Framework Laptop 13 Troubleshooting Procedure Guide

Document Attribute	
Document Version	V1.0
Latest Release Date	March 4, 2025
Applicable Product Model	DC-ROMA RISC-V Mainboard for Framework Laptop 13
Supported OS Versions	Ubuntu 24.04 or Fedora 41
Intended Audience	DC-ROMA RISC-V Mainboard for Framework Laptop 13 User
Hardware Specifications	The TF card model used in this document is SanDisk HIGH ENDURANCE (32GB). For other compatible TF card models, please refer to the Compatibility List

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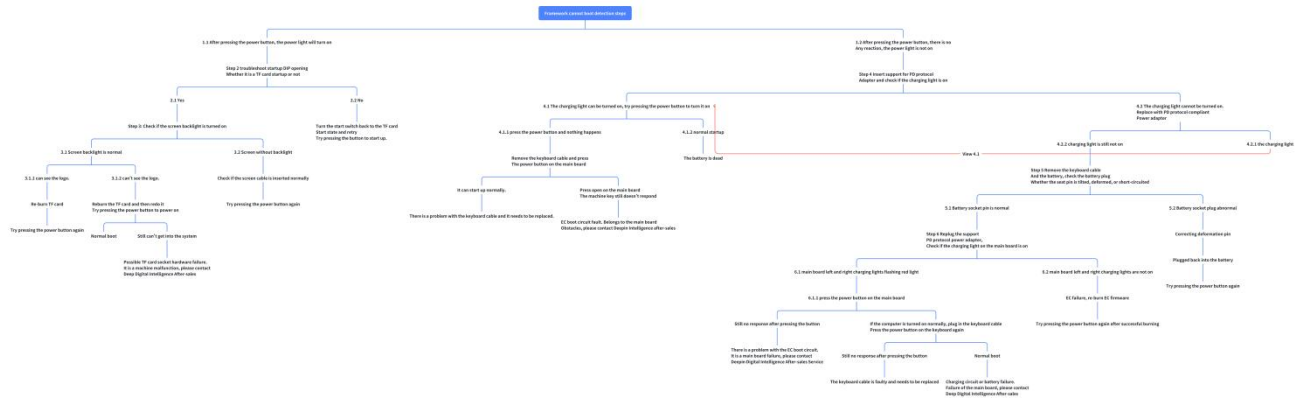
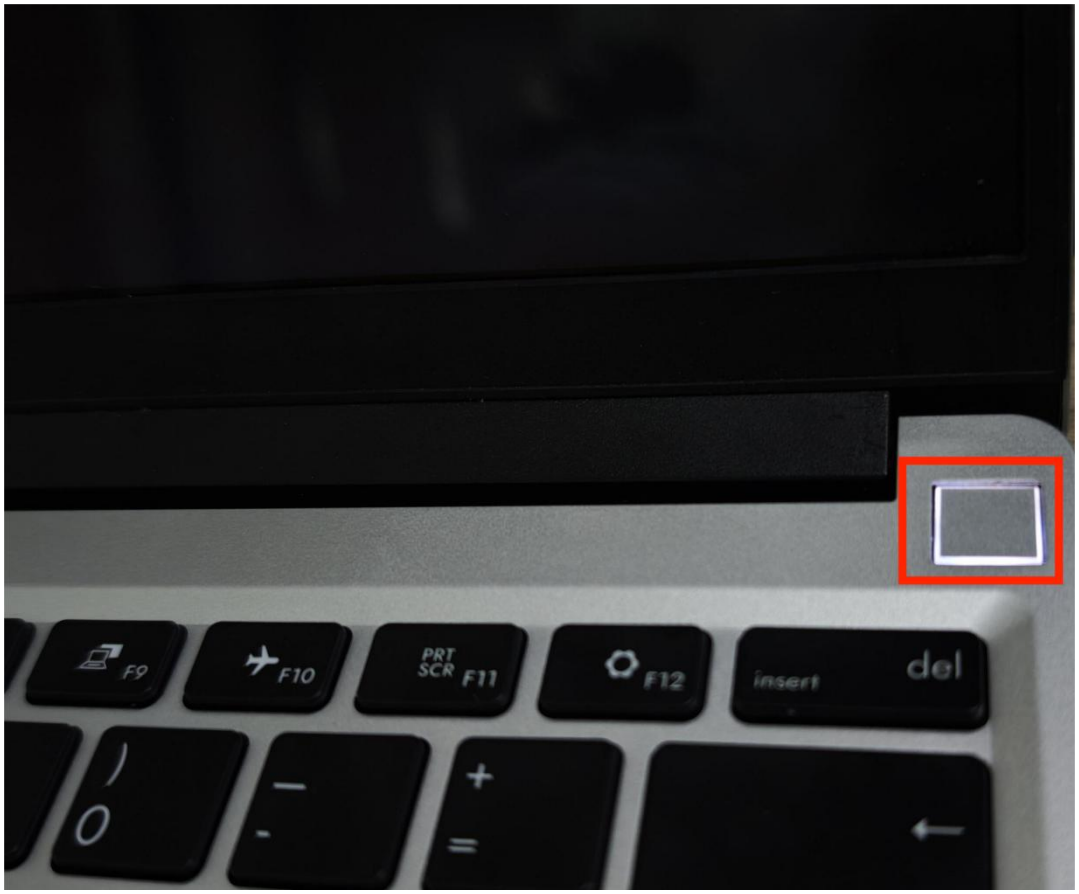


Troubleshooting Steps

Step 1: Check whether the Power indicator LED illuminates

1.1 The Power indicator LED illuminates after pressing the power button



- If the power indicator is on, check whether the boot DIP switch is set to TF card boot mode ➜ refer to Step 2.

