



# Galaxy Back Glass REPAIR GUIDE

Version 1  
2016 Edition





# Galaxy Back Glass REPAIR GUIDE LCD AND DIGITIZER REPLACEMENT

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FOR EVERY REPAIR  
MAKE SURE TO COMPLETE, INITIAL,  
AND HAVE CUSTOMER SIGN THE CELLAIRIS  
REPAIR LIABILITY WAIVER FORM



# PRE-REPAIR DEVICE CHECK-IN

	Pre-Repair Device Inspection			Post-Repair Device Inspection		
Liquid Damage:	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Jailbroken or Rooted:	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A			
Unlocked or Flashed:	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A			
Previously Repaired:	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A			
Frame Damage:	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Digitizer Damage:	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
LCD Damage:	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Device is unable to be turned on prior to repair for Device Inspection			<input type="checkbox"/> Yes	<input type="checkbox"/> NO		
	<b>Yes (Working)</b>	<b>No (Not Working)</b>		<b>Yes (Working)</b>	<b>No (Not Working)</b>	
Volume Button:	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Mute Switch:	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Vibration :	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Power Button:	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Home Button:	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
WiFi:	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Cell Service/Call:	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Proximity Sensor:	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Ear Speaker:	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Phone Microphone:	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
External Speaker:	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
External Microphone:	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Headphone Jack:	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Rear Facing Camera & Flash:	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Front Facing Camera:	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Charge Port:	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A
Fingerprint Scanner:	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A	<input type="checkbox"/> Yes	<input type="checkbox"/> NO	<input type="checkbox"/> N/A



# TOOLS NEEDED

- Painters knife
- Ilesamo
- Heat Gun
- Galaxy Back Glass
- Plastic cards or playing cards



# HEAT-GUN PRECAUTIONS

- Always operate the heat gun on the lowest setting.
- Keep face, hands, hair, and clothing away from the air stream.
- The air nozzle also becomes extremely hot. Never grab the heat gun by the nozzle.
- Never operate the heat gun by laying it on its side on a table. It should be firmly grasped in one hand at all times during usage.
- Never operate near flammable or explosive liquids and vapors. Cleaning supplies and the 3M #94 Primer are of concern. Make sure fumes are absent from the work area before operating the heat gun
- The heat gun nozzle should never get closer than 2" to the object being heated.
- Keep heat gun moving. Never stay in one spot.



# ADDITIONAL PRECAUTIONS

- **Magnetic Pad:** During the repair, you will be utilizing a magnetic pad to organize the plethora of differing screws that you will be pulling out of the Samsung Galaxy S4. Below is a list of several internal components of the Samsung Galaxy S4 that should never be placed on the pad, or you risk damaging the hardware or erasing client data:
  - LCD/Digitizer Assembly
  - Cameras
  - Motherboard
  - Battery
  - Speaker



# ADDITIONAL PRECAUTIONS

- **Power on/off:** To avoid any damage to the hardware during the repair, it is best to have the device powered off until you can get to and disconnect the battery.
- **Battery:** Never unplug any flex cables unless the battery has been completely disconnected to avoid frying your hardware. Do not plug the battery back until all cables have been reconnected.
- **Release Screws:** Apply pressure on the screw and twist counterclockwise to initially loosen it, then lighten the pressure and continue twisting until the screw is gently released. Make sure you have properly sized screwdrivers available for the repair.
- **Pin Connectors:** extremely fragile and must be plugged or unplugged with extreme caution.
- **Battery connector:** held down by light adhesive and solder. If not cautious it will come off the motherboard. Very time consuming to be repaired. Do not break it in the first place.
- **Motherboard:** small surface mount components can be easily damaged if they are nicked by the spudger. Always take your time and never touch the surface of the motherboard.





**LET'S START!**



Tools: Heat gun, Painter Knife or isesamo, Plastic cards or picks

## STEP 1

# Disassemble the device

- Power off Device
- Remove sim card



Tips: The back glass is thin and will need time and precision once it's already cracked it will continue to crack therefore let your customer know ahead of time if the back glass isn't the initial repair. Now, if the glass is not already cracked take your time with these steps.



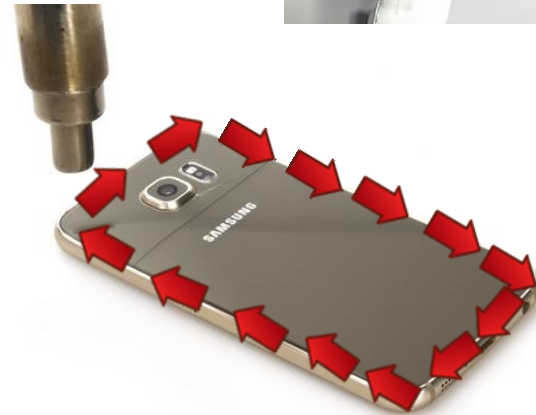
Tools: Philips screwdriver

## STEP 2

# Disassemble the device

- The next step requires you to heat around the frame of the back glass. Now when you heat around the frame do it in a constant movement do not let it rest in just one area.
- The glass only has adhesive in particular areas outlined with the arrows.
- You will need to use some type of cards or thin picks so slide underneath each part you release from the adhesive so it doesn't stick back down.
- Take the isesamo or painters knife and slide it in between where the glass and frame meet. You want to slide it around the frame if it seems the adhesive has cooled down heat around the frame again. This process you will continue as you try to loosen up the whole back glass.

Tips: heat use low setting to take your time, you want the heat to do most of the work.



Tools: Spudger, Hands

## STEP 3

# Disassemble the device

- As you heat up and loosen the areas around the frame put plastic picks or plastic cards underneath.
- Do not push the isesamo or painters knife to far into the back as you slide this tool only the tip. The adhesive does not have a thick lining but, you can possibly Knick something.

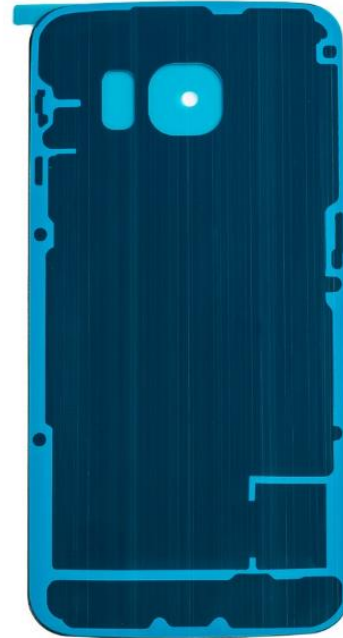


Tools: Suction cup,  
Hands

## STEP 3

# Disassemble the device

- After the glass is successfully loosened it should be as simple as pulling it off you can use a suction cup or your hands but be gentle.
- Most replacement backs come with adhesive that just needs to be peeled off
- The white outline is where the adhesive is located.



# Trouble shooting

- Setting the customers expectation for this repair is very important because if your removing the glass for lcd or component repair they should be aware the glass can crack. Especially if the glass is already damaged it will get worse but in general it's glass so there is a chance it will happen.
- A way to ensure yourself is set up the sale of a new back glass replacement as well. Maybe discount it if another type of repair is going to be done at the same time. Sometimes customers opt out of the glass but, don't like the look of it being cracked and purchase a case instead.



CONTACT

**BECOME A  
MASTER  
FRANCHISE**

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**THANK  
YOU!**