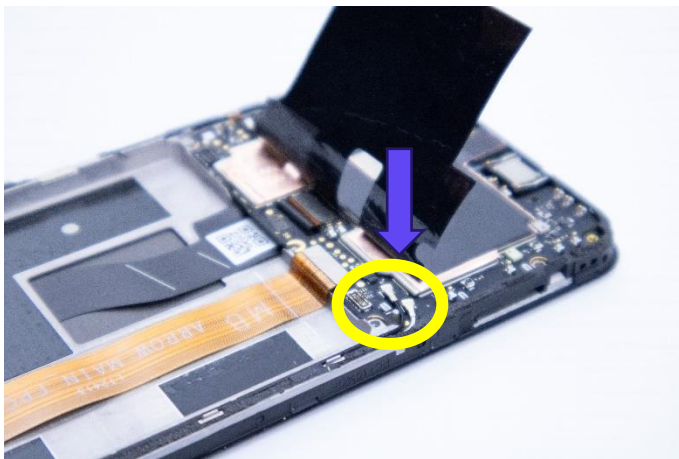


Connect the main flex cable (gold color) by using the opening tool

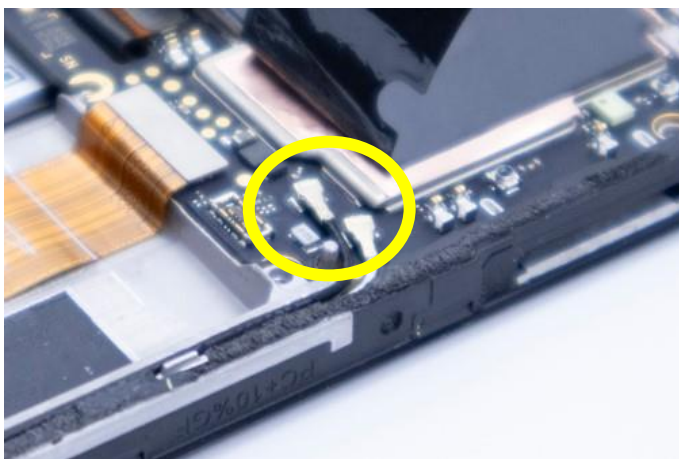


Connect the display flex cable (black color) by using the opening tool

Connect coax cables



Connect the white and then then the black coax cables



Black coax cable is more to the left while white is more to the right

Press them gently and make sure proper connection

Insert the battery



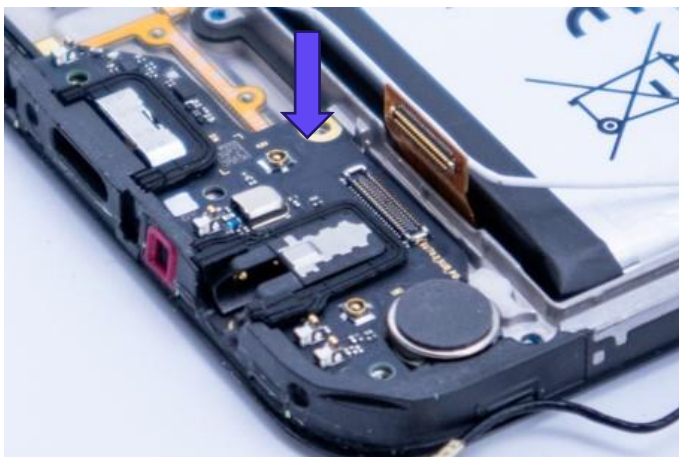
Fold the black foil, take the battery and insert into the phone. Make sure that the adhesives positioned properly (face down)

