

Microsoft Extended Hardware Service Plus (EHS+)

Benefits and Availability

15.04.2022



Microsoft Extended Hardware Service Benefits



Continued access to Microsoft's robust online support articles and community



Extended coverage for hardware defects and malfunctions for up to 4 years (5 years for Hub)



Ongoing technical support: You can contact Microsoft Support with your questions



In-Warranty Advanced Exchange: A replacement device will be shipped to your premises before you return the defective device



Next Business Day replacement: provides the option to receive an exchange device shipped to your premises by the next business day



Drive Retention: provides an option to retain the removable SSD from the device during a service event

	Manufacturer Hardware Warranty	Commercial Protection Plans	
		Microsoft Extended Hardware Service	Microsoft Extended Hardware Service Plus
At a glance			
Coverage duration	1* to 3 years	Up to 2, 3 or 4 years	Up to 2, 3 or 4 years
Availability	Day of Surface device purchase	Within 45 days of Surface device purchase	Within 45 days of Surface device purchase
Deductible	X	X	X
Prepaid return shipment	✓	✓	✓
What's included			
Mechanical breakdown	✓	✓	✓
Accidental damage	X	X	X
Advanced Exchange	✓ ¹	✓	✓
Next Business Day Replacement ²	X		✓
Drive (SSD) Retention ³	X		✓

* (Unless a mandatory provision of your local law provides otherwise, the device Standard Limited Warranty period is 1 year for all markets/jurisdictions). See Surface for Business warranty page for [AES terms and conditions](#) and list of supported markets

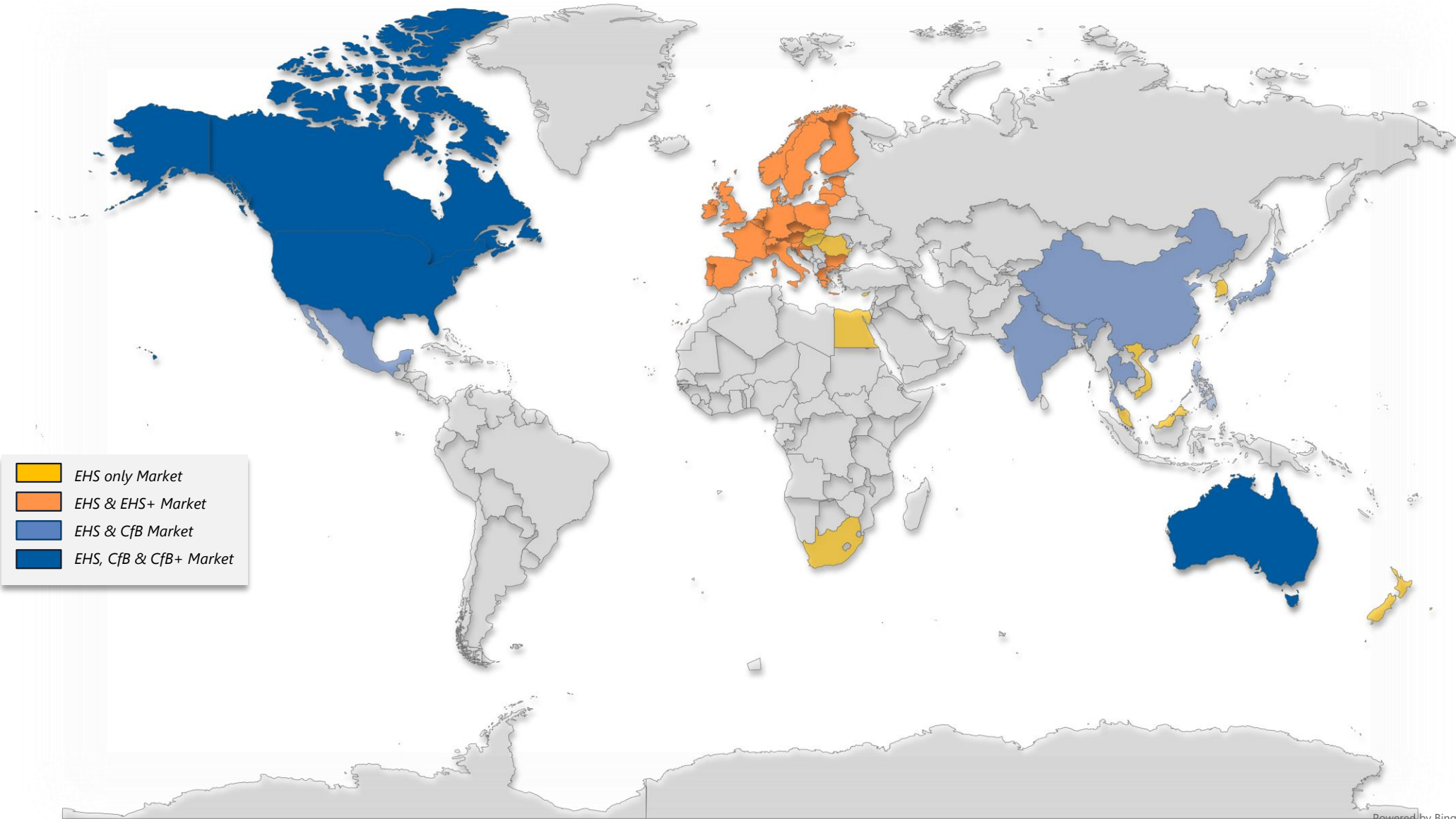
¹ Advanced Exchange included for Surface Pro 6/7/7+/8/X, Laptop 2/3/4, Book 3, Go 2, Laptop Go, Laptop Studio

