

Surface for Business service and repair

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Built with integrity by design, many Microsoft Surface devices are now easier to repair¹ and maintain, providing commercial customers with greater flexibility while extending the use of devices.

There are several ways commercial customers can obtain service for Surface for Business devices. You can get service directly from Microsoft or use a third party Authorized Service Provider. Or with skilled technicians, you can repair² devices yourself following official Microsoft instructions in downloadable service guides.

Choose one of the following options:

- **Microsoft in-region repair.** Send devices for repair and return shipping. Create a repair order and mail your device using the prepaid shipping label provided by Microsoft. For details, see [Microsoft in-region repair](#).
- **Authorized Service Providers.** Send devices to an Authorized Service Provider (ASP) who perform repairs on Microsoft's behalf. For details, see [Surface repair by Microsoft Authorized Service Providers](#).
- **Customer Self Repair.** Self-repair devices using replaceable components available from device resellers. For details, see [Customer self-serve repair](#).

Surface devices and replaceable components



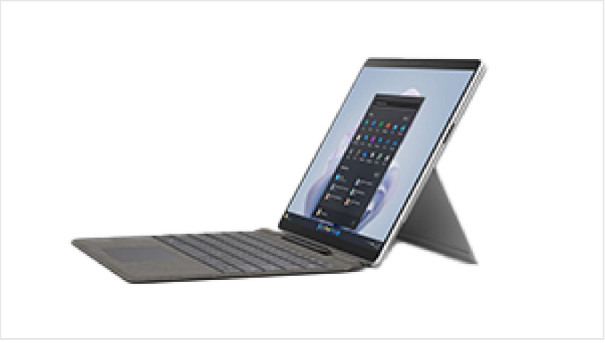
Microsoft recommends that only technically inclined individuals with the knowledge, experience, and requisite tools perform repairs in accordance with the relevant [Surface Services Guide instructions](#) available on the Microsoft Download Center.




⊗ Caution

Opening or repairing your device can present electric shock, device damage, fire and personal injury risks, and other hazards. Use caution if undertaking do-it-yourself repairs. Further, any resulting damage caused will not be covered under Microsoft's Limited Hardware Warranty or purchased protection plan.

ⓘ Note

Replaceable components have a 1-year Microsoft Limited Hardware Warranty³ and can be purchased from a **Microsoft Authorized Device Reseller** .

Device	Replaceable components
Surface Pro 7+ 	<ul style="list-style-type: none">- Kickstand- SSD door- Removable solid-state drive (rSSD)
Surface Pro 8 	<ul style="list-style-type: none">- Kickstand- SSD Door- Removable solid-state drive (rSSD)- Touch Display Module (Screen)
Surface Pro 9 	<ul style="list-style-type: none">- Kickstand- Touch Display Module (Screen)- USB-C- Surface Connect- Back cover (aka Bucket)- Speaker & Wi-Fi Modules- Battery- Thermal Module- Camera Front & Rear- Camera Deck- Power & Volume Button- Motherboard- SSD Door- Removable solid-state drive (rSSD)

Device	Replaceable components
Surface Pro 9 5G 	<ul style="list-style-type: none">- Kickstand- USB-C & Audio Jacks- Surface Connect- Back cover ⁴ (aka Bucket)- Speaker- Battery- Thermal Module- Camera Front & Rear- Camera Deck- Screen (Touch Display Module)- Power & Volume Button- Motherboard- SSD Door- Removable solid-state drive (rSSD)
Surface Laptop 3 	<ul style="list-style-type: none">- A/B-Cover (Display module)- C-Cover (Keyboard)- Feet & Screws- Removable solid-state drive (rSSD)
Surface Laptop 4 	<ul style="list-style-type: none">- A/B-Cover (Display module)- C-Cover (Keyboard)- Feet & Screws- Removable solid-state drive (rSSD)

Device	Replaceable components
Surface Laptop 5	<ul style="list-style-type: none">- Kickstand- A/B-Cover (Display module)- C-Cover (Keyboard)- Feet & Screws- USB-C & Audio Jacks- Surface Connect- Bucket- Speaker & Wi-Fi Modules- Battery- Thermal Module- Motherboard- Removable solid-state drive (rSSD)
Surface Laptop Go 2	<ul style="list-style-type: none">- A/B Cover (Display module)- Removable solid-state drive (rSSD)- C-Cover (Keyboard)- Feet- Battery- Fingerprint Reader- Surface Connect
Surface Laptop Studio	<ul style="list-style-type: none">- A/B Cover (Display module)- C- cover (Keyboard)- Charging Port- USB-C & Audio Jacks- Removable solid-state drive (rSSD)- Cosmetic Plate- Keyboard/Trackpad- Feet
Surface Studio 2+	<ul style="list-style-type: none">- Removable solid-state drive (rSSD)- Motherboard- A/B-Cover (Display module)- Thermal Module

Device	Replaceable components
Surface Laptop SE 	<ul style="list-style-type: none">- A/B Cover (Display module)- C-Cover (Keyboard)- Bucket- Feet & Screws- Speaker & Wi-Fi Modules- Motherboard

Surface service guides

Downloadable service guides provide step-by-step instructions for servicing specific devices. This documentation and instructions are intended for use by skilled technicians and IT professionals only.

- [Download service guides](#)

Repair videos

Demos from Surface engineering show how to disassemble replaceable components, as documented in Surface service guides.

- [Surface Pro 9](#)
- [Surface Laptop 5](#)
- [Surface Studio 2+](#)
- [Surface Laptop Go 2](#)
- [Surface Laptop Studio](#)
- [Surface Laptop SE](#)

Support

- [Surface Support for Business and Education customers](#)
- [In-store Support](#)
- [Purchase replaceable Components at our Authorized Resellers](#)

Self help tips & tools

- [Surface Diagnostic Toolkit for Business](#)
- [Top support solutions for Surface devices](#)
- [Microsoft 365 admin center](#) (Microsoft Manager Centralized solution)
- [Preparing Surface devices for service](#)
- [Microsoft Packing and Shipping Instructions](#)
- [Protect data during service](#)

References

1. Repairing your device with a replaceable component does not impact Microsoft's Limited Warranty, however any damage to the device resulting from a repair performed by someone other than Microsoft or an Authorized Service Provider will not be covered under Microsoft's warranty or protection plan.
2. Customer self-repair is only available on Microsoft devices with a removable component per the product's technical specifications. Microsoft recommends that self-repair be performed by technically inclined individuals with the knowledge, experience and required tools while following a Microsoft Service Guide. Opening or repairing your device can present various risks, such as electric shock, device damage, fire and personal injury risks, and other hazards. Use caution if undertaking do-it-yourself repairs. Further, any resulting damage caused will not be covered under Microsoft's Limited Hardware Warranty or purchased protection plan.
3. Microsoft's Limited Hardware Warranty is in addition to any right you may have under consumer or other laws applicable to you.
4. Back cover (aka bucket) for Surface Pro 9 with 5G is only available in select markets and is currently unavailable in US.