

Environmental information

Surface Duo

Models 1930, 1930R

Service and battery replacement

If your Surface Duo requires service, please visit our [Surface Duo 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 login to the device service and repair portal, which will allow you to check the warranty status of your product, [determine 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 Duo's lithium-ion batteries are not user-replaceable.

Spare parts

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

Packaging

The packaging for Surface Duo contains a minimum of 65% or higher recycled content in wood-based fiber packaging. The packaging for this product contains 58% post-consumer recycled content and it is 97% recyclable by weight.

Information for reuse and recycling facilities

Reuse and recycling facilities can obtain the Information for Reuse and Recycling Facilities Sheet for Surface Duo by emailing askect@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

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 computers are published in our [Ecoprofile Website](#).