

Environmental information

Surface Pro 9 (with 5G)

Models 1996 and 1997

Service and battery replacement

If your Surface Pro 9 requires service, please visit our [Surface Pro 9 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](#). If necessary, we will replace the battery by issuing a replacement product. The Surface Pro 9's lithium-ion batteries are not user-replaceable.

Spare parts

Replacement power supply units for Surface Pro 9 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 Pro 9.

Packaging

Retail packaging for Surface Pro 9 contains a minimum of 68% recycled content in wood-based fiber packaging. Commercial packaging for Surface Pro 9 contains a minimum of 87% 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 Pro 9 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](#).