

Doro Leva L10/11

Recycle Manual DFB-0510

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:

- General precautions
- Tools and materials required
- 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.

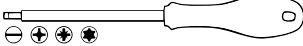


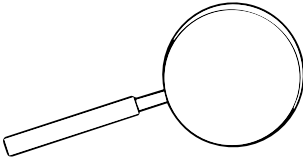
**CAUTION**

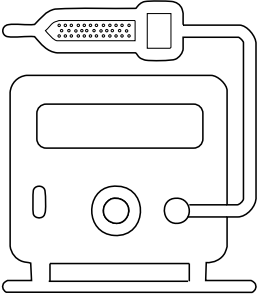
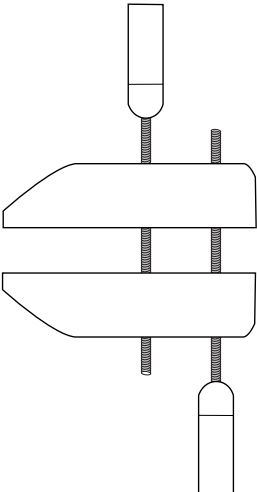
- We don't recommend repairs without the correct tools and fixtures.
- Improper use of tools and fixtures may result in injury, damage to the product, tools, fixtures, or spare parts.

3. Tools and materials required

3.1 Basic 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		
Magnifying glass		
Plectrum		
Suction cup with keyring		

Hot air rework station		
Fixture		

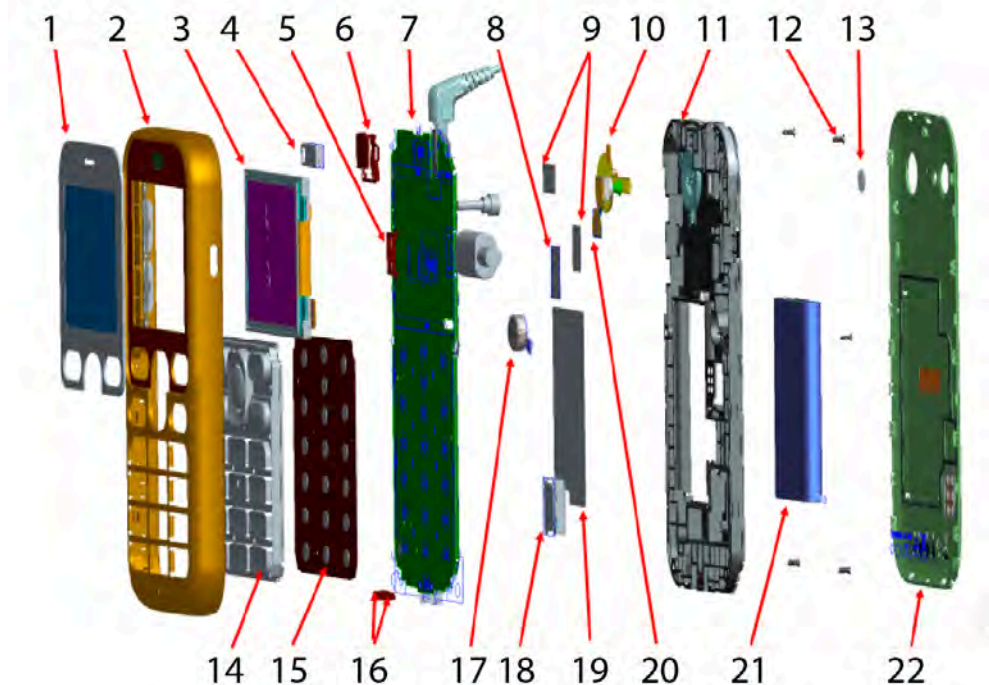
3.2 Materials

Material type	Illustration (informative example)	Reference
Isopropanol		

4. Spare parts list

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/>

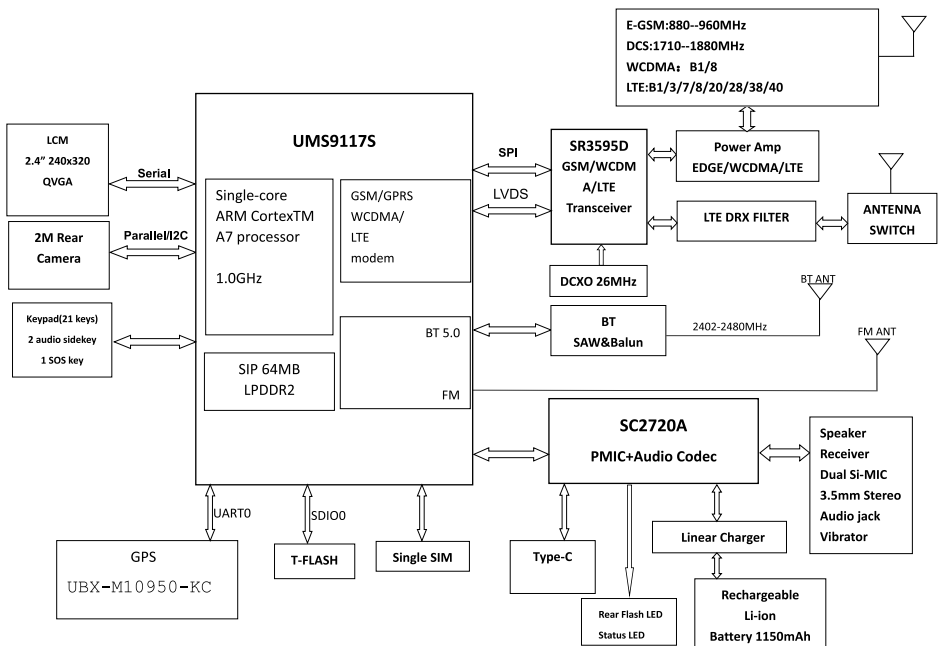
5. Exploded view



No	Part name	Qty
1	LCD_WIN GX2771 GLASS BK Doro RoHS	1
2	Assembly Upper Housing	1
3	LCD 2.4	1
4	Receiver	1