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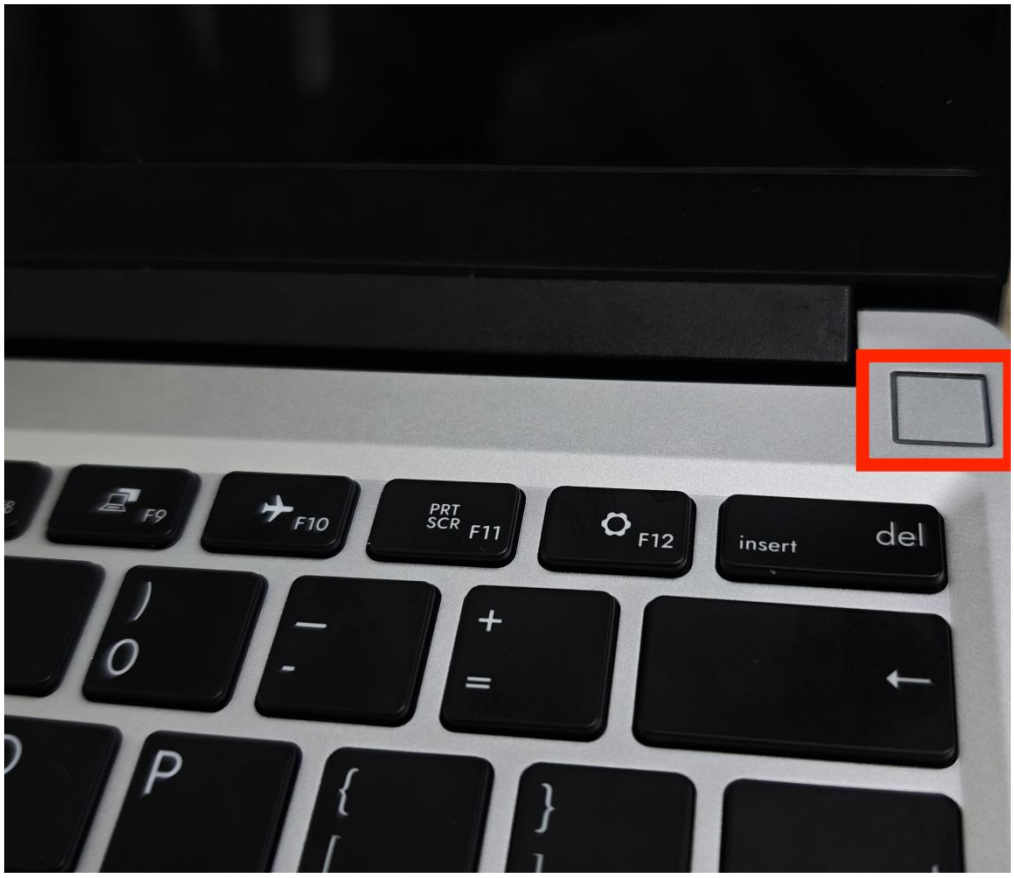
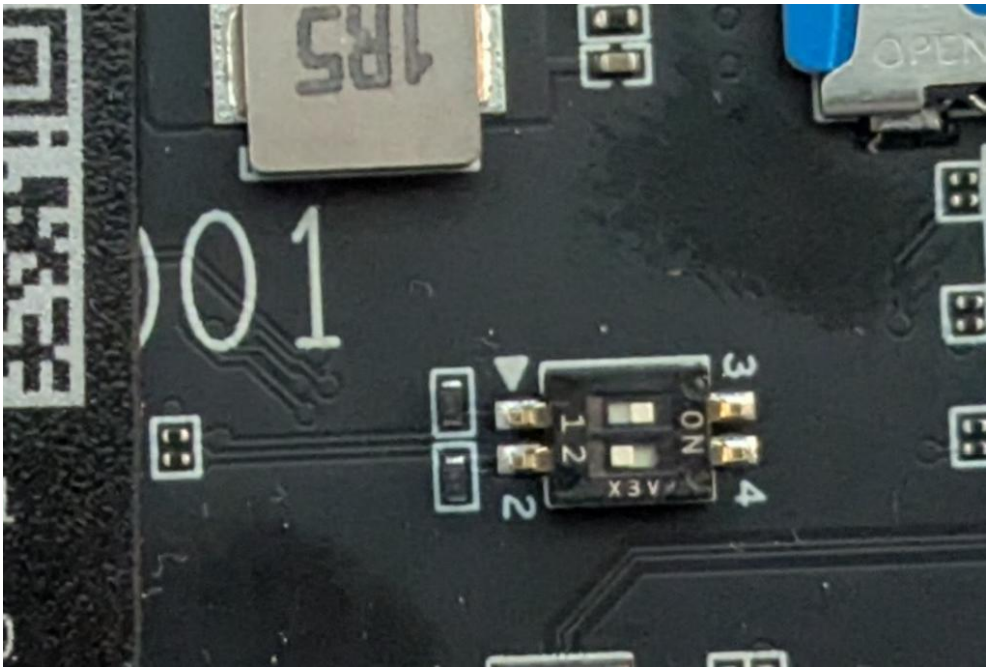
1.2 No response after pressing the power button, power indicator LED remains off



- If the power light remains off, insert a USB-C PD power adapter into the Type-C port at the top-left or top-right of the Framework Laptop and check if the charging light illuminates ➜ refer to Step 4

Step 2: Verify that the Boot Switch is Set to TF Card Boot Mood

2.1 Boot switch is set to TF Card boot mode (as shown below)



- If the boot switch is set to TF card boot mode, check whether the screen backlight is enabled ➜ refer to Step 3.

