

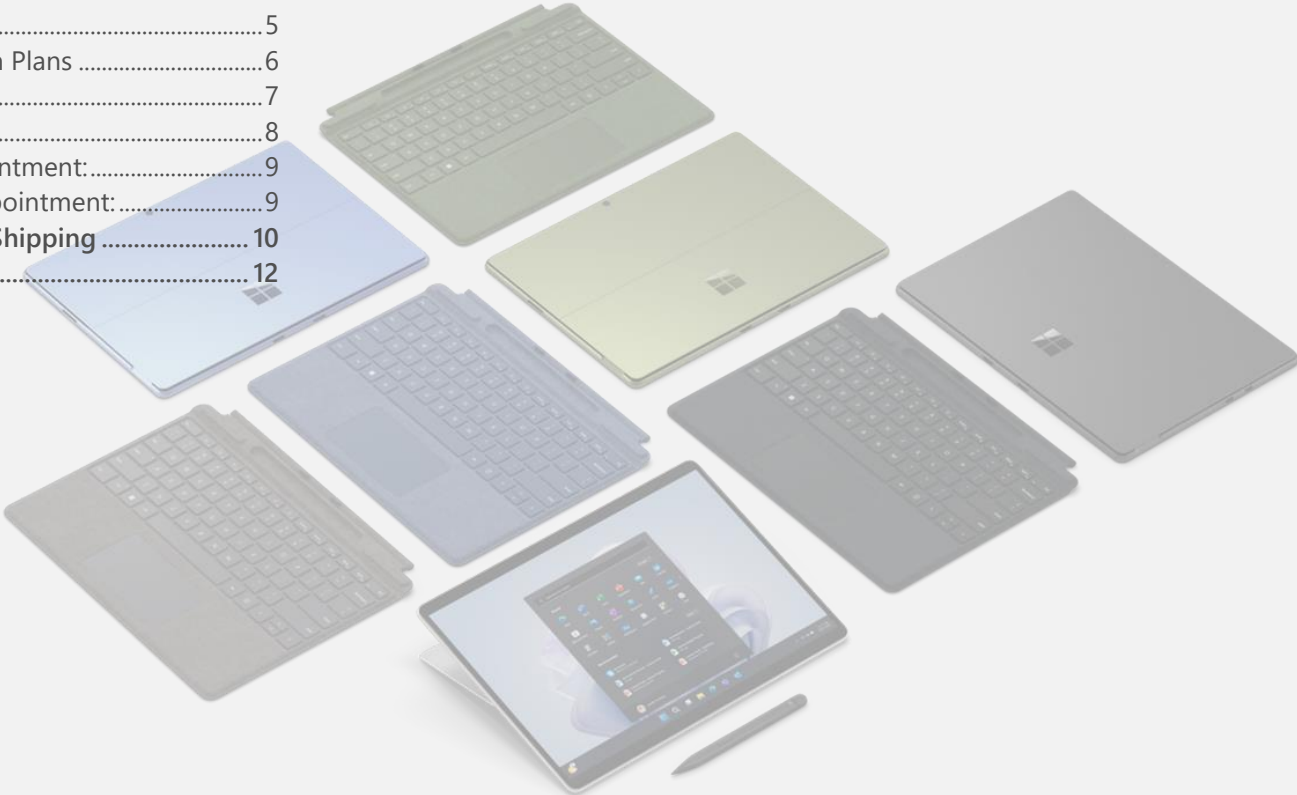
# Microsoft Extended Hardware Service Plus with On-Site



