



Looking for Service Parts – Support Site

Date: June 23rd, 2023

Update: May 16, 2025

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Lenovo Support Site Servicer Log In

Access the Lenovo Support Site at <https://support.lenovo.com>. Sign in with your Location's Lenovo ID. A Lenovo ID is unique to each location and is used to log in to the SMSC website (smsc.lenovo.com) and access the services and tools listed on the support site (<https://support.lenovo.com/us/en>).

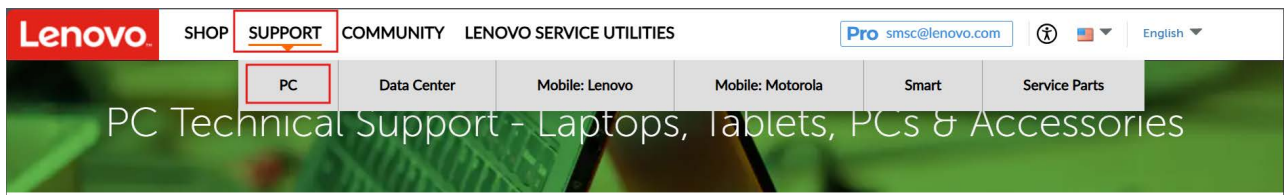
The Location's Service Manager should create this ID. It is advisable to create it using a generic email address to avoid inconvenience if the contact leaves the company.

- **Step 1** - Designate an email address under which you will create your Lenovo ID. This email address can be from a specific contact or a generic one, but it will need to have your Location's email domain (as stated before, we advise you to use a generic one to prevent any inconveniences in the event of the contact leaving the company).
- **Step 2** - Once done, please go to <https://passport.lenovo.com/wauthen5/preLogin> and click on "Sign up" to create your Lenovo ID and follow the steps.
- **Step 3** - Once you have created your Lenovo ID, please send it to the SMSC at smsc@lenovo.com. Should you have any inconvenience or require further assistance, please contact the SMSC.



Selecting a product

Once you are logged in, hover over the "Support" option located on the top tab. Then, click the "PC" option displayed in the drop-down menu.



Enter the unit's serial number in the search box. The product information will then be displayed.



What product do you need help with?

Please enter the name or serial number of the device you need help with. (e.g. ThinkPad T495, 100e Chromebook)

Parts

To find the parts listed on the unit's bill of materials (BOM), click the "Purchase Parts" tab to display a list of field-replaceable units (FRUs) corresponding to that particular unit.

Make sure to select the "As-Built" option at the top of the page. You can also search by commodity type.

PC Support > Chromebook Laptops > Lenovo Chromebooks Series > 100e Chromebook 2nd Gen (Lenovo) - Type 81MA

100e Chromebook 2nd Gen (Lenovo) - Type 81MA

Serial Number: PF2T3X31

Product Home, Drivers & Software, Troubleshoot & Diagnose, How To's, Guides & Manuals, Warranty & Services, Repair Status, **Parts**, Contact Us, More

Parts • Tutorial on purchasing parts | Lenovo Parts FAQ | Parts Lookup

Search by parts name or number

Search is limited to this model. Click here to find parts for a different device.

As-Built | Model | Machine Type | Schematic | Manual | Buy Now | Multiple Parts Order

