Dell Pro 24 Monitor E2426H

Simplified Service Manual

Model: E2426H
Regulatory Model: E2426Hf / E2426Ho
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DELL Technologies

Notes, cautions, and warnings

NOTE: A NOTE indicates important information that helps you make better use of your product.

CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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Safety instructions

Use the following safety guidelines to protect your monitor from potential damage and to ensure your personal safety. Unless otherwise noted, each procedure included in this document assumes that you have read the safety information that was shipped with your monitor.

NOTE: Before using the monitor, read the safety information that is shipped with your monitor and printed on the product. Keep the documentation at a secure location for future reference.

WARNING: Use of controls, adjustments, or procedures other than those specified in this documentation may result in exposure to shock, electrical hazards and/or mechanical hazards.

CAUTION: The possible long-term effect of listening to audio at high volume through the headphones (on a monitor that supports it) may cause damage to your hearing ability.

- Place the monitor on a solid surface and handle it carefully.
  - The screen is fragile and can be damaged if dropped or hit with a sharp object.
  - Ensure that your monitor is electrically rated to operate with the AC power available in your location.
  - Keep the monitor at room temperature. Excessively cold or hot conditions can have an adverse effect on the liquid crystal of the display.
  - Connect the power cable from the monitor to a wall outlet that is near and accessible. For more information, see Connecting your monitor.
- Do not place and use the monitor on a wet surface or near water.
- Do not subject the monitor to severe vibrations or high impact conditions. For example, do not place the monitor inside a car trunk.
- Unplug the monitor when it is left unused for an extended period.
- To avoid getting an electric shock, do not attempt to remove any cover or touch the inside of the monitor.
- Read these instructions carefully. Keep this document for future reference. Follow all warnings and instructions that are marked on the product.
- Certain monitors can be wall-mounted using the VESA mount that is sold separately. Ensure you use the correct VESA specifications as mentioned in the wall-mounted section of the User's Guide.

For information about safety instructions, see the Safety, Environmental, and Regulatory Information (SERI) document that is shipped with your monitor.

Before working inside your monitor

Steps

1. Save and close all open files and exit all open applications.
2. Turn off your monitor.
3. Disconnect your monitor and all the devices attached from their electrical outlets.
4. Disconnect all the attached network devices and peripherals, such as the keyboard, the mouse, and the dock from your monitor.

CAUTION: To disconnect a network cable, first unplug the cable from your monitor and then from the network device.

5. Remove any media card and optical disc from your monitor, if applicable.

After working inside your monitor

CAUTION: Leaving any loose or misplaced screws inside your monitor may severely damage it.

Steps

1. Replace all screws and ensure that no stray screws remain inside your monitor.
2. Connect any external devices, peripherals, or cables you removed before working inside your monitor.
3. Replace any media cards, discs, or any other parts that you removed before working inside your monitor.
4. Connect your monitor and all the attached devices to their electrical outlets.
5. Turn on your monitor.

Views of E2426H monitor

Front view

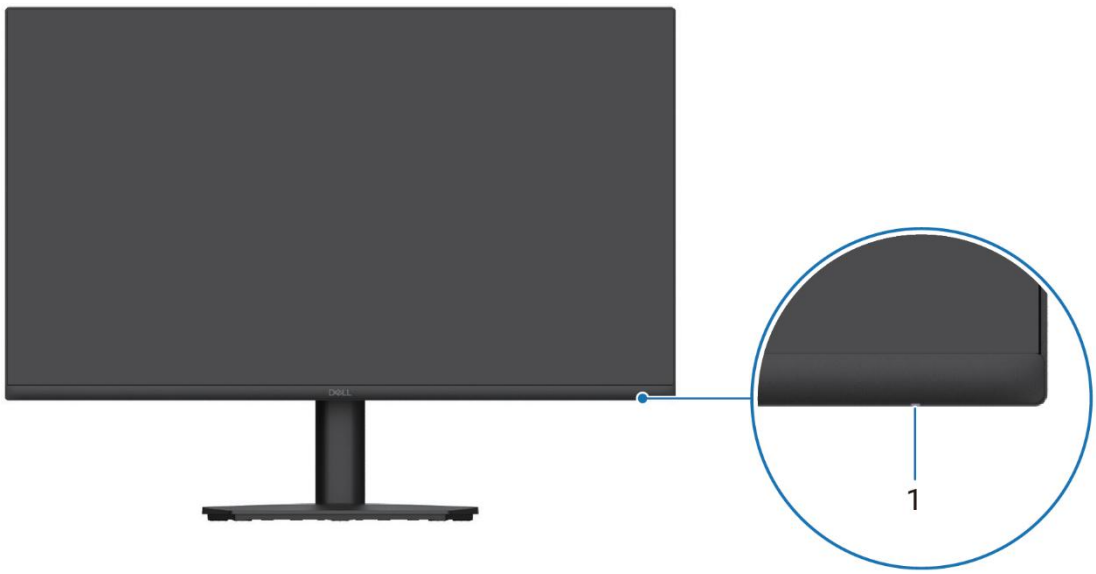

Figure 1. **Front view of the monitor**

Table 1. **Components and descriptions**

Label	Description	Function
1	Power LED indicator	Solid white light indicates the monitor is turned on and functioning normally. Blinking white light indicates the monitor is in **Standby mode**.

Back view

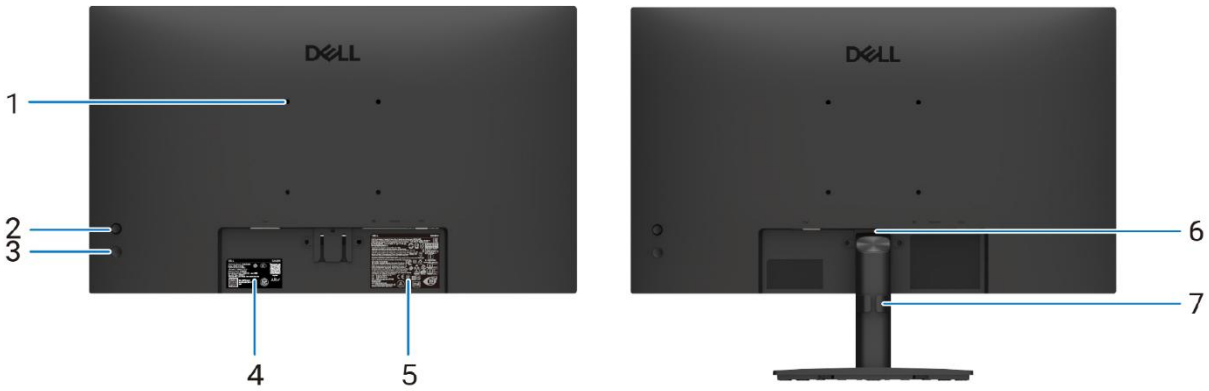

Figure 2. **Back view of the monitor**

Table 2. **Components and descriptions**

Label	Description	Used to
1	VESA mounting holes (4) (100 mm x 100 mm) - behind attached VESA cover.	Supports wall mounting via 100 mm x 100 mm VESA-compatible mounting holes located behind the VESA cover.
2	Joystick	Use it to control the **OSD** menu.
3	Power button	Use it to turn the monitor on or off.
4	Regulatory label (including MyDell QR code, serial number, and Service Tag label)	Refer to this label if you need to contact Dell for technical support. The Service Tag is a unique alphanumeric identifier that enables Dell service technicians to identify the hardware components in your computer and access warranty information.
5	Regulatory information label	Lists the regulatory approvals.
6	Stand release button	Release the stand from the monitor.
7	Cable-management clip	Use it to organize cables, by inserting them through the attached slot.

Side view

Figure 3. **Side view of the monitor**

Rear and bottom view

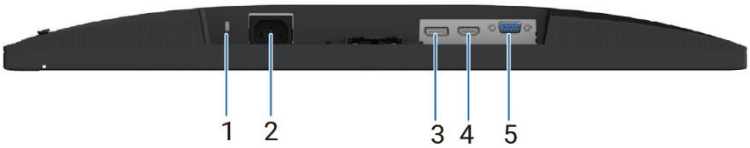

Figure 4. **Rear and bottom view of the monitor**

Table 3. **Components and descriptions**

Label	Description	Used to
1	Security-lock slot	Secures the monitor with a security cable lock (purchased separately).
2	Power connector	Connect the power cable (shipped with your monitor).
3	DisplayPort	Connect your computer with the DisplayPort cable.
4	HDMI port	Connect your computer with the HDMI cable.
5	VGA port	Connect your computer with the VGA cable.

Major components of E2426H monitor

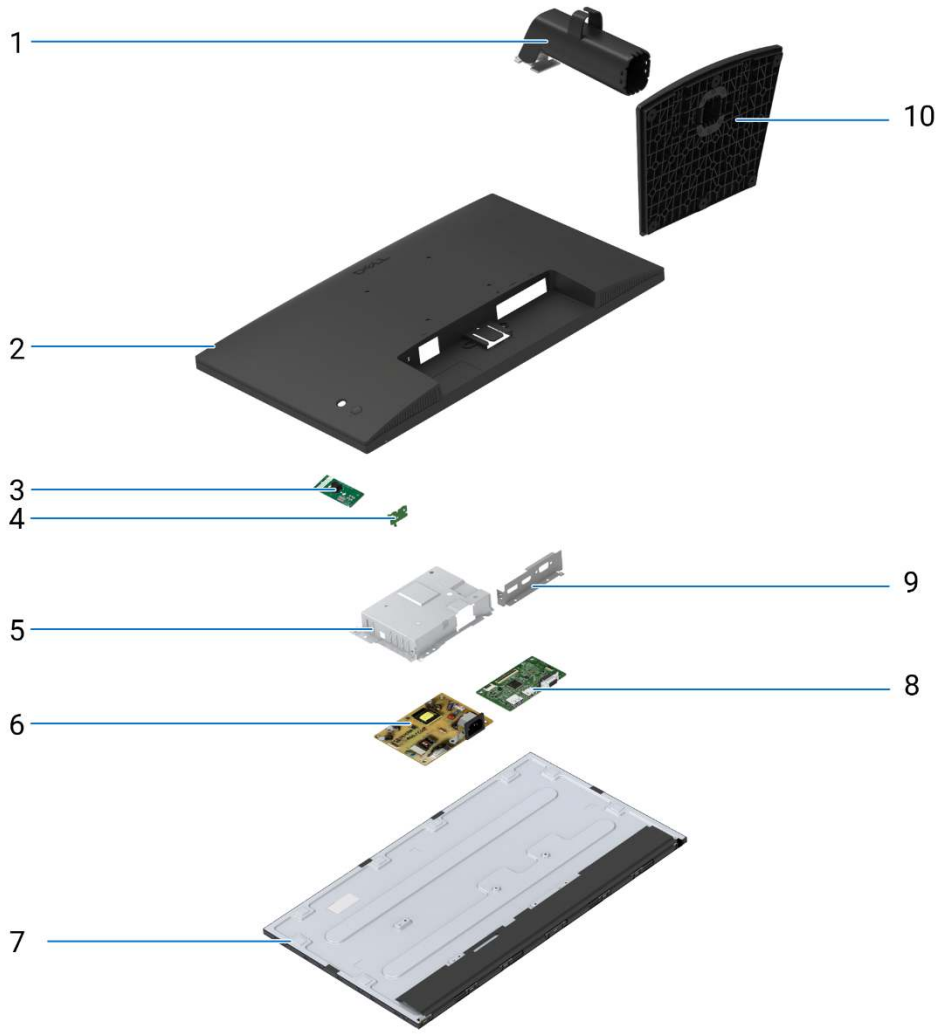

Figure 5. **Major components**

Table 4. **Components**

Item	Description
1	Stand riser
2	Back cover
3	Keypad board
4	LED board
5	Chassis
6	Power board
7	Display panel
8	interface board
9	IO bracket
10	Stand base

