

**READ FIRST — TEST BEFORE YOU INSTALL**

**Complete the bench test first.** Follow these steps only after the replacement touch screen has been tested and verified using the *Monitech Universal Touch Screen Pre-Installation Testing Guide*.

Once a touch screen has been bonded, or an overlay has been removed, the parts generally cannot be returned.

**Safety & Handling**

- Isolate power at the main disconnect and follow your lockout/tagout procedure before opening the terminal.
- Work on a static-safe (ESD) surface with a wrist strap. Touch panels and control boards are static sensitive.
- Work in a clean, dust-free area. Dust trapped under bonded glass or an overlay is permanent and shows in the viewing area.
- Wear clean nitrile or lint-free gloves. Fingerprints on a bonding surface cause adhesion failure.
- Handle glass by the edges. Never flex the panel or pull on the ribbon tail.

**Photograph as you go.** Take a picture at every stage of disassembly and of every connector before unplugging it. This is the fastest way to guarantee correct reassembly.

**Stage 1 — Open the Terminal**

1. Remove the back cover and set the fasteners aside in a labelled container.
2. Locate the touch screen connector on the control board and note its type and pin count.
3. Compare the replacement against the original **before removing anything**: overall glass size, active area, ribbon tail position and length, and connector type and pin count.

**VERIFY THE OVERLAY NOW**

**If your kit includes an overlay, test-fit it on the bezel before you remove the old one.**

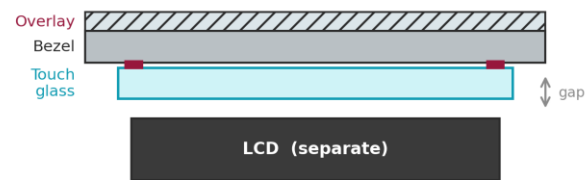
Removing the old overlay destroys it. If the new overlay turns out to be the wrong size, the machine stays down. Confirm the fit first, then proceed.

**Stage 2 — Disassembly**

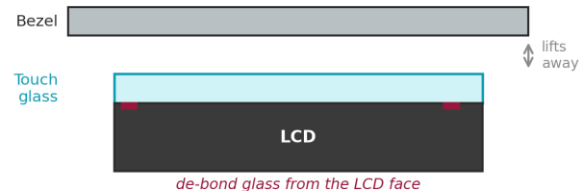
1. Photograph the board and all cabling in place.
2. Label every connector and its position on the board — masking tape and a marker are enough — then unplug them.
3. Remove the control board from the terminal and set it on the ESD mat.
4. Remove the LCD.

**Which scenario do you have?**

With the LCD out, the touch glass will be bonded to one of two places. Identify which before going further.

**SCENARIO I — glass bonded to the BEZEL**

Overlay must come off first to reach the glass

**SCENARIO II — glass bonded to the LCD**

de-bond glass from the LCD face

No overlay removal needed

Identify the bonding scenario before going further.

**Stage 3 — Removing the Old Touch Screen****Scenario II — glass bonded to the LCD face**

1. Warm the assembly first, roughly 50–60°C. The goal is just to soften the adhesive. Find a corner where you can see the seam between the touch glass and LCD/polarizer.
2. Carefully create a tiny entry point with a very thin plastic/Mylar pick. Don't push the pick toward the LCD.
3. Feed the molybdenum wire through that opening so you have a length of wire coming out on both sides.
4. Hold one end in each hand, preferably using small handles. Keep the wire tight and nearly parallel with the LCD.
5. Move the wire left-right-left-right, like flossing your teeth, while slowly advancing it through the adhesive.
6. **Don't pull upward.** This is the critical part. Upward tension can force the wire into the LCD polarizer or bend/crack the LCD glass. Your pulling force should stay sideways. If the wire becomes difficult to move, stop and add a little more heat rather than pulling harder.

**Scenario I — glass bonded to the bezel under the overlay**

1. Confirm you have the correct replacement overlay on hand (see Stage 1).
2. Set a heat gun to its lowest setting and warm one corner of the overlay. Lift that corner and peel slowly, heating just ahead of the peel line as you go.
3. Remove the adhesive residue from the bezel with Goo Gone or an equivalent remover.
4. Follow the Scenario II steps above to release the touch glass from the bezel, then clean that surface as well.

