

Product safety warnings and instructions

Applies to:

This list of safety warnings and instructions applies to the following products:

- Surface Go [Buy Microsoft 365](#)
- Surface Laptop
- Surface Laptop Studio
- Surface Pro
- Surface Studio

NOTICE: Read safety and health information


Read this guide for important safety and health information about your device.

To reduce the risk of injury, death, or property damage, follow all setup and use guidelines and instructions provided for your device and, if applicable, its accessories and content (e.g., software applications, games, or other content).

You can find additional support at support.microsoft.com. For Surface devices, support is also available in the Surface App.

Keep all printed guides for future reference or go to support.microsoft.com for electronic versions or replacement guides. You can also refer to the Microsoft Help and Support section for contact information at support.microsoft.com.

If you wish Microsoft to contact you only for product-safety alerts or recall notices for this product, please register at aka.ms/product-notifications.

 This symbol identifies safety and health messages in this guide.

WARNING! Device Stability

Do not place your device on uneven or unstable surfaces. When carrying, securely hold the device itself – do not carry via an accessory, cable, or cord. If the device falls, it could hit a person or object, which could cause personal injury or damage to your device or other property.

WARNING! Not for safety-critical uses

Your device is not designed or intended for use in any application or situation where device malfunction or failure could lead to death, serious personal injury, property damage, or environmental harm.

WARNING! Damaged touch-screen glass may be sharp

The touch screen on your device is made of glass. The glass can break if your device is dropped or receives a significant impact. To reduce the risk of injury, avoid touching the screen if the glass is broken, chipped or cracked. Arrange to have the screen replaced.

CAUTION! Hearing Safety



Frequent or extended exposure to loud noise or sounds when using a headset or headphones can cause temporary or permanent hearing loss. Individual susceptibility to noise-induced hearing loss and potential hearing problems varies. Also, the sound volume produced by a device may vary depending on the nature of the sound, device settings, and the headset or headphones used. As a result, there is no single volume setting that is appropriate for everyone or for every combination of sound, settings, and equipment.

Here are a few common-sense recommendations to minimize your exposure to loud noises or sounds when using a headset or headphones with your device:

- Minimize your time listening to loud sound. All of the sound you are exposed to each day adds up. At maximum volume, listening to music or other content on your device with a headset or headphones can permanently damage your hearing in 15 minutes. If you are exposed to other loud sounds also, it takes less time listening at high volumes to cause hearing damage.
- The more time you spend exposed to loud sounds, the more likely you are to damage your hearing. The louder the sound, the less time that is required to damage your hearing.
- Always turn the volume on your device down before plugging a headset or headphones into your device. Set the volume loud enough to hear clearly in quiet surroundings, and no louder.
- Do not increase the volume after you start listening. Your ears can adapt over time so that high volume sounds normal, but the high volume could still damage your hearing.
- Do not increase the volume to block outside noise. The combination of outside noise and sound from your headset or headphones can damage your hearing. Sealed or noise-canceling headphones can reduce outside noise so that you don't have to turn up the volume.
- To minimize the potential for hearing damage, keep the volume low enough that you can carry on a conversation with people nearby. If you can't understand someone nearby speaking normally, turn down the volume. Sound that drowns out normal speech can damage your hearing. Even with sealed or noise-canceling headphones, you should be able to hear nearby people speak.

Finally, be aware of hearing loss symptoms. It's a good idea to have your hearing checked regularly by an audiologist. Stop using a headset or headphones with your device and have your hearing checked if:

- You experience any hearing loss symptoms
- You hear ringing in your ears
- Your speech sounds muffled, dull, or flat

Note

Use of a headset or headphones while driving may be prohibited or restricted in your area; check your local laws and regulations for further information.

⚠ WARNING! Parts of this device are magnetic

- Parts of your device are magnetic and may attract metallic items. To reduce the potential risk of sparks and resulting property damage or possible injury, verify the electrical connection areas are free of metallic objects before interconnecting devices or charging.
- Check your headset or headphones before use to be sure they are clean and free of objects such as staples or paper clips.
- Magnetic interference can disrupt the operation of some medical devices. If you use a medical device, consult the device manufacturer or your physician for information and instructions about the use of products with magnetic components near it.