² Next Business Day Replacement coverage and cut-off times can be found at: [Next Business Day Replacement information & coverage areas - Surface | Microsoft Docs](#)

³ Drive (SSD) Retention is available for Surface Pro 7+/8/X, Laptop 3/4, Laptop Go, Laptop Studio

Microsoft

Protection Plan Availability



EHS Markets

- Egypt
- Hungary
- Malaysia
- Malta
- New Zealand
- Romania
- Singapore
- Slovakia
- South Africa
- Taiwan
- Vietnam

EHS & EHS+ Markets

- Austria
- Belgium
- Bulgaria*
- Croatia*
- Cyprus* (DRET only)
- Czech Republic
- Denmark
- Estonia*
- Finland
- France
- Germany
- Greece*
- Ireland
- Italy
- Latvia*
- Lithuania*
- Luxembourg
- Netherlands
- Norway
- Poland
- Portugal
- Slovenia*
- Spain
- Sweden
- Switzerland
- United Kingdom

EHS & Complete for Business Markets

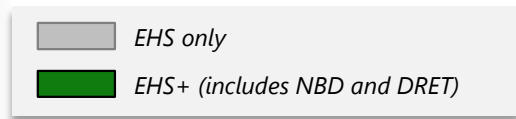
- China
- India
- Mexico
- Philippines
- Thailand

EHS, CFB & CFB+ Markets

- Australia
- Canada
- Hong Kong
- Japan
- Singapore
- United States

* EHS+ Launching 15th May 2022

Microsoft Protection Plan Availability Europe



EHS only Markets

Hungary
Malta
Romania
Slovakia

EHS & EHS+ Markets

Austria
Belgium
Bulgaria*
Croatia*
Cyprus* (DRET only)
Czech Republic
Denmark
Estonia*
Finland
France
Germany
Greece*
Ireland
Italy
Latvia*
Lithuania*
Luxembourg
Netherlands
Norway
Poland
Portugal
Slovenia*
Spain
Sweden
Switzerland
United Kingdom

Surface Support – Selling Protection Plans

When you distribute and sell Protection Plans it is vital that it is registered within the required period to ensure compliance. Below are the general requirements when selling Protection Plans and can be found in the 'Partner Education Guide Selling Microsoft Protection Plans'

- Microsoft Protection Plans must be marketed as such and must not be described as warranties. Microsoft Protection Plans are structured either as service contracts or insurance products based on local laws. Insurance products may have different taxation and sales requirements. Please ensure you follow the guidance in the **Partner Resource Guide** to ensure these requirements are met.
- Microsoft Protection Plans must be sold with an eligible device and never as a standalone product.
- Partners **must** purchase Microsoft Protection Plans from Microsoft **before** the submission of registration/provisioning for the end customer.
- Microsoft Protection Plans must be purchased (for the specific device) **within 45 days of the original device purchase by the End-Customer**.
- Partners must send the necessary customer and sales information to Microsoft to ensure the protection plan is **registered to a customer** and their device **within maximum 10 days of the date of sale**. For specific details of what is required, please refer to your ADD/ADR Program Guide.
- The correct version of the protection plan must be sold in consideration with the corresponding device, type of customer, country, and desired coverage.
- The customer must be made aware that the purchase of Microsoft Protection Plans are voluntary and not required.
- Customers must be the ones to elect to add a Microsoft Protection Plan to their device purchase.
- The price of the Microsoft Protection Plan must be shared with the customer, provided separately from the cost of other items (devices, accessories, etc.) included in the purchase, prior to the point of purchase.

