

Environmental information

Surface Go 4

Model 2067

Service and battery replacement

If your Surface Go 4 requires service, please visit our [Surface Go 4 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 and [submit a service request](#). The Surface Go 4's lithium-ion battery is replaceable and the service options can be obtained for the Surface Go 4 on the [Surface Support for Business and Education customers support page](#).

Spare parts

Replacement power supply units for Surface Go 4 are available from the [Microsoft Store](#), or through your commercial reseller, and will be available for a minimum of one year after the end of production of Surface Go 4.

The list of Serviceable parts, and how to obtain service or replacement parts, is available on [Microsoft Self-Repair Support Site](#) or through your commercial reseller. Spare parts will be available for a minimum of one year after the end of production of Surface Go 4.

Packaging

Commercial packaging for Surface Go 4 contains a minimum of 61% 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 Go 4 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.

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 [ecoprofiles](#).