Microsoft

Environmental information

Surface Pro 5 and Surface Pro 6

Model 1796 (wifi) and Model 1807 (LTE)

Service and battery replacement

If your Surface Pro requires service, please visit our Surface Pro support page. 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 warranty status of your product, find out out-of-warranty and/or repair costs, and submit a service request. If necessary, we will replace the battery by issuing a replacement product. The Surface Pro's lithium-ion battery is not user-replaceable.

Packaging

Recycled content in wood-based fiber packaging: 46% or higher

Information for recyclers

Reuse and recycling facilities can obtain the Information for Recyclers Sheet for Surface Pro 5 and Surface Pro 6 by emailing askect@microsoft.com. The Information for Recyclers Sheet includes the following information:

- Disassembly instructions;
- 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 Pro are published in its eco profile.