5	Sealing rubber USB jack	1
6	Sealing rubber 3.5mm jack	1
7	Assembly PCBA HW3011	1
8	RF shielding es	1
9	USB mylar	1
10	FPC SOS	1
11	Assembly Lower Housing	1
12	Screw T1.6*4.0	6

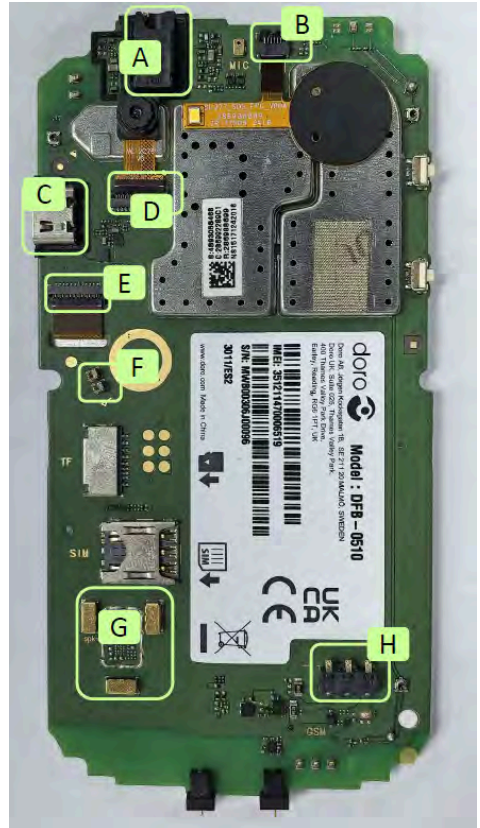
No	Part name	Qty
13	B camera lens	1
14	Keypad	1
15	Dome foil	1
16	Sealing rubber cradle connectors	1
17	Motor	1
18	Speaker	1
19	IMEI paper	1
20	Camera	1
21	Battery LEVA DBAE-1150A	1
22	Battery Cover	1

6. Block diagram



7. Parts location

- A. AudioJack 3.5 mm
- B. SOS FPC Connector
- C. USB-C Connector
- D. Camera Connector
- E. LCD Connector
- F. Motor Pad
- G. Speaker Pad
- H. Battery Connector



8. How to turn on and off the Doro Leva L10/11

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.

Turn on the phone

1. Press and hold  until the display lights up.

Turn off the phone

1. Press and hold .

2. Press **OK** to turn off the phone.

9. Disassembly

9.1 Disassemble the Battery Cover

9.1.1 Purpose

Removing the **Battery Cover** is typically the first step in disassembling the phone. It allows access to the **Battery LEVA DBAE-1150A**, **SIM card**, and internal screws that secure the **Assembly Lower Housing**.

