

Doro Aurora A20/A21

Recycle Manual DSB-0540

English



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1. About this document

This document provides guidance for recycling workers during device disassembly.

1.1 Scope

This guide covers:

- Safe disassembly and reassembly procedures

1.2 Who can use this document

This guide is intended for:

- Recycling workers for safe disassembly of components before disposal or material recovery

1.3 How the guide is structured

The document is divided into the following main sections:

- Safety Information
- Required tools and materials
- Component-specific replacements
- Disassembly Procedures

Each chapter includes checklists, simple step-by-step instructions, and references to related sections within this document.

2. General precautions

Before you service the product, read the full set of precautions in this document.

2.1 Use caution before you start to repair



CAUTION

Opening or repairing a device could cause electric shock, device damage, fire, personal injury risks, and other hazards.

- Make sure that the work surface is clean and free of debris to prevent contamination of internal components.
- Wear an ESD wrist strap to prevent electrostatic discharge damage to sensitive electronic components.
- Always perform repairs in a clean, dry space with good ventilation and no combustible materials.
- Make sure no cables or components are damaged during removal. Damaged cables and components must be replaced.
- Ensure that there are no additional screws or small parts left in the device after assembly.
- Always ensure that screws are securely fastened.
- Disconnect the device from all power sources before any disassembly.

2.2 Batteries

Batteries should be handled with care, and could be dangerous if not in normal condition.

**CAUTION**

- Discharge the battery before you attempt repair.
- Never bend, dent, puncture, or use tools to pry the battery.
- To prevent damage, store replaced batteries in the replacement packaging directly after being replaced.
- If the battery shows signs of swelling or damage, or if the device feels hot or emits a strong odour, don't attempt disassembly. Please reach out to Doro support.
- If a battery starts to vent, cover it in sand or use gloves and pliers to dispose the battery in a fire safe container as soon as possible.
- Be careful with the following unacceptable battery conditions: pouch damage, line protrusion, scratch, contamination mark, dot protrusion, dent, bubbling, imprinted line, swelling or electrolyte leakage.
- Do not shortcut the battery terminals or damage the battery, as it could result in fire or overheating.
- Do not throw the old battery in regular trash. Dispose of the battery according to local regulations.

2.3 Glass handling

**CAUTION**

- Wear protective gloves and safety glasses when you handle broken glass parts.
- Apply protective film when you remove damaged glass parts.
- Place the damaged glass part in the spare part packaging directly after replacement to prevent injury.

2.4 Tools and fixtures

The use of correct tools and fixtures is strongly recommended for all device repairs.

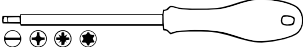
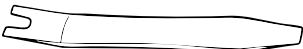


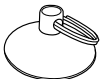
**CAUTION**

- We don't recommend repairs without the correct tools and fixtures.
- Improper use of tools and fixtures may result in injury, damage to the product, tools, fixtures, or spare parts.

3. Tools and materials required

3.1 Tools

The tools listed are basic tools that can be used to do a repair, reuse or upgrade.

Tool type	Illustration (informative example)	Reference
Screwdriver (for slotted heads, cross recess or hexalobular recess heads)		ISO 2380, ISO 8764, ISO 10664
Prying lever		
Tweezers		
Plectrum		
Suction cup with keyring		

3.2 Materials

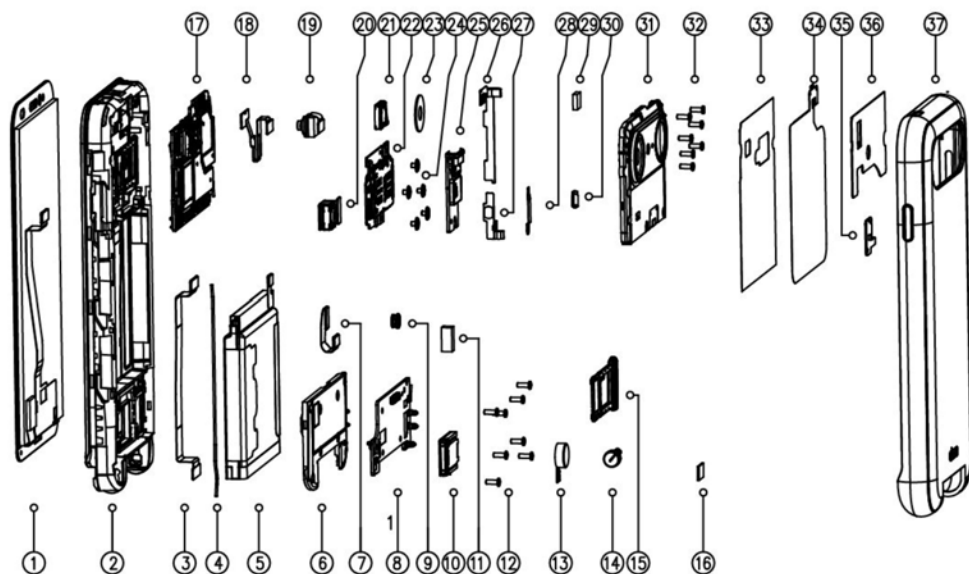
Material type	Reference
Isopropanol	Commonly available isopropanol (IPA), $\geq 70\%$ concentration

