

Doro Aurora A30/A31

Recycle Manual DSB-0560

English



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1. Repair disclaimer

Self-service repair is not recommended unless you have the necessary technical knowledge and experience to safely handle electronic components. Attempting repairs without proper expertise can result in damage to the device, personal injury, or voiding of any applicable warranty.

By choosing to proceed with a self-repair, you acknowledge and accept all risks and responsibilities associated with the process.

2. About this document

This document provides guidance for recycling workers during device disassembly.

2.1 Scope

This guide covers:

- Safe disassembly and reassembly procedures
- Replacement of specific hardware components
- Basic troubleshooting and visual inspections

This guide does **not** cover:

- Advanced electrical diagnostics
- Software-level repairs or firmware issues
- Modifications outside manufacturer specifications

2.2 Who can use this document

This guide is intended for:

- Technicians and repair professionals
- End customers interested in do-it-yourself repairs, as encouraged by the EcoDesign directive
- Recycling workers for safe disassembly of components before disposal or material recovery

2.3 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
- Assembly Instructions
- Troubleshooting

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

3. General precautions

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

3.1 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.

3.2 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.

3.3 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.

3.4 Tools and fixtures

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

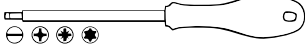
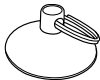
**CAUTION**

- 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.

4. Tools and materials required

4.1 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		

4.2 Materials

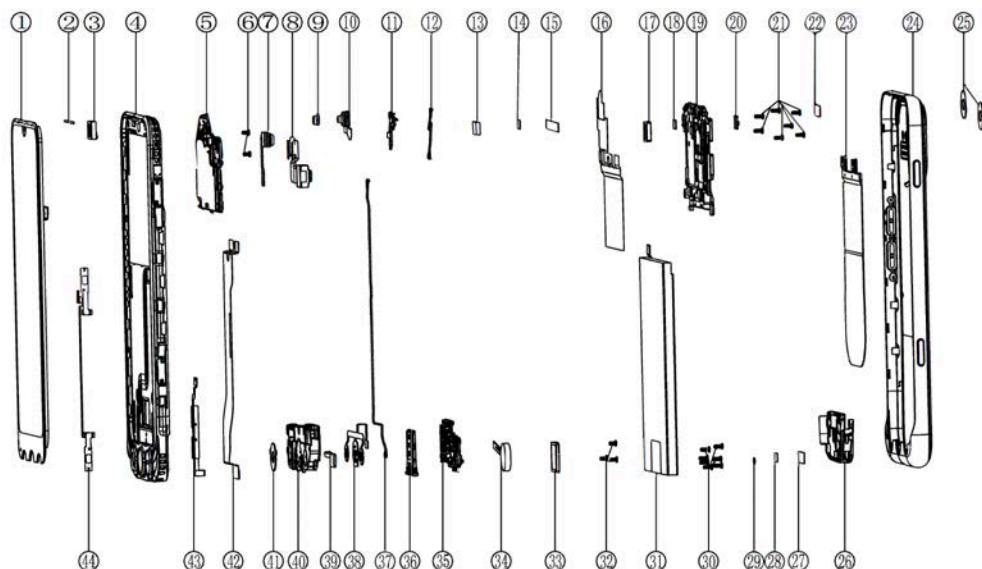
Material type	Reference
Isopropanol	Commonly available isopropanol (IPA), $\geq 70\%$ concentration