Nov 16<sup>th</sup>, 2022

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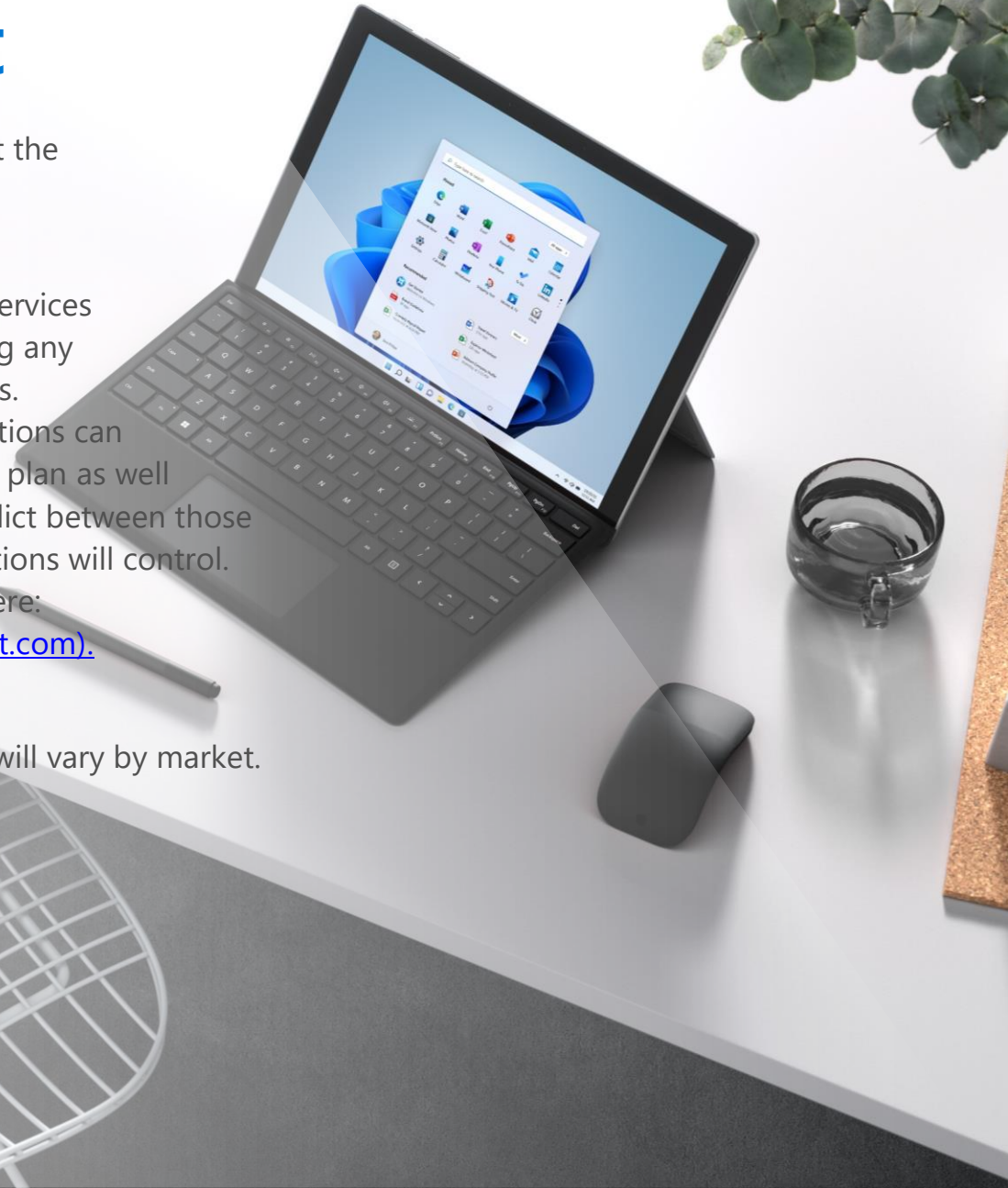


# About this document

This service description provides you with information about the benefits available for covered devices under the Microsoft Extended Hardware Service Plan Plus with On-Site.

Please use this document to review the descriptions of the services included in the protection plan that you purchased, including any prerequisites, how to obtain service, and your responsibilities. Information about the protection plans' coverage and limitations can be found in the Terms & Conditions governing your specific plan as well as any accompanying documentation. In the event of a conflict between those documents and this Service Description, the Terms & Conditions will control. You may find the Terms & Condition specific to your plan here: [Warranty and Protection Plan Terms & Conditions \(microsoft.com\)](https://www.microsoft.com/warranty-protection).