4. Spare parts

This document does not include the complete Spare Parts List. The Spare Parts List covers all components of the product and can be found at:

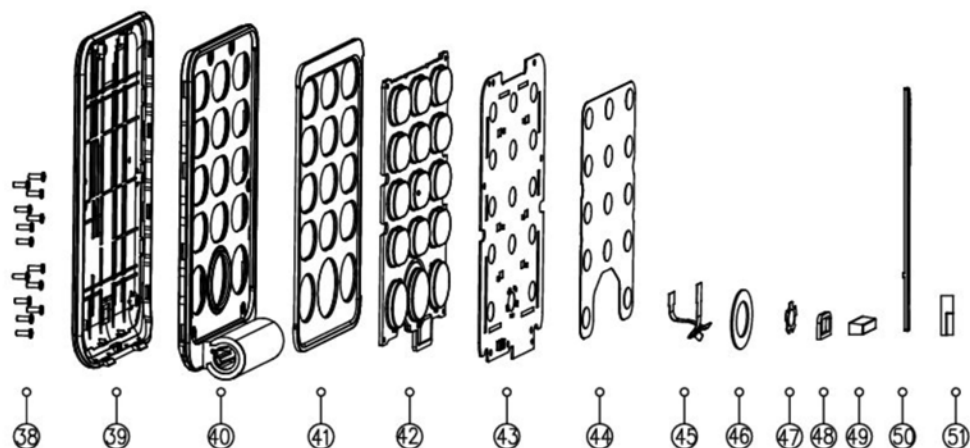
<https://www.doro.com/repair/>

5. Exploded view



No	Part name	Qty
1	TP+LCD	1
2	Front body comp	1
3	Antenna board FPC	1
4	RF cable	1
5	Battery	1
6	Speaker bracket ASSY	1
7	SIM card FPC connection	1
8	ANT PCB	1
9	Rubber sleeve front camera	1
10	Speaker	1
11	Speaker conductive cloth	
12	Screw2 bracket	
13	Motor	1
14	Sealing silicone A hinge	1
15	SIM card tray	1
16	Black sealing tape	2

No	Part name	Qty
17	PCBA ASSY	1
18	USB Light sensor FPC	1
19	Front camera 5M	1
20	Rear main camera 13M	1
21	Receiver	1
22	SIM PCB	1
23	Camera lens	1
24	Screw1 SIM sub board	5
25	USB PCB	1
26	Volume key FPC	1
27	Power key FPC	1
28	Steel buckle	1
29	Sensor rubber sleeve	1
30	Hinge	1
31	Rear housing ASSY	1
32	Screw3 PCBA	6
33	Graphite sheet	1
34	Wireless charging coil	1
35	Flash PCB	1
36	NFC antenna	1
37	Battery cover ASSY	1

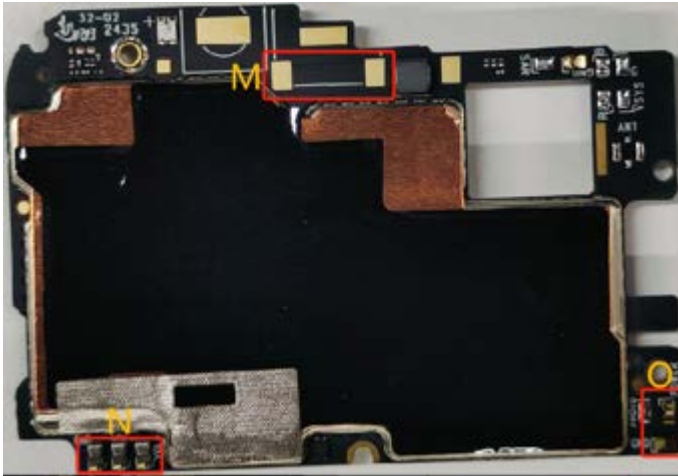
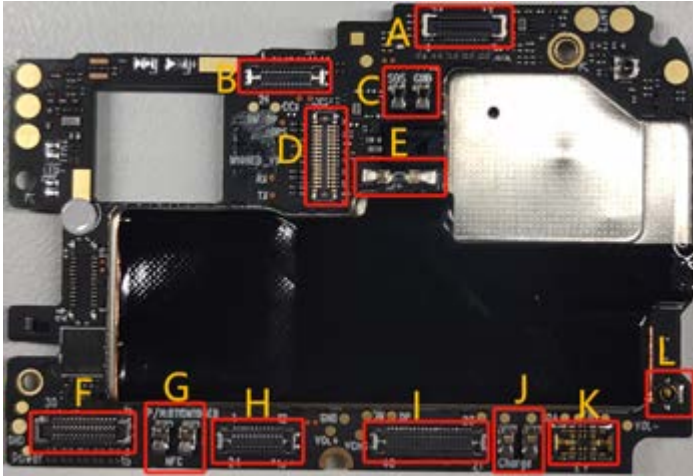


No	Part name	Qty
38	Screw4 flip top bottom cover	13
39	Flip top ASSY	1
40	Flip bottom Assy [B371-0980-B020]	1
41	Flip decorative part	1
42	Keypad	1
43	Key PCB ASSY	1
44	Keypad Dome	1
45	Hinge FPC	1
46	Light guide plate	1
47	Home key dome	1
48	Sealing silicone keypad connector	1
49	Sealing silicone C hinge	1
50	Flip cover rubber	1
51	Sealing silicone B hinge	1