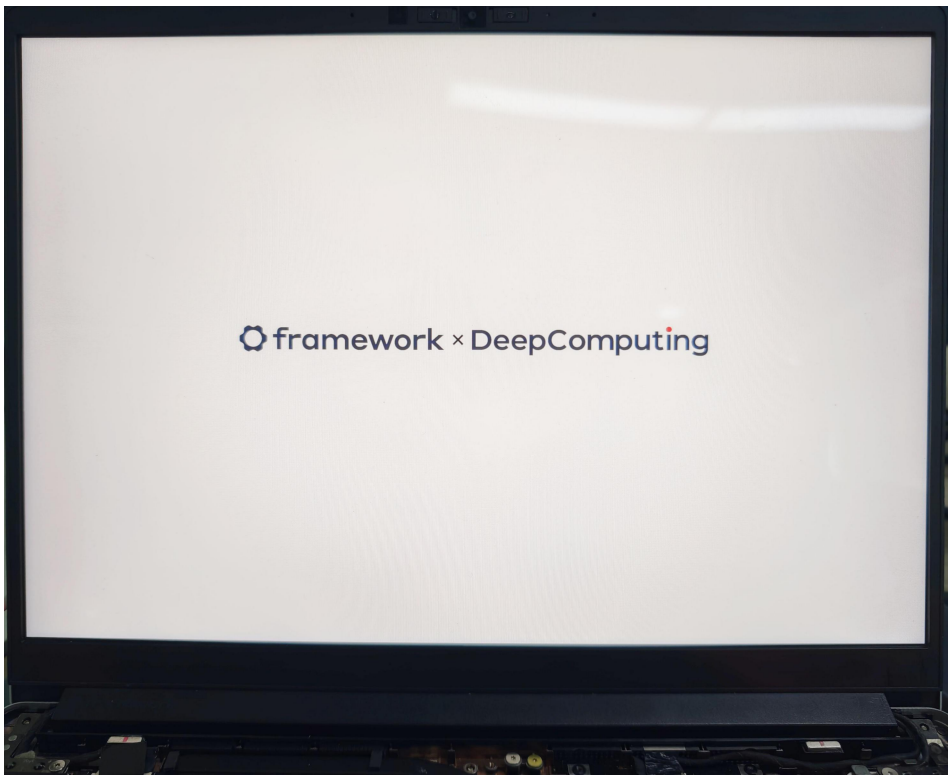
2.2 Boot switch is not set to TF Card boot mode

- If the boot switch is not set to TF card boot mode, switch it back to TF card boot mode and press the power button again.

Step 3: Check if Screen Backlight is Enabled

3.1 Screen backlight functions normally

3.1.1 Boot logo is visible



- If the boot logo is visible, reflash the TF card and press the power button again to boot.

3.1.2 Boot logo is not visible

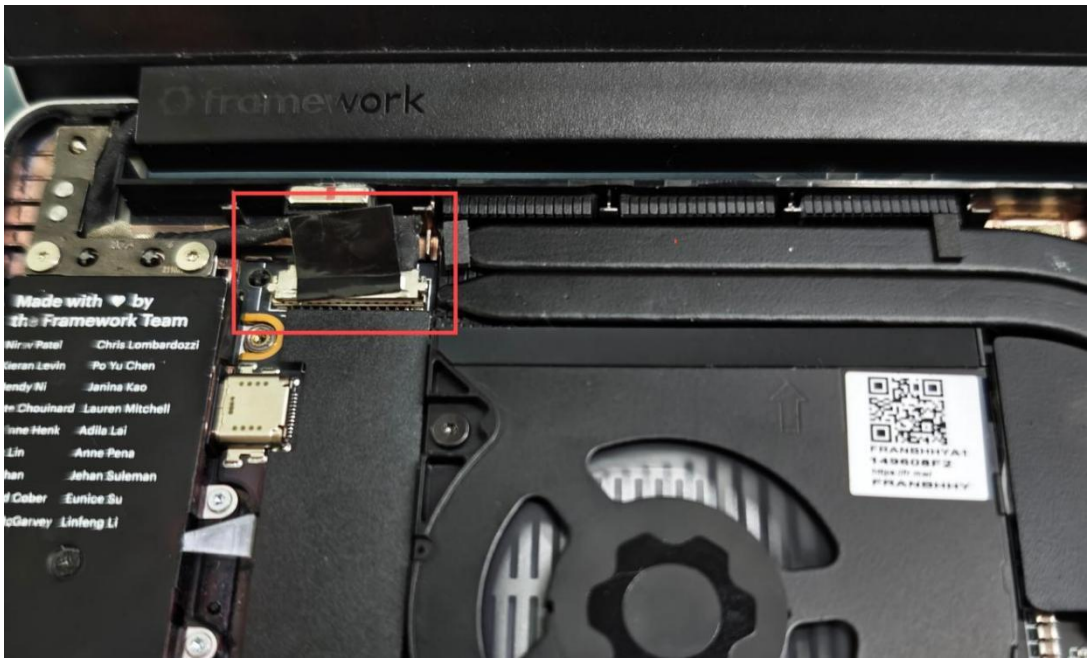
- If the boot logo is not visible, reflash the TF card and press the power button again to boot.