**Note:** On-Site repair services are not available globally and will vary by market. Available services are subject to change.



# Extended Hardware Service Plus Plan On-Site Description

Microsoft Extended Hardware Service Plan Plus with On-Site (“**EHS Plus with On-Site**” or “**Protection Plan**”) is a comprehensive set of services that can help resolve hardware-related issues on covered Microsoft Surface series devices.<sup>1</sup> Support Services include:

- Extended coverage after Microsoft’s Hardware Warranty expires.<sup>2</sup>
- Remote diagnostics direct from Microsoft support or Microsoft Authorized Service Providers.
- On-Site repair to resolve covered, serviceable hardware defects or failures.<sup>3</sup>
- Advanced Exchange with Next Business Day shipping for covered non-repairable events.<sup>4</sup>
- Option to keep your own drive with solid state drive retention.

**Note:** With the purchase of any Microsoft Surface device or Protection Plan, you also receive technical support by telephone, for no additional cost, during local business hours.

**Customer Eligibility :** EHS Plus with On-Site is a commercial Protection Plan only available to enterprise customers in Australia, including educational institutions who purchase EHS Plus with On-Site, through a Microsoft authorized reseller.<sup>5</sup>

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<sup>1</sup> Some services may be provided by an authorized third-party supplier or service provider working on Microsoft’s behalf.

<sup>2</sup> Microsoft’s Hardware Warranty is provided in addition to your consumer law rights. Access to On-Site Repair, Drive Retention (SSD), and Advanced Exchange with Next Business Day shipping is provided separately to and in addition to any claims for Microsoft Hardware Warranty benefits for repair or replacement that exist at law.

<sup>3</sup> On-Site may not be available within the first 90 days after purchase of your Protection Plan. If a repair is needed within the first 90 days, Microsoft will replace your device.

<sup>4</sup> To guarantee delivery of a replacement device by the next business day, device replacement request must be completed by the required cutoff times. For more information, please visit our [Next Business Day replacement information page](#). Advanced Exchange with Next Business Day shipping may not be available in all postal codes and is subject to the availability of Microsoft’s authorized overnight delivery carriers.

<sup>5</sup> In Australia, commercial protection plans must be purchased within forty-five (45) days from the original purchase date of an eligible commercial Microsoft Surface device.

## Eligible Devices (must be commercial versions)



- Microsoft Surface Laptop 5 for Business
- Microsoft Surface Pro 9 for Business
- Microsoft Surface Pro 9 with 5G for Business

Please Note: On-Site Repair is not available for Microsoft power supplies, mouse, and keyboards that are packaged with the eligible device. However, these items are eligible for exchange, subject to the EHS Plus with On-Site Terms & Conditions.

## What is Covered?

Generally, EHS Plus with On-Site covers mechanical breakdown and electrical failure that results in the device no longer being able to perform its intended function caused by workmanship or manufacture defects.<sup>6</sup> Refer to the Terms & Conditions for Extended Hardware Services Plan Plus with On-Site for more information about coverage and exclusions available here: [Warranty and Protection Plan Terms & Conditions \(microsoft.com\)](#).

## Markets in Scope

Nov 2022 : Australia

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<sup>6</sup> Service provider's repair technician may repair the covered Microsoft device, but they do not image devices or re-install customer software or data. Repair technicians will also not ensure Microsoft Autopilot or Intune products are re-enabled on the covered Microsoft device.