[illegible]

7. Parts location

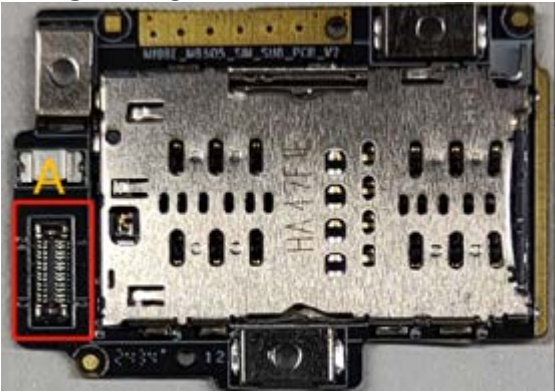
7.1 PCBA ASSY



Location	Description
A	Front camera connector
B	USB & Ambient Light Sensor FPC Connector
C	SOS Button pad
D	Rear Main Camera Connector
E	Flashlight Pad

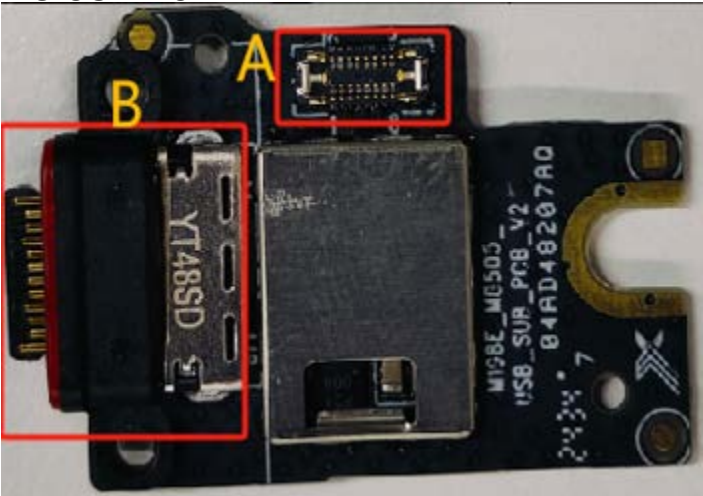
Location	Description
F	LCD Connector
G	NFC Pad
H	SIM Tray FPC Connector
I	Main FPC Connector
J	Earpiece (Receiver) Pad
K	Battery Connector
L	RF Cable Connector
M	Volume Key Pad
N	Power Key Pad

7.2 SIM PCB



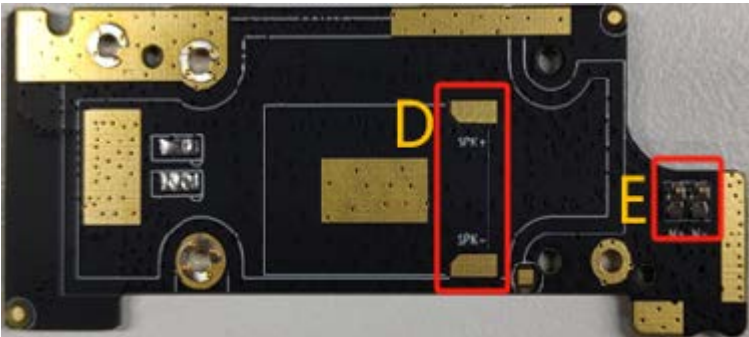
Location	Description
A	SIM Tray FPC Connector

7.3 USB PCB



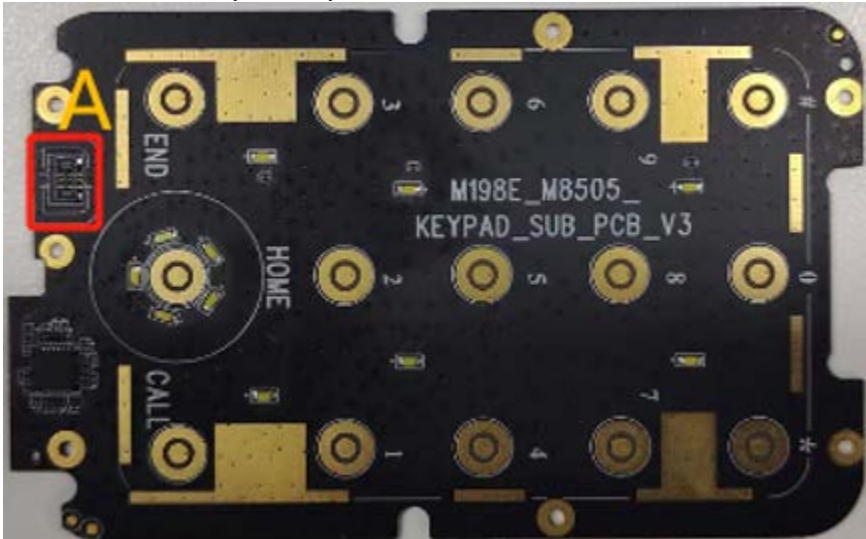
Location	Description
A	USB & Ambient Light Sensor FPC Connector
B	USB Port

7.4 ANT PCB (Set 1)



Location	Description
A	Main FPC Connector
B	RF Cable Connector
C	Hinge FPC Connector
D	Speaker Pad
E	Vibration Motor Pad

7.5 ANT PCB (Set 2)



Location	Description
A	Hinge FPC Connector

8. How to turn on and off the Doro Aurora A20/A21

Before performing any repair, the device must be turned off to prevent damage to internal components and to ensure safety during disassembly.

