

# Surface Repairability



## Customer Empowered Repair Solutions

Surface Repairability provides customers with more control, more options and better value for continued worker productivity, device security, and reduced waste. It places repair services, protection plan choices and decision making in the hands of the customer.

### More Control

Many Surface devices are now repairable, giving customers more control over how they manage and track devices at scale, repair their remote and on-site Surface devices, and with self-repair and Microsoft's Drive (SSD) Retention manage device security.

### More Options

Customers decide how to get their devices back online when issues arise. Depending on business need, customers can utilize either self-service repair<sup>1</sup>, Microsoft in-region repair or for tailored support, a Microsoft Authorized Service provider (ASP)<sup>2</sup>.

### Better Value

Microsoft's reduce, reuse, and recover model minimizes waste, and, with Microsoft's Management Portals, customers can reduce manual work and lower IT cost. Additionally, Microsoft Protection Plans<sup>3</sup> protect the investment and extend the use of the device.

1. Device damage caused during self-service repair will not be covered under Microsoft's Hardware Warranty or protection plans.
2. Service and repair facilities vary by region.
3. Protection Plans vary by market. Please visit the [Surface Warranty and Protection Plan](#) page to see availability.

# Customer centric repair solutions

## Improved device security

Repairable Surface devices bring another layer of customer control with replacement components<sup>1</sup> and Microsoft's Drive (SSD) Retention. Drive (SSD) Retention means customers can retain the SSD from a device during a service event, giving more control over privacy, data, and security

## Device management at scale

Microsoft's Surface Management Portal provides a centralized solution to self-serve, manage and monitor Surface devices at scale. The simplified view, designed for modern hybrid workforces, highlights device health and quickly enables issue resolution. All of this, plus the ability to manage warranty status and support requests, helps businesses reduce manual labor and lower IT costs.

## Expanding repair service options

As part of Microsoft's commitment to provide great service and support to all commercial customers, we're building a great network of ASPs to help repair and service customer's Surface devices. ASPs perform repairs on behalf of Microsoft, have direct access to Microsoft support, and use genuine Microsoft parts.



# Warranty & Protection Plans for Surface Devices

For peace of mind, every Surface comes with a minimum of 1-year Microsoft Limited Hardware Warranty.<sup>2</sup> For customers who want to maximize and protect their Surface investments beyond the warranty they can opt to purchase one of the available Microsoft Protection Plans. The extended coverage protects their device investment and helps extend the use of their Surface devices.



Contact your Connection Account Team for more information.

Business Solutions	Enterprise Solutions	Public Sector Solutions
1.800.800.0014	1.800.369.1047	1.800.800.0019
<a href="http://www.connection.com/Surface">www.connection.com/Surface</a>		

1. Availability of replacement components vary by product, by market, and over time. See Microsoft Service Guides at Download Surface Service Guides from Official Microsoft Download Center.
2. Without prejudice to any legal (statutory) rights to which you may be entitled under your local law, Microsoft Limited Hardware Warranty covers your device for one year from the date of original purchase from Microsoft or an authorized reseller. Restrictions apply