Make sure the proper position of the main flex cable

Insert charging port



Take the formerly removed charging port and insert to the bottom of the phone

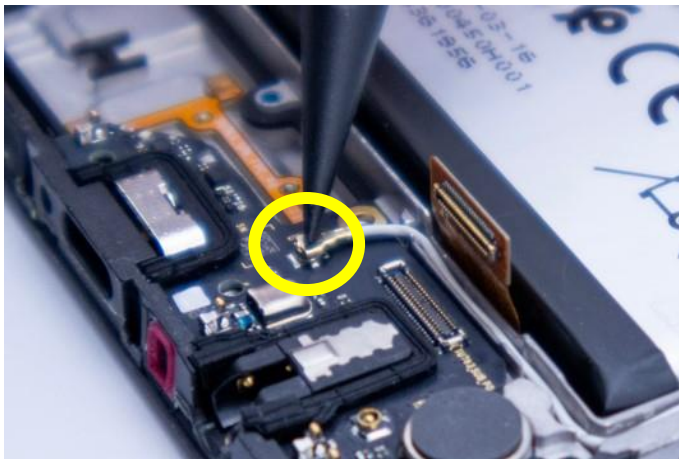


Fit the charging port to its proper position

Connect white coax cable

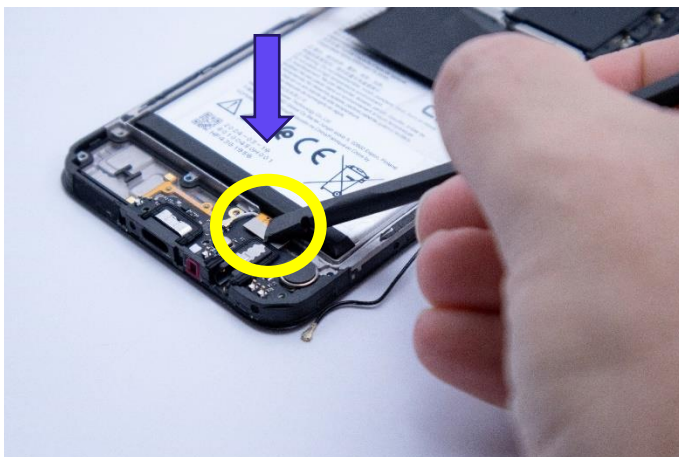


Connect the white coax cable by using the opening tool



Make sure it is connected properly

Connect the main flex cable



Connect the main flex cable

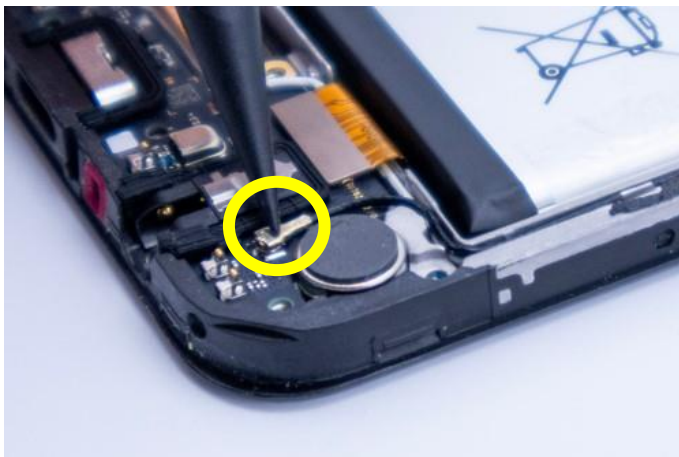


Connect the main flex cable