After the repair is completed and the device is fully reassembled, you will need to turn it on again to verify that it is functioning as expected.

8.1 Turn on the Aurora A20/A21

1. Press and hold the power button until the display lights up.

8.2 Turn the screen on and off

1. When the phone is on, press the power button once to turn the screen on or off.

8.3 Turn off the Aurora A20/A21

1. Press and hold the Power button until the options menu opens.
2. In the options menu, tap Power off (optionally, press Restart to restart or Lockdown).

For the full manual with all functions and features, see .

9. Disassembly

9.1 Disassemble the SIM card tray

9.1.1 Tools and equipment

No tools are required for this procedure. Tools used in earlier procedures are listed in their respective chapters.

9.1.2 Safety and precautions

See *General precautions*, p.5.

9.1.3 Pre-removal checklist

- Turn off the phone, see *How to turn on and off the Doro Aurora A20/A21*, p.19.
- Disconnect from charger or any peripherals.

9.1.4 Procedure overview

Use your finger or a similar tool to carefully pull out the .

9.1.5 Step-by-step instructions

1. Locate the groove of the **SIM card tray**.
2. Carefully pull out the **SIM card tray** using your finger or a suitable non-metallic tool.



CAUTION

Do not insert a needle or other sharp object into any hole on the device. The **SIM card tray** is designed to be removed by pulling only, no special tool is required.

9.2 Disassemble the Battery cover ASSY

9.2.1 Tools and equipment

Type	Reference
Plectrum	

9.2.2 Spare parts

Qty	Spare part	Information
1	Battery cover ASSY	
1	Sealing foam battery cover	
1	Sealing foam adhesive	

9.2.3 Safety and precautions

See *General precautions*, p.5.

9.2.4 Pre-removal checklist

Before proceeding with this disassembly, please make sure you have read and completed the following chapters:

- *Disassemble the SIM card tray*, p.20

9.2.5 Procedure overview

The **Battery cover ASSY** is loosened by inserting a **Plectrum** between the **Battery cover ASSY** and the device and carefully sliding it along the edges.

9.2.6 Step-by-step instructions

1. Insert the **Plectrum** approximately 2 mm into the gap between the **Battery cover ASSY** and the display.



CAUTION

Inserting the **Plectrum/Prying lever** more than 2 mm may damage internal components.

2. Slide the **Plectrum** along the sides and the top edge until the **Battery cover ASSY** opens.



3. Once the top and side edges are loosened, firmly push the **Battery cover ASSY** toward the bottom of the device.



4. Once fully loosened, carefully lift off the **Battery cover ASSY**.

9.3 Disassemble the Rear housing ASSY

9.3.1 Tools and equipment

Type	Reference
Screwdriver	ISO 2380, ISO 8764, ISO 10664
Prying lever	

9.3.2 Safety and precautions

See *General precautions*, p.5.

9.3.3 Pre-removal checklist

Before proceeding with this disassembly, please make sure you have read and completed the following chapters:

- *Disassemble the SIM card tray*, p.20
- *Disassemble the Battery cover ASSY*, p.21

9.3.4 Procedure overview

The **Rear housing ASSY** is loosened by removing the **Screw2 bracket**.

9.3.5 Step-by-step instructions

1. Remove the **Black sealing tape**.



2. Remove the **Screw2 bracket** marked red.



3. Use a **Prying lever** or a **Plectrum** to pry off the **Rear housing ASSY**.

Note!

When using a **Prying lever** or a **Plectrum**, be careful not to damage the components housed under the **Rear housing ASSY**.



4. Remove the **LED light board foam** from the **Rear housing ASSY**.



5. Remove the **Flash PCB** from the **Rear housing ASSY**.



6. Use a pen to push out the **rear camera lens** from the back side of the **Rear housing ASSY**.



7. Disconnect the two **FPC** on the **NFC antenna** by peeling them off using **Tweezers** or a **Prying lever**.



8. Thread the **FPC** through the **NFC antenna**



9. Peel off the **NFC antenna**.



10. Disconnect the **FPC** on the **NFC antenna** by peeling it off using **Tweezers** or a **Prying lever**.





9.4 Disassemble the PCBA ASSY

9.4.1 Tools and equipment

Type	Reference
Screwdriver	ISO 2380, ISO 8764, ISO 10664

9.4.2 Safety and precautions

See *General precautions*, p.5.