Wiring connectivity diagram

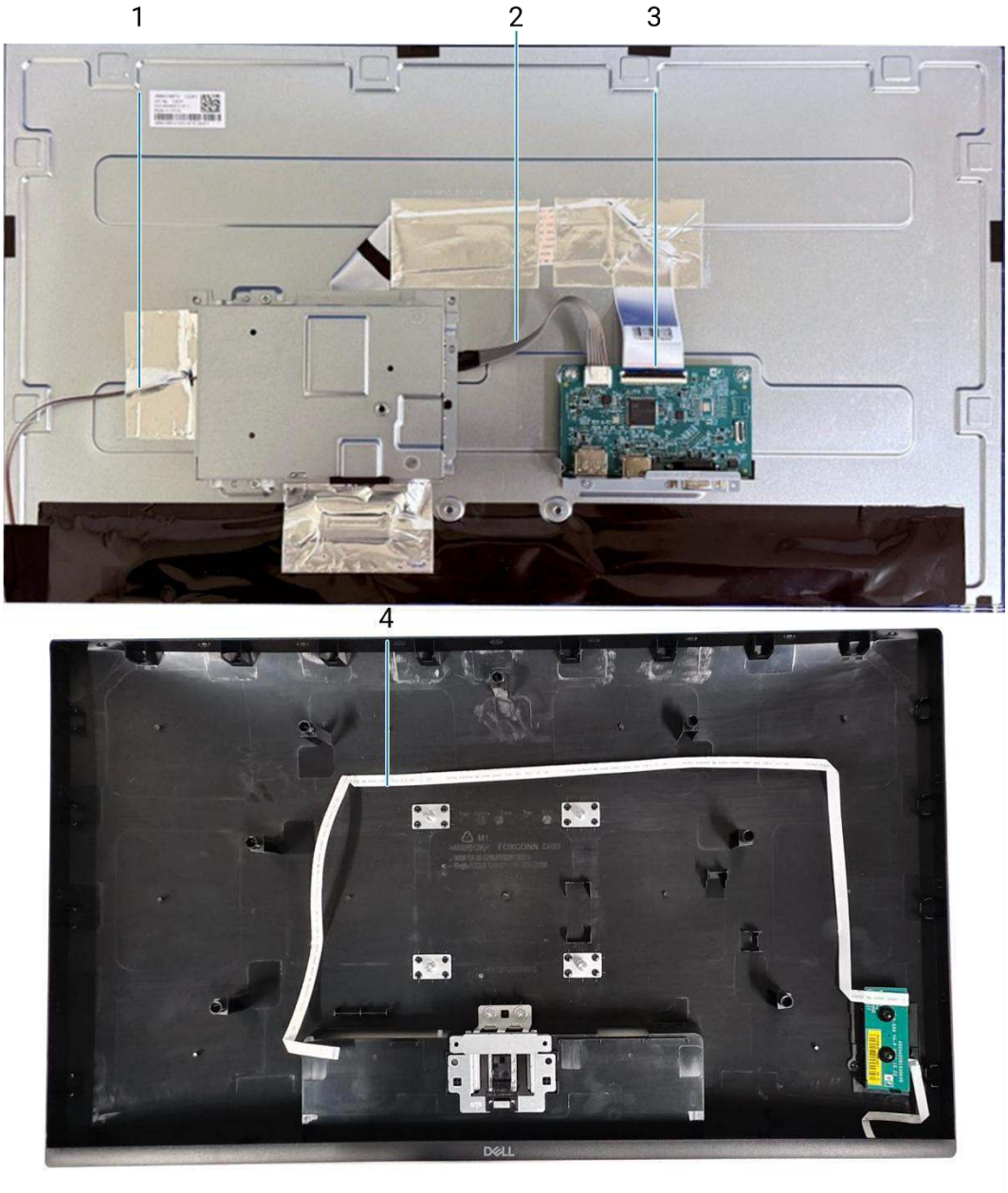

Figure 6. **Wiring connectivity diagram**

Table 5. **Cables**

Item	Description
1	Lightbar cable
2	Board to board cable
3	Low-Voltage Differential Signaling (LVDS) cable
4	Keypad cable

Connecting your monitor

⚠ **WARNING: Before you begin any of the procedures in this section, follow the Safety instructions.**

⚠ **WARNING: For your safety, be sure that the grounded power outlet you plug the power cable into is easily accessible to the operator and located as close to the equipment as possible.**
To disconnect power from the equipment, unplug the power cable from the power outlet by grasping the plug firmly. Never pull on the cord.

⚠ **WARNING: A certified power supply cord must be used with this equipment. The relevant national installation and/or equipment regulations should be considered. A certified power supply cord not lighter than ordinary polyvinyl chloride flexible cord according to IEC 60227 (designation H05VV-F 3G 0.75 mm² or H05VVH2-F2 3G 0.75 mm²) should be used.**

ⓘ **NOTE:** Do not connect all cables to the computer simultaneously. It is recommended to route the cables through the cable-management slot before you connect them to the monitor.

ⓘ **NOTE:** Dell monitors are designed to work optimally with Dell-supplied inbox cables. Dell does not guarantee the video quality and performance if non-Dell cables are used.

To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
2. Connect the VGA, DP or HDMI cable from your monitor to the computer.

Connecting the VGA cable

Figure 7. Connecting the VGA cable

Connecting the DP cable

Figure 8. Connecting the DisplayPort cable

Connecting the HDMI cable

Figure 9. **Connecting the HDMI cable**

Disassembly and reassembly

△ **CAUTION: The information in this section is intended for authorized service technicians in the EMEA region. Dell prohibits users from disassembling the monitor, and any damage caused by unauthorized servicing will not be covered under the warranty.**

Recommended tools

- Phillips screwdriver #0
- Plastic scribe

Screw list

ⓘ **NOTE:** When removing screws from a component, it is recommended to note the screw type, the quantity of screws, and then place them in a screw storage box. This is to ensure that the correct number of screws and correct screw type is restored when the component is replaced.

ⓘ **NOTE:** Some computers have magnetic surfaces. Ensure that the screws are not left attached to such surfaces when replacing a component.

ⓘ **NOTE:** Screw color may vary with the configuration ordered.

Table 6. Screw list

Component	Screw type	Quantity	Screw image
Back cover VESA	M4x4.5	2	
Interface board	M3x6	2	
Power board	M3x6	2	
Power-board grounding	M4x9	1	
Chassis	M3x3	4	
Keypad	T3x6	2	
VGA port	#4-40x11.8	2	

Stand

Removing the stand

Prerequisites

1. Refer to Before working inside your monitor for more details on how to remove the stand from your monitor.

Steps

1. Place the monitor on a clean, flat surface or on a soft cloth or cushion.
2. Press the release button and tilt the stand upwards till the stand is separated from the monitor head.
3. Using a screwdriver, press the release button and pull the stand assembly away from the monitor.
4. Press the release tab at the bottom of the stand base and separate the stand riser from the stand base.

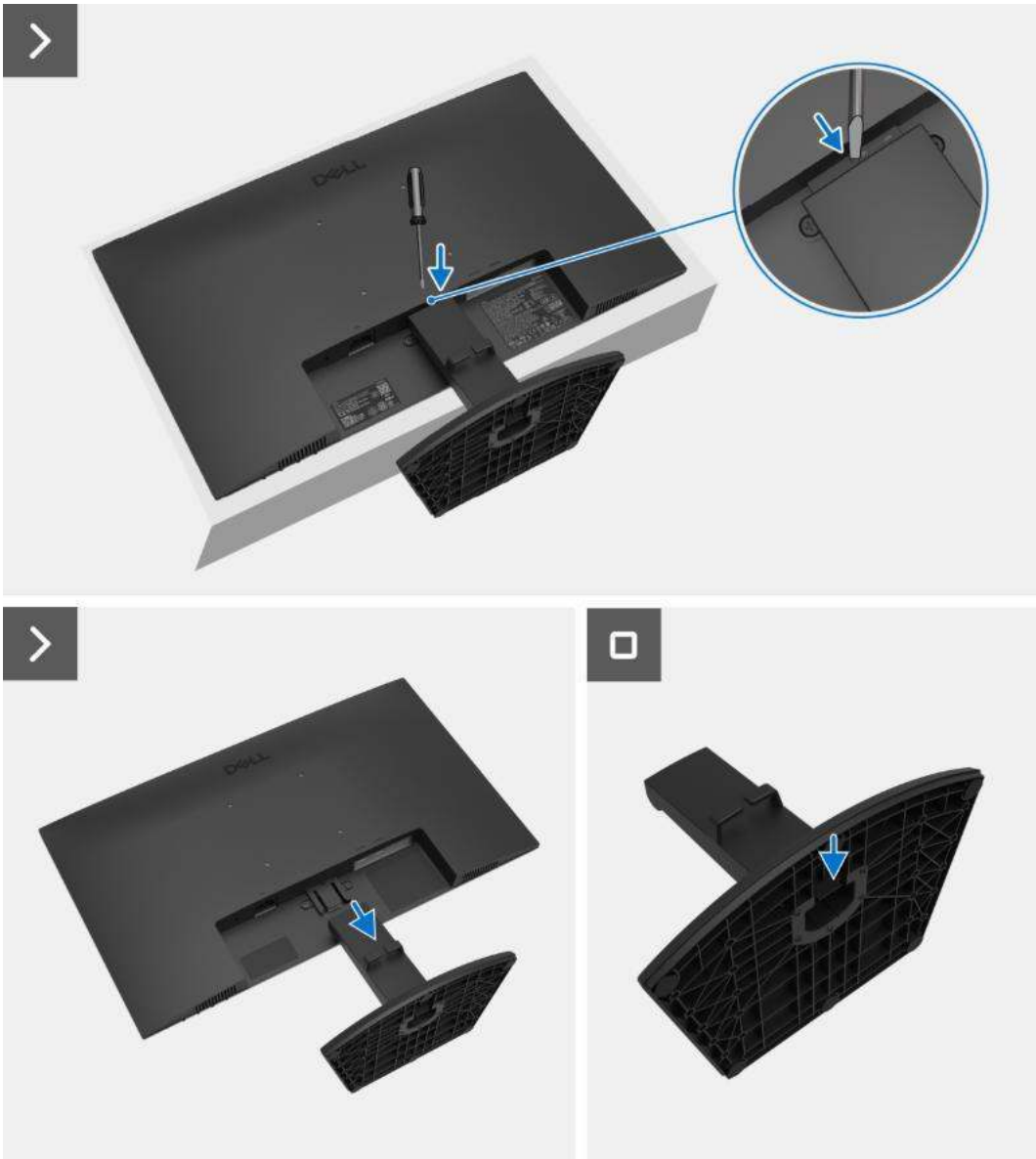

Figure 10. Removing the stand

Installing the stand

Steps

1. Align and insert the stand riser into the stand base until it snaps into place.
2. Slide the stand assembly into the grooves on the display back cover and snap it in place.

Figure 11. Installing the stand

Next steps

1. Follow the procedure in After working inside your monitor for more details.

Back cover

Removing the back cover

Prerequisites

1. Refer to Before working inside your monitor for more details on how to remove the back cover from your monitor.
2. Removing the stand.

Steps

1. Remove the two screws (M4x4.5) that secure the back cover to the display panel.
2. Using both hands, gently pry the back cover up, starting from the top edge of the monitor.
3. Lift and secure the back cover, then disconnect the keypad cable and the speaker cable from the interface board.
4. Remove the back cover from the monitor.