To access all documents referenced, go to our Operations Readiness gallery using the following steps:

1. Open the [Operations Readiness gallery](#) and sign in with your Microsoft Partner Network ID.
2. Select '**Surface PC**'.
3. Select '**Surface PC ADD** 'or '**Surface PC ADR**'
4. Open the '**Program Guides**' folder for the 'ADD or ADR Program Guide' and the '**Support and Warranty**' folder for the 'Partner Education Guide Selling Microsoft Protection Plans'

Microsoft

Protection Plan SKUs available on 15 April 2022

Country		Surface Go						Surface Laptop Go						Surface Pro					
		Extended Hardware Service			Extended Hardware Service Plus			Extended Hardware Service			Extended Hardware Service Plus			Extended Hardware Service			Extended Hardware Service Plus		
					Includes Next Business Day only						Includes Next Business Day and Drive Retention						Includes Next Business Day and Drive Retention		
		2 Year	3 Year	4 Year	2 Year	3 Year	4 Year	2 Year	3 Year	4 Year	2 Year	3 Year	4 Year	2 Year	3 Year	4 Year	2 Year	3 Year	4 Year
Austria	AT		9C2-00060	VP4-00053		NRR-00001	NRS-00001		9C2-00149	VP4-00130		NRR-00017	NRS-00017		9C2-00106	VP4-00089		NRR-00044	NRS-00044
Belgium	BE		9C2-00061	VP4-00054		NRR-00002	NRS-00002		9C2-00150	VP4-00131		NRR-00018	NRS-00018		9C2-00108	VP4-00091		NRR-00045	NRS-00045
Bulgaria	BG		9C2-00127	VP4-00108					9C2-00151	VP4-00132					9C2-00089	VP4-00072			
Croatia	HR		9C2-00129	VP4-00110					9C2-00152	VP4-00133					9C2-00091	VP4-00074			
Cyprus	CY		9C2-00185	VP4-00166					9C2-00184	VP4-00165		(Drive Retention only)			9C2-00182	VP4-00163		(Drive Retention only)	
Czech Republic	CZ		9C2-00131	VP4-00112		NRR-00003	NRS-00003		9C2-00153	VP4-00134		NRR-00022	NRS-00022		9C2-00093	VP4-00076		NRR-00049	NRS-00049
Denmark	DK		9C2-00064	VP4-00057		NRR-00004	NRS-00004		9C2-00154	VP4-00135		NRR-00023	NRS-00023		9C2-00109	VP4-00092		NRR-00050	NRS-00050
Estonia	EE		9C2-00133	VP4-00114					9C2-00155	VP4-00136					9C2-00095	VP4-00078			
Finland	FI		9C2-00077	VP4-00070		NRR-00005	NRS-00005		9C2-00156	VP4-00137		NRR-00025	NRS-00025		9C2-00110	VP4-00093		NRR-00052	NRS-00052
France	FR		9C2-00065	VP4-00058		NRR-00006	NRS-00006		9C2-00157	VP4-00138		NRR-00026	NRS-00026		9C2-00111	VP4-00094		NRR-00053	NRS-00053