9.4.3 Pre-removal checklist

Before proceeding with this disassembly, please make sure you have read and completed the following chapters:

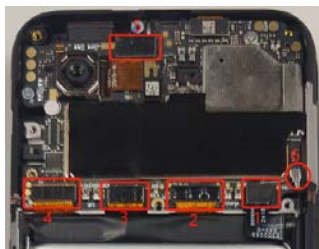
- *Disassemble the SIM card tray*, p.20
- *Disassemble the Battery cover ASSY*, p.21
- *Disassemble the Rear housing ASSY*, p.23

9.4.4 Procedure overview

The **PCBA ASSY** is loosened by removing the **Screw3 PCBA**.

9.4.5 Step-by-step instructions

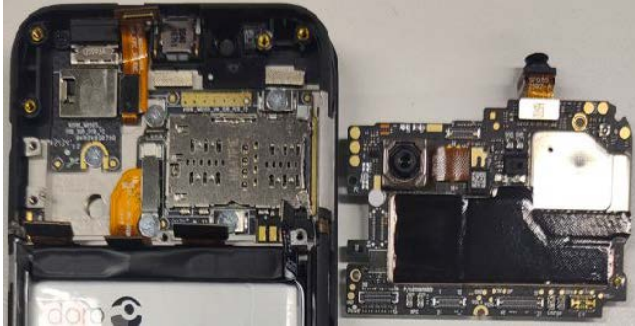
1. Disconnect all connectors in numeric order according to the image.
It is important to start with number 1, the battery connector, for safety reasons.
Disconnect the , number 6, last. This cable is extra fragile, so take care when removing it.



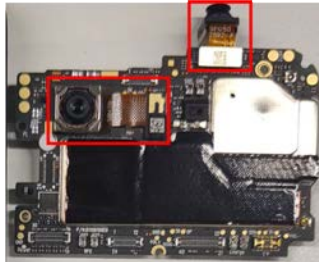
2. Remove the **Screw3 PCBA**.



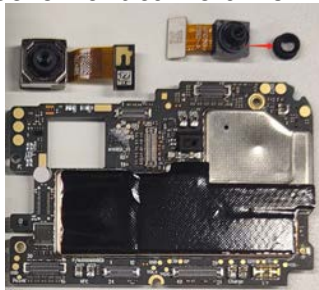
3. Lift off the **PCBA ASSY.**



4. Locate and remove the **Front camera 5M** and the **Rear main camera 13M.**



5. Remove the **Rubber sleeve front camera** from the **Front camera 5M.**



9.5 Disassemble the SIM PCB

9.5.1 Tools and equipment

Type	Reference
Screwdriver	ISO 2380, ISO 8764, ISO 10664

9.5.2 Safety and precautions

See *General precautions*, p.5.

9.5.3 Pre-removal checklist

Before proceeding with this disassembly, please make sure you have read and completed the following chapters:

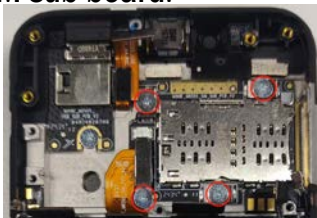
- *Disassemble the SIM card tray*, p.20
- *Disassemble the Battery cover ASSY*, p.21
- *Disassemble the Rear housing ASSY*, p.23
- *Disassemble the PCBA ASSY*, p.29

9.5.4 Procedure overview

This procedure outlines the steps to remove the **SIM PCB**, including disconnecting the **SIM card FPC connection**.

9.5.5 Step-by-step instructions

1. Remove the **Screw1 SIM sub board**.



2. Remove the **Steel buckle**.



3. Lift off the **SIM PCB**.



4. Disconnect the **SIM card FPC** connection.

9.6 Disassemble the USB PCB

9.6.1 Tools and equipment

Type	Reference
Screwdriver	ISO 2380, ISO 8764, ISO 10664
Tweezers	

9.6.2 Safety and precautions

See *General precautions*, p.5.

9.6.3 Pre-removal checklist

Before proceeding with this disassembly, please make sure you have read and completed the following chapters:

- *Disassemble the SIM card tray*, p.20
- *Disassemble the Battery cover ASSY*, p.21
- *Disassemble the Rear housing ASSY*, p.23
- *Disassemble the PCBA ASSY*, p.29

9.6.4 Procedure overview

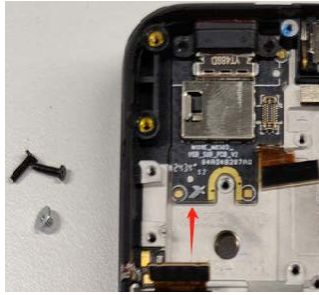
The **USB PCB** is loosened by removing the **Screw1 SIM** sub board and the **Screw2** bracket.

9.6.5 Step-by-step instructions

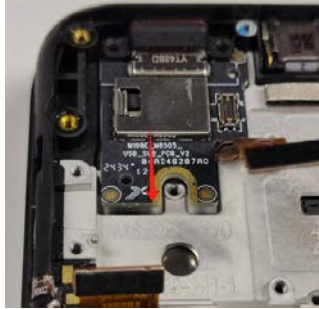
1. Remove the **Screw1 SIM** sub board and the **Screw2** bracket.



2. Use Tweezers to carefully pry up one end of the **USB PCB**.



3. Carefully wiggle and pull the **USB PCB** to remove it.



Note!

If any tools (e.g. **Tweezers**) are used to remove the **USB PCB**, take care not to damage it.

Note!