Connect the black coax cable

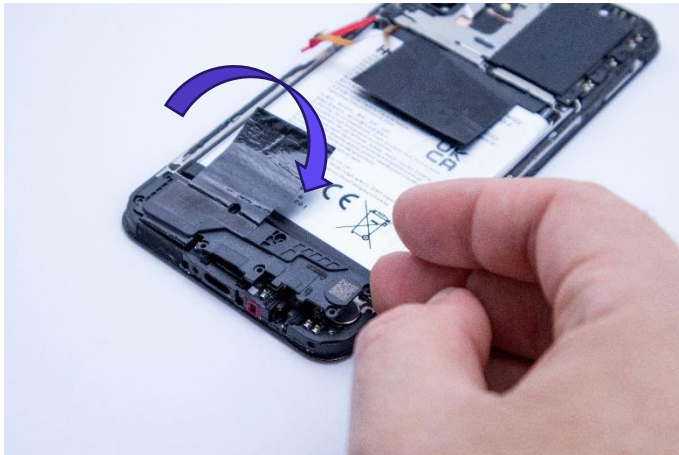


Connect the black coax cable by using the opening tool



Make sure it is connected properly

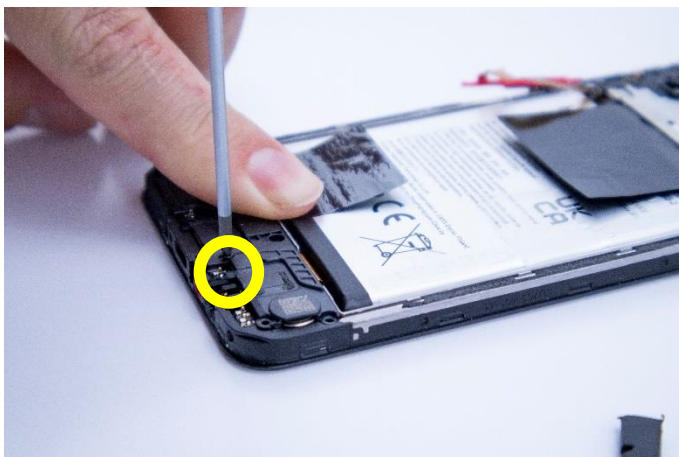
Insert speaker box



Insert the speaker box

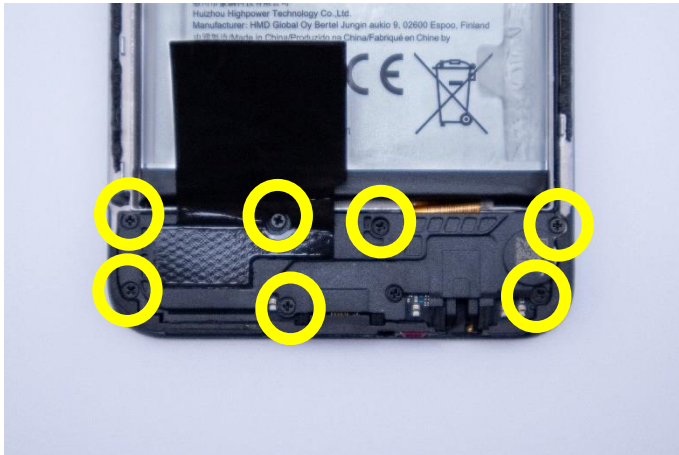


Hold the speaker box in place with your finger until you have secured it with at least one screw



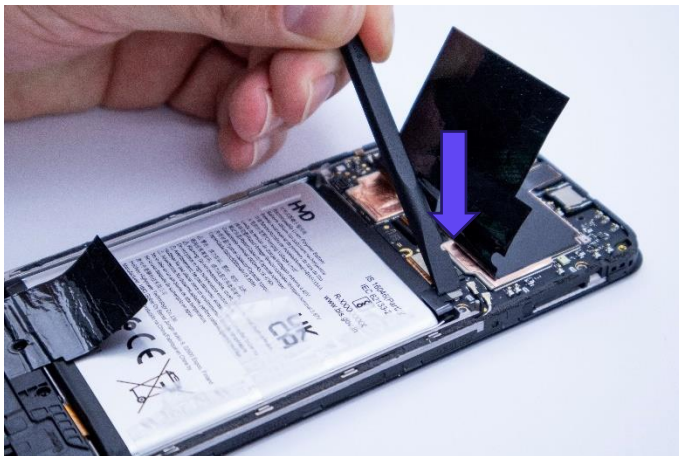
Fix the speaker box with one screw

Tighten all screws



Tighten all the remaining screws (7 pcs)

