Microsoft

Environmental information

Surface Laptop Studio 2

Model 2029

Service and battery replacement

If your Surface Laptop Studio 2 requires service, please visit our Surface Laptop Studio 2 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. The Surface Laptop Studio 2's lithium-ion battery is replaceable and the service options can be obtained on the Surface Laptop Studio 2 support.

Spare parts

Replacement power supply units are available for a minimum of one year after the end of production of Surface Laptop Studio 2 on the Microsoft Store or through your commercial reseller.

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 Laptop Studio 2.

Packaging

Retail packaging for Surface Laptop Studio 2 contains a minimum of 67% recycled content in wood-based fiber packaging.

Commercial packaging for Surface Laptop Studio 2 contains a minimum of 69% recycled content in wood-based fiber packaging.

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Information for reuse and recycling facilities

Reuse and recycling facilities can obtain the Information for Reuse and Recycling Facilities Sheet for Surface Laptop Studio 2 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 ecoprofiles.