Do not damage the silicone of the USB connector.

9.7 Disassemble the USB Light sensor FPC

9.7.1 Tools and equipment

Type	Reference
Prying lever	
Tweezers	

9.7.2 Safety and precautions

See *General precautions*, p.5.

9.7.3 Pre-removal checklist

Before proceeding with this disassembly, please make sure you have read and completed the following chapters:

- *Disassemble the SIM card tray*, p.20
- *Disassemble the Battery cover ASSY*, p.21
- *Disassemble the Rear housing ASSY*, p.23
- *Disassemble the PCBA ASSY*, p.29
- *Disassemble the USB PCB*, p.33

9.7.4 Procedure overview

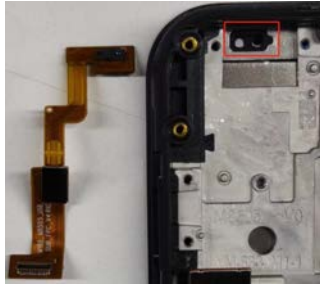
The **USB Light sensor FPC** is disassembled using a **Prying lever**.

9.7.5 Step-by-step instructions

1. Lightly pry up the **USB Light sensor FPC** with a **Prying lever**.



2. Lift off the **USB Light sensor FPC**.
3. remove the **Sensor rubber sleeve** using **Tweezers**.



9.8 Disassemble the Speaker bracket ASSY

9.8.1 Tools and equipment

Type	Reference
Screwdriver	ISO 2380, ISO 8764, ISO 10664
Tweezers	

9.8.2 Spare parts

Qty	Spare part	Information
1	Speaker bracket ASSY	
9	Screw2 bracket	

9.8.3 Safety and precautions

See *General precautions*, p.5.

9.8.4 Pre-removal checklist

Before proceeding with this disassembly, please make sure you have read and completed the following chapters:

- *Disassemble the SIM card tray*, p.20
- *Disassemble the Battery cover ASSY*, p.21
- *Disassemble the Rear housing ASSY*, p.23

9.8.5 Procedure overview

The **Speaker bracket ASSY** is disassembled by removing the **Screw2 bracket**.

9.8.6 Step-by-step instructions

1. Remove the and the from the .



2. Remove the **Screw2 bracket** on the **Speaker bracket ASSY**.



3. Lift off the **Speaker bracket ASSY** from the device.



4. Remove the (marked red) and the (marked green).



9.9 Disassemble the ANT PCB

9.9.1 Tools and equipment

Type	Reference
Screwdriver	ISO 2380, ISO 8764, ISO 10664

9.9.2 Spare parts

Qty	Spare part	Information
1	ANT PCB	
8	Screw3 PCBA	
1	RF cable	
1	Speaker conductive cloth	

9.9.3 Safety and precautions

See *General precautions*, p.5.

9.9.4 Pre-removal checklist

Before proceeding with this disassembly, please make sure you have read and completed the following chapters:

- *Disassemble the SIM card tray*, p.20
- *Disassemble the Battery cover ASSY*, p.21
- *Disassemble the Rear housing ASSY*, p.23
- *Disassemble the Speaker bracket ASSY*, p.37

9.9.5 Procedure overview

Disconnect the **FPC** and cables first. The **ANT PCB** is disassembled by removing the **Screw3 PCBA**.

9.9.6 Step-by-step instructions

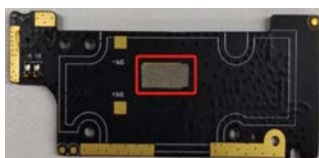
1. Disconnect the connectors and then remove the **Screw3 PCBA**.



2. Lift off the **ANT PCB** and fully disconnect the **RF cable**.



3. Remove the .



9.10 Disassemble the Battery

9.10.1 Tools and equipment

Type	Reference
Prying lever	

9.10.2 Safety and precautions

See *General precautions*, p.5.

9.10.3 Pre-removal checklist

Before proceeding with this disassembly, please make sure you have read and completed the following chapters:

- *Disassemble the SIM card tray*, p.20
- *Disassemble the Battery cover ASSY*, p.21
- *Disassemble the Rear housing ASSY*, p.23

9.10.4 Procedure overview

The **Battery** is enclosed in multiple layers of protective film. When removing the battery, use the tab of protective film located underneath the battery to help lift it out.

9.10.5 Step-by-step instructions

1. Locate the center plastic strip on the protective film. This is the tab used for **Battery** removal.



2. Firmly pull the remaining plastic strip to lift the **Battery** out of the battery compartment.



3. Lift off the **Battery**.



4. Remove the remaining protective film to separate the material from the **Battery**.



9.11 Disassemble the Front housing ASSY

9.11.1 Tools and equipment

Type	Reference
Prying lever	

9.11.2 Spare parts

Qty	Spare part	Information
1	Front housing ASSY	
1	Receiver	
1	Power key FPC	
1	Motor	
1	Antenna board FPC	
1	Volume key FPC	

9.11.3 Safety and precautions

See *General precautions*, p.5.