NOTE: Do not place magnetically sensitive devices, credit cards, or other magnetic storage media near your device – the stored data may get corrupted.

⚠ WARNING! Do not insert objects into ports and openings

To reduce the risk of fire, electric shock, or damage to your device, do not insert objects into it. This includes ports, kickstand slots and hinges, spaces around keys, vents, fan, or other openings.

⚠ WARNING! Clean safely

The risk of fire, shock or damage to your device during cleaning can be reduced by taking the following precautions:

- Unplug all cables and turn your device off before cleaning.
- Only clean the exterior of your device.
- Use a dry cloth only, no liquids.
- Gently wipe the exterior surface of fans, vents or other openings to remove any dust buildup.
- Do not clean ports or any part of the device with sharp objects (e.g., paper clips, screwdrivers, knives, etc.).
- Keep connectors dry. Gently wipe with a clean, dry cloth only.

⚠️ WARNING! Replacement parts and accessories

Use only accessories, attachments, and replacement parts specified by Microsoft. Some third-party accessories or replacement parts may be incompatible with your device or are potentially counterfeit. Use of incompatible or counterfeit accessories, batteries, or charging devices could result in device damage and pose a risk of fire, explosion, leading to serious injuries, death or property damage.

⚠️ WARNING! Do not use in potentially explosive atmospheres

Do not store or carry flammable liquids, gases, or explosive materials in the same compartment as your device, its parts, and/or accessories.

Turn off your device, and do not remove or install battery chargers, AC adapters, or any other accessory for your device when you are in an area with potentially explosive atmospheres. Areas with potentially explosive atmospheres are often, but not always, posted and may include fueling areas or fuel service stations; below decks on boats or other vessels; fuel and/or chemical transfer and storage facilities; and areas where flammable chemicals or particles, such as grain dust or metal powders have collected in the air. In such areas, sparks can occur and cause an explosion or fire.

⚠️ WARNING! Musculoskeletal disorders

Use of game controllers, keyboards, mice, or other electronic input devices may be linked to serious injuries or disorders. When using electronic devices, as with many activities, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. However, if you experience symptoms such as persistent or recurring discomfort, pain, throbbing, aching, tingling, numbness, burning sensation, or stiffness, DO NOT IGNORE THESE WARNING SIGNS. PROMPTLY SEE A QUALIFIED HEALTH PROFESSIONAL, even if symptoms occur when you are not working at your computer. Symptoms like these can be associated with painful and sometimes permanently disabling injuries or disorders of the nerves, muscles, tendons, or other parts of the body.

These musculoskeletal disorders (MSDs) include carpal tunnel syndrome, tendonitis, tenosynovitis, and other conditions.

While researchers are not yet able to answer many questions about MSDs, there is general agreement that many factors may be linked to their occurrence, including: overall health, stress and how one copes with it, medical and physical conditions, and how a person positions and uses his or her body during work and other activities (including using electronic devices). The amount of time a person performs an activity may also be a factor.

Some guidelines that may help you work more comfortably with your device and possibly reduce your risk of experiencing an MSD can be found at support.microsoft.com and xbox.com/xboxone/playhealthy (Healthy Gaming Guide). A Healthy Computing Guide can be downloaded at download.microsoft.com/download/1/3/4/1340dfe4-a8c1-485f-be3b-4e8991323df3/Healthy_Computing_Guide.pdf

⚠️ WARNING! Keyboard key repair/replacement

Microsoft recommends seeking professional assistance to repair or replace keyboard keys. Opening and repairing your device can present electric shock, device damage, fire, and injury risks, and other hazards. Do not attempt do-it-yourself repairs unless you follow the Service Guide at support.microsoft.com for the product, and have the required knowledge, experience, and specialized tools to do so.

Do not force detached key caps back onto the keyboard or insert objects between the keys and the board cover.

Assistance and information from Microsoft for device repair and other services is available at support.microsoft.com

⚠️ WARNING! Device repair involves risks

Microsoft recommends that you seek professional assistance for repairs. Opening and repairing your device can present electric shock, device damage, fire, and injury risks, and other hazards. Do not attempt do-it-yourself repairs unless you follow the Service Guide at support.microsoft.com for the product, and have the required knowledge, experience, and specialized tools to do so.

Assistance and information from Microsoft for device repair and other services is available at support.microsoft.com.