9.1.2 Tools and equipment

Type	Illustration (informative example)	Reference
Plectrum		

9.1.3 Spare parts

Qty	Spare part	Information
1	Battery Cover	

9.1.4 Safety and precautions

See *General precautions*, p.3.

- Do not insert the tool too deep to avoid scratching internal components.
- Avoid forcing the cover to prevent breaking plastic clips.

9.1.5 Pre-removal checklist

- Turn off the phone.
- Disconnect from charger or any peripherals.

9.1.6 Procedure overview

Remove the back cover by inserting a **Plectrum** into the side notch and gently releasing the clips along the edges.

9.1.7 Step-by-step instructions

1. Turn the phone so that the back side faces up.
2. Locate the notch on the left side of the phone.



3. Insert a **Plectrum** into the notch and gently slide it along the edges to lift the **Battery Cover**.



9.1.8 After-removal checks

- Check that no clips are broken.

9.1.9 Troubleshooting tips

- **The Battery Cover is hard to remove:** Make sure you are using the notch on the left side of the phone. Slide the Plectrum gently along the edge.

9.1.10 Related information

9.2 Disassemble the Battery LEVA DBAE-1150A

9.2.1 Purpose

Removing the **Battery LEVA DBAE-1150A** is necessary to safely continue with internal repairs. It disconnects the power source and prevents short circuits or electrical damage. The battery also blocks access to components like the **SIM card** and other internal parts.

9.2.2 Tools and equipment

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

9.2.3 Spare parts

Qty	Spare part	Information
1	Battery LEVA DBAE-1150A	

9.2.4 Safety and precautions

See *General precautions*, p.3.

- Do not puncture or bend the **Battery LEVA DBAE-1150A**.
- Avoid contact with the battery terminals.

9.2.5 Pre-removal checklist

- Turn off the phone.
- *Disassemble the Battery Cover*, p.12.

9.2.6 Procedure overview

9.2.7 Step-by-step instructions

1. Insert your finger into the notch above the **Battery LEVA DBAE-1150A**.



2. Push the **Battery LEVA DBAE-1150A** outward, then lift it out.

Note!

You can now access the **SIM card**, if one is installed. To remove the **SIM card**, slide it sideways into the battery compartment.

9.2.8 After-removal checks

- Make sure the battery compartment is clean and undamaged.
- Check the **Battery LEVA DBAE-1150A** for any signs of swelling or damage.

9.2.9 Troubleshooting tips

9.2.10 Related information

9.3 Disassemble the Assembly Lower Housing

9.3.1 Purpose

Removing the **Assembly Lower Housing** is required to access and replace internal components. It is a key step in most repairs after the battery has been removed.

9.3.2 Tools and equipment

Type	Illustration (informative example)	Reference
Screwdriver		
Plectrum		

9.3.3 Spare parts

Qty	Spare part	Information
1	Assembly Lower Housing	
6	Screw T1.6*4.0	

9.3.4 Safety and precautions

See *General precautions*, p.3.

- Do not use metal tools to pry open the housing, as they may damage the casing or internal components.
- Avoid applying excessive force that could crack the plastic.

9.3.5 Pre-removal checklist

- Turn off the phone.
- *Disassemble the Battery Cover*, p.12.
- *Disassemble the Battery LEVA DBAE-1150A*, p.15.

9.3.6 Procedure overview

The **Assembly Lower Housing** is held in place by six screws and plastic clips. The screws must be removed first, the housing can then be gently pried open using a **Plectrum**.

9.3.7 Step-by-step instructions

1. Remove the six (6) **Screw T1.6*4.0**.



2. Insert the **Plectrum** at the bottom of the device and gently pry open the **Assembly Lower Housing**. Start at the bottom, continue along the sides, and work your way around.



3. Remove the **Assembly Lower Housing**.



9.3.8 After-removal checks

- Inspect the **Assembly Lower Housing** for cracks or damage.

9.3.9 Troubleshooting tips

- **The screws are hard to remove:** Use the correct screwdriver size and apply downward pressure while turning.

