



Surface Series:

Microsoft Surface Warranty and TD SYNnex Warranty Options

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Microsoft Surface Warranties – OLD Devices

	Go 2-3	Pro 8-9	Laptop 4-5	Laptop Go 1-2	Laptop Studio 1	Studio 1-2	Duo 1-2
Extended Hardware Service (covers mechanical breakdown + advance exchange)							
2 Years	W49-00044	W49-00050	W49-00053	W49-00047	W49-00056	W49-00010	W49-00026
3 Years	A9W-00102	A9W-00001	A9W-00073	A9W-00129	A9W-00159	A9W-00082	A9W-00154
4 Years	VP3-00064	VP3-00032	VP3-00042	VP3-00087	VP3-00111	VP3-00134	X
Extended Hardware Service Plus (covers mechanical breakdown + advance exchange, NBD replacement and drive retention)							
2 Years	NRB-00013	NRB-00019	NRB-00022	NRB-00016	NRB-00025	NRB-00028	X
3 Years	NRI-00013	NRI-00019	NRI-00022	NRI-00016	NRI-00025	NRI-00028	X
4 Years	NRQ-00013	NRQ-00019	NRQ-00022	NRQ-00016	NRQ-00025	NRQ-00028	X
Complete for Business (covers mechanical breakdown and accidental damage + advance exchange)							
2 Years	W47-00056	W47-00053	W47-00055	W47-00120	W47-00161	W47-00008	W47-00156
3 Years	F9W-00116	A9W-00005	F9W-00095	F9W-00176	F9W-00215	X	F9W-00210
4 Years	HP3-00063	HP3-00003	HP3-00039	HP3-00114	HP3-00147	X	X
Complete for Business Plus (covers mechanical breakdown and accidental damage + advance exchange NBD replacement and drive retention)							
2 Years	W47-00017	W47-00108	W47-00112	W47-00131	W47-00173	X	X
3 Years	F9W-00108	F9W-00159	F9W-00163	F9W-00186	F9W-00227	X	F9W-00172
4 Years	HP3-00055	HP3-00102	HP3-00106	HP3-00125	HP3-00159	X	X

⚠ IMPORTANT: The selling of a warranty protection plan on a Surface device must happen within **45 calendar days** after the device's distributor invoice date. End User email address is also required on all warranty orders, we can't use Reseller email address on behalf of the end user. Microsoft strictly implements this rule and will decline any orders made after the allowed period and/or missing end user information. Customer can submit a ticket thru this [link](#) or call 1-877-568-2495 (toll free), 905-568-0434 (GTA)

Microsoft Surface Warranties – OLD Devices



Microsoft Surface Warranties – NEW Devices

	Go 4	Pro 10	Laptop 6	Laptop Go 3	Laptop Studio 2	Hub 50"	Hub 85"
Extended Hardware Service (covers mechanical breakdown)							
2 Years	W49-00168	W49-00186	W49-00203	W49-00169	W49-00170	QDU-00005	QDU-00063
3 Years	A9W-00209	A9W-00265	A9W-00282	A9W-00210	A9W-00211	QDT-00005	QDT-00071
4 Years	VP3-00156	VP3-00206	VP3-00223	VP3-00157	VP3-00158	X	X
5 Years	X	X	X	X	X	I81-00017	I81-00035
Extended Hardware Service Plus (covers mechanical breakdown + advance exchange, NBD replacement and drive retention)							
2 Years	NRB-00113	NRB-00141	NRB-00158	NRB-00114	NRB-00115	X	X
3 Years	NRI-00112	NRI-00140	NRI-00157	NRI-00113	NRI-00114	X	X
4 Years	NRQ-00112	NRQ-00140	NRQ-00157	NRQ-00113	NRQ-00114	X	X
Complete for Business (covers mechanical breakdown and accidental damage)							
2 Years	W47-00206	W47-00229	W47-00238	W47-00207	W47-00208	X	X
3 Years	F9W-00257	F9W-00288	F9W-00297	F9W-00258	F9W-00259	X	X
4 Years	HP3-00205	HP3-00216	HP3-00225	HP3-00206	HP3-00207	X	X
Complete for Business Plus (covers mechanical breakdown and accidental damage + advance exchange NBD replacement and drive retention)							
2 Years	ZWK-00018	ZWK-00033	ZWK-00042	ZWK-00019	ZWK-00020	X	X
3 Years	ZWL-00015	ZWL-00032	ZWL-00041	ZWL-00016	ZWL-00017	X	X
4 Years	ZWM-00017	ZWM-00033	ZWM-00042	ZWM-00018	ZWM-00019	X	X

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Microsoft Surface Warranties – NEW Devices



TD SYNnex - Surface Warranties

	Pro 7	Pro 7+	Pro 8	Go 2	Go 3	Laptop 3	Laptop 4	Pro X (SQ1)	Pro X (SQ2)
Extended Hardware Service Warranty Plan (covers mechanical breakdown)									
2 Years	EXW-00011	EXW-00021	EXW-00031	EXW-00061	EXW-00071	EXW-00041	EXW-00051	EXW-00081	EXW-00091
3 Years	EXW-00012	EXW-00022	EXW-00032	EXW-00062	EXW-00072	EXW-00042	EXW-00052	EXW-00082	EXW-00092
4 Years	EXW-00013	EXW-00023	EXW-00033	EXW-00063	EXW-00073	EXW-00043	EXW-00053	EXW-00083	EXW-00093
Complete for Business Warranty Plan (covers accidental damage)									
2 Years	X	X	X	X	X	X	X	X	X
3 Years	X	X	X	X	X	X	X	X	X
4 Years	X	X	X	X	X	X	X	X	X
Complete for Business Plus Warranty Plan (covers accidental damage with expedited replacement and drive retention)									
2 Years	X	X	X	X	X	X	X	X	X
3 Years	X	X	X	X	X	X	X	X	X
4 Years	X	X	X	X	X	X	X	X	X

⚠ IMPORTANT: The selling of a warranty protection plan on a Surface device must happen within **90 calendar days** after the device's distributor invoice date. End User email address is also required on all warranty orders, we can't use Reseller email address on behalf of the end user. Contact microsoftspca@tdsynnex.com for warranty claims.

2024 Surface Device Portfolio

2-in-1 Tablets

Devices that revolutionized a focus on flexibility, power, and mobility



Go 4

The most portable Surface



Pro 10

The iconic Surface form factor

Laptops

Devices that raised the bar on impact, married design to collaboration and never sacrificed on performance



Laptop Go 3

The most portable everyday laptop



Laptop 6

The perfect everyday laptop



Laptop Studio 2

Incredibly powerful, infinitely flexible

Large Displays

All the power of a static desktop in sleek, modern form factors for where experience matters



Surface Studio 2+

The most powerful Surface desktop



Surface Hub 3

The revolutionary all-in-one digital whiteboard

Copilot+PC

Devices that advance the era of AI



Pro 11

The most intelligent tablet



Laptop 7

The most intelligent laptop

Got questions? Email us at
MicrosoftSurfaceCA@tdsynnex.com