  Case 1: Successfully boot.

  Case 2: If boot fails, it coule be due to a TF card slot hardware failure. Contact support@deepcomputing.io for support.

3.2 No screen backlight

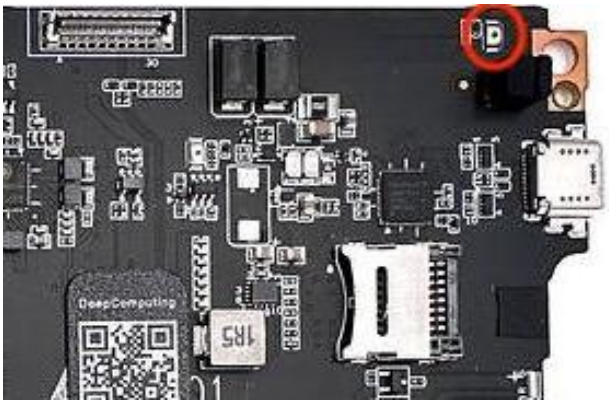
- If their is no screen backlight, check whether the screen connector is connected and press the power button again to boot.



Step 4: Connect a USB-C PD Power Adapter and Check the Charging Indicator Light

4.1 The charging indicator light is on, try to press the power button to turn on

4.1.1 No response after pressing the power button. Disconnect the keyboard and press the mainboard's power button .



Case 1: If boot successfully, then it could be a keyboard cable failure. You can replace a new one.

Case 2: Cannot power on, then it could be an EC circuit failure. Contact support@deepcomputing.io for support.

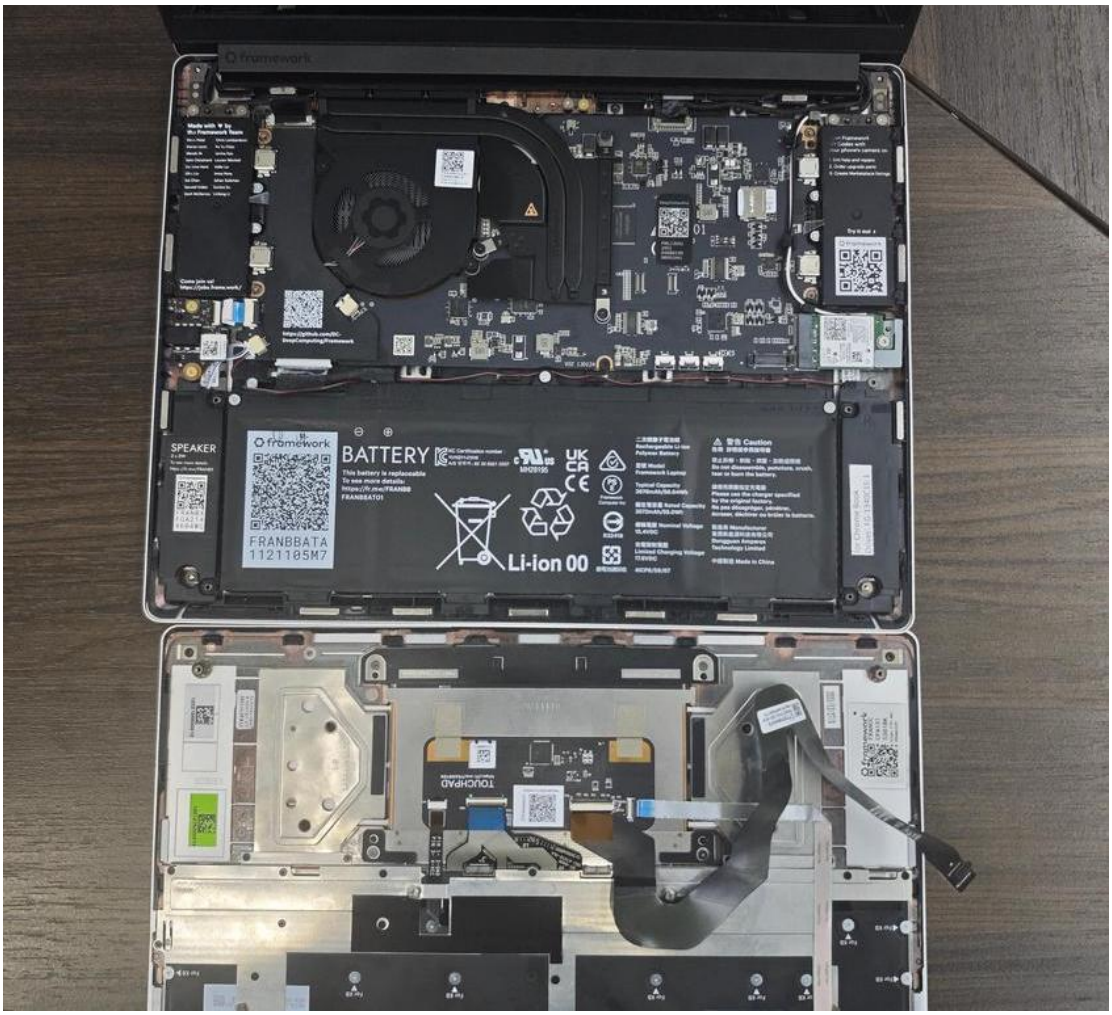
4.1.2 If the device boots successfully when pressing the power button, then it may due to a depleted battery.