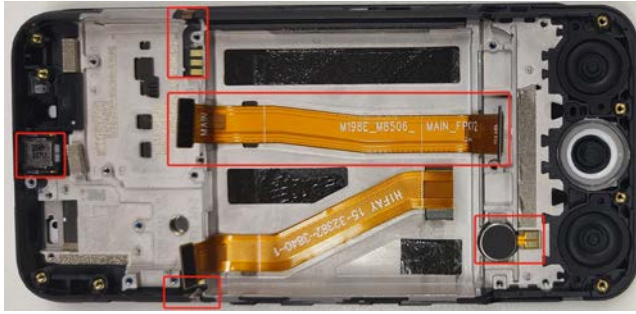
9.11.4 Pre-removal checklist

Before proceeding with this disassembly, please make sure you have read and completed the following chapters:

- *Disassemble the SIM card tray*, p.20
- *Disassemble the Battery cover ASSY*, p.21
- *Disassemble the Rear housing ASSY*, p.23
- *Disassemble the PCBA ASSY*, p.29
- *Disassemble the SIM PCB*, p.31
- *Disassemble the USB PCB*, p.33
- *Disassemble the USB Light sensor FPC*, p.35
- *Disassemble the Speaker bracket ASSY*, p.37
- *Disassemble the ANT PCB*, p.39
- *Disassemble the Battery*, p.41

9.11.5 Procedure overview

There are several parts that can be disassembled from the **Front housing ASSY** and they can be removed separately in no particular order.



9.11.6 Step-by-step instructions

1. Use a prying lever in the designated groove in the **Front housing ASSY** to carefully pry the **Receiver** upward.



2. Use a **Prying lever** to pry up the **Power key FPC**.



3. Use a **Prying lever** to pry up the **Volume key FPC**.



4. Use a **Prying lever** to pry up the **Motor**.



5. Remove the **Sealing silicone C hinge** using **Tweezers**.



6. Disconnect and remove the **Antenna board FPC**.



9.12 Disassemble the Flip cover rubber and the Flip decorative part

9.12.1 Tools and equipment

Type	Reference
Prying lever	
Plectrum	

9.12.2 Spare parts

9.12.3 Safety and precautions

See *General precautions*, p.5.

9.12.4 Pre-removal checklist

Before proceeding with this disassembly, please make sure you have read and completed the following chapters:

- Turn off the phone, see *How to turn on and off the Doro Aurora A20/A21*, p.19.
- Disconnect from charger or any peripherals.

9.12.5 Procedure overview

The **Flip cover rubber** and the **Flip decorative part** are removed with the **Prying lever** and the **Plectrum**.

9.12.6 Step-by-step instructions

1. Use a **Prying lever** to remove the **Flip cover rubber**.



2. Insert the **Plectrum** between the **Hinge Flip bottom ASSY** and the **Flip decorative part** to pry up the **Flip decorative part**.



3. Lift off the **Flip decorative part**.



9.13 Disassemble the Flip top ASSY

9.13.1 Tools and equipment

Type	Reference
Prying lever	
Plectrum	

9.13.2 Spare parts

9.13.3 Safety and precautions

See *General precautions*, p.5.

9.13.4 Pre-removal checklist

Before proceeding with this disassembly, please make sure you have read and completed the following chapters:

- *Disassemble the Flip cover rubber and the Flip decorative part*, p.47

9.13.5 Procedure overview

The **Flip cover rubber** and the **Flip decorative part** are removed with the **Prying lever** and the **Plectrum**.

9.13.6 Step-by-step instructions

1. Use a **Prying lever** to remove the **Flip cover rubber**.



2. Insert the **Plectrum** between the **Hinge Flip bottom ASSY** and the **Flip decorative part** to pry up the **Flip decorative part**.



3. Lift off the **Flip top ASSY**.



9.14 Disassemble the Key PCB ASSY

9.14.1 Tools and equipment

Type	Reference
Screwdriver	ISO 2380, ISO 8764, ISO 10664
Tweezers	

9.14.2 Spare parts

Qty	Spare part	Information
1	Key PCB ASSY	
1	Sealing silicone B hinge	
7	Screw4 flip top bottom cover	
1	Keypad	

9.14.3 Safety and precautions

See *General precautions*, p.5.

9.14.4 Pre-removal checklist

Before proceeding with this disassembly, please make sure you have read and completed the following chapters:

- *Disassemble the Flip cover rubber and the Flip decorative part*, p.47
- *Disassemble the Flip top ASSY*, p.50

9.14.5 Procedure overview

The **PCBA ASSY** is removed by first removing the **Sealing silicone B hinge** and the **Screw4 flip top bottom cover**.

9.14.6 Step-by-step instructions

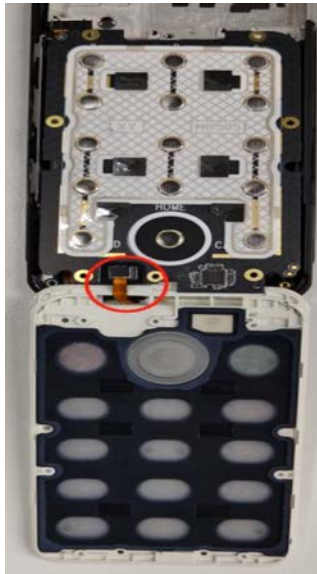
1. Use **Tweezers** to remove the **Sealing silicone B hinge**.



