

Frequently asked questions (V1/20/2016 short)

How do I know if I qualify for a free replacement AC power cord (the cord that plugs into an electrical outlet)?

Surface Pro and Pro 2 customers

All Surface Pro and Surface Pro 2 customers qualify to order one free replacement AC power cord (the cord that you plug into an electrical outlet) for each eligible Surface you own without proof of damage.



Note The AC power cord can be unplugged from the power supply.

Surface Pro 3 customers

Only customers with Surface Pro 3 devices purchased before July 15, 2015 qualify (newer Surface Pro 3 devices already have the new-style AC power cord). If you have an old-style AC power cord, you can order one free replacement AC power cord for each eligible Surface Pro 3 you own without proof of damage.

Check to see whether you already have a new-style AC power cord (the cord you plug into an electrical outlet).

If you already have a new style power cord as shown below, you do not need a replacement, and no further action is needed.

(On the website we will display the right power cord available in your country. When customers log in on the website with their Microsoft ID, the website will indicate if their SP3 power cord is affected based on the serial number)



Old-style power cord that needs to be replaced



New-style power cord

What do you mean by “damage”?

Damage may occur over time if AC power cords are sharply and repeatedly bent or tightly wrapped, for example. Examples of damage include cracking, fraying, or bulging.

Even if you don't see damage to your AC power cord, Microsoft is asking all Surface Pro, Surface Pro 2 customers, and pre-July 15, 2015, Surface Pro 3 customers to order a free replacement AC power cord.

For info on how to prevent damage to your Surface power cords, see [Clean and care for your Surface](#).

What if my power cord isn't working, but I don't see any obvious damage?

If you have concerns about your AC power cord, [contact us](#).

Can I instead contact the store where I bought my Surface to get a replacement?

No. To receive a replacement AC power cord, you'll need to request a replacement below.

When will I receive my new power cord after I request it?

Your replacement AC power cord will arrive within approximately 4 to 6 business days. As soon as we receive your request, we'll send you an email message with order status and tracking information.

Can I continue to use the AC power cord safely until I get a replacement?

If you have a Surface Pro or Surface Pro 2, or a pre-July 15, 2015 Surface Pro 3, you should stop using your AC power cord and discard or recycle it in accordance with local requirements.

Is there a limit to how many power cords I can get?

Microsoft will provide one AC power cord (without proof of damage) free of charge for each eligible Surface Pro model that you own.

(please note, also power cord of additional Power supply is eligible for replacement)

What should I do with my old power cord?

If you have a Surface Pro or Surface Pro 2, or a pre-July 15, 2015 Surface Pro 3, you should stop using your AC power cord. When you request a new-style AC power cord, you aren't required to send in your old power cord to receive a replacement. Please discard or recycle your old-style AC power cord in accordance with local requirements.

Can I just return my Surface and get a refund or a replacement?

No. The recall is for AC power cords only.

Are the power cords being redesigned to prevent any future damage?

We're always looking to improve the design of our products. For example, Surface Pro 3 devices sold after July 15, 2015, already have the new-style AC power cord.

What happens if I choose not to replace my power cord? Will it void my warranty?

No. This recall doesn't affect your warranty. However, power cords that are bent sharply or wrapped tightly may become damaged. Damaged power cords have the potential to overheat, posing a potential fire or shock hazard.

If I purchased Microsoft Complete with my Surface, does this return affect my status under Microsoft Complete?

No. Replacement of the AC power cord doesn't change the status of your Microsoft Complete Accident Protection.