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Johannes Vogel

@johnvogel

声誉积分: 61

● 2 ● 2

发帖于: 2018年10月21日

Surface Pro 4 won't turn on at all after battery replacement

Hey! So I followed the guide here on iFixit to replace my battery. Unfortunately now my Surface Pro 4 won't turn on at all (unplugged or plugged in). Nothing happens, not even the fan goes on.

I can't really figure out what the problem might be. Maybe someone can give me a clue where to look next or what it might be?

A few more notes:

- When I tore off the screen I broke one of the three antennas at the top, but I would guess this wouldn't cause this problem.
- When I first tried to turn it on, I forgot to connect the fan back to the mainboard. I fixed that very shortly after.
- After it didn't work the first time, I removed the battery again and put it back in, but that didn't help either.

I hope that is enough information!

回答此问题

我也有这个问题

这是一个好问题吗?



得分
5

评论:

I've the same problem, I've removed the broken screen and I've cutted the antennas...but the glue is very strong!Very bad position to put an antenna. Now I've replaced also the battery, with one compatible...but I've checked that the code is different from the original:

original model was DYNR01
current model is G3HTA027H
...and now my Surface is dead! :(

I don't know if the problem is the battery, live not found a confirm of that, but i suspect that tha model should be the same of original.

Regards
Stefano

由 [stefano.gunella](#) 完成的 2020年01月06日

Were you able to solve this issue? I am running exactly the same Problem!

由 [kevin.amaral](#) 完成的 2020年03月05日



Microsoft Surface Pro 4修理

于2015年10月26日上市的第四代 Surface Pro平板电脑。

135 个问题

[查看全部 >](#)

me too, I have had this problem several times, I put a new battery in and it will power up and charge the battery but not power up from the battery without the charger plugged in

由 Ed's PCs Victoria Point 完成的 2020年06月22日

I have the same problem. Was someone Able to solve it?

由 kevin.amaral 完成的 2020年03月04日

Hi People, more than one with the same problem, after change original battery. The battery in my case is the same code of original battery. Battery change maybe ok but Surface wont turn on. Anybody have the schematic board view? Thank's

由 Ricardo 完成的 2020年07月24日

+ 显示更多的2条评论

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9个回答

筛选条件: 最有帮助的 最新 最老的

最有帮助的答案

更多选项



Boonsong
Mekaroon
@boonsong

声誉积分: 73

1

发帖于: 2019年06月06日

hi friend

After changing battery of Pro 4, you have chance to make component on the board failure, the weak point is Shottky diode on the main board, see link below, it may help but you must have proper tools

<https://www.youtube.com/watch?v=kOScqCSu...>

Update (09/19/2019)

See the different between control board from China and board from original battery (LG)

Left is chinese battery, right is LG battery, you can use board from original battery to replace the new battery

Update (10/02/2019)



see photo of control circuit of Pro4 battery from china and from LG, on the original board has chip control charging and heat sensor. replace the control board with original board can solve problem 100%

这个答案有帮助吗?

是 否

得分
4

评论:



"Left is chinese battery, right is LG battery, you can use board from original battery to replace the new battery"

Do you have pictures of the different control boards.

由 [chrisjones1983](#) 完成的 2019年09月28日



so i bought a new battery, installed, doesn't power on. Put the old battery in and it still doesn't power on. Seems to me swapping the boards at this point shouldn't work if the original battery no longer allows it to power on. no battery and external power nothing happens either. what do you think?

由 [Johann Johnson](#) 完成的 2019年12月11日



Could you solve the issue?@saiyate

由 [kevin.amaral](#) 完成的 2020年03月04日

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Adrian D
声誉积分: 13

● 1

发帖子: 2019年05月12日

更多选项

Hi, did you manage to solve this issue? Having exactly the same problem. Tested the new battery, device actually worked and charged fine. Put everything together a few days later and nothing happens when trying to start it.

这个答案有帮助吗?

是 否

得分
1

评论:



Hello Adrian, unfortunately I wasn't able to fix this. :(I disassembled and assembled everything again after this with some help of a knowledgeable friend but with no luck. I ended up selling my device defective over eBay, so at least it wasn't a total loss. Sorry that I don't have better news. Johannes

由 [Johannes Vogel](#) 完成的 2019年05月13日

添加一条评论



Boonsong Mekaroon
@boonsong

声誉积分: 73

● 1

发帖子: 2019年09月19日

更多选项

I think the battery is from China, some vendor sale battery with incompatible control circuit board on battery.

To make it work you must remove the board from the original battery and replace with the new battery. it is not easy job need skill and soldering gun

这个答案有帮助吗?

是 否

得分
1

评论:



Do you have any pictures of the original control board and the Chinese non compatible control board?

由 [chrisjones1983](#) 完成的 2019年09月28日



it looks like each battery square has two contacts connected to the control circuit board. There are 4 small dots on each of these connections -- are these solder points? Can I just rip the contacts off and do a messy solder to the new board?

由 [Hubert Hoobaloo](#) 完成的 2020年01月19日

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发帖于: 2019年09月30日

更多选项

Just an update.