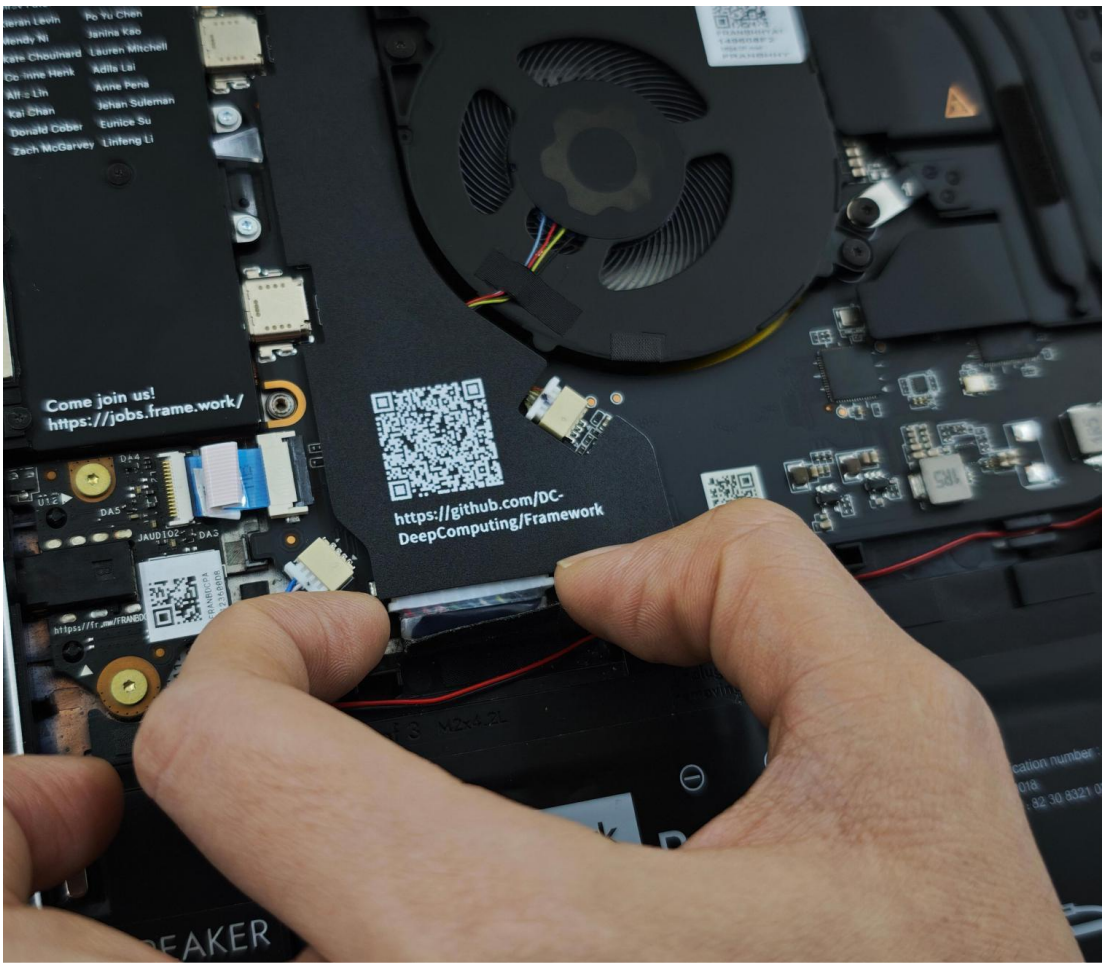
4.2 Charging indicator light is off. Replace a new USB-C PD power adapter.

4.2.1 If the charging indicator light is on after replacing the power adapter ➜ refer to Section 4.1.

4.2.2 If the charging indicator light is still off after replacing the power adapter ➜ refer to Step 5.

Step 5: Disconnect the Keyboard and Battery to Check the Battery Connector Pins

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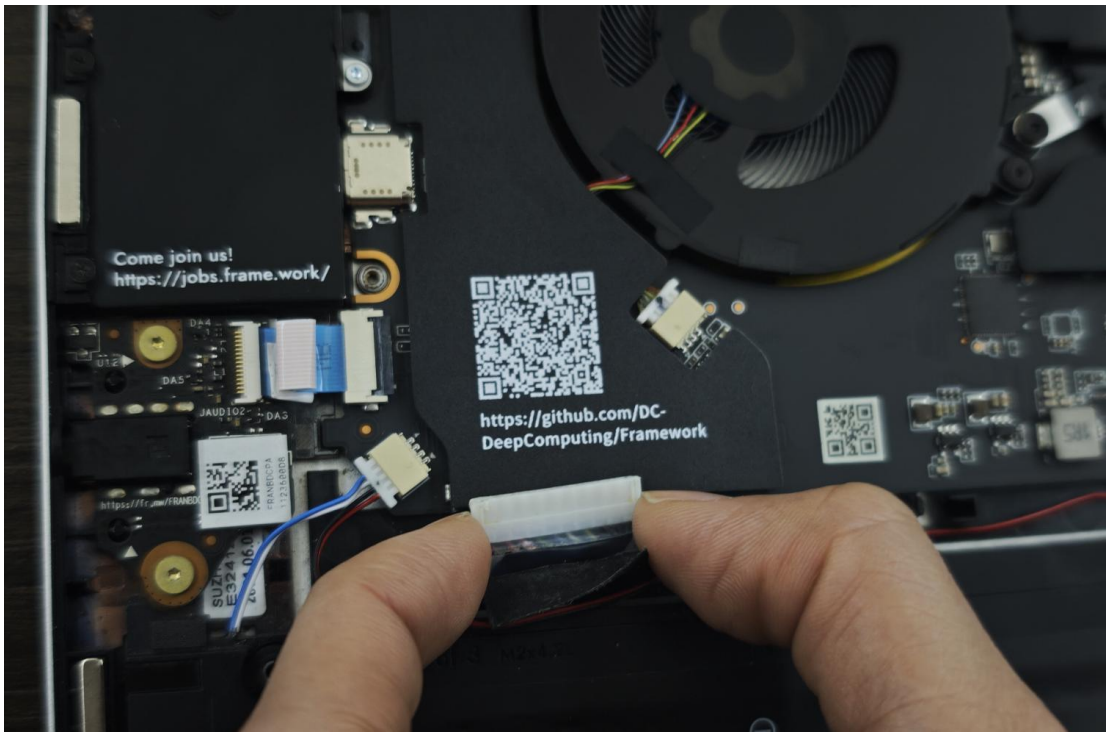
https://github.com/DC-DeepComputing/Framework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5.1 Battery connector pins are normal