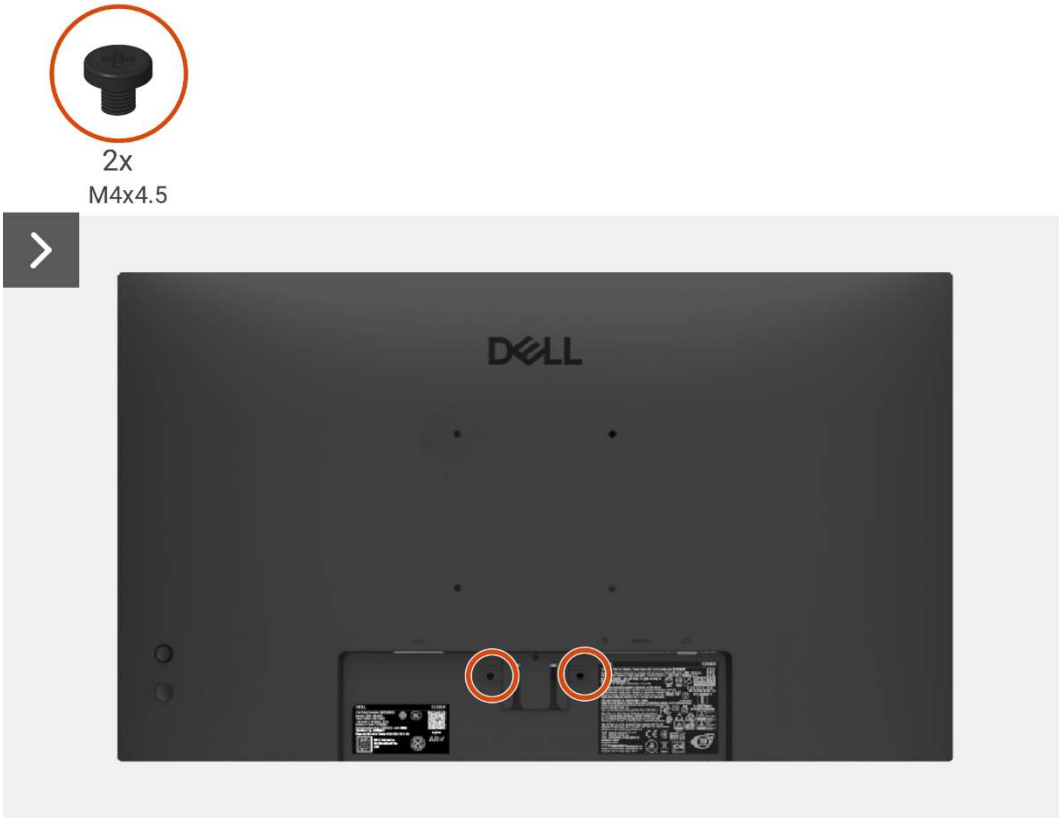

Figure 12. **Removing the back cover**

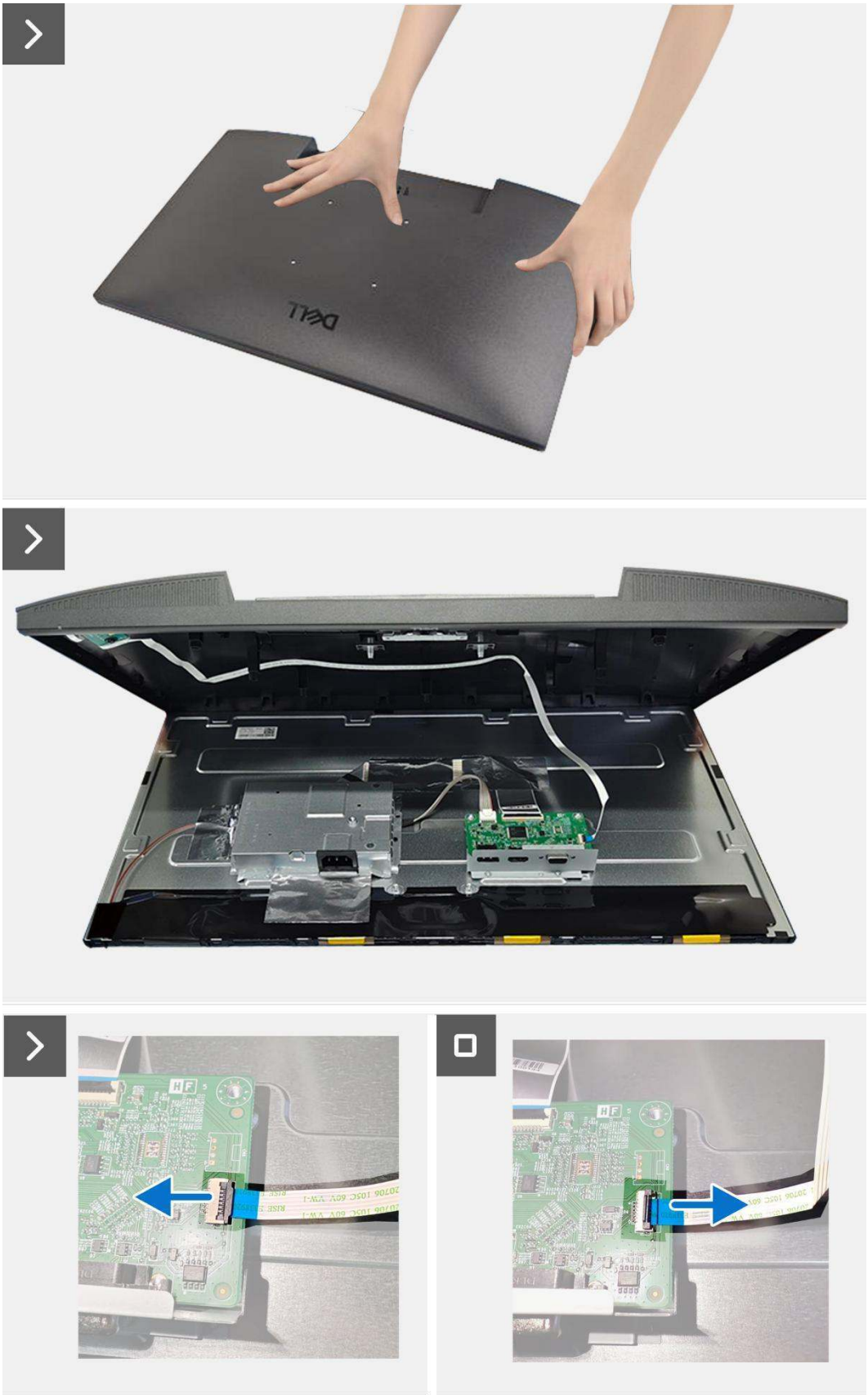

Figure 13. **Removing the back cover**

Installing the back cover

Steps

1. Lift the back cover up above the chassis.
2. Connect the keypad cable to the connector on the interface board.
3. Connect the speaker cable to the connector on the interface board.
4. Align the bottom edge of the display panel and the back cover, then press along the sides to snap the back cover into place.
5. Replace the four screws (M4x4.5) that secure the back cover to the monitor.

Figure 14. Installing the back cover

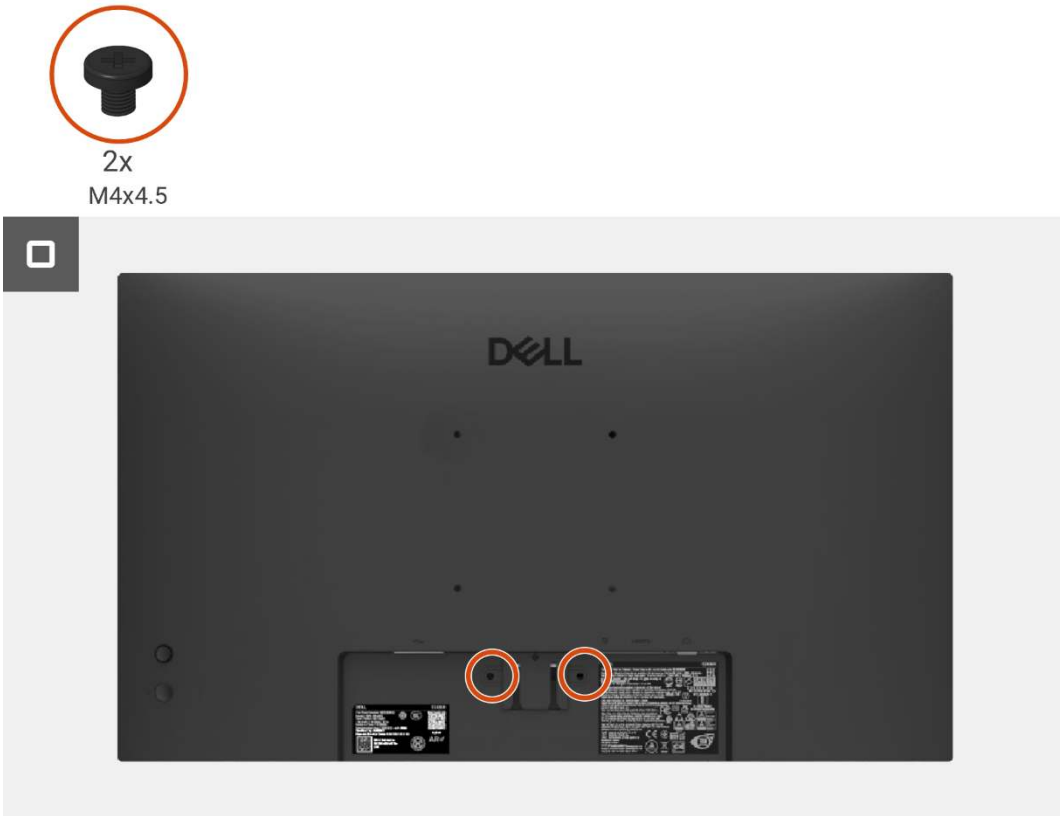

Figure 15. **Installing the back cover**

Next steps

1. Installing the stand.
2. Follow the procedure in After working inside your monitor for more details.

Keypad board

Removing the keypad board

Prerequisites

1. Refer to Before working inside your monitor for more details on how to remove the keypad board from your monitor.
2. Removing the stand.
3. Removing the back cover.

Steps

1. Remove the two screws (T3x6) that secure the keypad board to the back cover.
2. Peel the keypad cable from the back cover.
3. Remove the keypad board from the back cover.

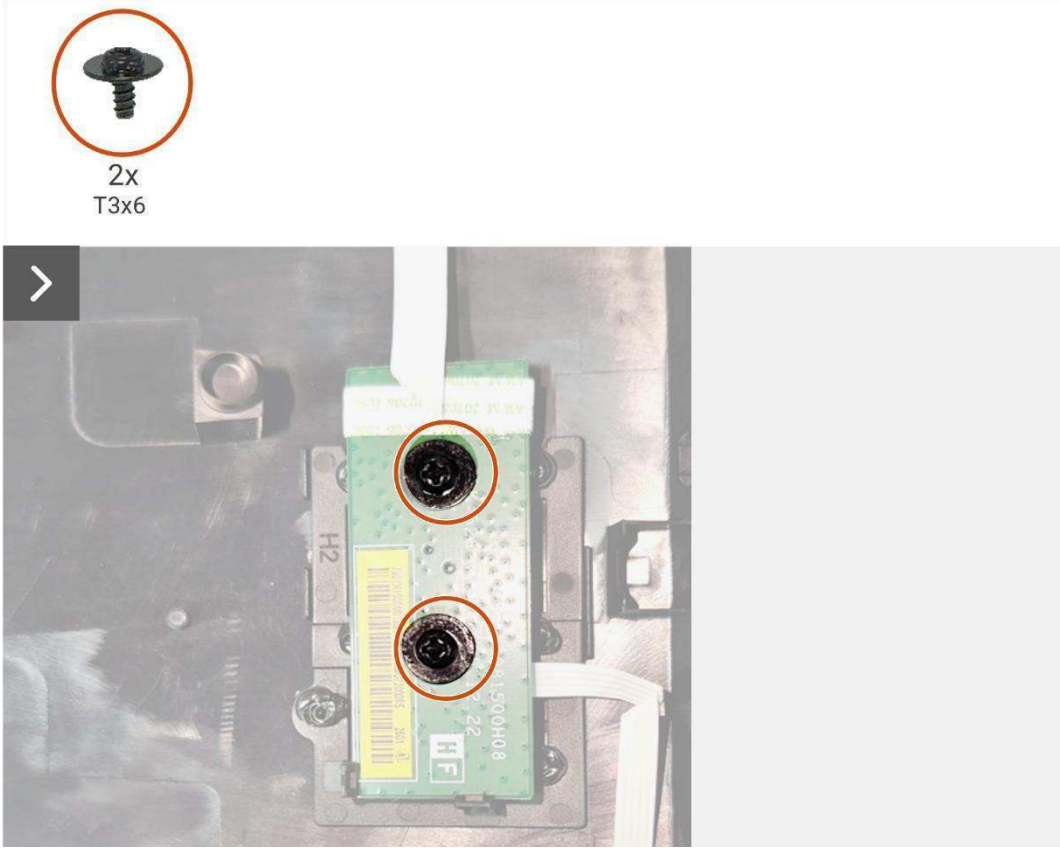

Figure 16. **Removing the keypad board**

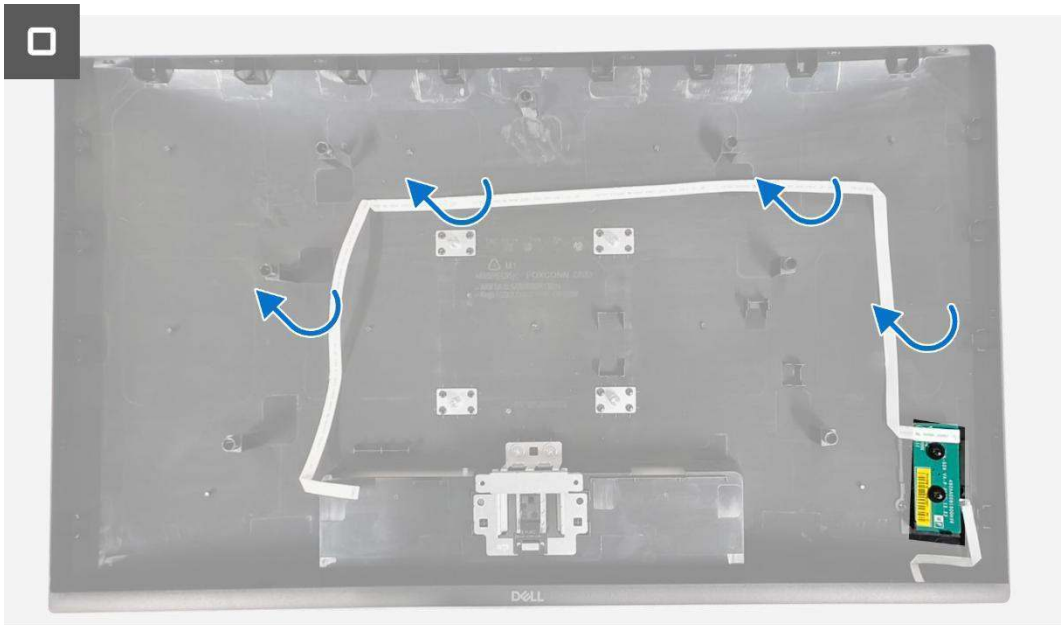

Figure 17. **Removing the keypad board**

Installing the keypad board

Steps

1. Align and place the keypad board on the back cover.
2. Replace the two screws (T3x6) that secure the keypad board to the back cover.
3. Attach the keypad cable to the back cover.