9.3.10 Related information

9.4 Disassemble the Assembly PCBA HW3011

9.4.1 Purpose

Removing the **Assembly PCBA HW3011** allows access to the **LCD 2.4**, **Keypad** and other internal parts. It is a required step in full disassembly or when replacing the **Assembly PCBA HW3011** itself.

9.4.2 Tools and equipment

Type	Illustration (informative example)	Reference
Tweezers		

9.4.3 Spare parts

Qty	Spare part	Information
1	Assembly PCBA HW3011	

9.4.4 Safety and precautions

See *General precautions*, p.3.

- Avoid touching components directly.

9.4.5 Pre-removal checklist

- Turn off the phone.
- *Disassemble the Battery Cover*, p.12.
- *Disassemble the Battery LEVA DBAE-1150A*, p.15
- *Disassemble the Assembly Lower Housing*, p.17

9.4.6 Procedure overview

In this step, you remove the **Assembly PCBA HW3011** from the **Assembly Upper Housing**. The **Assembly PCBA HW3011** can be lifted using **Tweezers**.

9.4.7 Step-by-step instructions

1. Grip the edge of the **Assembly PCBA HW3011** using **Tweezers**.



2. Lift the **Assembly PCBA HW3011** from the **Assembly Upper Housing**.



9.4.8 After-removal checks

- Check that the **Assembly PCBA HW3011** is intact and undamaged.

9.4.9 Troubleshooting tips

9.4.10 Related information

9.5 Disassemble the Assembly Upper Housing

9.5.1 Purpose

Removing the **Assembly Upper Housing** gives access to the **Receiver** and **Keypad**, and is necessary to complete the disassembly of the device or replace damaged front components.

9.5.2 Tools and equipment

Type	Illustration (informative example)	Reference
Tweezers		

9.5.3 Spare parts

Qty	Spare part	Information
1	Assembly Upper Housing	
1	Keypad	
1	Receiver	

9.5.4 Safety and precautions

See *General precautions*, p.3.

- Avoid applying excessive force when prying.

9.5.5 Pre-removal checklist

- Turn off the phone.
- *Disassemble the Battery Cover*, p.12.
- *Disassemble the Battery LEVA DBAE-1150A*, p.15
- *Disassemble the Assembly Lower Housing*, p.17
- *Disassemble the Assembly PCBA HW3011*, p.20

9.5.6 Procedure overview

In this step, you remove the **Keypad** and the **Receiver** from the **Assembly Upper Housing**.

9.5.7 Step-by-step instructions

1. Remove the **Keypad** from the **Assembly Upper Housing**.



2. Grip the **Receiver** using **Tweezers**.



3. Pry the **Receiver** loose carefully and remove it.



9.5.8 After-removal checks

- Check that the **Receiver** is intact and undamaged.

9.5.9 Troubleshooting tips

9.5.10 Related information

9.6 Disassemble the components from the Assembly PCBA HW3011

9.6.1 Purpose

Removing these components is necessary when replacing individual parts connected to the **Assembly PCBA HW3011**. Disassembling them allows for targeted replacement or further breakdown of the device.

9.6.2 Tools and equipment

Type	Illustration (informative example)	Reference
Tweezers		

9.6.3 Spare parts

Qty	Spare part	Information
1	Camera	
1	FPC SOS	
1	Sealing rubber USB jack	
1	Sealing rubber 3.5mm jack	

9.6.4 Safety and precautions

See *General precautions*, p.3.

- Avoid pulling on cables or components with force.
- Do not touch connector pins or contact surfaces.

9.6.5 Pre-removal checklist

- Turn off the phone.
- *Disassemble the Battery Cover*, p.12.
- *Disassemble the Battery LEVA DBAE-1150A*, p.15
- *Disassemble the Assembly Lower Housing*, p.17
- *Disassemble the Assembly PCBA HW3011*, p.20

9.6.6 Procedure overview

This section covers the removal of small but critical components from the **Assembly PCBA HW3011**. The **Camera** and **FPC SOS** are connected using

ZIF connectors. The **Sealing rubber USB jack** and **Sealing rubber 3.5mm jack** can be gently lifted using **Tweezers**.