Germany	DE		9C2-00066	VP4-00059		NRR-00007	NRS-00007		9C2-00158	VP4-00139		NRR-00027	NRS-00027		9C2-00113	VP4-00096		NRR-00054	NRS-00054
Greece	GR		9C2-00135	VP4-00116					9C2-00159	VP4-00140					9C2-00097	VP4-00080			
Hungary	HU			VP4-00118						VP4-00156						VP4-00105			
Ireland	IE	W49-00037	A9W-00105	VP3-00067	NRB-00001	NRI-00001	NRQ-00001	W49-00038	A9W-00131	VP3-00089	NRB-00003	NRI-00003	NRQ-00003	W49-00039	A9W-00119	VP3-00027	NRB-00005	NRI-00005	NRQ-00005
Italy	IT		9C2-00067	VP4-00060		NRR-00008	NRS-00008		9C2-00160	VP4-00141		NRR-00029	NRS-00029		9C2-00115	VP4-00098		NRR-00056	NRS-00056
Latvia	LV		9C2-00139	VP4-00120					9C2-00161	VP4-00142					9C2-00099	VP4-00082			
Lithuania	LT		9C2-00141	VP4-00122					9C2-00162	VP4-00143					9C2-00101	VP4-00084			
Luxembourg	LU		9C2-00062	VP4-00055		NRR-00009	NRS-00009		9C2-00163	VP4-00144		NRR-00032	NRS-00032		9C2-00116	VP4-00099		NRR-00059	NRS-00059
Malta	MT		9C2-00181	VP4-00162					9C2-00180	VP4-00161					9C2-00178	VP4-00159			
Netherlands	NL		9C2-00068	VP4-00061		NRR-00010	NRS-00010		9C2-00164	VP4-00145		NRR-00034	NRS-00034		9C2-00117	VP4-00100		NRR-00061	NRS-00061
Norway	NO		9C2-00070	VP4-00063		NRR-00011	NRS-00011		9C2-00165	VP4-00146		NRR-00035	NRS-00035		9C2-00118	VP4-00101		NRR-00062	NRS-00062
Poland	PL		9C2-00071	VP4-00064		NRR-00012	NRS-00012		9C2-00166	VP4-00147		NRR-00036	NRS-00036		9C2-00015	VP4-00020		NRR-00063	NRS-00063
Portugal	PT			VP4-00065			NRS-00013			VP4-00148			NRS-00037			VP4-00102			NRS-00064
Romania	RO		9C2-00143	VP4-00124					9C2-00176	VP4-00157					9C2-00103	VP4-00086			
Slovakia	SK		9C2-00145	VP4-00126					9C2-00177	VP4-00158					9C2-00126	VP4-00107			
Slovenia	SI		9C2-00147	VP4-00128					9C2-00168	VP4-00149					9C2-00105	VP4-00088			
Spain	ES			VP4-00067			NRS-00014			VP4-00150			NRS-00041			VP4-00103			NRS-00068
Sweden	SE		9C2-00075	VP4-00068		NRR-00015	NRS-00015		9C2-00170	VP4-00151		NRR-00042	NRS-00042		9C2-00121	VP4-00017		NRR-00069	NRS-00069
Switzerland	CH		9C2-00076	VP4-00069		NRR-00016	NRS-00016		9C2-00171	VP4-00152		NRR-00043	NRS-00043		9C2-00122	VP4-00016		NRR-00070	NRS-00070
United Kingdom	GB	W49-00017	A9W-00112	VP3-00074	NRB-00002	NRI-00002	NRQ-00002	W49-00035	A9W-00133	VP3-00091	NRB-00004	NRI-00004	NRQ-00004	W49-00004	A9W-00035	VP3-00028	NRB-00006	NRI-00006	NRQ-00006