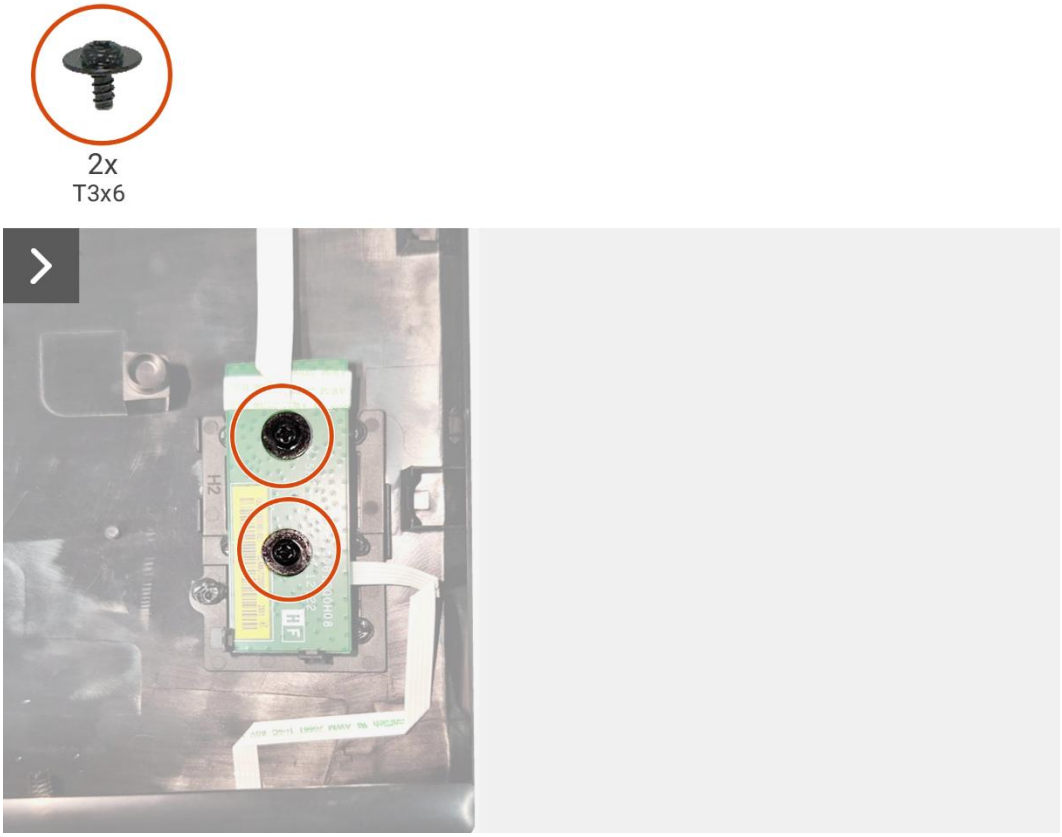

Figure 18. **Installing the keypad board**

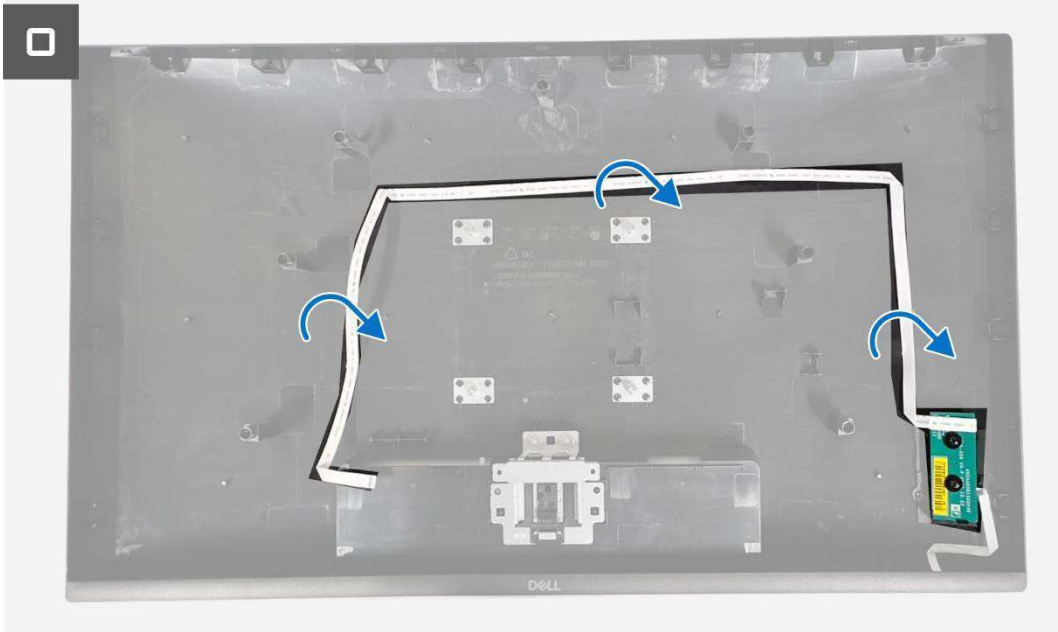

Figure 19. Installing the keypad board

Next steps

1. Installing the stand.
2. Follow the procedure in After working inside your monitor for more details.

LED board

Removing the LED board

Prerequisites

1. Refer to Before working inside your monitor for more details on how to remove the LED board from your monitor.
2. Removing the stand.
3. Removing the back cover.
4. Removing the keypad board.

Steps

1. Peel the LED cable from the back cover.
2. Remove the mylar from the LED board.
3. Remove the LED board from the back cover.

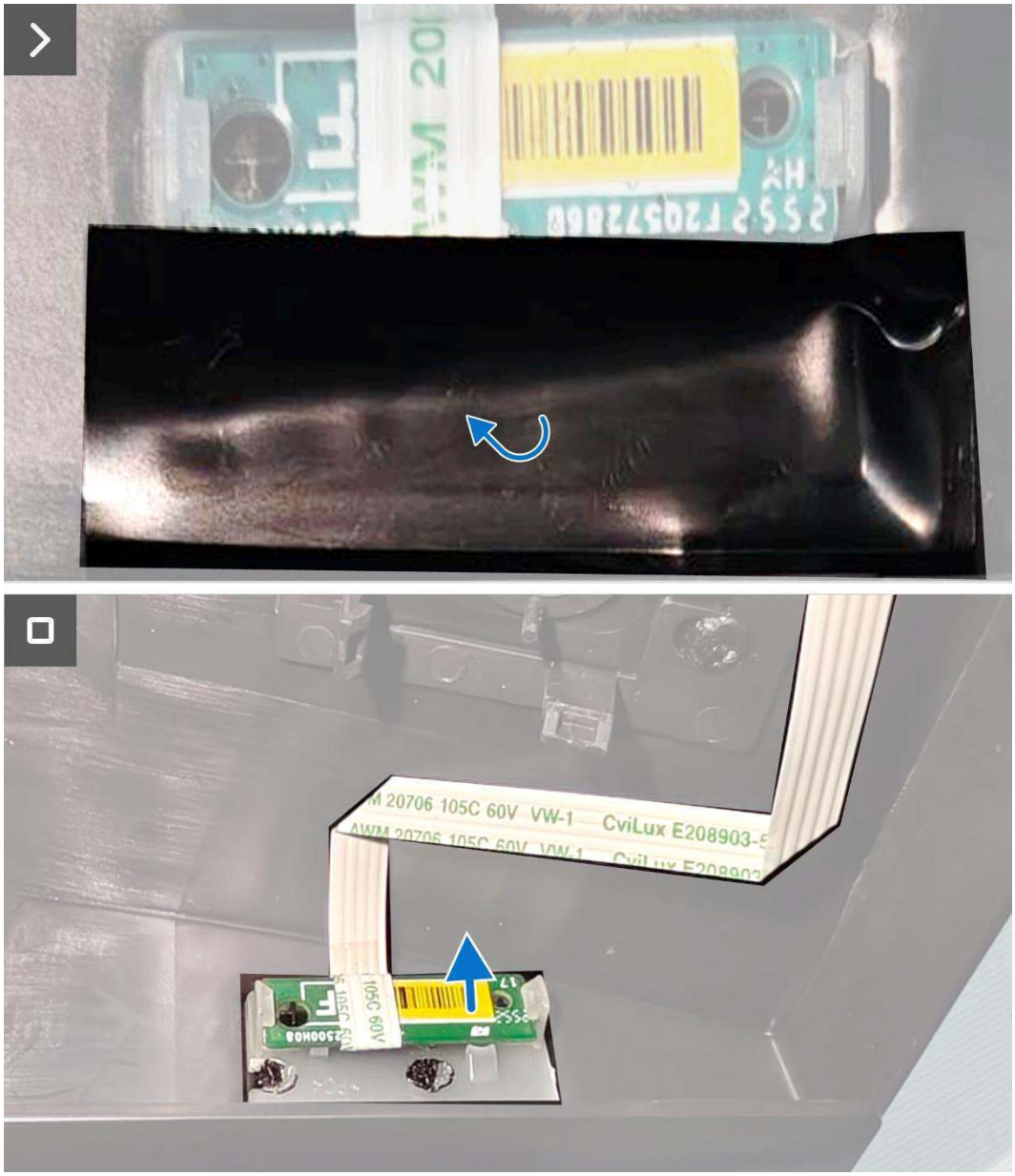

Figure 20. **Removing the LED board**

Installing the LED board

Steps

1. Attach the LED board to the back cover.
2. Attach the mylar to the LED board.
3. Attach the tape to the LED cable.

Figure 21. **Installing the LED board**

Next steps

1. Installing the power board.
2. Installing the interface board.
3. Installing the chassis assembly.
4. Follow the procedure in After working inside your monitor for more details.

Chassis assembly

Removing the chassis assembly

Prerequisites

1. Refer to Before working inside your monitor for more details on how to remove the chassis assembly from your monitor.
2. Removing the stand.
3. Removing the back cover.
4. Removing the keypad board.
5. Removing the LED board.

Steps

1. Peel the four aluminum foils from the display panel and chassis assembly.
2. Peel the acetate tape from the lightbar cable.
3. Disconnect the lightbar cable from the panel.
4. Remove the two screws (M3x3) that secure the chassis to the display panel.
5. Disconnect the power cable from the connector on the display panel.
6. Disconnect the LVDS cable from the connector on the display panel.
7. Remove the chassis assembly from the display panel.