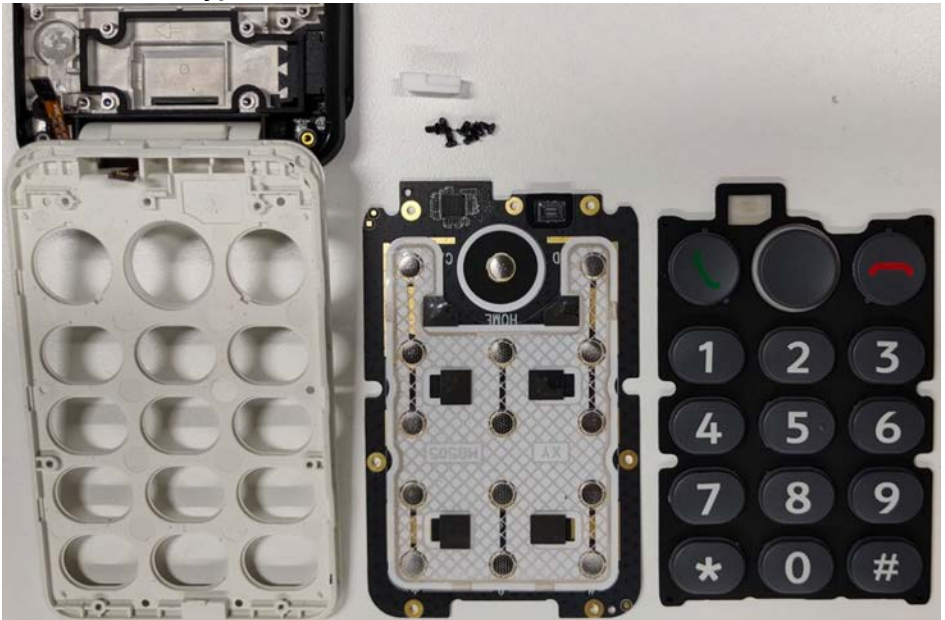
2. Remove the **Screw4** flip top bottom cover.



3. Carefully turn the **PCBA ASSY** around to not damage the **FPC**, the disconnect the **FPC**.



4. Remove the **Keypad**.



9.15 Disassemble the Hinge Flip bottom ASSY

9.15.1 Tools and equipment

Type	Reference
Screwdriver	ISO 2380, ISO 8764, ISO 10664

9.15.2 Spare parts

9.15.3 Safety and precautions

See *General precautions*, p.5.

9.15.4 Pre-removal checklist

Before proceeding with this disassembly, please make sure you have read and completed the following chapters:

- *Disassemble the Battery cover ASSY*, p.21
- *Disassemble the ANT PCB*, p.39

9.15.5 Procedure overview

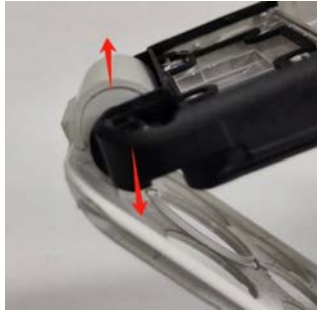
The **PCBA ASSY** is removed by first removing the **Sealing silicone B hinge** and the **Screw4 flip top bottom cover**.

9.15.6 Step-by-step instructions

1. Insert the **Screwdriver** into the hinge hole of the front shell assembly and push until you hear a click.



2. Slowly pull the **Front housing ASSY** and the **Hinge Flip bottom ASSY** apart.



3. Separate the **Front housing ASSY** and the **Hinge Flip bottom ASSY**.



4. Use the **Screwdriver** to push out the hinge.



5. Separate the **Hinge Flip bottom ASSY** and the hinge.



9.16 Disassemble the Hinge FPC

9.16.1 Tools and equipment

No tools are required for this procedure. Tools used in earlier procedures are listed in their respective chapters.

9.16.2 Spare parts

9.16.3 Safety and precautions

See *General precautions*, p.5.

9.16.4 Pre-removal checklist

Before proceeding with this disassembly, please make sure you have read and completed the following chapters:

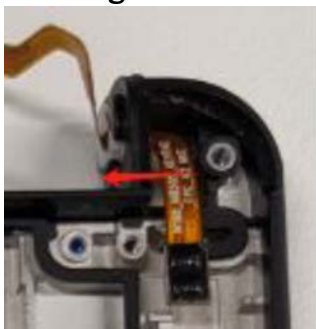
- *Disassemble the Battery cover ASSY*, p.21
- *Disassemble the ANT PCB*, p.39
- *Disassemble the Hinge Flip bottom ASSY*, p.55

9.16.5 Procedure overview

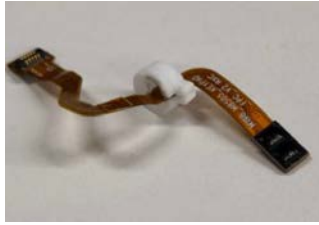
The **Front housing ASSY** disassembly is finalised by disconnecting the remaining **FPC's**.

9.16.6 Step-by-step instructions

1. Disconnect and remove the **Hinge FPC** from the **Front housing ASSY**.



2. Separate the the **Sealing silicone A hinge** from the **Hinge FPC**.



English

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