9.6.7 Step-by-step instructions

9.6.7.1 Remove the Camera

1. Open the ZIF connector that holds the **Camera** flex cable in place. Use **Tweezers**.

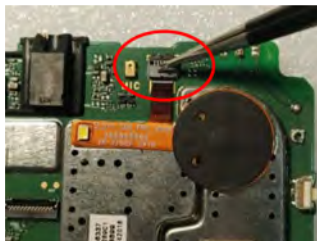


2. Disconnect the flex cable.
3. Remove the **Camera** using **Tweezers**.



9.6.7.2 Remove the FPC SOS

1. Open the ZIF connector that holds the **FPC SOS** flex cable in place. Use **Tweezers**.



2. Disconnect the flex cable.
3. Remove the **FPC SOS** using **Tweezers**.



9.6.7.3 Remove the Sealing rubber USB jack and the Sealing rubber 3.5mm jack

1. Grip the **Sealing rubber USB jack** with **Tweezers** and lift it from its position.



2. Grip the **Sealing rubber 3.5mm jack** with **Tweezers** and lift it from its position.



9.6.8 After-removal checks

- Check that all ZIF connectors are undamaged.
- Check that rubber parts are intact and not deformed.

9.6.9 Troubleshooting tips

- **The flex cable does not come out easily:** Make sure the ZIF connector is fully open.
- **The connector is hard to open:** Use a finer-tipped **Tweezers** and apply gentle upward pressure.

9.6.10 Related information

9.7 Disassemble the LCD 2.4

9.7.1 Purpose

Removing the **LCD 2.4** is necessary when replacing a broken or malfunctioning screen, or when disassembling the phone completely.

9.7.2 Tools and equipment

Type	Illustration (informative example)	Reference
Tweezers		
Plectrum		

9.7.3 Spare parts

Qty	Spare part	Information
1	LCD 2.4	

9.7.4 Safety and precautions

See *General precautions*, p.3.

- Avoid touching the display surface to prevent smudges or damage.

9.7.5 Pre-removal checklist

- Turn off the phone.
- *Disassemble the Battery Cover*, p.12.
- *Disassemble the Battery LEVA DBAE-1150A*, p.15
- *Disassemble the Assembly Lower Housing*, p.17
- *Disassemble the Assembly PCBA HW3011*, p.20

9.7.6 Procedure overview

In this step, you disconnect the **LCD 2.4** flex cable from the **Assembly PCBA HW3011** and remove the **LCD 2.4** itself.

9.7.7 Step-by-step instructions

1. Open the ZIF connector that holds the **LCD 2.4** flex cable in place. Use **Tweezers**.



2. Disconnect the flex cable and feed it through the opening to the front side.
3. Separate the **LCD 2.4** from the **Assembly PCBA HW3011** using a **Plectrum**.



9.7.8 After-removal checks

- Check that the flex cable is not torn or bent.

9.7.9 Troubleshooting tips

- **The flex cable does not come out easily:** Make sure the ZIF connector is fully open.
- **The cable is hard to grip:** Use angled **Tweezers** for better control

9.7.10 Related information

9.8 Disassemble the Sealing rubber cradle connectors and Dome foil

9.8.1 Purpose

Removing the **Sealing rubber cradle connectors** and **Dome foil** is necessary to access and replace components beneath them, or to fully disassemble the front section of the phone.

9.8.2 Tools and equipment

Type	Illustration (informative example)	Reference
Tweezers		

9.8.3 Spare parts

Qty	Spare part	Information
1	Sealing rubber cradle connectors	
1	Dome foil	

9.8.4 Safety and precautions

See *General precautions*, p.3.

- Avoid touching adhesive surfaces with fingers.

9.8.5 Pre-removal checklist

- Turn off the phone.
- *Disassemble the Battery Cover*, p.12.
- *Disassemble the Battery LEVA DBAE-1150A*, p.15
- *Disassemble the Assembly Lower Housing*, p.17
- *Disassemble the Assembly PCBA HW3011*, p.20

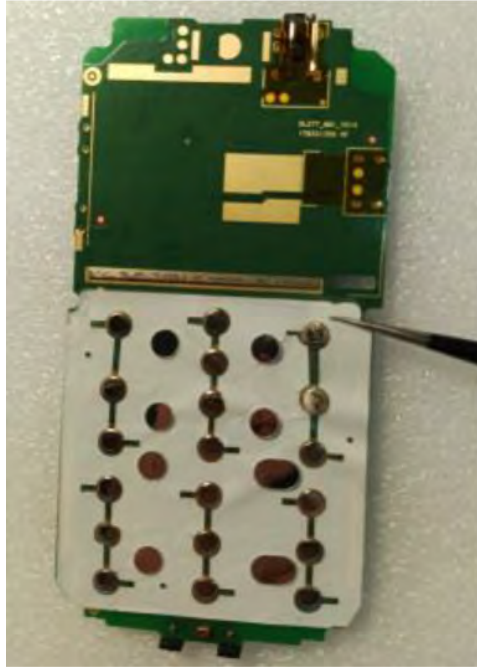
9.8.6 Procedure overview

In this step, you remove the **Dome foil** and **Sealing rubber cradle connectors** from the **Assembly PCBA HW3011**.