Figure 22. Removing the chassis assembly

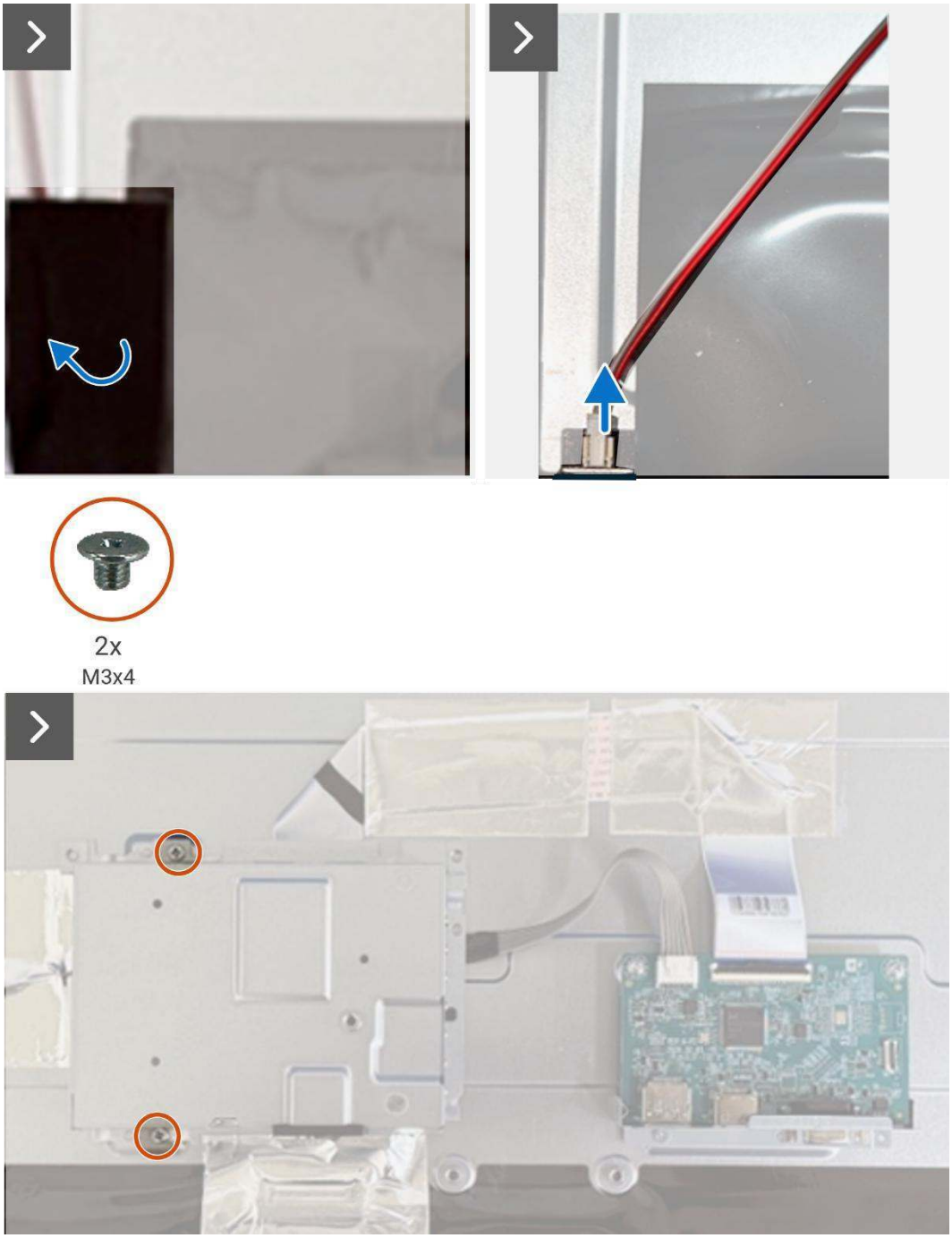

Figure 23. **Removing the chassis assembly**

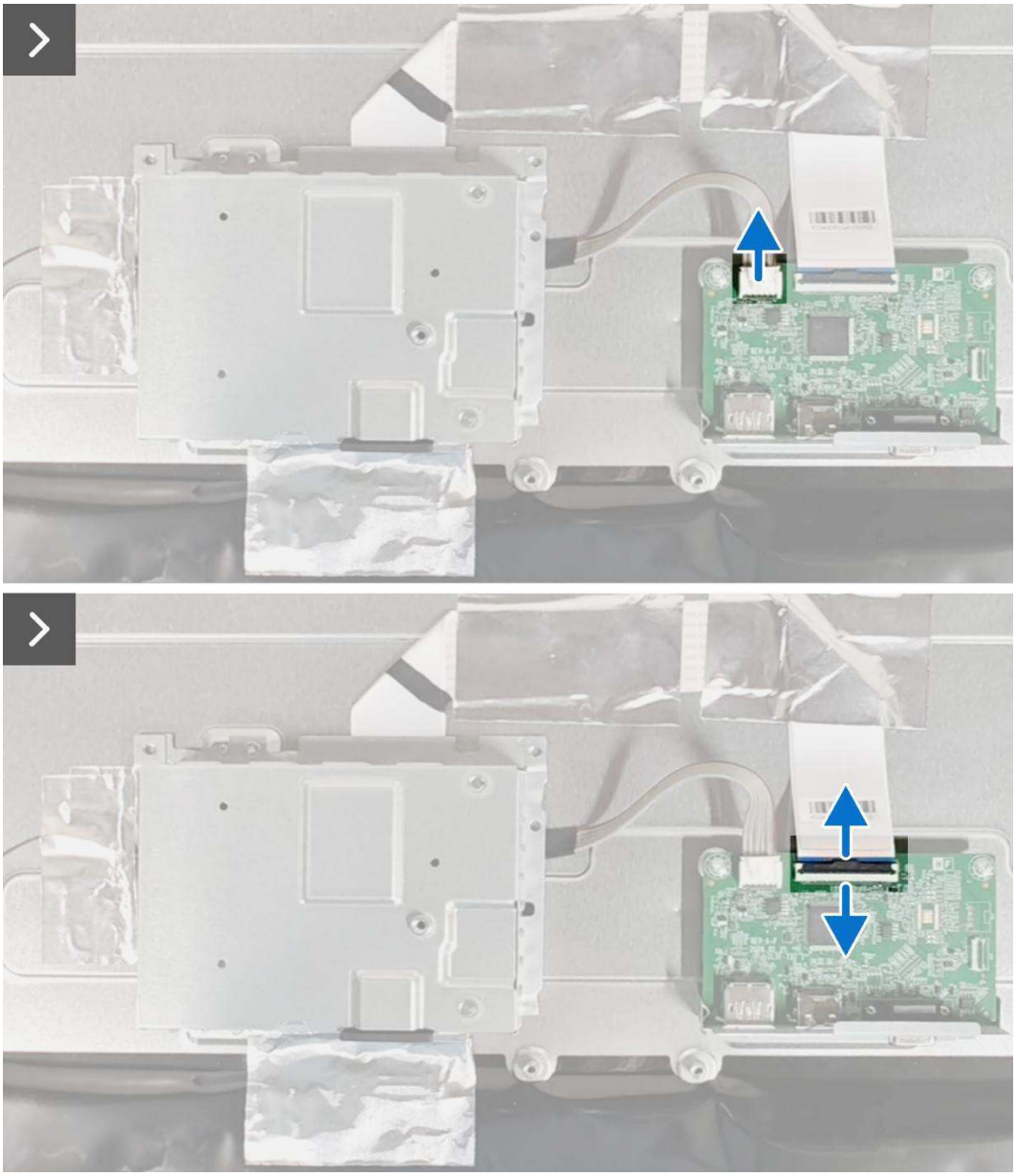

Figure 24. **Removing the chassis assembly**

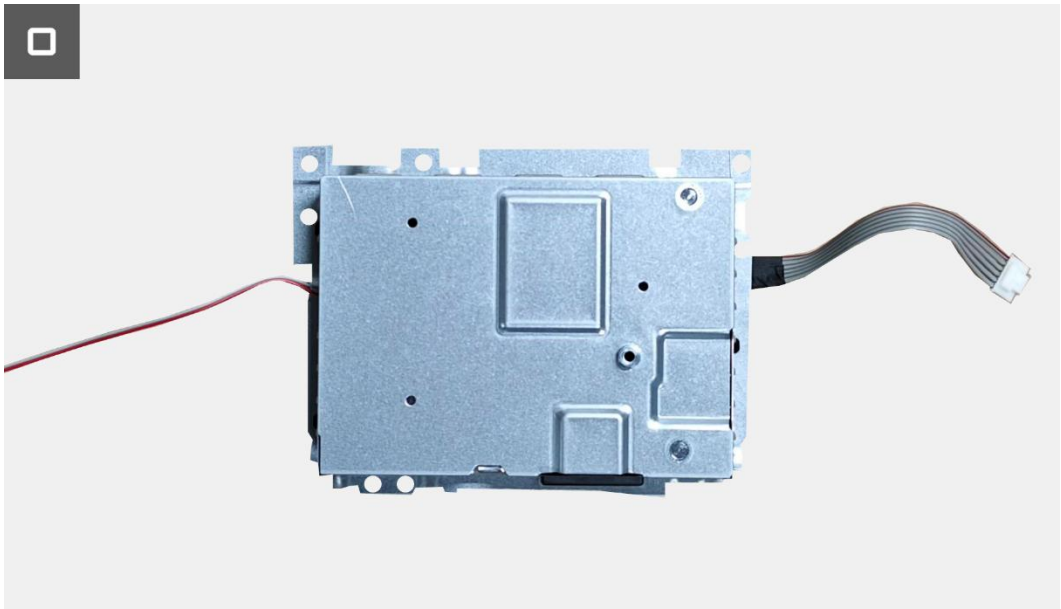

Figure 25. **Removing the chassis assembly**

Installing the chassis assembly

Steps

1. Connect the LVDS cable to the connector on the display panel.
2. Connect the power cable to the connector on the interface board.
3. Replace the two screws (M3x3) that secure the chassis assembly to the display panel.
4. Connect the lightbar cable to the display panel.
5. Attach the acetate tape from the lightbar cable.
6. Attach four aluminum foils to the chassis assembly and display panel.