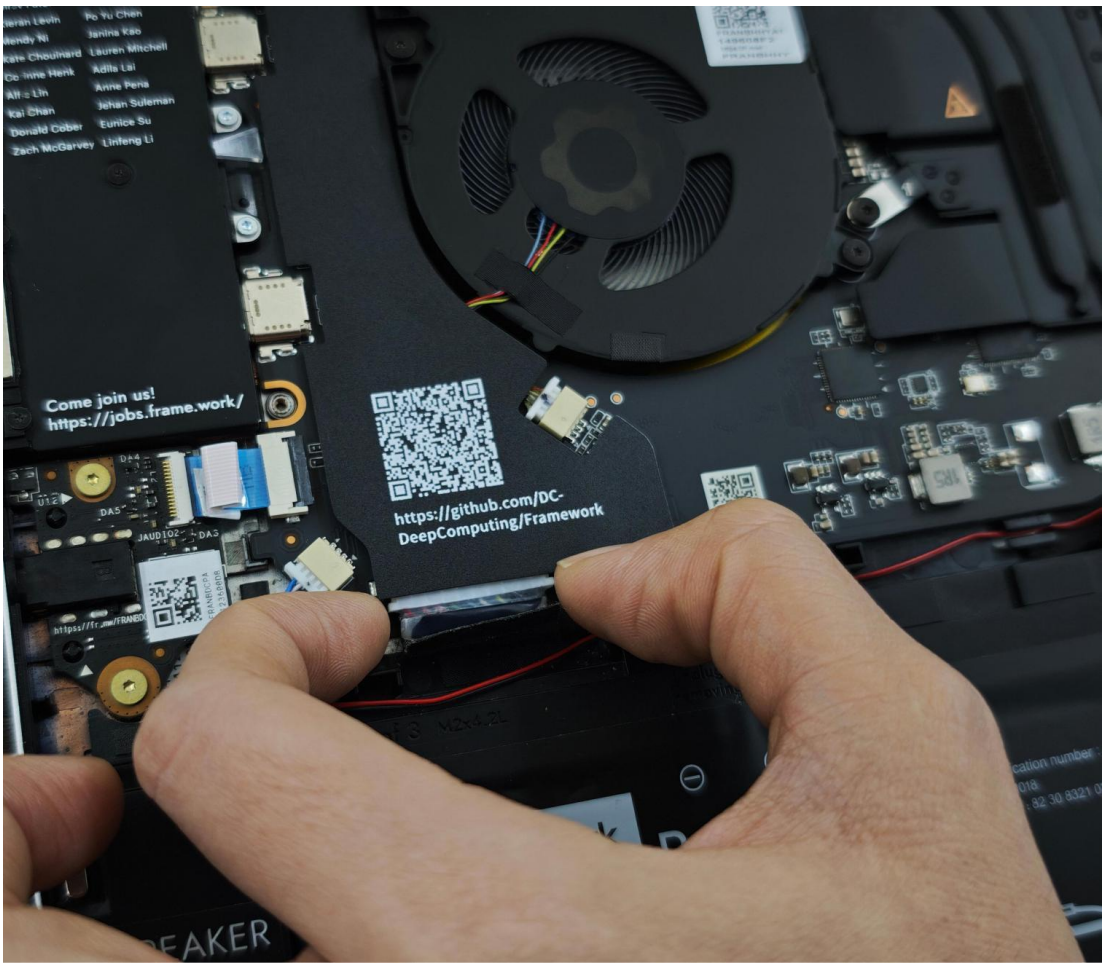
- If the battery connector pins are intact, reconnect the power and check whether the mainboard's charging indicator light illuminates ➜ refer to Step 6.

5.2 Battery connector pins are deformed

- If the battery connector pins are deformed, correct the pins, reinsert the battery cable, and press the power button again to boot.