5. 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/>

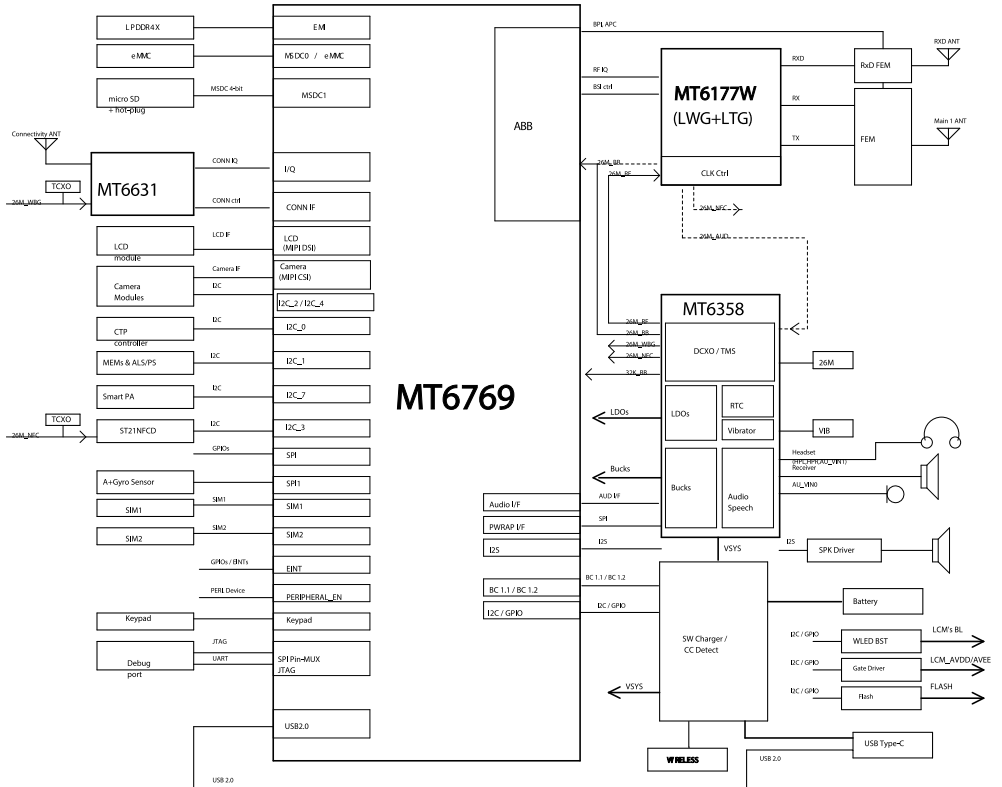
6. Exploded view



No	Part name	Qty
1	LCD	1
2	Diffusion film [B466-0251-UW0]	1
3	Receiver	1
4	Front shell component [B126-0414-B0Z0]	1
5	PCBA ASSY	1
6	Motherboard screws [E239-0228-FT0]	1
7	Wide angle camera 5M	1
8	Rear main camera 50M	1
9	Rubber sleeve front camera	1
10	Front camera 5M	1
11	Pilot lamp PCB	1
12	Pilot lamp board RF cable	1
13	Flash board cooling silicone	1
14	Rear camera cooling silicone	1
15	Rear camera connector foam [H182-0664-UW0]	1
16	Graphite sheet	1

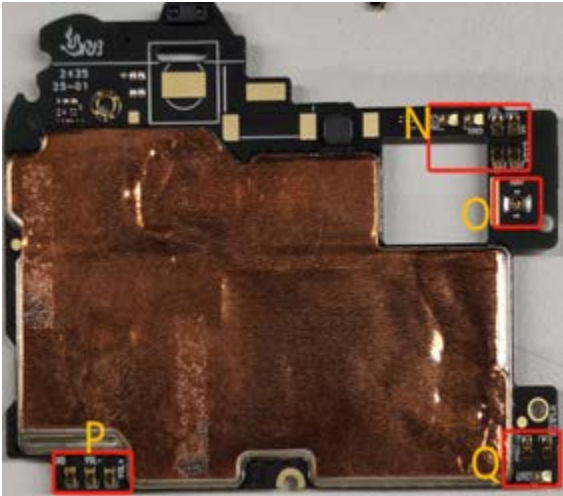
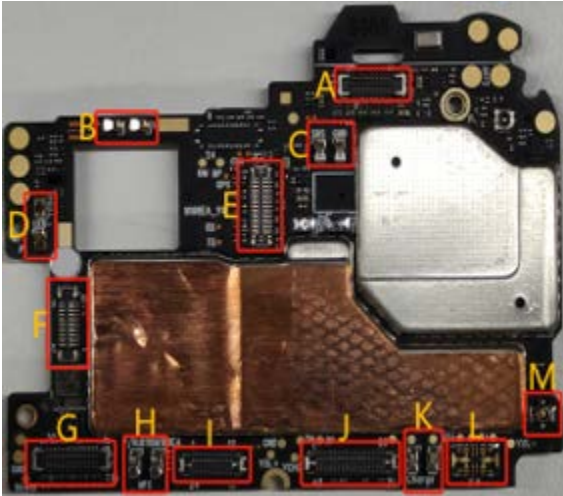
No	Part name	Qty
17	Rubber sleeve wide angle camera	1
18	Receiver ground conductive foam	1
19	Rear housing ASSY	1
20	Flash PCB	1
21	Screw1 lock case	1
22	USB ground conductive sponge	1
23	NFC antenna Charging coil	1
24	Battery Cover ASSY	5
25	Camera lens	1
26	Antenna bracket ASSY	1
27	Connector foam	1
28	Front key FPC foam	1
29	Antenna bracket RF base foam	1
30	Screw1 lock case	16
31	Battery	1
32	Motherboard screws [E239-0228-FT0]	4
33	Speaker rubber sleeve	1
34	Motor	1
35	USB PCB	1
36	SIM card tray	1
37	Coaxial cable [AE41-0185-900]	1
38	Front key FPC	
39	Motor conductive cloth	
40	Speaker ASSY	
41	Light guide plate	
42	Main FPC	
43	Volume key FPC	
44	Power Camera button FPC	