## Comparison with other Microsoft Protection Plans

Protection plan	On-Site Eligible	Description of Service
<b>Extended Hardware Service Plus with <i>On-Site</i></b>	✓	<p><b>Protection Plan Lengths:</b> 3 or 4 years</p> <ul style="list-style-type: none"> <li>✓ Mechanical Breakdown</li> <li>✓ On-Site Repair after remote diagnostics</li> <li>✓ Advanced Exchange with Next Business Day shipping</li> <li>✓ Drive (SSD) Retention</li> </ul>
<b>Extended Hardware Service</b>	X	<p><b>Protection Plan Lengths:</b> 3 or 4 years</p> <ul style="list-style-type: none"> <li>✓ Mechanical Breakdown</li> <li>✓ Advanced Exchange (excludes Next Business Day shipping)</li> </ul>
<b>Extended Hardware Service \Plus</b>	X	<p><b>Protection Plan Lengths:</b> 3 or 4 years</p> <ul style="list-style-type: none"> <li>✓ Mechanical Breakdown</li> <li>✓ Advanced Exchange with Next Business Day shipping</li> <li>✓ Drive (SSD) Retention</li> </ul>



## Service Support

Experiencing an issue with an eligible and covered device?

First, confirm whether the device is covered:

- Check the coverage status using the Surface Support for Business Online Center <https://mybusinessservice.surface.com>.
- Customers with access to the Microsoft 365 Hardware Support Portal can also check the warranty status and coverage details directly through the portal.

Next,

- **Step 1:** It is recommended that you run the [Surface Diagnostics Tool Kit for Business](#) before contacting support. The Surface Diagnostics Toolkit for Business lets you quickly investigate, troubleshoot, and resolve hardware, software and firmware issues with your Surface device.
- **Step 2:** If you still have issues after running the toolkit, there are multiple ways to contact Microsoft:

### Support

1. Customers can submit support request online through the [Support for Business](#) portal.
2. If you have a Premier or Unified account, please submit support request through the [Services Hub](#).

### Other Support

1. Start your service request using this option [Surface Support for Business and Education customers](#) for Online Support or In-store Support.

Remote diagnostics and troubleshooting will help determine what services are appropriate.

- If the device can be repaired, Microsoft will create an On-Site repair request for you. See "On-Site Repair" section below for more details.
- If the device cannot be repaired and must be replaced Microsoft may create an Advanced Exchange with Next Business Day shipping. See "Advanced Exchange with Next Business Day shipping" section. Also, if your device needs to be replaced, customers can remove and retain their solid-state drive (SSD) to secure their data.

## On-Site Repair

On-Site Repair means a customer may request a repair technician come to your location of choice and repair a covered Microsoft Surface series device. On-Site repair is only available within supported postal codes on eligible devices. Customers must ensure all responsibilities to schedule and prepare for an on-site repair appointment are met before a repair appointment can begin.

### On-Site repair appointments are only available:

- In specific service-supported postal codes. For more information, please refer to this page: [AU Onsite Repair](#)
- Between 9:00 am to 5:00 pm (AET local time), during regular business day. "Business Day" refers to Monday through Friday (excluding local public holidays).

### Your responsibilities in scheduling an appointment:

- Once Microsoft creates an On-Site repair order for you, the service provider will reach out to you using the contact details you provided and ask you to confirm the date and location of your appointment. Note: Individual orders will need to be created for each device needing repair to ensure proper replaceable components are with the repair technician when they are On-site to repair the covered Microsoft Surface series device.
- Depending on your location, time of order creation and service provider's service area and appointment availability, your appointment could be set up as early as one (1) business day.
- When making an On-Site repair appointment with Microsoft, please ensure to you have the contact information of at least two (2) individuals (over the age of 18 years old) at the location you designated for the repair to occur, who can grant the repair technician access to the covered Microsoft Surface series device and remain on the premises during the On-Site repair.
- Repair technicians will only repair covered Microsoft Surface series devices associated to the service order. The serial number of the covered Microsoft Surface series device must match the serial number associated with the service order.

### Rescheduling or cancelling a scheduled appointment (Minimum notice: 1 business day)

To reschedule or cancel an already scheduled onsite appointment, please follow the process outlined in your original confirmation email.

Rescheduling or canceling an onsite appointment must occur no later than one (1) business day before the appointment is scheduled to occur.