Step 6: Disconnect the Keyboard and Battery, and Connect a USB-C PD Power Adapter to Check the Mainboard's Charging Indicator Light

framework
SPEAKER
BATTERY
FRANBBATA
1121105M7
Li-ion 00
TOUCHPAD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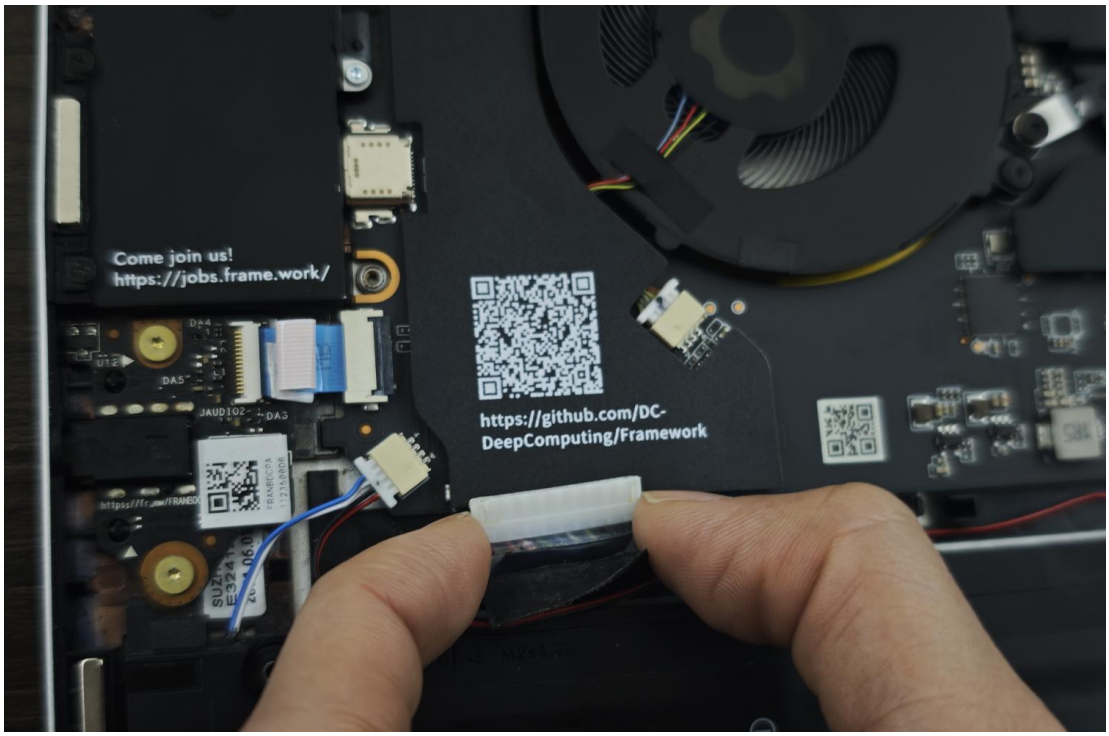
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6.1 Mainboard charging indicator lights flash red

6.1.1 If both charging lights on the mainboard flash red, press the power button on the mainboard.

Case 1: If there is still no response after pressing the button, it could be an EC circuit failure (indicating a mainboard failure). Contact support@deepcomputing.io for help.

Case 2: If boot successfully, it could be a keyboard cable or battery/charging circuit failure.

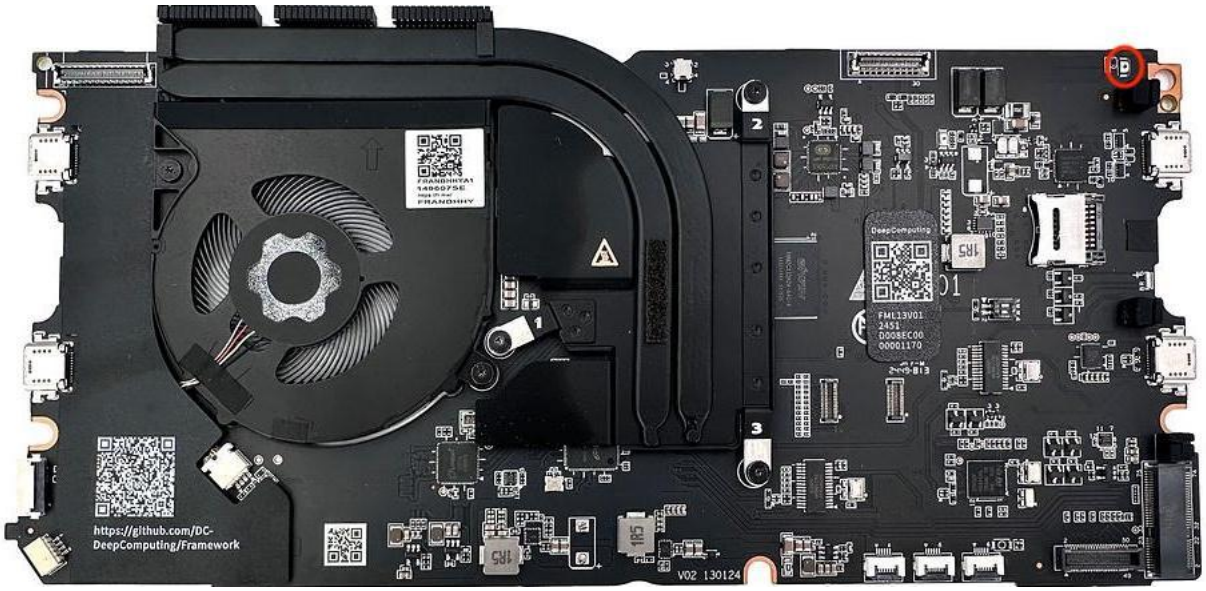
- Still no response after pressing the button, it could be a keyboard cable failure. Please replace it with a new one.
- If the device powers on normally, it could be a charging circuit or battery failure. Contact support@deepcomputing.io for support.