7. Block diagram



8. Parts location

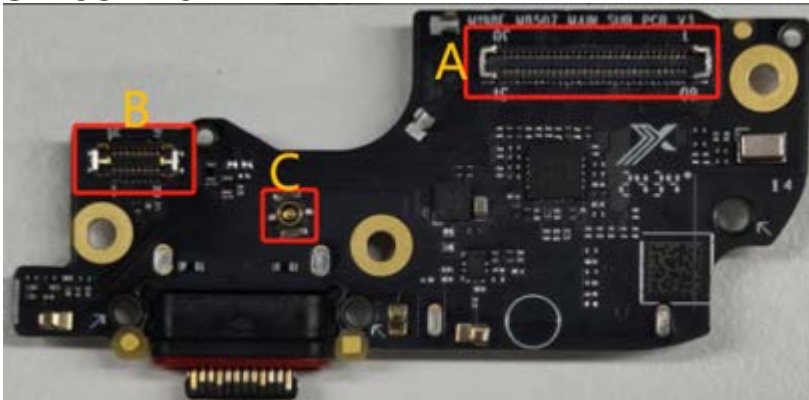
8.1 PCBA ASSY

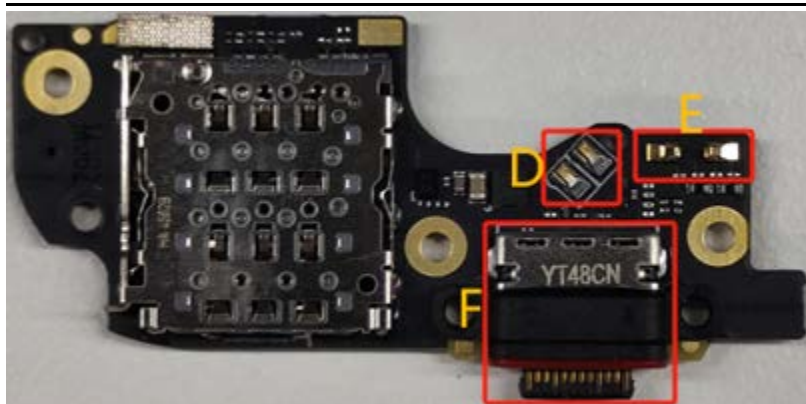


Location	Description
A	Front Camera Connector
B	Earpiece (Receiver) Pad
C	SOS Button pad
D	Flashlight Pad

Location	Description
E	Rear Main Camera Connector
F	Rear Secondary Camera Connector
G	LCD Connector
H	NFC Pad
I	Main FPC Connector - 1
J	Main FPC Connector - 2
K	Wireless Charging Pad
L	Battery Connector
M	RF Cable Connector
N	Breathing LED Pad
O	Breathing LED Board RF Cable Connector
P	Volume Key Pad
Q	Power Button Pad