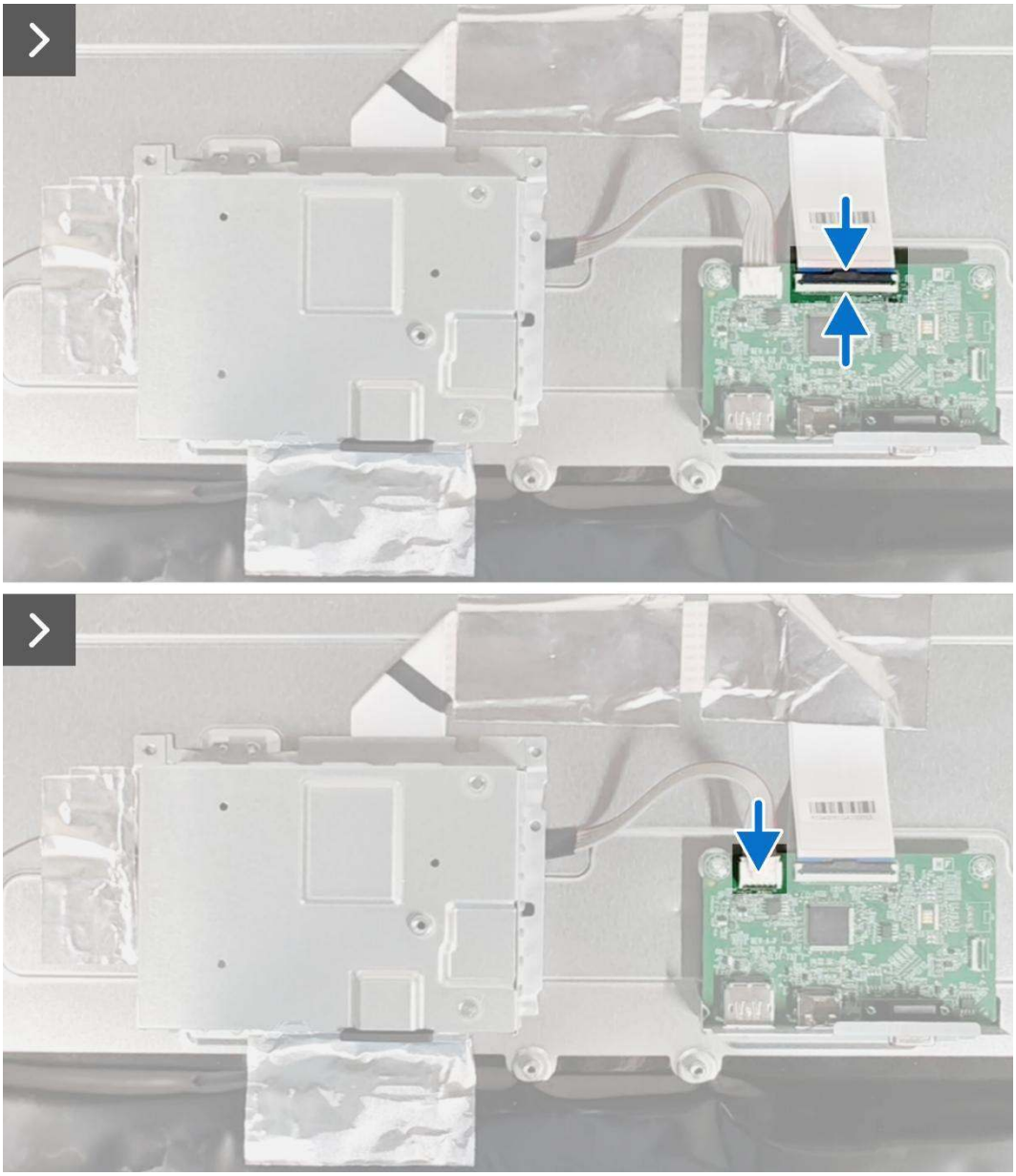

Figure 26. Installing the chassis assembly

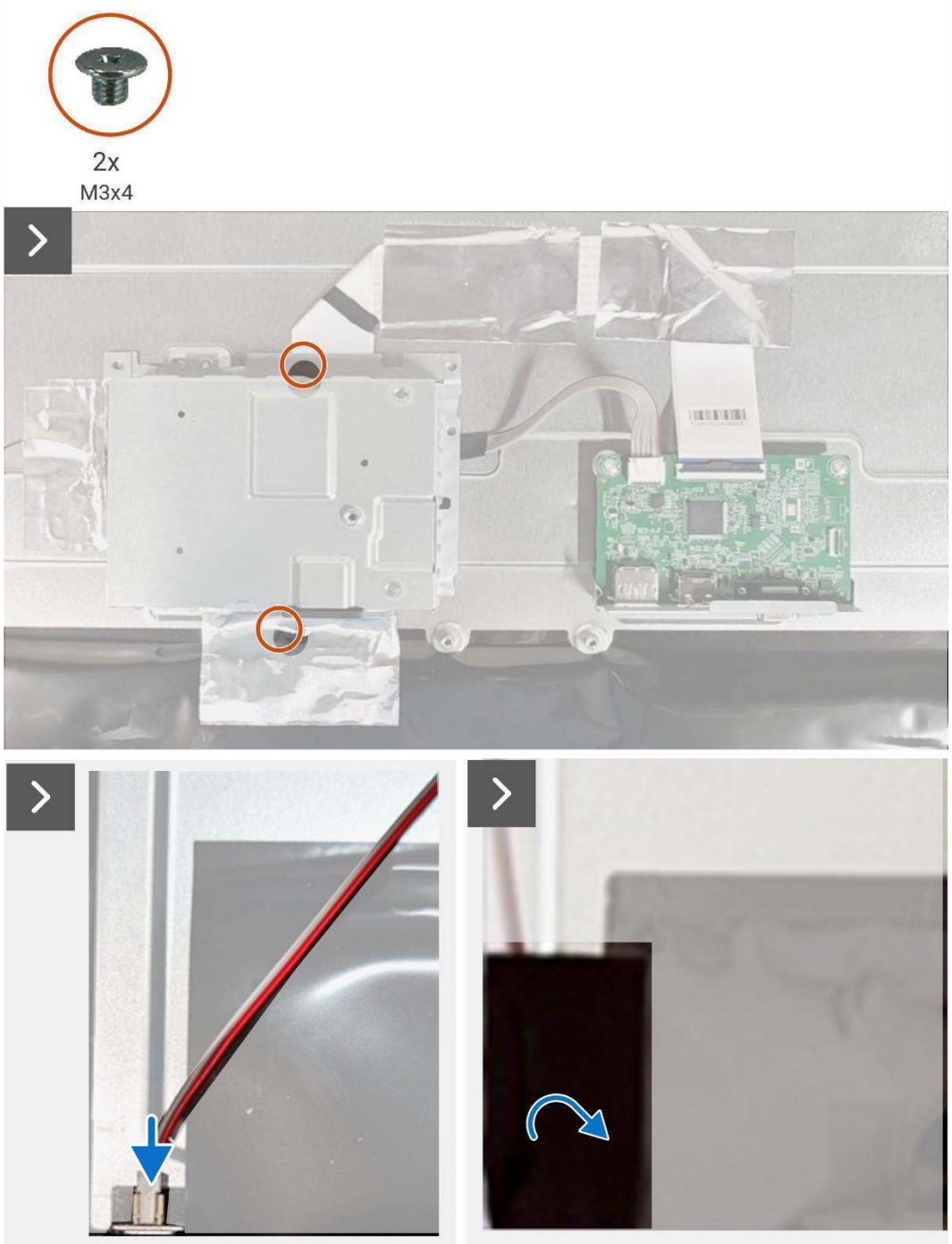

Figure 27. **Installing the chassis assembly**

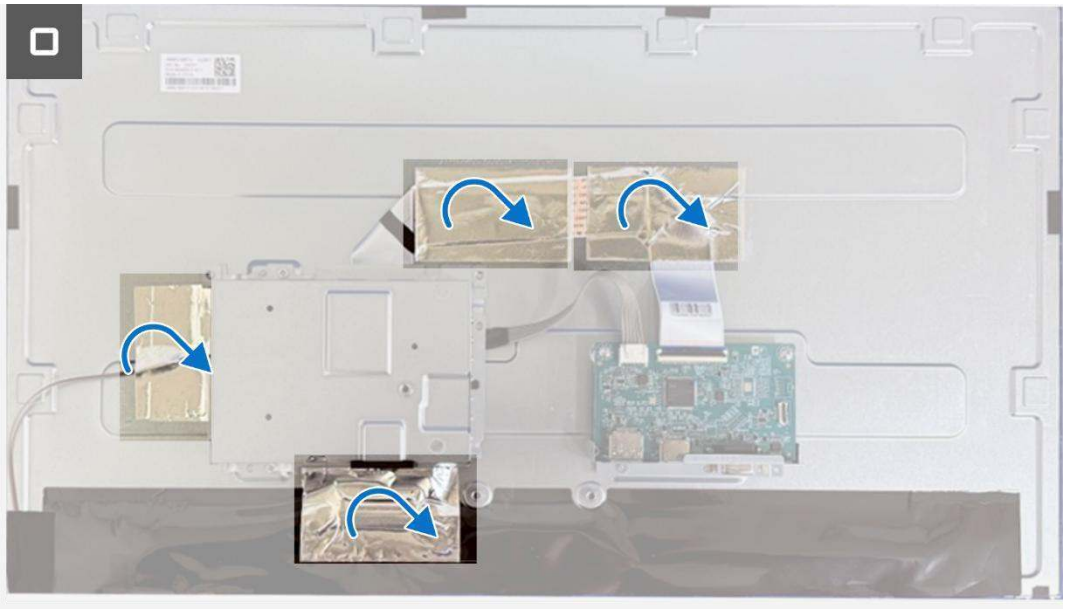

Figure 28. **Installing the chassis assembly**

Next steps

1. Installing the keypad board.
2. Installing the back cover.
3. Installing the stand.
4. Follow the procedure in After working inside your monitor for more details.

Interface board

Removing the interface board

Prerequisites

1. Refer to Before working inside your monitor for more details on how to remove the interface board from your monitor.
2. Removing the stand.
3. Removing the back cover.
4. Removing the keypad board.
5. Removing the LED board.
6. Removing the chassis assembly.

Steps

1. Disconnect the LVDS cable from the interface board.
2. Remove the two screws (M3x6) that secure the chassis assembly to the interface board.
3. Remove the two hex screws (#4-40x11.8) that secure the chassis assembly to the IO bracket.
4. Remove the interface board.

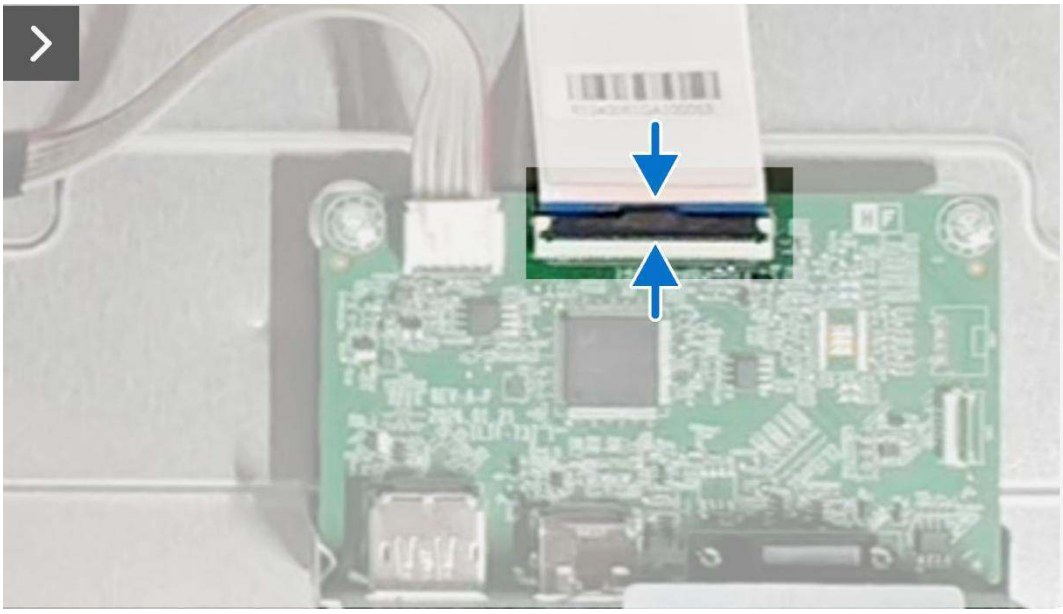

Figure 29. **Removing the interface board**

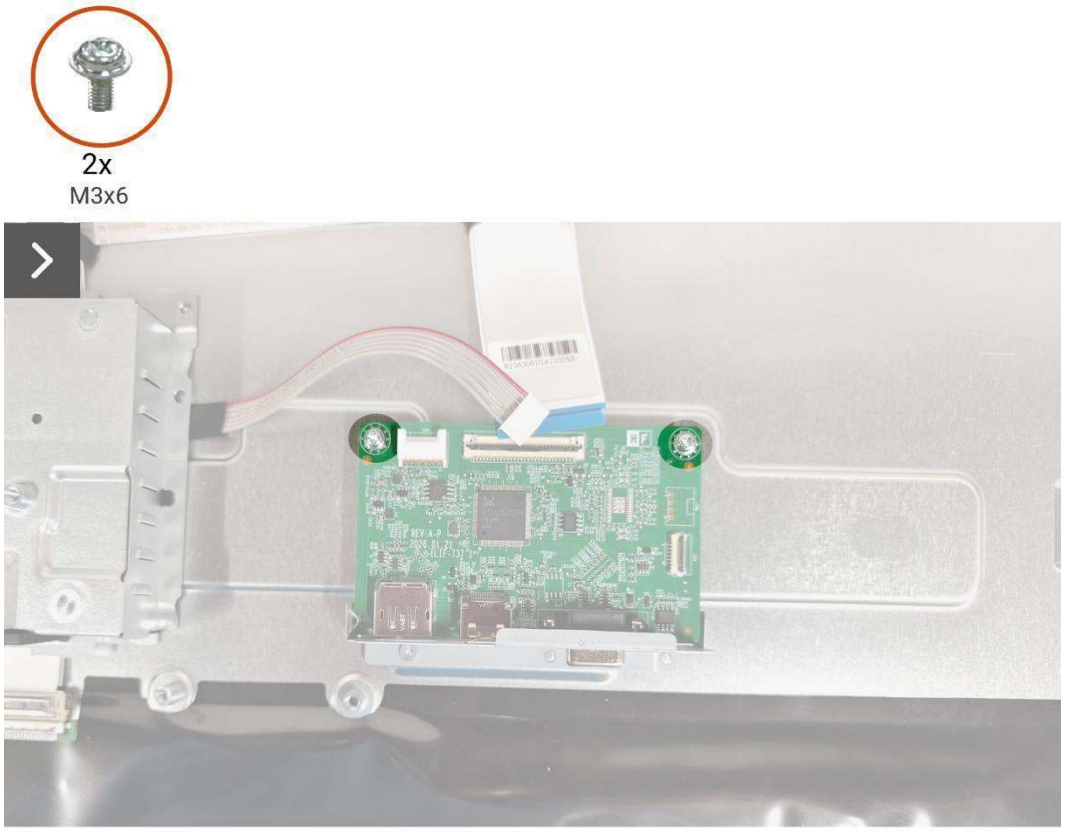

Figure 30. **Removing the interface board**

Figure 31. **Removing the interface board**

Installing the interface board

Steps

1. Replace the two screws (M3x3) that secure the IO bracket to the display panel.
2. Replace the two hex screws (#4-40x11.8) that secure the chassis assembly to the IO bracket.
3. Replace the two screws (M3x6) that secure the chassis assembly to the interface board.
4. Connect the LVDS cable to the connector on the interface board.

Figure 32. Installing the interface board

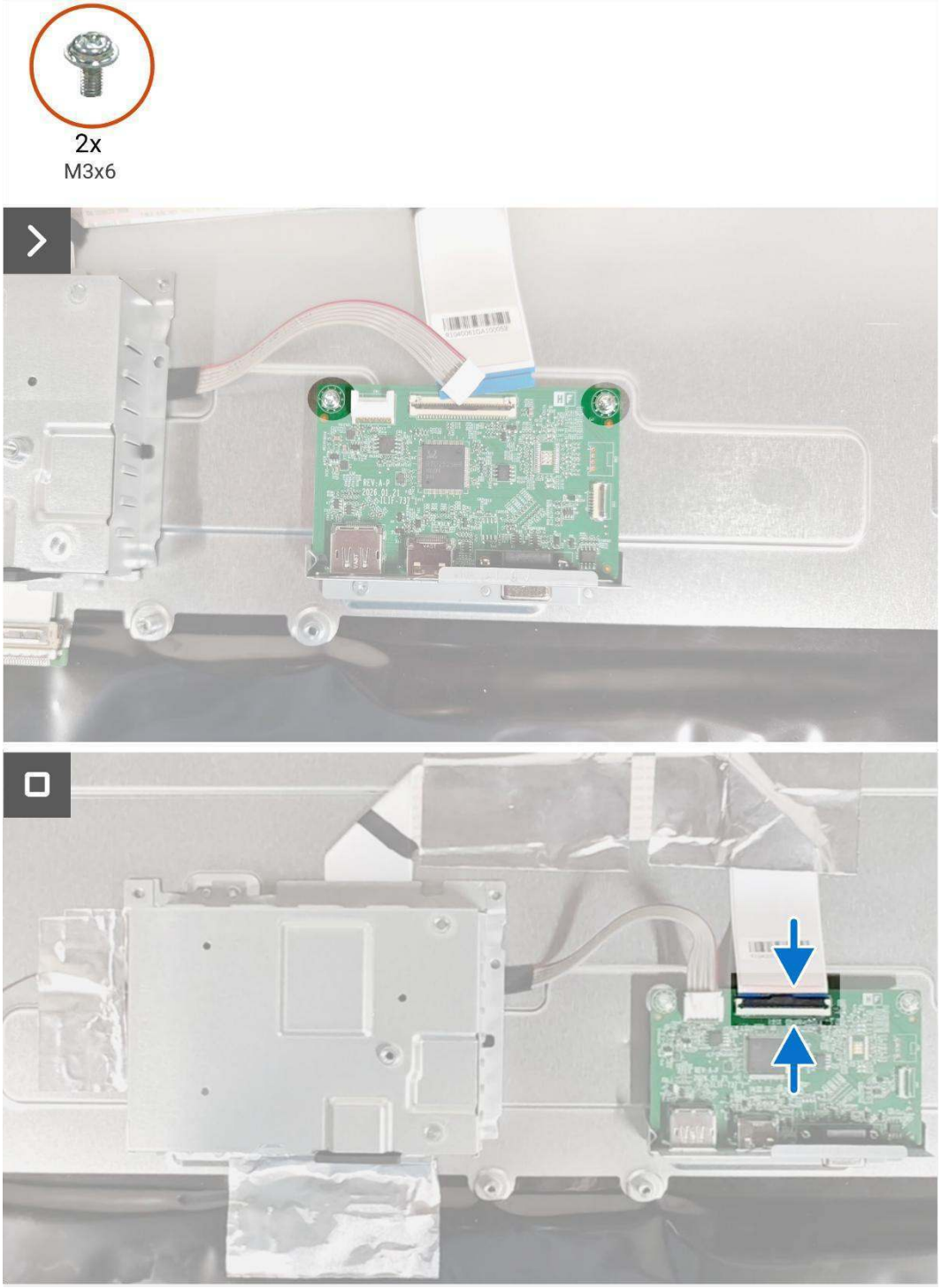

Figure 33. **Installing the interface board**

Next steps

1. Installing the chassis assembly.
2. Installing the keypad board.
3. Installing the back cover.
4. Installing the stand.
5. Follow the procedure in After working inside your monitor for more details.