Reconnect battery

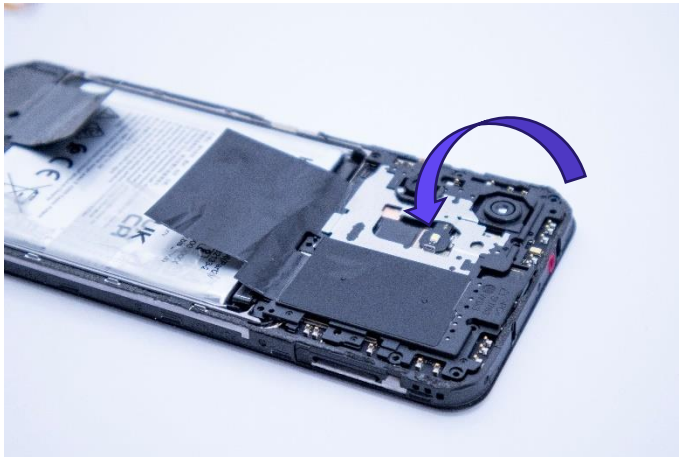


Fold the black foil and connect the battery connector using the opening tool



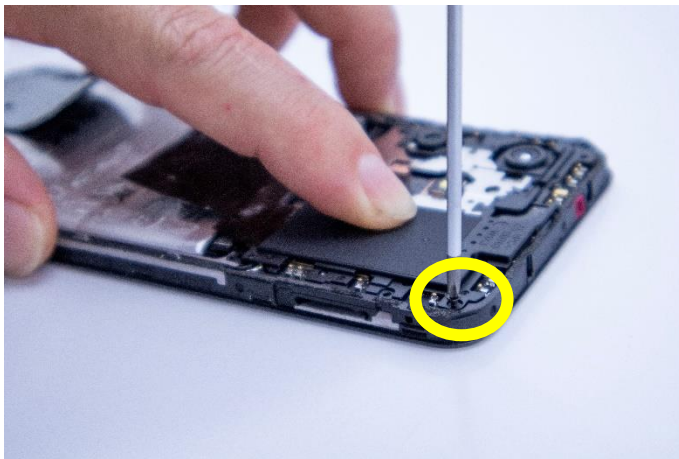
Push it gently until it correctly connected

Put back the motherboard cover



Take the formerly removed motherboard cover and place it back to the top of the phone