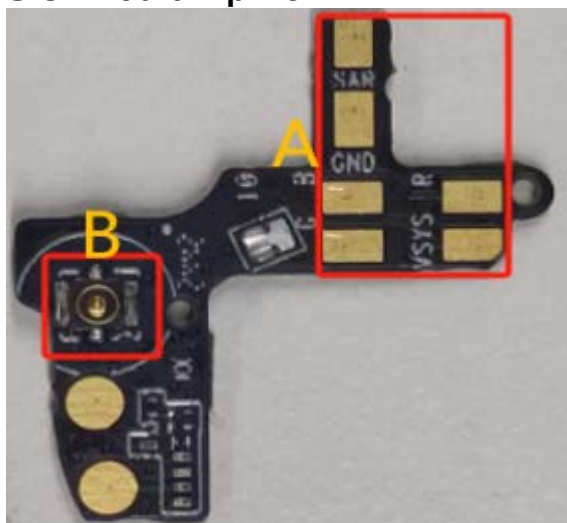
8.2 USB PCB





Location	Description
A	Main FPC Connector
B	Front Button FPC Connector
C	RF Cable Connector
D	Vibration Motor Pad
E	Speaker Pad
F	USB Port

8.3 Pilot lamp PCB



Location	Description
A	Breathing LED Pad
B	Breathing LED Board & RF Cable Connector

9. How to turn on and off the Doro Aurora A30/A31

9.1 Turn on the Aurora A30/A31

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

9.2 Turn the screen on and off

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

9.3 Turn off the Aurora A30/A31

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).

10. Disassembly

10.1 Disassemble the SIM card tray

10.1.1 Tools and equipment

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

10.1.2 Safety and precautions

See *General precautions*, p.6.

10.1.3 Pre-removal checklist

- Turn off the phone, see *How to turn on and off the Doro Aurora A30/A31*, p.17.
- Disconnect from charger or any peripherals.

10.1.4 Procedure overview

Use your finger or a similar tool to carefully pull out the **SIM card tray**.

10.1.5 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.

10.2 Disassemble the Battery Cover ASSY

10.2.1 Tools and equipment

Type	Reference
Plectrum	

10.2.2 Spare parts

Qty	Spare part	Information
1	Battery Cover ASSY	
1	Sealing foam battery cover	
1	Camera lens	

10.2.3 Safety and precautions

See *General precautions*, p.6.

10.2.4 Pre-removal checklist

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

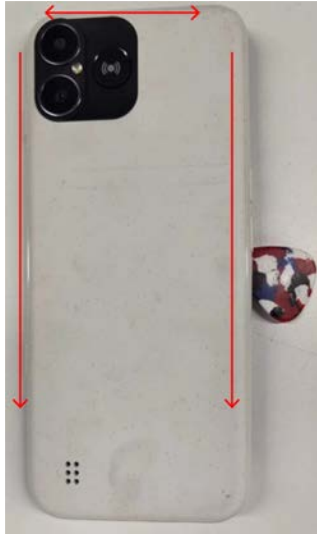
- *Disassemble the SIM card tray*, p.18

10.2.5 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.

10.2.6 Step-by-step instructions

1. Insert the **Plectrum** approximately 2 mm into the gap between the **Battery Cover ASSY** and the display.
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**.
5. Use a pen, without the cartridge, to push out the rear lens from the back of the **Battery Cover ASSY**.



10.3 Disassemble the Rear housing ASSY

10.3.1 Tools and equipment

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

10.3.2 Safety and precautions

- Wear an ESD wrist strap to prevent electrostatic discharge that can damage sensitive components.
- See *General precautions*, p.6.

10.3.3 Pre-removal checklist

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

- *Disassemble the SIM card tray*, p.18
- *Disassemble the Battery Cover ASSY*, p.19

10.3.4 Procedure overview

The **Rear housing ASSY** is loosened by removing the **Screw1 lock case**.

