

Environmental information

Surface Laptop Go 2

Model 2013

Service and battery replacement

If your Surface Laptop Go 2 requires service, please visit our [Surface 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-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 Laptop Go's lithium-ion battery is not user-replaceable.

Spare parts

Replacement power supply units for Surface Laptop Go 2 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 Laptop Go.

Packaging

Retail packaging for Surface Laptop Go 2 contains a minimum of 60% recycled content in wood-based 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 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 by emailing asect@microsoft.com. 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 are published in its [Ecoprofile](#).