

Environmental information

Surface Go

Model 1824, 1825

Service and battery replacement

If your Surface Go requires service, please visit our [Surface Go 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 Go's lithium-ion battery is not user-replaceable.

Spare parts

Replacement power supply units for Surface Go are available from the [Microsoft Store](#) and other retailers. Compatible power supply units will be available for at least one year after the end of production of Surface Go.

Packaging

Recycled content in wood-based fiber packaging: 65% or higher

Information for reuse and recycling facilities

Reuse and recycling facilities can obtain the Information for Reuse and Recycling Facilities Sheet for Surface Go by emailing aspekt@microsoft.com. The Information for Reuse and Recycling Facilities 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.