Microsoft

Environmental information
Xbox Series S

Model 1883

Service

If your Xbox Series S requires service, please visit our Xbox 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.

Spare parts

Replacement power cables for Xbox Series S are available from the Xbox support page and other retailers. The following components will be available for Microsoft repair operations for at least two years after the last Xbox Series S sales cease.[1]

- Mother board
- Internal power supply

Information for reuse and recycling facilities

Reuse and recycling facilities can obtain the Information for Reuse and Recycling Facilities Sheet for Xbox Series S by emailing askect@microsoft.com. The Information for Reuse and Recycling Facilities Sheet includes the following information:

- Disassembly instructions, including list of tools required
- Information identifying the presence and location of all materials and components that require selective treatment

Xbox Series S Repairability Assessment Information

Following is an assessment of this product's repairability based on EN 45554:2020:

Assessment Criteria	Classification options
Fasteners and Connectors – how reversible / reusable are the fasteners	**Reusable (Class A):** An original fastening system that can be completely reused, or any elements of the fastening system that cannot be reused are supplied with the new part for the repair, reuse or upgrade process.

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[1] Series S consoles have an internal power supply and lack HDD and optical drive

Assessment Criteria	Classification options
Tools – how available are the tools necessary to carry out repair, reuse, and upgrade processes	**Basic tools, no tools, provided tools (Class A)**: A repair, reuse, or upgrade process, which can be carried out without the use of any tools, or with a tool or set of tools that is supplied with the product or spare part, or with basic tools.
Skill Level required to repair	**Manufacturer or authorized expert (Class D):** If a repair, reuse, or upgrade process cannot be carried out by a person in the above categories but can be carried out by the manufacturer or a person who is directly trained and audited by the manufacturer, the process is categorized as feasible for a manufacturer or its authorized expert.
Diagnostic support and interfaces	**Proprietary interface (Class D):** If a repair, upgrade, or reuse process can only be carried out using proprietary tools for diagnosis, change of settings or transfer of software, which are not included with the product, that process is categorized as needing a proprietary interface.
Availability of Spare parts	**Available to the manufacturer only (Class D):** A repair, reuse, or upgrade process, for which the necessary spare part(s) is/are not available to the general public or to independent or authorized repair service providers as described above (Classes A, B and C), but is/are available to the product manufacturer.
Spare part interfaces	**Proprietary part with non-standard interface (Class C):** A part that is proprietary and has no standard interface.
Spare part availability target groups	**Available to the manufacturer only (Class D):** A repair, reuse, or upgrade process, for which the relevant information is not available to the general public or to independent or authorized repair service providers but is available to the product manufacturer.
Return options	**Basic return options (Class B):** A repair, reuse, or upgrade process, for which a basic return service is available. e.g., basic return option like a mail-back program or a collection point for products in need of repair or upgrade.
Data Management – can the user transfer ownership without transferring personal data	**No data stored or built-in (Class A):** A reuse process: - involving a product that does not store any data; or - for which built-in secure data transfer or deletion functionality is available and easily accessible to support the deletion or transfer of all data contained in data storage parts (e.g., hard drives, solid-state drives, cloud-based storage) in function of the risks faced and in order to grant the security of personal data and to facilitate the reuse of these parts.
Password and factory reset for reuse	**Integrated reset (Class A):** A reuse process, for which password reset and restoration of factory settings (whilst ensuring security of personal data of the previous user) is permitted without restrictions, using functionality integrated within the product.