## Your responsibilities in preparing for an appointment:

- **Access to device:** You must ensure Microsoft repair technicians have permission to access the covered Microsoft Surface series device. If your designated contact persons do not have permission to access the covered Microsoft Surface series device, it is your obligation to get the necessary permission or access to the covered Microsoft Surface series device before a repair technician shows up onsite.
- **Access to repair:** It is your responsibility to ensure the repair technician has the necessary access needed to properly repair the covered Microsoft Surface series device. This includes ensuring the device is removed from any mounts or stands and located in a safe, hazard free location with sufficient room and electricity.
- **Data protection, backup, or removal:** It is your responsibility to backup all software and data on the covered Microsoft Surface series device prior to commencement of any repair or replacement. Microsoft does not cover restoration of software or data, or data retrieval to or from the customer's covered Microsoft Surface series device and we are unable to transfer data or software to the customer covered Microsoft Surface series device before/after a repair or replacement takes place. Microsoft is not responsible for any indirect, incidental, special, or consequential losses or damages; any loss of data, privacy, confidentiality, or profits; or any inability to use your covered Microsoft Surface series device.
- **Imaging, Autopilot, or Intune setup:** Please ensure that Autopilot or Intune tenants are removed from a covered Microsoft Surface series device before a repair technician comes onsite to repair a covered Microsoft Surface series device. Once a repair or replacement occurs it is the responsibility of the customer to image the covered Microsoft Surface series device and ensure Autopilot or Intune settings are enabled and functioning.

### During and closing an appointment:

- Your designated contact must remain on premises and contactable by the repair technician at your designated repair location during the duration of the On-Site appointment.
- The repair technician will attempt to repair the covered Microsoft Surface device during the On-Site appointment. If the repair technician is unable to repair the Microsoft Surface device, the repair technician will inform you and then you may choose to replace the covered Microsoft Surface series device.

**Note:** Repair technicians repair the covered Microsoft device, but do not image devices or re-install customer software or data. Repair technicians will also not ensure Microsoft Autopilot or Intune products are re-enabled on the covered Microsoft device.

# Advanced Exchange with Next Business Day Shipping

If a hardware failure cannot be repaired, and your device is not damaged or otherwise excluded from coverage under the EHS Plus with On-Site Terms & Conditions, Microsoft may create an Advanced Exchange order using Next Business Day shipping.

You will receive an email from Microsoft confirming your service request ("Service Request Authorization"). This coverage provides for overnight carrier delivery service of a replacement determined by Microsoft to your location.

If a replacement product is delivered to you in advance of Microsoft receiving your covered Microsoft Surface series device you must return your covered Microsoft product to Microsoft within ten (10) calendar days of when Microsoft shipped you the advanced replacement.

- Your Microsoft device will not qualify for Advanced Exchange if the device is damaged, or the issue is not covered under the EHS Plus with On-Site plan.

## When shipping your device back to Microsoft

- The Advanced Exchange (replacement) device will be shipped to you in a box that includes a prepaid shipping label.
- Use the same box in which the Advanced Exchange Device arrived and the enclosed prepaid shipping label to return the original Microsoft device.
- You must ship your original covered Microsoft device in the same box within ten (10) calendar days from the date Microsoft ships you the Advanced Exchange replacement device.
- As described in the EHS Plus On-Site Plus Terms and Conditions, if you do not ship your original covered Microsoft Surface series device back within 10 days from the date Microsoft ships you the Advanced Exchange replacement, you will



be assessed a fee equal to Microsoft's retail price of the Advanced Exchange device plus a reasonable shipping & handling fee.