**CLEAN IN TWO STAGES**

**Goo Gone leaves an oily film that will stop new adhesive from sticking.**

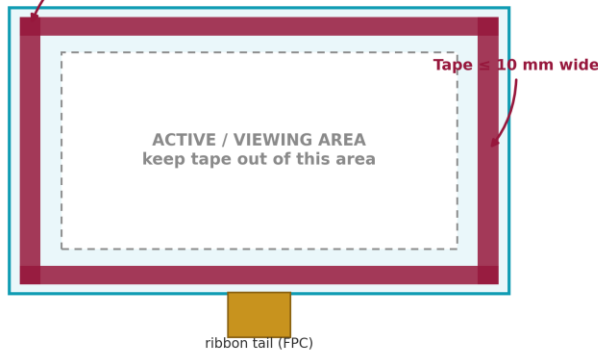
Always follow adhesive remover with an isopropyl alcohol wipe, then dry with a lint-free cloth. The surface must be clean, dry and residue-free before bonding.

### Stage 4 — Fitting the New Touch Screen

1. Peel the thin protective film from the rear (bonding) face of the new touch screen if one is present.
2. Apply double-sided tape no more than 10 mm wide around the rear perimeter. Butt the strips at each corner so there are **no gaps and no overlaps**, and keep all tape clear of the active viewing area. Do not stretch the tape.

Continuous perimeter — corners butted,  
NO gaps between adjacent strips

**BONDING SURFACE OF THE TOUCH GLASS (rear face)**



Continuous perimeter tape, butted at the corners, outside the viewing area.

**Orientation:** the touch-sensitive face must point outward, toward the operator — it is the face the ribbon tail is bonded to. See the Pre-Installation Testing Guide if you need to confirm which face is which.

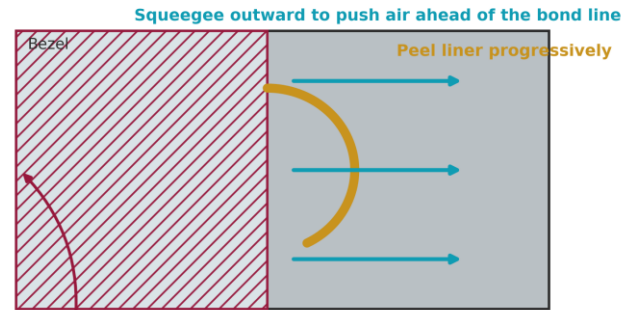
#### Seat the glass

1. **Dry-fit first, with the tape liner still on.** Check that the glass seats fully, sits square, and that no tape is visible in the viewing area.
2. When satisfied, peel the tape liner, feed the ribbon tail through its opening, and lower the glass into place. Do not pull on the tail to position the glass.
3. Press firmly and evenly around all edges. Keep the ribbon tail to a gentle radius — a sharp crease can fracture the conductors.
4. Allow the adhesive to set before handling further. Most double-sided tapes reach working strength in about an hour and full strength over 24–72 hours.

### Stage 5 — Fitting the Overlay

*Skip this stage if your kit did not include an overlay.*

1. Remove any protective film from the front face of the touch screen and check the surface is free of dust and fingerprints. Wipe with isopropyl alcohol and a lint-free cloth if needed.
2. Test-fit the overlay dry on the bezel and confirm the size and cut-outs line up.
3. Peel back a small amount of the adhesive liner at one **short edge**, align that edge squarely in its groove, and tack it down. Check the alignment before committing further.
4. Peel the liner progressively and lay the overlay down as you go, squeegeeing outward from the bond line so air is pushed ahead of it rather than trapped.



**START at one SHORT edge — keep it square to the groove**

*Start square at a short edge, then peel and squeegee progressively.*

5. Work any small bubbles out to the nearest edge with the squeegee. Avoid lifting and re-laying the overlay repeatedly — the adhesive will not recover.

#### KEEP THE FIRST EDGE SQUARE

If the starting edge goes down at an angle, the far end will run off the groove and cannot be corrected without removing the overlay. Take the time to align the first edge.

### Stage 6 — Reassembly, Test & Calibration

1. Reconnect every cable to the position recorded in Stage 2, using your photographs. Confirm the touch screen ribbon is fully seated and not pinched.
2. Refit the control board and the LCD into the bezel.
3. **Restore power and test the touch screen before refitting the back cover.** Check all four corners, the centre, and several points across the surface. Catching a fault now saves opening the terminal twice.
4. Calibrate if the terminal requires it, following the controller's user manual.
5. Refit the back cover and return the machine to service.

| Contact   | Details                                             |
|-----------|-----------------------------------------------------|
| Toll free | 877-493-6105                                        |
| Local     | 519-725-2222                                        |
| Website   | monitech.com                                        |
| Support   | monitech.com/technical-support/                     |
| Guides    | monitech.com/knowledgebase-category/install-guides/ |

**Thank you for your business.**