I managed to find a genuine battery from a broken surface pro 4 and it works fine.

The new battery is the issue.

Thanks all.

WhuzDaMan

@whuzdaman

声誉积分: 13

2

这个答案有帮助吗?

是 否

得分
1

评论:



@whuzdaman What kind of battery did you try before? I'm considering biting the bullet and paying the high price of an iFixit battery for an SP4 because the first time around I cheaped out on an Amazon one. Would you suggest I just find a broken Surface Pro 4?

由 [Logan Rocha](#) 完成的 2019年11月19日

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发帖于: 2020年03月05日

更多选项

Surface pro4 can not turn on with battery but it can turn on with charging cable plug in, 99% came from schottky diode was damaged from sparking during install main board back on place (see photo) just replace this diode your Pro4 will be OK



Boonsong

Mekaroon

@boonsong

声誉积分: 73

1

这个答案有帮助吗?

是 否

得分
1

评论:



as great as that answer sounds, (and thank you for sharing your findings) it really doesn't provide any insight into how you determined the diode is the issue.

Yes the diode is the issue for your particular use case, but there are so many things that can possibly go wrong with these devices that claiming this a 99% fix sounds absurd. could you provide information on how one would know the diode is faulty on their equipment using a multimeter thanks again for sharing, and look forward to your response.

由 [chrisjones1983](#) 完成的 2020年03月05日



There are 2 main problem that make Pro4 could not turn on with battery

1. Schottky diode failure, test by using analog multi meter with ohm x1 measure compare with the other schottky diode below (lift the mainboard and insert plastic sheet to isolate the battery before measure)

2. the battery control board was failure, battery of pro4 have 4 fuses, if one fuse was blow off it make pro4 can't turn on.

由 [Boonsong Mekaroon](#) 完成的 2020年03月07日

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Jason Leung

声誉积分: 13

1

发帖于: 2020年06月16日

更多选项

My original battery replacement attempts failed too. Battery wouldn't charge.

Turns out that the first battery may not have been a genuine one, as the seller told me he had the same problem with the battery before he listed it on ebay for sale - as new but not used! suffice to say, surprised and not happy, but he gave me a refund.

I then ordered a new battery (claiming to be genuine and compatible) which it looked to be the case when I opened it (same labelling and markings as the original battery within the SP4).

I attempted to change it the first time, and it didn't detect the battery!

Then I checked very carefully the seating of the battery onto the SP4 chasses - I made sure I lined up the tiny hole on the battery tab with the anchor on the SP4 chassis (not easy and took me a long time, as the tab needs to be very slightly arched up) and made sure all the contact brushes from the PCB above it were aligned precisely and not bent (I noticed they were bent from the original battery removal, which needed some pulling and pushing of the adhesive under the old battery tab).

Anyway, all good after that ...

这个答案有帮助吗?



得分
1

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abdukarim Ali

@karim10216

声誉积分: 1

发帖于: 2019年07月28日

更多选项

hey i got the same issue with replacement of my surface battery at frist everything was fine however because i had damage of keyboard connector i remove the battery and store it, after a week i got the keyboard connector i re-assembled but surface didn't work, i really dont know what the issue? if anyone has an idea please let me know

这个答案有帮助吗?



得分
0

评论:



Were you able to solve it ?

由 [kevin.amaral](#) 完成的 2020年03月04日

添加一条评论



WhuzDaMan

@whuzdaman

声誉积分: 13

2

发帖于: 2019年09月18日

更多选项

I change the battery on mine (twice !!!) and it doesn't charge the new battery.

However, the old battery is charged when plugged in.


If anyone has any info..

Thanks

这个答案有帮助吗?

是 否

得分
0

 添加一条评论



发帖于: 2019年11月27日

更多选项

I am wondering if I have the same issue... I replaced the battery and it works fine when plugged in. Even shows a charge increasing. Unplug it and it goes deader than a door-nail. Do you all think it is a faulty battery or the main board on the battery as previously posted?

Scott Fluegge

@sfluegge

声誉积分: 1

这个答案有帮助吗?

是 否

得分
0

评论:



you should feel fortunate that your surface pro 4 still turns after replacing the battery, i'm looking at two surface pro 4 tablets that won't turn on after replacing batteries due unknown busted surface mount components on the logic board.

from what've read, and seen on YT these devices are / can be problematic due to faulty components related to charging and power management. it's seem ther are 1024 different ways that people suggest to resolve one issue or another, i haven't come across a, this is problem X and to solve problem X we perform solution Y.


and it doesn't help that microsoft has not provided any board diagrams of the devices let alone replacement components for the devices.

由 [chrisrjones1983](#) 完成的 2019年11月27日



Was you Able to solve it. mine is not turning on either...[@ipatch](#)

由 [kevin.amaral](#) 完成的 2020年03月04日

 添加一条评论

添加你的答案



Johannes Vogel 将永远感激不已

B *I* `</>`  |  |  |  |  |  

预览我的答案

发布我的答案

 浏览统计数据:

过去的24小时: 14,549

过去的7天: 24,816

过去的30天: 25,063

总计 27,257