- New SKU will be available on 15 May 2022 Price List
- SKU will be replaced with new SKU on 15 June 2022 Price List

Note: Drive Retention benefit is only available for Laptop 3/4, Pro 7+/8/X, Laptop Go and Laptop Studio

Microsoft

Protection Plan SKUs available on 15 April 2022

Country		Surface Laptop						Surface Laptop Studio						Surface Book					
		Extended Hardware Service			Extended Hardware Service Plus			Extended Hardware Service			Extended Hardware Service Plus			Extended Hardware Service			Extended Hardware Service Plus		
					Includes Next Business Day and Drive Retention						Includes Next Business Day and Drive Retention						Includes Next Business Day only		
		2 Year	3 Year	4 Year	2 Year	3 Year	4 Year	2 Year	3 Year	4 Year	2 Year	3 Year	4 Year	2 Year	3 Year	4 Year	2 Year	3 Year	4 Year
Austria	AT		9C2-00021	VP4-00026		NRR-00071	NRS-00071		9C2-00201	VP4-00167		NRR-00098	NRS-00098		9C2-00107	VP4-00090		NRR-00125	NRS-00125
Belgium	BE		9C2-00022	VP4-00027		NRR-00072	NRS-00072		9C2-00202	VP4-00168		NRR-00099	NRS-00099		9C2-00038	VP4-00043		NRR-00126	NRS-00126
Bulgaria	BG		9C2-00088	VP4-00071					9C2-00203	VP4-00169					9C2-00128	VP4-00109			
Croatia	HR		9C2-00090	VP4-00073					9C2-00204	VP4-00170					9C2-00130	VP4-00111			
Cyprus	CY		9C2-00183	VP4-00164		(Drive Retention only)			9C2-00205	VP4-00171		(Drive Retention only)							
Czech Republic	CZ		9C2-00092	VP4-00075		NRR-00076	NRS-00076		9C2-00206	VP4-00172		NRR-00103	NRS-00103		9C2-00132	VP4-00113		NRR-00127	NRS-00127
Denmark	DK		9C2-00023	VP4-00028		NRR-00077	NRS-00077		9C2-00207	VP4-00173		NRR-00104	NRS-00104		9C2-00018	VP4-00023		NRR-00128	NRS-00128
Estonia	EE		9C2-00094	VP4-00077					9C2-00208	VP4-00174					9C2-00134	VP4-00115			
Finland	FI		9C2-00024	VP4-00029		NRR-00079	NRS-00079		9C2-00209	VP4-00175		NRR-00106	NRS-00106		9C2-00019	VP4-00024		NRR-00129	NRS-00129
France	FR		9C2-00025	VP4-00030		NRR-00080	NRS-00080		9C2-00210	VP4-00176		NRR-00107	NRS-00107		9C2-00112	VP4-00095		NRR-00130	NRS-00130
Germany	DE		9C2-00026	VP4-00031		NRR-00081	NRS-00081		9C2-00211	VP4-00177		NRR-00108	NRS-00108		9C2-00114	VP4-00097		NRR-00131	NRS-00131
Greece	GR		9C2-00096	VP4-00079					9C2-00212	VP4-00178					9C2-00136	VP4-00117			
Hungary	HU			VP4-00104						1VC-00004						VP4-00119			
Ireland	IE	W49-00040	A9W-00075	VP3-00044	NRB-00007	NRI-00007	NRQ-00007	W49-00041	A9W-00161	VP3-00114	NRB-00009	NRI-00009	NRQ-00009	W49-00042	A9W-00056	VP3-00001	NRB-00011	NRI-00011	NRQ-00011
Italy	IT		9C2-00027	VP4-00032		NRR-00083	NRS-00083		9C2-00213	VP4-00179		NRR-00110	NRS-00110		9C2-00055	VP4-00048		NRR-00132	NRS-00132
Latvia	LV		9C2-00098	VP4-00081					9C2-00214	VP4-00180					9C2-00140	VP4-00121			
Lithuania	LT		9C2-00100	VP4-00083					9C2-00215	VP4-00181					9C2-00142	VP4-00123			
Luxembourg	LU		9C2-00040	VP4-00045		NRR-00086	NRS-00086		9C2-00216	VP4-00182		NRR-00113	NRS-00113		9C2-00039	VP4-00044		NRR-00133	NRS-00133
Malta	MT		9C2-00179	VP4-00160					9C2-00217	VP4-00183									
Netherlands	NL		9C2-00028	VP4-00033		NRR-00088	NRS-00088		9C2-00218	VP4-00184		NRR-00115	NRS-00115		9C2-00020	VP4-00025		NRR-00134	NRS-00134
Norway	NO		9C2-00029	VP4-00034		NRR-00089	NRS-00089		9C2-00219	VP4-00185		NRR-00116	NRS-00116		9C2-00017	VP4-00022		NRR-00135	NRS-00135
Poland	PL		9C2-00030	VP4-00035		NRR-00090	NRS-00090		9C2-00220	VP4-00186		NRR-00117	NRS-00117		9C2-00053	VP4-00046		NRR-00136	NRS-00136
Portugal	PT			VP4-00036			NRS-00091			VP4-00187			NRS-00118			VP4-00049			NRS-00137
Romania	RO		9C2-00102	VP4-00085					9C2-00222	VP4-00188					9C2-00144	VP4-00125			
Slovakia	SK		9C2-00125	VP4-00106					9C2-00223	VP4-00189					9C2-00146	VP4-00127			
Slovenia	SI		9C2-00104	VP4-00087					9C2-00224	VP4-00190					9C2-00148	VP4-00129			
Spain	ES			VP4-00037			NRS-00095			VP4-00191			NRS-00122			VP4-00051			NRS-00138
Sweden	SE		9C2-00033	VP4-00038		NRR-00096	NRS-00096		9C2-00226	VP4-00192		NRR-00123	NRS-00123		9C2-00012	VP4-00005		NRR-00139	NRS-00139
Switzerland	CH		9C2-00034	VP4-00039		NRR-00097	NRS-00097		9C2-00227	VP4-00193		NRR-00124	NRS-00124		9C2-00011	VP4-00004		NRR-00140	NRS-00140
United Kingdom	GB	W49-00016	A9W-00074	VP3-00043	NRB-00008	NRI-00008	NRQ-00008	W49-00043	A9W-00163	VP3-00116	NRB-00010	NRI-00010	NRQ-00010	W49-00036	A9W-00057	VP3-00002	NRB-00012	NRI-00012	NRQ-00012