Power board

Removing the power board

Prerequisites

1. Refer to Before working inside your monitor for more details on how to remove the power board from your monitor.
2. Removing the stand.
3. Removing the back cover.
4. Removing the keypad board.
5. Removing the LED board.
6. Removing the chassis assembly.
7. Removing the interface board.

Steps

1. Remove the mylar covering the power board.
2. Remove the two screws (M3x6) that secure the power board to the chassis assembly.
3. Remove the screw (M4x9) that secures the power board to the chassis assembly.
4. Remove the power board.
5. Disconnect the lightbar cable from the connector on the power board.
6. Disconnect the power cable from the connector on the power board.

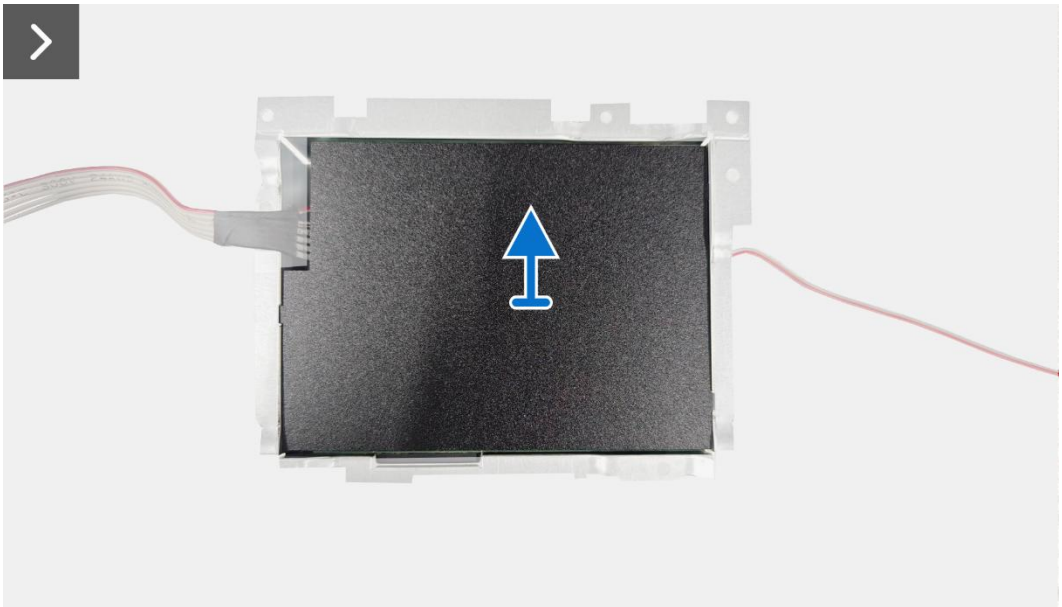

Figure 34. Removing the power board

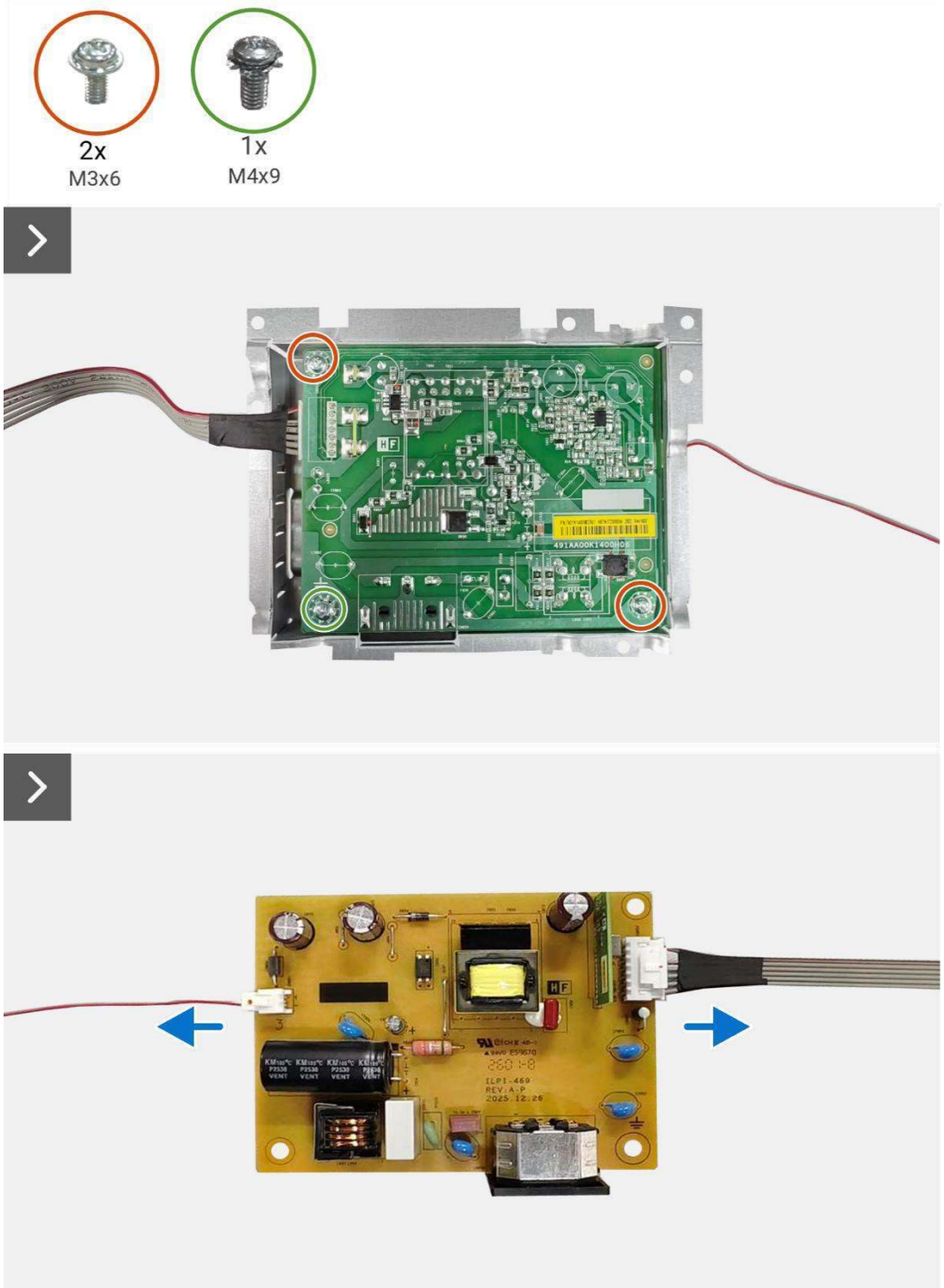

Figure 35. **Removing the power board**

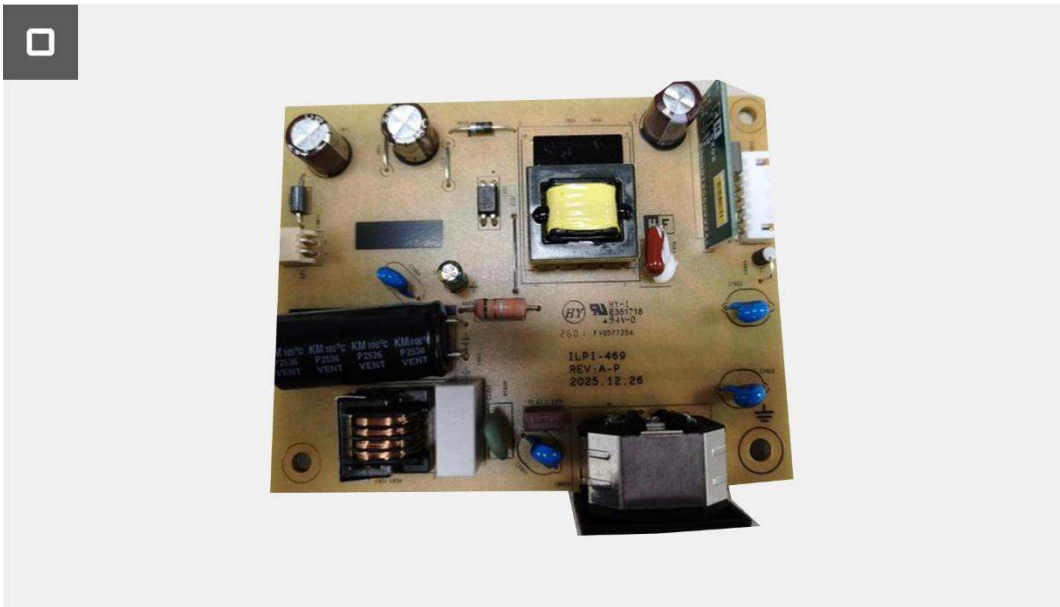

Figure 36. **Removing the power board**

Installing the power board

Steps

1. Connect the power cable to the connector on the power board.
2. Connect the lightbar cable to the connector on the power board.
3. Install the power board on the chassis.
4. Replace the screw (M4x9) that secures the power board to the chassis assembly.
5. Replace the two screws (M3x6) that secure the power board to the chassis assembly.
6. Attach the mylar that covers the power board.