10.3.5 Step-by-step instructions

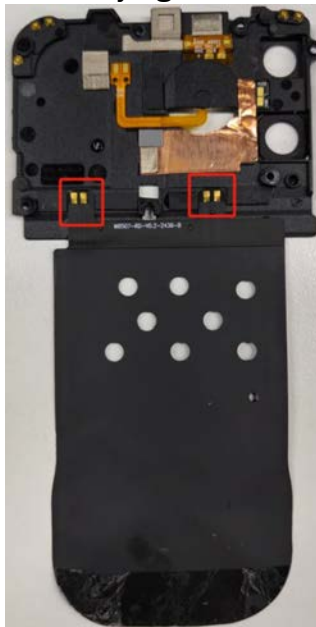
1. Remove the **Screw1 lock case** marked red.



2. Lift off the **Rear housing ASSY**.



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



4. Remove the **Flash board cooling silicone** [H695-0330-NQ0]. Then remove the **Receiver ground conductive foam** [H186-0668-UW0].



5. Remove the **Copper foil** [H695-0330-NQ0].



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



10.4 Disassemble the Front camera 5M and the Wide angle camera 5M

10.4.1 Tools and equipment

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10.4.2 Safety and precautions

See *General precautions*, p.6.

10.4.3 Pre-removal checklist

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

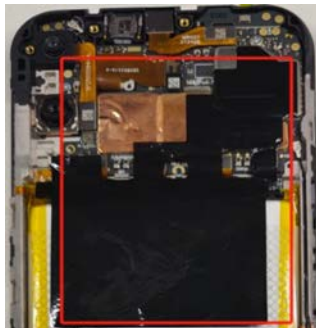
- *Disassemble the SIM card tray*, p.18
- *Disassemble the Battery Cover ASSY*, p.19
- *Disassemble the Rear housing ASSY*, p.22

10.4.4 Procedure overview

Removing the **Graphite sheet** gives access to the FPC connectors for the **Front camera 5M** and the **Wide angle camera 5M**, allowing them to be disconnected.

10.4.5 Step-by-step instructions

1. Remove the **Graphite sheet**.





2. Disconnect the **Battery** connector.



3. Disconnect the **FPC** connectors and the **RF** cable connector.



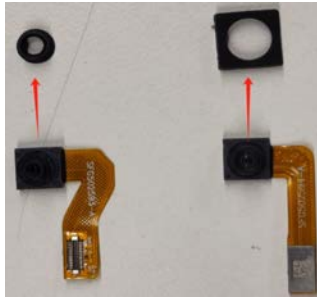
4. Disconnect the **Front camera 5M** and the **Wide angle camera 5M** connectors.



5. Lift off the **Front camera 5M** and the **Wide angle camera 5M**.



6. Remove the **Rubber sleeve front camera** from the **Front camera 5M**.
Remove the **Rubber sleeve wide angle camera** from the **Wide angle camera 5M**.



10.5 Disassemble the PCBA ASSY

10.5.1 Tools and equipment

Type	Reference
Screwdriver	

10.5.2 Safety and precautions

See *General precautions*, p.6.

10.5.3 Pre-removal checklist

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

- *Disassemble the SIM card tray*, p.18
- *Disassemble the Battery Cover ASSY*, p.19
- *Disassemble the Rear housing ASSY*, p.22
- *Disassemble the Front camera 5M and the Wide angle camera 5M*, p.26

10.5.4 Procedure overview

The **PCBA ASSY** is loosened by removing the **Screw2 lock board** and disconnecting the **Pilot lamp board RF cable**.

10.5.5 Step-by-step instructions

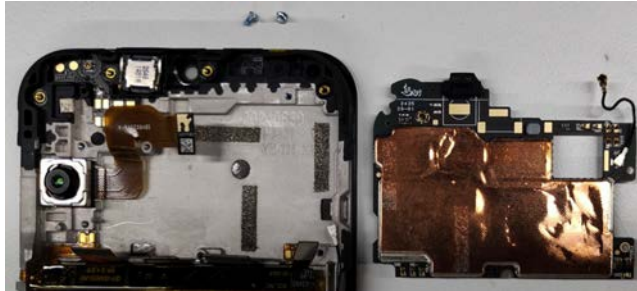
1. Remove the two **Screw2 lock board**.