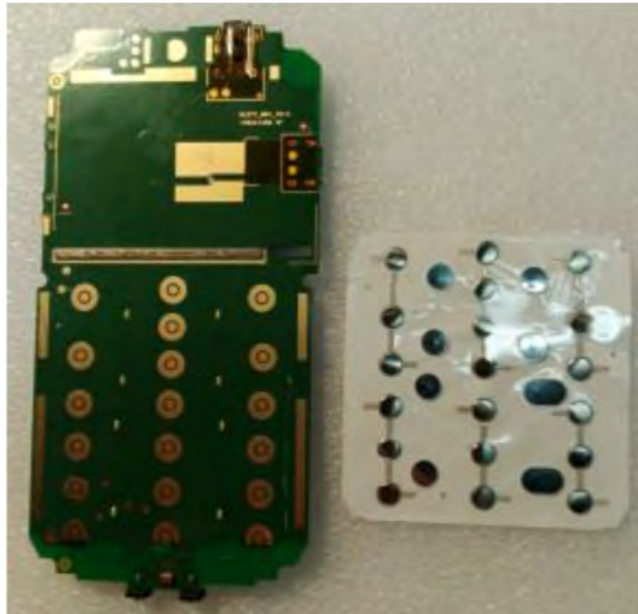
9.8.7 Step-by-step instructions

Remove the Dome foil

1. Grip one of the upper corners of the **Dome foil** using **Tweezers**.



2. Pull the **Dome foil** carefully downwards until it is fully removed.



Remove the Sealing rubber cradle connectors

1. Remove the **Sealing rubber cradle connectors** using **Tweezers**.



9.8.8 After-removal checks

- Check that no adhesive residue remains on the **Assembly PCBA HW3011**.

9.8.9 Troubleshooting tips

- **The Dome foil does not come loose:** Try lifting a different corner.

9.8.10 Related information

9.9 Disassemble the Speaker and Motor

9.9.1 Purpose

Removing the **Speaker** and **Motor** is necessary when replacing defective components or performing a full disassembly of the phone.

9.9.2 Tools and equipment

Type	Illustration (informative example)	Reference
Tweezers		

9.9.3 Spare parts

Qty	Spare part	Information
1	Speaker	
1	Motor	

9.9.4 Safety and precautions

See *General precautions*, p.3.

- Avoid applying excessive force when prying.

9.9.5 Pre-removal checklist

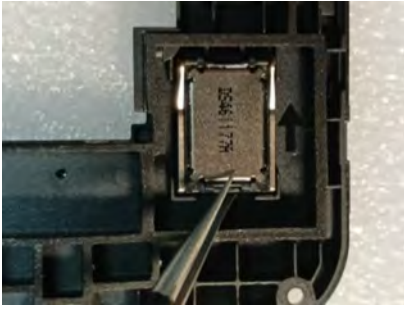
- Turn off the phone.
- *Disassemble the Battery Cover*, p.12.
- *Disassemble the Battery LEVA DBAE-1150A*, p.15
- *Disassemble the Assembly Lower Housing*, p.17

9.9.6 Procedure overview

In this step, you remove the **Speaker** and **Motor** from the rear housing. Both components are placed in cavities and can be lifted out using **Tweezers**.

9.9.7 Step-by-step instructions

1. Remove the **Speaker** from the **Assembly Lower Housing** by using **Tweezers**.



2. Remove the **Motor** from the **Assembly Lower Housing** by using **Tweezers**.



9.9.8 After-removal checks

- Check the cavities in the **Assembly Lower Housing** for dust, debris, or adhesive.
- Ensure the **Speaker** and **Motor** are intact and not damaged.

9.9.9 Troubleshooting tips

- **The component feels stuck:** Rock it gently from side to side before lifting

9.9.10 Related information

English

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