

# Surface Australia On-Site service and repair

Article • 01/04/2023 • 2 minutes to read • Applies to: Windows 10, Windows 11

This service is one of the benefits available under the Microsoft Extended Hardware Service Plan Plus with On-Site ("EHS Plus with On-Site") for eligible Microsoft Surface series devices.<sup>1</sup> This plan is only offered in Australia at this time.

## Customer eligibility

EHS Plus with On-Site is a commercial Protection Plan available for purchase by enterprise customers, including educational institutions, through a [Microsoft Authorized Reseller](#).<sup>2</sup>

## Eligible devices (commercial versions only)

- Microsoft Surface Laptop 5 for Business
- Microsoft Surface Pro 9 for Business
- Microsoft Surface Pro 9 with 5G for Business

## What is covered

EHS Plus with On-Site covers mechanical breakdown that results in the device no longer being able to perform its intended function caused by workmanship or manufacturing defects.<sup>3</sup> Refer to the Terms & Conditions for Extended Hardware Services Plan Plus with On-Site for more information about coverage and exclusions available here: [Warranty and Protection Plan Terms & Conditions](#) .

## Postal Codes for availability

- [Australian Capital Territory](#)
- [New South Wales](#)
- [Queensland](#)
- [Tasmania](#)
- [Victoria](#)

**Note**

On-site service is part of the extended EHS Plus On-Site Protection plan you purchased, and the services are provided by a Microsoft vendor and not Microsoft.

On-site may not be available within the first 90 days after the original purchase date of an eligible Microsoft Surface series device. As an alternative, Microsoft may replace your device using [Next Business Day Advanced Exchange](#).

## References

1. Some services may be provided by an authorized third-party supplier or service provider working on Microsoft's behalf.
2. In Australia, commercial protection plans must be purchased within forty-five (45) days from the original purchase date of an eligible commercial Microsoft Surface device.
3. Service provider's repair technician may repair the covered Microsoft device, but they do not image devices or re-install customer software or data. Repair technicians will also not ensure Microsoft Autopilot or Intune products are re-enabled on the covered Microsoft device.