*Note:*

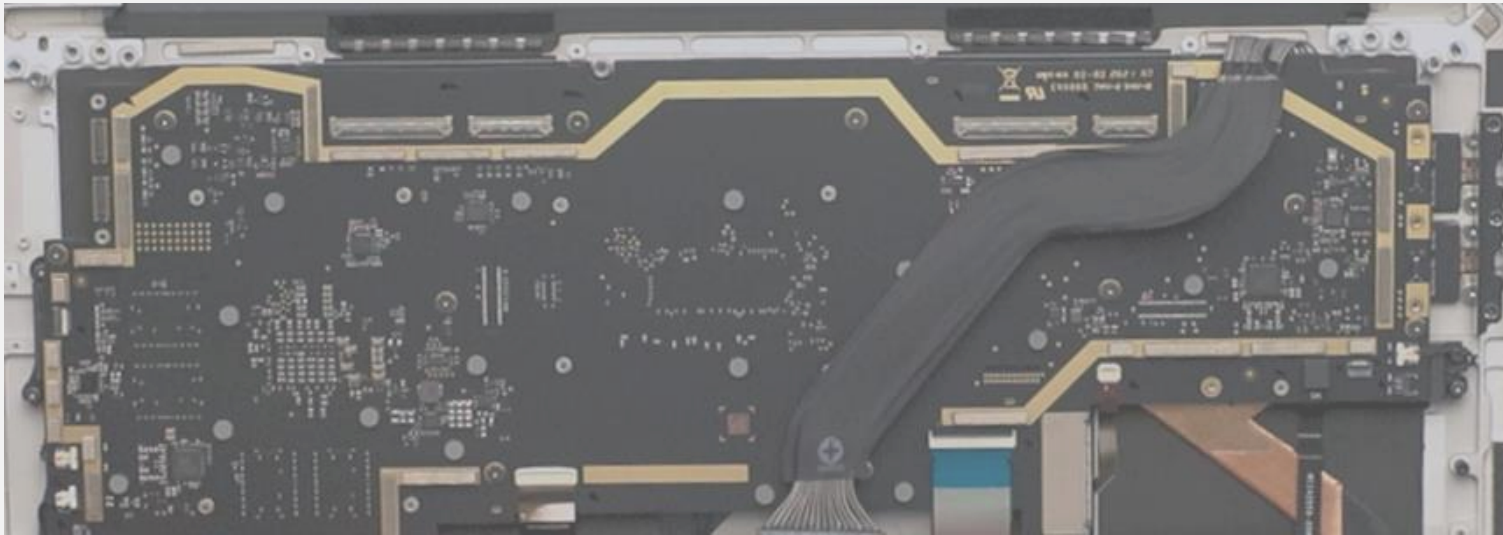
- Overnight delivery is subject to the availability of our authorized overnight delivery carriers.
- To guarantee delivery of a replacement device by the next business day, the device replacement request must be completed by the cutoff times as follows:
  - a) One (1) Business Day following Service Request Authorization if Service Request Authorization occurs prior to 2:30 p.m. AET local time; or
  - b) Two (2) Business Days if Service Request Authorization occurs after 2:30 p.m. AET local time.
- Please ensure that all data and software is removed from your covered Microsoft Surface series device before sending it back to Microsoft. Your covered Microsoft Surface series device becomes the property of Microsoft once you ship it back. You will not be able to access the returned product once it is shipped.



# Drive (Solid State Drive) Retention

Drive retention permits customers the option to retain their removable SSD<sup>7</sup> from their device during service events without incurring an SSD replacement fee. Retaining your SSD helps create additional security by ensuring sensitive or proprietary data complies with your security standards and allows you to dispose of your drive on your own terms.

**Note:** Microsoft recommends that only technically inclined individuals with the knowledge, experience, and required tools perform the SSD removal while following the instructions available in the relevant [Surface Services Guide](#) available on the Microsoft Download Center. Opening and/or repairing your device can present electric shock, device damage, fire and personal injury risks, and other hazards. Use caution if undertaking do-it-yourself repairs. Further, any resulting damage caused to the device or component will not be covered under Microsoft's Limited Hardware Warranty or your Protection Plan.



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<sup>7</sup> Drive (SSD) Retention is only available on Microsoft Surface devices with a removable SSD as described in the product's technical specifications.

# Thank You