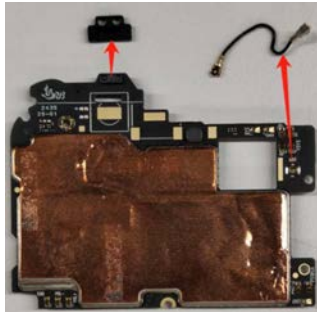
2. Disconnect the **Pilot lamp board RF cable**.



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



4. Remove the **Sensor rubber sleeve** and disconnect and remove the **Pilot lamp board RF cable**.



10.6 Disassemble the Antenna bracket ASSY

10.6.1 Tools and equipment

Type	Reference
Screwdriver	ISO 2380, ISO 8764, ISO 10664

10.6.2 Safety and precautions

See *General precautions*, p.6.

10.6.3 Pre-removal checklist

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

- *Disassemble the SIM card tray*, p.18
- *Disassemble the Battery Cover ASSY*, p.19
- *Disassemble the Rear housing ASSY*, p.22

10.6.4 Procedure overview

This procedure outlines the steps to loosen the **Antenna bracket ASSY** by removing the **Screw1 lock case**.

10.6.5 Step-by-step instructions

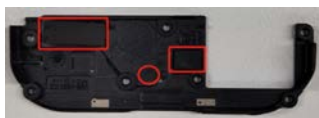
1. Remove the **Screw1 lock case**.



2. Remove the **Antenna bracket ASSY**.



3. Remove the **Antenna bracket RF base foam**, the **Connector foam** and the **Front key FPC**.



10.7 Disassemble the USB PCB

10.7.1 Tools and equipment

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

10.7.2 Safety and precautions

See *General precautions*, p.6.

10.7.3 Pre-removal checklist

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

- *Disassemble the SIM card tray*, p.18
- *Disassemble the Battery Cover ASSY*, p.19
- *Disassemble the Rear housing ASSY*, p.22
- *Disassemble the Antenna bracket ASSY*, p.31

10.7.4 Procedure overview

The **USB PCB** is loosened by first disconnecting all the connected cables.

10.7.5 Step-by-step instructions

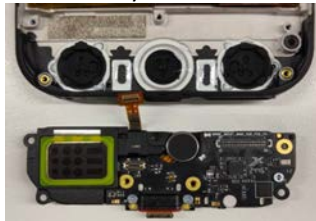
1. Remove the connectors and the **RF cable** from the **USB PCB**.



2. Remove the **RF cable**.



3. Lift off the **USB PCB** (marked red).



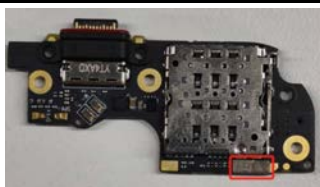
4. Remove the **Screw2 lock board**.



5. Separate the **Speaker ASSY** and the **USB PCB**.



6. Remove the **Small board** conductive foam from the **Speaker ASSY**.



10.8 Disassemble the Front key FPC

10.8.1 Tools and equipment

Type	Reference
Prying lever	
Tweezers	

10.8.2 Safety and precautions

See *General precautions*, p.6.

10.8.3 Pre-removal checklist

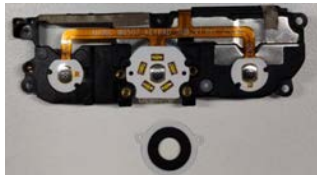
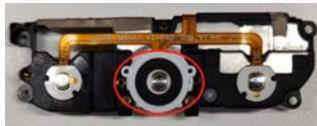
Before proceeding with this disassembly, please ensure you have read and completed the following chapters:

- *Disassemble the SIM card tray*, p.18
- *Disassemble the Battery Cover ASSY*, p.19
- *Disassemble the Rear housing ASSY*, p.22
- *Disassemble the USB PCB*, p.32

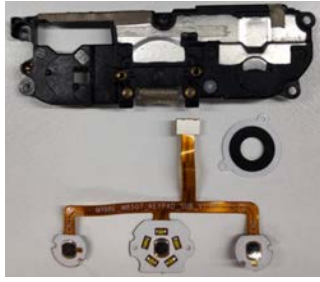
10.8.4 Procedure overview

10.8.5 Step-by-step instructions

1. Remove the **Front key FPC** from the **USB PCB**.



2. Remove the **Light guide plate** from the **USB PCB**.



10.9 Disassemble the Motor and the Motor conductive cloth

10.9.1 Tools and equipment

Type	Reference
Prying lever	
Tweezers	

10.9.2 Safety and precautions

See *General precautions*, p.6.

