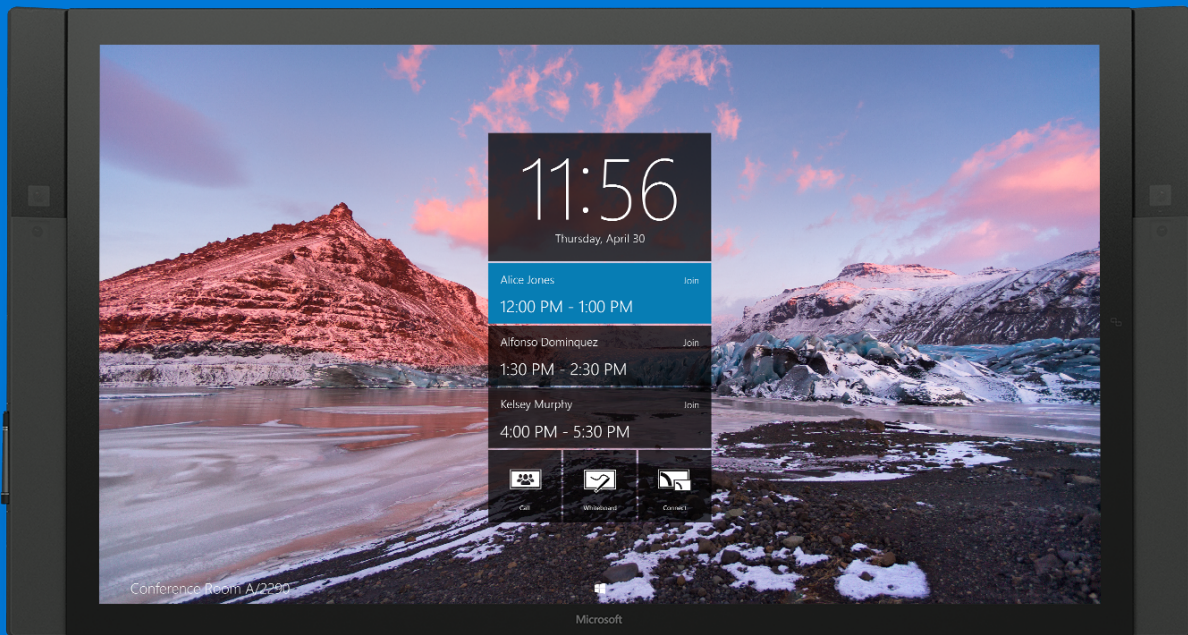


Policy Support Document



*This document is meant to be used for internal, field, and partner use only.

Details on Surface Hub warranties and support contacts can be found [online](#).

Standard Warranty (Details on [Surface Hub Support Site](#))

Onsite Support Service Level Agreement: 3 Business Days

Country	Software Support	Hardware Support Device, Power Cord, Keyboard, Pen	Hardware Support Stand/Mount Replacement
Australia, Canada, Japan, New Zealand, Qatar, Singapore, United Kingdom, United States of America	1 Year	1 Year	1 Year
Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United Arab Emirates	2 Years	2 Years	1 Year

Warranty Start Date Calculation

Warranty Start Date = First of the month following device shipment to end customer.

E.g.: if device is shipped from the reseller to the customer on April 15, warranty starts on May 1; if device is shipped from the reseller to the customer on April 30, warranty starts on May 1.

Extended Warranty: (Details on [Surface Hub Support Site](#))

Increases manufacturer warranty up to 3 years.

+1 Year Extended Warranty by Country (Total Warranty Period)

Country	Software Support	Hardware Support Device, Power Cord, Keyboard, Pen	Hardware Support Stand/Mount Replacement
Australia, Canada, Japan, New Zealand, Qatar, Singapore, United Kingdom, United States of America	2 Years	2 Years	1 Year
Austria, Belgium, Denmark, Finland, France, Germany, Italy, Ireland, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United Arab Emirates	3 Years	3 Years	1 Year

+2 Year Extended Warranty by Country (Total Warranty Period)

Country	Software Support	Hardware Support Device, Power Cord, Keyboard, Pen	Hardware Support Stand/Mount Replacement
Australia, Canada, Japan, New Zealand, Qatar, Singapore, United Kingdom, United States of America	3 Years	3 Years	1 Year
Austria, Belgium, Denmark, Finland, France, Germany, Italy, Ireland, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United Arab Emirates	N/A	N/A	N/A

Warranty Start Date Calculation

Warranty Start Date = First of the month following device shipment to end customer.

Extended Warranty Period Count

Device Support: The maximum number of times a customer can receive onsite service within their extended warranty period is 3 times.

3 Instances = 1 Device Replacement + 2 Onsite Repairs

OR

3 Instances = 3 Onsite Repairs

Accessory Support: The maximum number of times a customer can receive accessory (i.e., Pen, Keyboard, Power Cord) replacements within their entire warranty period (Standard + Extended) is 4 times.

Stand Support: The maximum number of times a customer can receive stand replacements within their entire standard warranty period (1 year) is 3 times.

Onsite Support SLA:

Warranty Support	Device Replacement		Onsite Repair	
	Standard (Business Days)	Extended (Business Days)	Standard (Business Days)	Extended (Business Days)
Australia	3	2	3	Next
Austria	3	2	3	Next
Belgium	3	Next	3	Next
Canada	3	2	3	Next
Denmark	3	Next	3	Next
Finland	3	3	3	Next
France	3	2	3	Next
Germany	3	Next	3	Next
Ireland	3	Next	3	Next
Italy	3	2	3	Next
Japan	3	2	3	2
Luxembourg	3	Next	3	Next
Netherlands	3	Next	3	Next
New Zealand	3	3	3	Next
Norway	5	5	3	Next
Portugal	3	2	3	Next
Qatar	3	3	3	2-3
Singapore	3	Next	3	Next
Spain	3	2	3	Next
Sweden	3	3	3	Next
Switzerland	3	2	3	Next
United Arab Emirates	3	3	3	3
United Kingdom	3	2	3	Next
United States	3	Next	3	Next

Out of Warranty

Damage or Tampering

Customer-induced damage will result in a void warranty.

Tampered devices will result in a void warranty.

Accidental damage will result in a void warranty.

Out of Region

Device can be serviced under warranty in all launch countries, even if the launch country is in a different region from the original purchase region, for no additional fee.

Device cannot be serviced under warranty in a non-launch country.

Third-Party Stand Usage

The [Microsoft Surface Hub Warranty](#) (Section A.2) excludes warranty coverage for damages or injury related to use of a third-party stand. Support is provided to Microsoft Surface Hub devices mounted on third-party stands except for cases of damage related to the customer's selection or use of a third-party stand. As a condition of providing warranty services on a Surface Hub device using a third-party stand, the customer is required to complete and sign the waiver available at the [Surface support documents website](#).

Official details on the third-party stand support can be found at the [Surface support documents website](#).

Note that the warranty will be updated during the second half of 2016 (calendar year) to include the above information, resulting in the removal of the waiver requirement for any customers who have purchased the device under the new warranty.

Warranty Expiration

Customers who have reached the end of warranty period can still obtain support by paying an out-of-warranty fee to Microsoft for services.

Customer Support

In the event that your device exhibits any issues, please contact our Microsoft Customer Service and Support team using one of the options listed in the [Surface Hub Support](#) site.

Microsoft Customer Service hours of operation:

- English: 24x7, including weekends and holidays
- Japanese, French and German local support: Monday through Friday, 9:00 A.M. – 5:00 P.M.

Additional Surface Hub Information

<https://www.microsoft.com/surface/en-us/support/surface-hub>