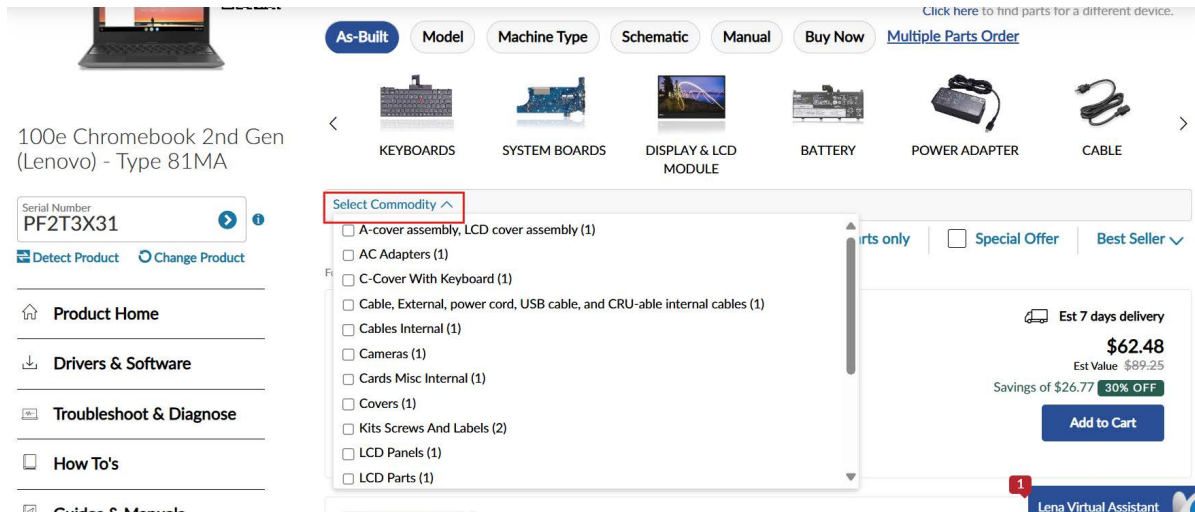
KEYBOARDS | SYSTEM BOARDS | DISPLAY & LCD MODULE | BATTERY | POWER ADAPTER | CABLE

Select Commodity

In-stock parts only | Special Offer | Best Seller

Found 21 results: Download Parts List

	PowerBoard B 81MA W/Cable(N+5) Part No 5C51C99115 Commodity CARDS MISC INTERNAL View More - 1 + Substitutes (0) Bundles (0)	Est 7 days delivery \$62.48 Est Value \$89.25 Savings of \$26.77 30% OFF Add to Cart
	C-Cover with keyboard,USA English,Non_Backlight Part No 5CBOY57920 Commodity C-cover with keyboard View More - 1 + Substitutes (0) Bundles (0)	Est 7 days delivery \$56.58 Est Value \$89.83 Savings of \$24.25 30% OFF Add to Cart
	HINGE (L+R) B 81M8 Part No 5H50170508 Commodity MECHANICAL ASSEMBLIES View More - 1 + Substitutes (0) Bundles (0)	Est 7 days delivery \$23.93 Est Value \$34.18 Savings of \$10.25 30% OFF Add to Cart

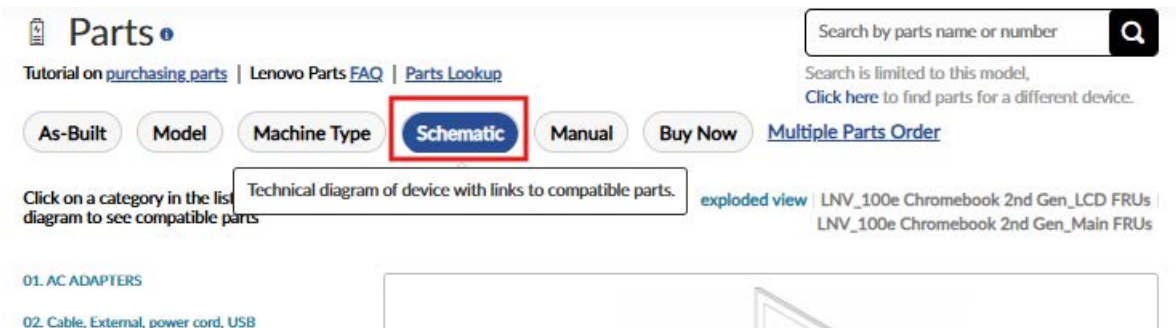


Once you have found the necessary part, we strongly recommend contacting Technical Support for FRU confirmation. Contact information for the team can be found at the end of this tutorial.

If the needed part is not listed in the "As-Built" section, please contact Technical Support for assistance.

Schematic Tab

The schematic tab provides a visual representation of the unit's composition, facilitating a more comprehensive understanding of its components and parts.



