Microsoft

Environmental information

Surface Laptop Go 2 and Surface Laptop Go 3

Model 2013

Service and battery replacement

If your Surface Laptop Go 2 or Surface Laptop Go 3 requires service, please visit our <u>Surface</u> <u>Laptop Go 2 and Surface Laptop Go 3 support</u>. Many common problems can be addressed using the resources and instructions provided at this site. If the resources and instructions do not solve the problem, the site will guide you to the device service and repair portal, which will allow you to check the <u>warranty status</u> of your product, <u>find out out-of-warranty and/or repair</u> <u>costs</u>, and <u>submit a service request</u>. The Surface Laptop Go 2 and Surface Laptop Go 3's lithiumion battery is replaceable and the service options can be obtained on the <u>Surface Laptop Go 2</u> <u>and Surface Laptop Go 3 support</u>.

Spare parts

Replacement power supply units are available for a minimum of one year after the end of production of Surface Laptop Go 2 and Surface Laptop Go 3 on the <u>Microsoft Store</u> or through your commercial reseller.

The list of Serviceable parts, and how to obtain service or replacement parts, is available on <u>Microsoft Self-Repair Support Site</u> or through your commercial reseller. Spare parts will be available for a minimum of one year after the end of production of Surface Laptop Go 2 and Surface Laptop Go 3.

Packaging

Retail packaging for Surface Laptop Go 2 and Surface Laptop Go 3 contains a minimum of 60% recycled content in wood-based fiber packaging.

Retail packaging for Surface Laptop Go 3 contains a minimum of 61% recycled content in woodbased fiber packaging.

Commercial all-in-one packaging for Surface Laptop Go 2 contains a minimum of 65% recycled content in wood-based fiber packaging.

Commercial all-in-one packaging for Surface Laptop Go 3 contains a minimum of 64% recycled content in wood-based fiber packaging.



Commercial bulk packaging for Surface Laptop Go 2 contains a minimum of 80% recycled content in wood-based fiber packaging.

Information for reuse and recycling facilities

Reuse and recycling facilities can obtain the Information for Reuse and Recycling Facilities Sheet for Surface Laptop Go 2 and Surface Laptop Go 3 by emailing <u>askect@microsoft.com</u>. The Information for Reuse and Recycling Facilities Sheet includes the following information:

- Disassembly instructions including identifying the required tools;
- Information identifying the presence and location of all materials and components that require selective treatment;
- Method of attachment of the product's lithium-ion battery;
- Instructions for lithium-ion battery removal;
- List of tools required for lithium-ion battery removal.

Product environmental life cycle assessment

We design our products to meet the highest expectations for performance, safety, and sustainability. We do this through life cycle thinking. We perform life cycle assessments (LCA) to calculate the environmental impact of our hardware products and activities. This allows us to identify the key stages in the product life cycle where the largest environmental impacts occur and helps us minimize these impacts. The greenhouse gas emissions, primary energy consumption and material composition data for Surface Laptop Go 2 and Surface Laptop Go 3 are published in our <u>Ecoprofiles</u>.