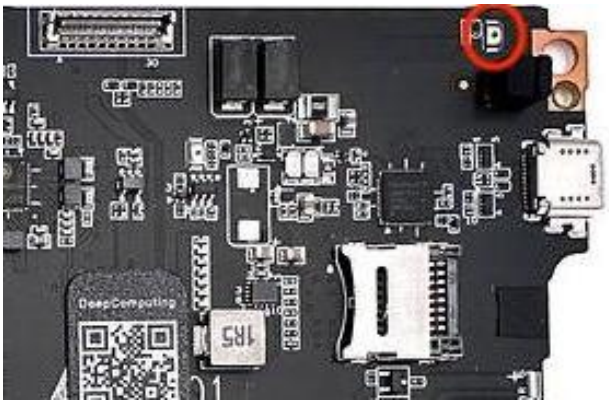
6.2 Mainboard charging indicator lights remain off

- EC firmware failure. Re-flash the EC firmware (instructions please check GitHub Link: Burn document). And try to boot again.

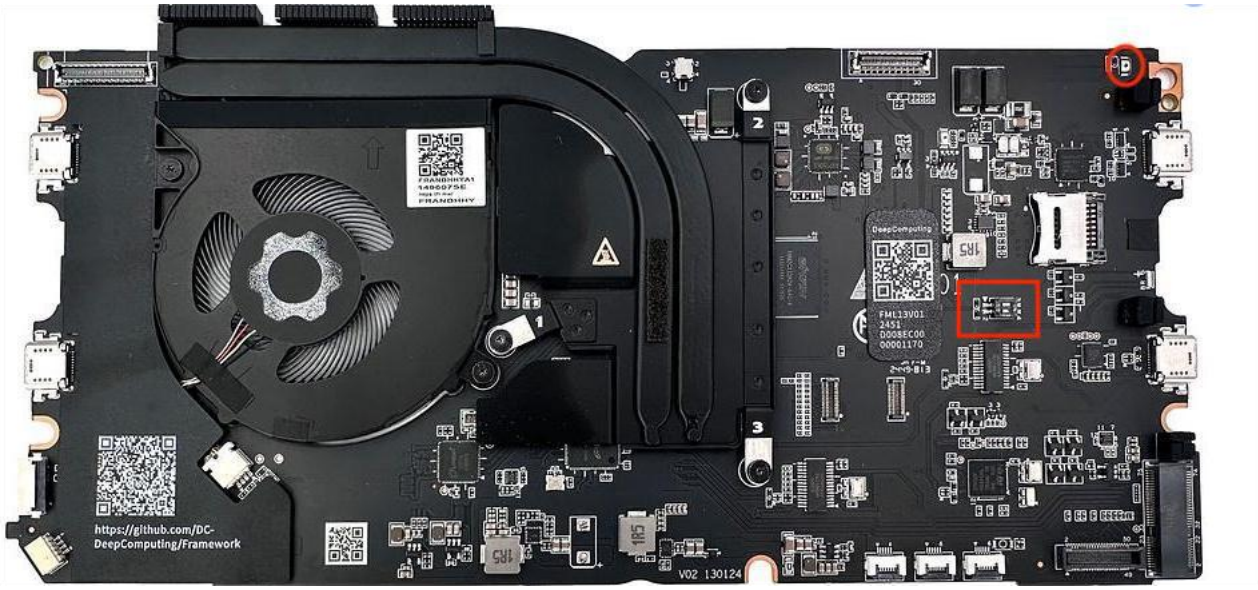
Appendices

1. Power Button on the Mainboard





2. Boot Switch (TF Card Boot Mode)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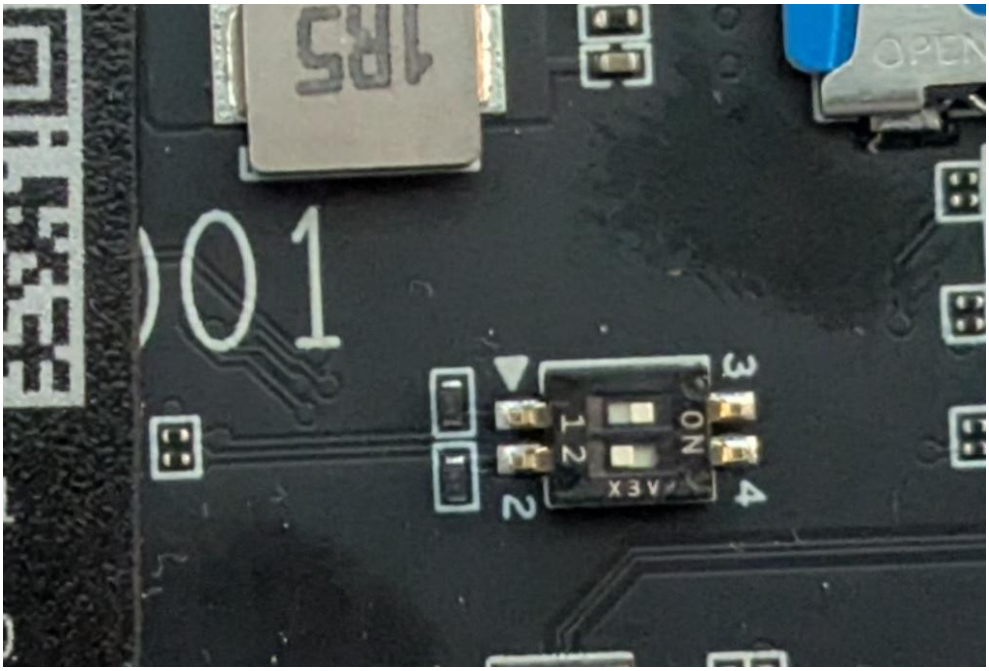
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