- New SKU will be available on 15 May 2022 Price List
- SKU will be replaced with new SKU on 15 June 2022 Price List

Note: Drive Retention benefit is only available for Laptop 3/4, Pro 7+ /8/X, Laptop Go and Laptop Studio

Microsoft

Protection Plan SKUs available on 15 April 2022

Country		Surface Laptop SE			Surface Studio		Surface Hub 2S						Surface Duo		Type Cover	
		Extended Hardware Service			Extended Hardware Service		Extended Hardware Service			Extended Hardware Service			Extended Hardware Service		Extended Hardware Service	
							For Surface Hub 2S 50"			For Surface Hub 2S 85"			For Duo 2 only (includes NBD)			
		2 Year	3 Year	4 Year	2 Year	3 Year	2 Year	3 Year	5 Year	2 Year	3 Year	5 Year	2 Year	3 Year	3 Year	
Austria	AT					9C2-00041		QDT-00002	I82-00001			TWK-00042	I82-00031		9C2-00190	
Belgium	BE					9C2-00078		QDT-00003	I82-00002			TWK-00043	I82-00032		9C2-00192	
Bulgaria	BG							TWK-00001	I82-00003			TWK-00044	I82-00033			
Croatia	HR							TWK-00002	I82-00004			TWK-00045	I82-00034			
Cyprus	CY															
Czech Republic	CZ							TWK-00003	I82-00005			TWK-00046	I82-00035			
Denmark	DK					9C2-00042		QDT-00007	I82-00006			TWK-00047	I82-00036		9C2-00196	
Estonia	EE							TWK-00004	I82-00007			TWK-00048	I82-00037			
Finland	FI					9C2-00043		QDT-00008	I82-00008			TWK-00049	I82-00038		9C2-00197	
France	FR					9C2-00044		QDT-00009	I82-00009			TWK-00050	I82-00039		9C2-00187	
Germany	DE					9C2-00045		QDT-00010	I82-00010			TWK-00051	I82-00040		9C2-00186	
Greece	GR							TWK-00005	I82-00011			TWK-00052	I82-00041			
Hungary	HU															
Ireland	IE					A9W-00116	QDU-00013	QDT-00013	I81-00001	QDU-00069	QDT-00073	I81-00027	W49-00029	A9W-00157		
Italy	IT					9C2-00080		QDT-00014	I82-00012			TWK-00055	I82-00042		9C2-00194	
Latvia	LV							TWK-00006	I82-00013			TWK-00056	I82-00043			
Lithuania	LT							TWK-00007	I82-00014			TWK-00057	I82-00044			
Luxembourg	LU					9C2-00079		QDT-00004	I82-00015			TWK-00058	I82-00045			
Malta	MT															
Netherlands	NL					9C2-00052		QDT-00020	I82-00016			TWK-00059	I82-00046		9C2-00193	
Norway	NO					9C2-00046		QDT-00022	I82-00017			TWK-00060	I82-00047			
Poland	PL					9C2-00081		QDT-00023	I82-00018			TWK-00061	I82-00048			
Portugal	PT								I82-00019				I82-00049			
Romania	RO															
Slovakia	SK															
Slovenia	SI							TWK-00008	I82-00020			TWK-00065	I82-00050			
Spain	ES								I82-00021				I82-00051			
Sweden	SE					9C2-00047		QDT-00028	I82-00022			TWK-00067	I82-00052		9C2-00195	
Switzerland	CH					9C2-00048		QDT-00029	I82-00023			TWK-00068	I82-00053		9C2-00191	
United Kingdom	GB	W49-00034	A9W-00176	VP3-00129	W49-00011	A9W-00083	QDU-00032	QDT-00032	I81-00002	QDU-00059	QDT-00074	I81-00028	W49-00027	A9W-00155	SPC-00011	