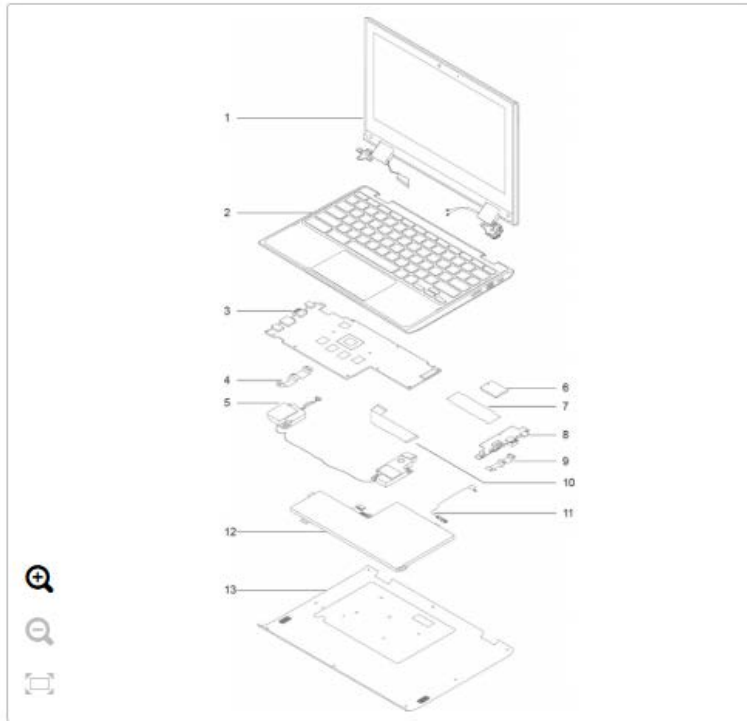
Parts Search by parts name or number

Tutorial on [purchasing parts](#) | [Lenovo Parts FAQ](#) | [Parts Lookup](#)

[As-Built](#)
[Model](#)
[Machine Type](#)
[Schematic](#)
[Manual](#)
[Buy Now](#)
[Multiple Parts Order](#)

Click on a category in the list or a box on the diagram to see compatible parts. exploded view | [LNV_100e Chromebook 2nd Gen_LCD FRUs](#) | [LNV_100e Chromebook 2nd Gen_Main FRUs](#)

- 01. AC ADAPTERS
- 02. Cable, External, power cord, USB cable, and CRU-able internal cables
- 03. Rechargeable Batteries , Internal
- 04. LCD PARTS
- 05. LCD PANELS
- 06. MECHANICAL ASSEMBLIES
- 07. CABLES INTERNAL
- 08. CAMERAS
- 09. LCD PARTS
- 10. COVERS
- 11. MISC INTERNAL
- 12. CARDS MISC INTERNAL
- 13. SPEAKERS INTERNAL



[As-Built](#)
[Model](#)
[Machine Type](#)
[Schematic](#)
[Manual](#)
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Click on a category in the list or a box on the diagram to see compatible parts. exploded view | [LNV_100e Chromebook 2nd Gen_LCD FRUs](#) | [LNV_100e Chromebook 2nd Gen_Main FRUs](#)

- 1. LCD PARTS
- 2. LCD PANELS
- 3. MECHANICAL ASSEMBLIES
- 4. CABLES INTERNAL
- 5. CAMERAS
- 6. LCD PARTS



If the schematic tab is unavailable, the diagram can be found in the Hardware Maintenance Manual. The HMM can be accessed via the "Guides & Manuals" tab using the "Topic" filter.

Guides & Manuals

Search by Keywords

Topic: **Hardware Maintenance Manuals**

Guide Language: **English**

1 Matching Results [Clear all](#)

Topic: Hardware Maintenance Manuals Guide Language: English

Popularity

Article Name	Date Modified
Hardware Maintenance Manual - Lenovo 100e chromebook 2nd Gen	01 Jul 2019

Product Home
Drivers & Software
Troubleshoot & Diagnose
How To's
Guides & Manuals

Technical Support Contact Information

United States & Canada: **877-453-6686** (Commercial and Consumer Brands)

Service Management Support Center

The SMSC is available from 9 A.M. to 5 P.M. Eastern Time, Monday through Friday. You may find listed below the SMSC contact channels:

- E-mail: smsc@lenovo.com
- Phone: 800-426-3391