10.9.3 Pre-removal checklist

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

- *Disassemble the SIM card tray*, p.18
- *Disassemble the Battery Cover ASSY*, p.19
- *Disassemble the Rear housing ASSY*, p.22
- *Disassemble the PCBA ASSY*, p.29
- *Disassemble the USB PCB*, p.32
- *Disassemble the Front key FPC*, p.35

10.9.4 Procedure overview

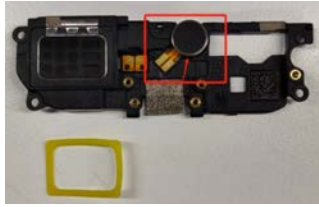
The **Speaker rubber sleeve** is first removed and then the **Motor** is disconnected and removed. Finally, the **Motor conductive cloth** is removed.

10.9.5 Step-by-step instructions

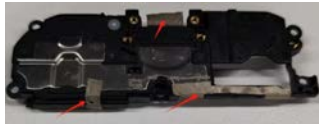
1. Remove the **Speaker rubber sleeve** using **Tweezers**.



2. First, disconnect the **Motor FPC** and then pry up the **Motor** using a **Prying lever**.



3. Remove the **Motor conductive cloth** using **Tweezers**.



10.10 Disassemble the Battery

10.10.1 Tools and equipment

Type	Reference
Prying lever	

10.10.2 Safety and precautions

- Do not puncture, crush, or bend the battery. A damaged battery can leak, catch fire, or even explode.
- Do not throw the old battery in regular trash. Recycle it according to local regulations for electronic waste and batteries.
- See *General precautions*, p.6.

10.10.3 Pre-removal checklist

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

- *Disassemble the SIM card tray*, p.18
- *Disassemble the Battery Cover ASSY*, p.19
- *Disassemble the Rear housing ASSY*, p.22

10.10.4 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.

10.10.5 Step-by-step instructions

1. Locate the center plastic strip on the protective film. This is the strip 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**.



10.11 Disassemble the Front housing ASSY

10.11.1 Tools and equipment

Type	Reference
Prying lever	
Tweezers	

10.11.2 Safety and precautions

See *General precautions*, p.6.

10.11.3 Pre-removal checklist

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

- *Disassemble the SIM card tray*, p.18
- *Disassemble the Battery Cover ASSY*, p.19
- *Disassemble the Rear housing ASSY*, p.22
- *Disassemble the PCBA ASSY*, p.29
- *Disassemble the USB PCB*, p.32
- *Disassemble the Battery*, p.39

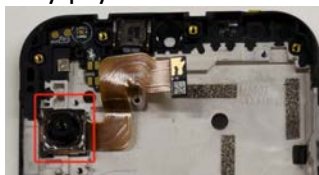
10.11.4 Procedure overview

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



10.11.5 Step-by-step instructions

1. Use a **Prying lever** to gently pry the **Rear main camera 50M** upward.



2. Remove the **Rear camera cooling silicone** using **Tweezers**.



3. Use a **Prying lever** or **Tweezers** to pry up the **Receiver**.



4. Use a **Prying lever** or **Tweezers** to remove the **Pilot lamp PCB**.



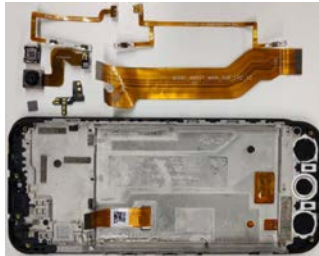
5. Use **Tweezers** to remove the **Volume key FPC**.



6. Use **Tweezers** to remove the **Power Camera button FPC**.



7. Remove the **Main FPC**.



English

Version 1.2

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