Make sure the motherboard cover matches with the screw holes

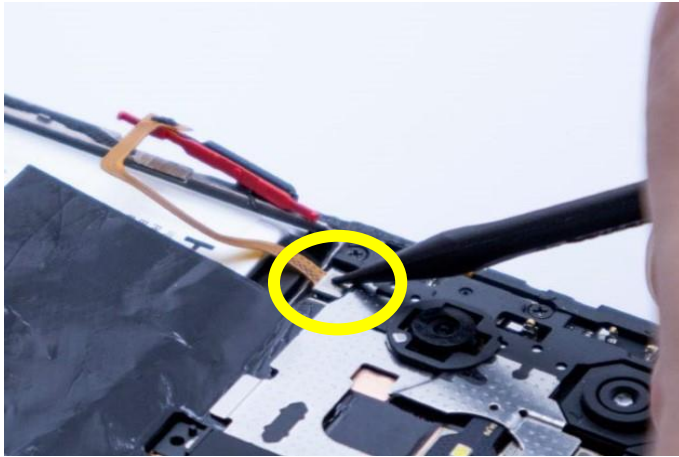


Screw 1 pc screw, preferably the top right corner

Connect the fingerprint reader

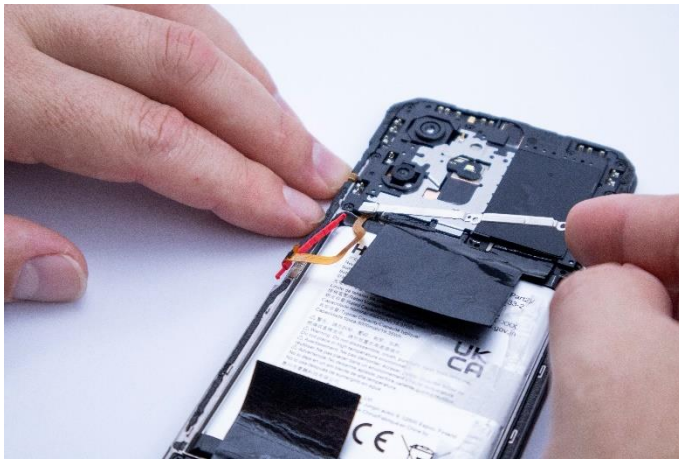


Connect the fingerprint reader connector

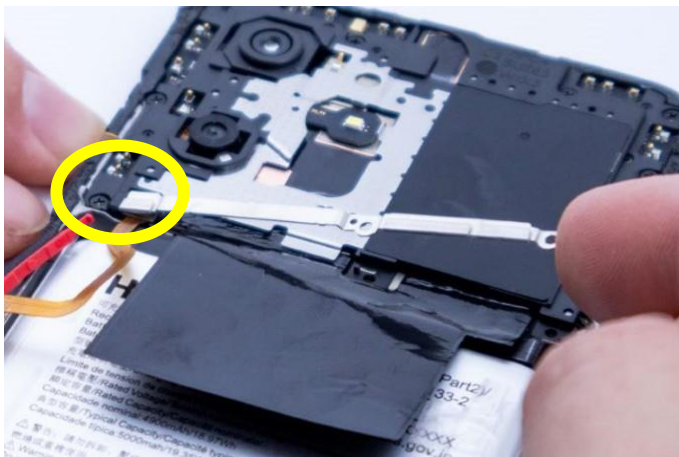


Connect the fingerprint reader connector

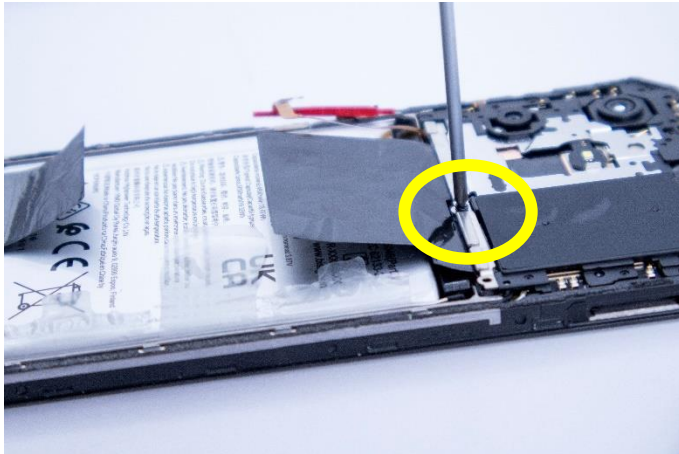
Insert the metal clamp



Insert the metal clamp to its position starting from the left side

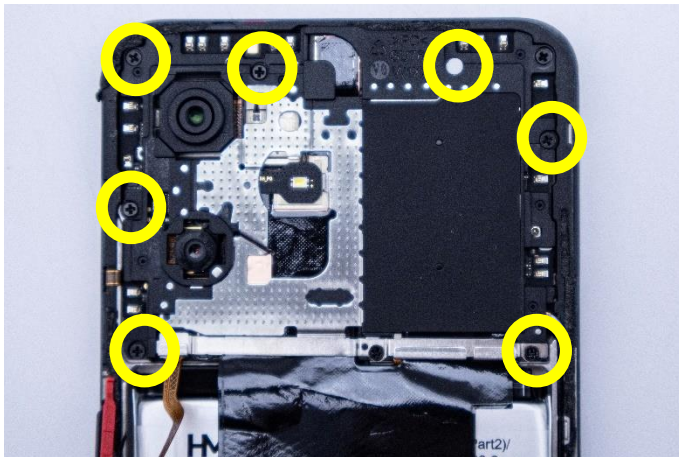


Check the position of the metal clamp



Fix the metal clamp with one screw in the middle of the clamp

Add screws



Add and fasten all remaining 7 screws

Assemble the back cover

Please follow the instructions of section: [Back cover Assembly steps](#)