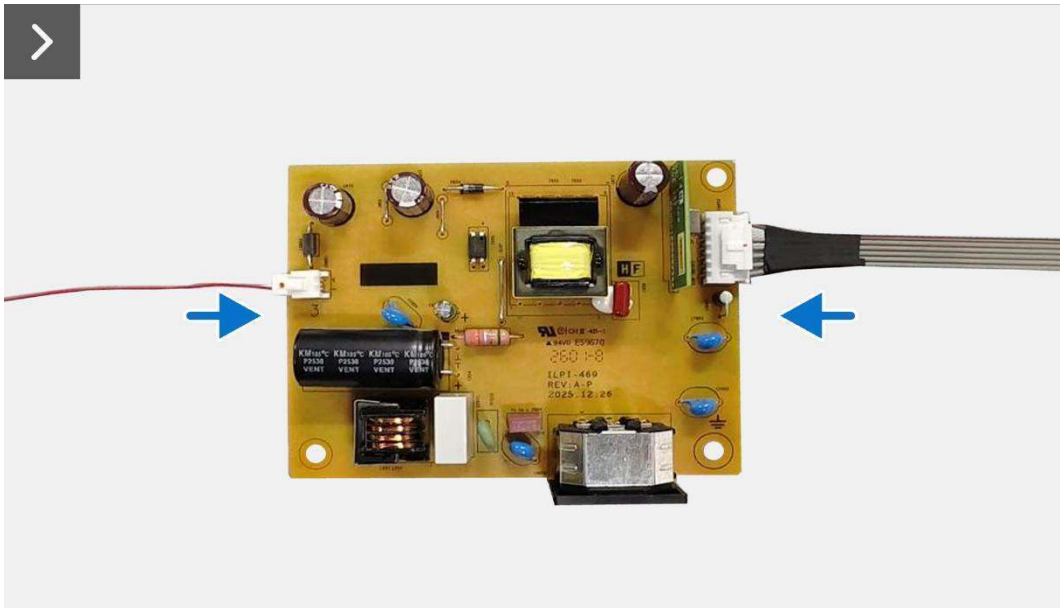

Figure 37. Installing the power board

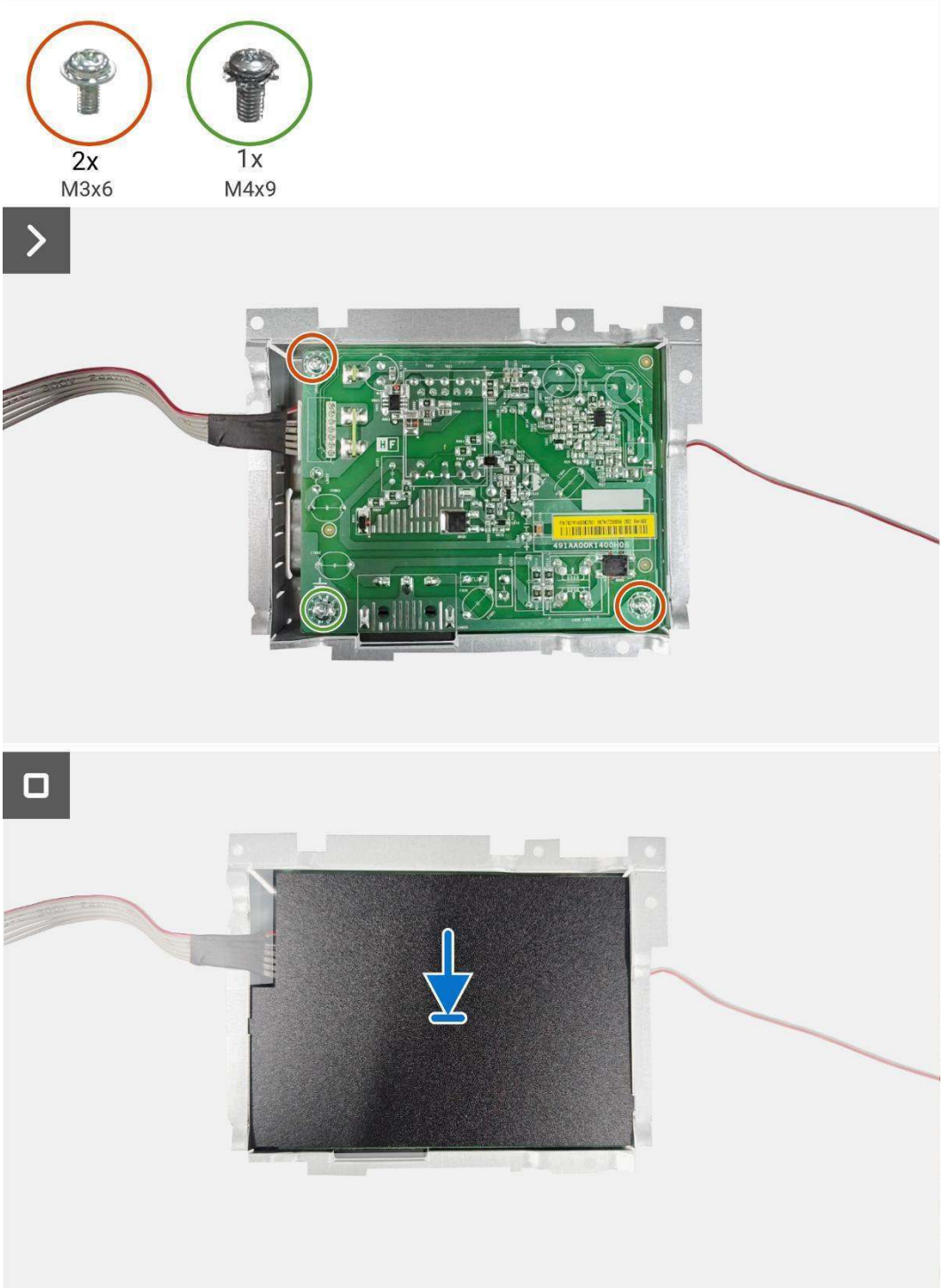

Figure 38. **Installing the power board**

Next steps

1. Installing the interface board.
2. Installing the chassis assembly.
3. Installing the keypad board.
4. Installing the back cover.
5. Installing the stand.
6. Follow the procedure in After working inside your monitor for more details.

Troubleshooting

⚠ **WARNING: Before you begin any of the procedures in this section, follow the Safety instructions.**

Self-test

Your monitor provides a Self-test feature that allows you to check if your monitor is functioning properly. If your monitor and computer are connected but the monitor screen remains dark, run the monitor Self-test by performing the following steps:

1. Turn off both your computer and the monitor.
2. Unplug the video cable from the back of the computer. To ensure accurate Self-test operation, remove all the digital and analog cables from the back of the computer.
3. Turn on the monitor.

ⓘ **NOTE:** If the monitor cannot sense a video signal and is working correctly, a dialog box against a black background appears on-screen. While in Self-test mode, the power LED remains white.

Figure 39. The warning message displayed when the VGA cable is disconnected.

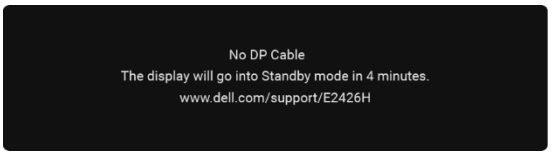

Figure 40. The warning message displayed when the DP cable is disconnected.

Figure 41. The warning message displayed when the HDMI cable is disconnected.

ⓘ **NOTE:** This message also appears during normal operation, when the video cable is disconnected or damaged.

4. Power off the monitor and reconnect the video cable. After securing the connection, turn on both the computer and the monitor.

If your monitor screen remains blank after you complete these steps, check your video controller and computer.

Built-in diagnostics

Your monitor includes a **built-in diagnostic** tool that helps identify whether a screen abnormality is caused by the monitor, the computer, or the graphics card.

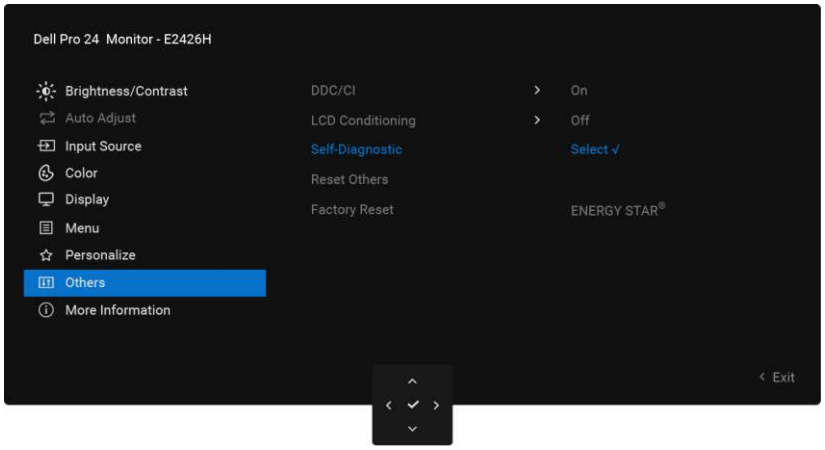

Figure 42. Built-in diagnostics function buttons

To run the **built-in diagnostic** tool:

1. Ensure that the screen is clean (there should be no dust particles on the surface of the screen).
2. Navigate to the OSD menu, select the **Others** option, and then choose **Self-Diagnostics** option.
3. Press the joystick button to start the diagnostics.
4. A gray screen is displayed, observe if the screen has any defects or abnormalities.
5. Toggle the joystick until a red screen is displayed.
6. Observe if the screen has any defects or abnormalities.
7. Repeat Steps 5 and 6 to display the following sequence of test screens: gray, red, green, blue, black, white, and text. Observe each screen and record any abnormalities or visual defects.

The test is complete when a text screen is displayed. To exit, use the joystick to select the **Exit** option from the OSD menu.

If you do not detect any screen abnormalities upon using the **built-in diagnostic** tool, the monitor is functioning properly. Check the video card and the computer.

Common problems

The following table provides general information about common monitor problems that you might encounter and the possible solutions:

⚠ **WARNING: The monitor LCD panel duty cycle is designed for 18 hours a day, 7 days a week. Usage higher than the designed duty cycle may result in a premature decrease in panel backlight luminance, which may not be covered under warranty.**

Table 7. Common problems

Common symptoms	Possible solutions
No video/Power LED off	• Ensure that the video cable is connected to the monitor and the computer. • Verify that the power outlet is functioning by using other electrical equipment. • Press the power button to ensure the system powers on normally. • Ensure that the correct **Input Source** is selected using the **Input Source** menu.
No video/Power LED on	• Increase brightness and contrast controls using the OSD. • Perform the **Self-test** mode check. • Check for bent or broken pins in the video cable connector. • Run the **Built-in diagnostics** tool. • Ensure that the correct **Input Source** is selected using the **Input Source** menu.
Poor focus	• Disconnect any video extension cables. • Reset the monitor to factory settings by selecting the **Factory reset** option. • Change the video resolution to the correct aspect ratio.
Shaky/Jittery video	• Reset the monitor to factory settings by selecting the **Factory reset** option. • Check for environmental interferences, such as signal source instability or electromagnetic interference. • Relocate the monitor and test it in a different room using a different power source.
Missing pixels	• Turn off the monitor and turn it on again. • A pixel that is permanently off is a natural defect inherent to LCD technology. • For more information about Dell Monitor Quality and Pixel Policy, go to the Dell Display Pixel Guidelines.
Stuck-on pixels	• Turn off the monitor and turn it on again. • A pixel that is permanently off is a natural defect inherent to LCD technology. • For more information about Dell Monitor Quality and Pixel Policy, go to the Dell Display Pixel Guidelines.
Brightness problems	• Reset the monitor to factory settings by selecting the **Factory reset** option. • Adjust the brightness and contrast controls using the OSD.
Geometric distortion	• Reset the monitor to factory settings by selecting the **Factory reset** option. • If the screen is not correctly centered, adjust the horizontal and vertical positions via the OSD menu.
Horizontal/Vertical lines	• Reset the monitor to factory settings by selecting the **Factory reset** option. • Perform the **Self-test** and determine if these lines are visible during it. • Check for bent or broken pins in the video cable connector. • Run the **Built-in diagnostics** tool.
Synchronization problems	• Reset the monitor to factory settings by selecting the **Factory reset** option. • Perform the **Self-test** and determine if these lines are visible during it. • Check for bent or broken pins in the video cable connector. • Restart the computer in **Safe** mode.
Safety-related issues	• Do not perform any troubleshooting steps. • Contact Dell immediately.
Intermittent problems	• Ensure that the video cable connects the monitor to the computer. • Reset the monitor to factory settings by selecting the **Factory reset** option. • Perform the **Self-test** and determine if these lines are visible during it.

Common symptoms	Possible solutions
Missing color	• Use the **Built-in diagnostics** tool. • Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. • Check for bent or broken pins in the video cable connector.
Wrong color	• Try different **Preset Modes** in the **Color** settings within the OSD menu. Adjust **R/G/B** value in the **Custom Color** option in the **Color** settings OSD. • Change the **Input Color Format** to **RGB** or **YCbCr/YPbPr** in the **Color** settings OSD. • Run the **Built-in diagnostics** tool.
Image retention from a static image left on the monitor for a long period of time	• Set the screen to turn off after a few minutes of screen idle time. This can be adjusted in the **Windows Power options** or **Mac Energy Saver** setting. • Alternatively, use a dynamically changing screensaver.
Video ghosting or overshooting	• Change the **Response Time** in the **Display** OSD to **Fast** or **Normal** depending on your application and usage.

Product-specific problems

Table 8. Product-specific problems

Specific symptoms	Possible solutions
Screen image is too small	• Check the **Aspect Ratio** setting in the **Display** settings OSD. • Reset the monitor to factory settings by selecting the **Factory reset** option.
Cannot adjust the monitor with the buttons on the bottom of the panel	• Turn off the monitor, unplug and re-plug the power cable, and then turn on the monitor. • Check whether the OSD menu is locked. If yes, move and hold the joystick either **Up**, **Down**, **Left**, or **Right** for 4 seconds to unlock it.
No input signal when user controls are pressed	• Check the signal source. Ensure that the computer is not in **Standby** or **Sleep** mode by moving the mouse or clicking any key on the keyboard. • Check if the video cable is plugged in properly; if the issue persists, try disconnecting and reconnecting the cable. • Restart the computer or video player.
The picture does not fill the entire screen	• Due to different video formats (aspect ratio) of DVDs, the monitor may not display in full screen. • Run the **Built-in diagnostics** tool.

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see Contact Support at Dell Support Site.

ⓘ **NOTE:** Availability varies by country and product, and some services may not be available in your country.

ⓘ **NOTE:** If you do not have an active internet connection, you can find contact information in your purchase invoice, packing slip, bill, or the Dell product catalog.

Revision History

The following table provides the revision history of this document:

Table 9. Revision history

Revision	Date	Description
A00	July 2026	Original publish date.