⚠️ WARNING! Keep your device dry

- Do not expose it to rain, snow or other types of moisture. Do not use your device near water or in a damp or excessively humid location (e.g., near a shower, bathtub, sink, or swimming pool, or in a damp basement).
- Do not dry your device with a hair dryer, clothes dryer, conventional, toaster, or microwave oven. If your device becomes wet, gently wipe the exterior with a clean, dry cloth.

⚠️ WARNING! Allow sufficient ventilation to avoid overheating

- Do not place your device in narrow or cramped spaces.
- Do not place objects on top of your device.
- Do not allow dust to build up on the fan, vents or other openings.

⚠️ WARNING! Avoid excessive heat

- Do not use or store your device near heat sources or in strong direct sunlight.

⚠️ WARNING! Avoid contaminants

- Avoid getting contaminants such as food debris, dust, dirt, oil, or chemicals on your device.

⚠️ CAUTION! Protect from damage

Handle your device with care. It is made of metal, glass, and plastic and has sensitive electronic components inside. Your device can be damaged if dropped, burned, punctured, or crushed, or if it comes in contact with liquids. Broken components can cut, and damage to a battery may cause injury, death, or property damage, and may damage your device or its accessories as a result of battery fluid leakage, fire, overheating, or explosion.

If you suspect damage to your device or its battery, stop using it. Contact Microsoft for information about device repair or dispose of it safely.

Assistance and information from Microsoft for device repair and other services is available at support.microsoft.com

⚠️ WARNING! Keep out of reach of small children

Your device and its accessories are not toys. Keep your device and all its parts and accessories out of the reach of small children. Children could hurt themselves or others or damage your device. In addition, the device may contain or break into small parts that may be a choking hazard to children under 3 years.

⚠️ WARNING! Prolonged contact with warm devices

Your device and its power supply unit (PSU) may become warm during normal use. It complies with the surface temperature limits defined by international safety standards; nonetheless, sustained contact with warm surfaces may cause injury. For example, if you rest the warm device on your lap for a long time, you might sustain an injury even though it may not feel hot to the touch. If you have a condition that affects your ability to detect heat or your sensitivity to heat, then you may be particularly susceptible to such injuries.

To reduce this risk:

- Avoid sustained skin contact with your device or its PSU when it's operating or connected to a power source. For example, don't sleep with your device or its PSU.
- If your device is on your lap and gets uncomfortably warm, move it to a stable work surface.
- Keep your device and its PSU in a well-ventilated area when in use or charging. Allow for air circulation around the device and its PSU. Don't place your device or its PSU under a blanket or pillow or use it on soft surfaces.

Important

Potential damage to surfaces. Never place your device or its PSU on furniture or any other surface that might be marred by exposure to heat.

⚠ CAUTION! Skin irritation

This device is made of materials commonly used in electronic devices. However, certain people may develop skin irritation due to allergies or sensitivities or if their skin is already injured. To reduce the risk of skin irritation:

- Clean your device regularly.
- Avoid using lotions or other products in locations where the device may contact your skin.

If symptoms are severe or persist, consult your physician.

⚠ WARNING! Photosensitive seizures

Some people may experience a seizure when exposed to flashing lights or patterns in moving images or video games. Even people who have no history of seizures or epilepsy may have an undiagnosed condition that can cause “photosensitive seizures” while watching flashing lights, moving images or video games.

These seizures may have a variety of symptoms, including lightheadedness, altered vision, eye or face twitching, jerking or shaking of arms or legs, disorientation, confusion, or momentary loss of awareness. Photosensitive seizures may also cause loss of consciousness or convulsions that can lead to injury from falling or striking nearby objects.

Immediately stop playing or using the device and consult a doctor if you experience any of these symptoms. Parents should watch for or ask their children about the above symptoms — children and teenagers are more likely than adults to experience these seizures.

The risk of photosensitive seizures may be reduced by taking the following precautions:

- Sit farther from the video screen.
- Use a smaller video screen.
- Play in a well-lit room.
- Do not play when you are drowsy or fatigued.

If you or any of your relatives have a history of seizures or epilepsy, consult a doctor before starting any activity using a screen or display.

⚠ WARNING! General battery safety

Your device uses either removeable batteries (i.e., disposable batteries or batteries that are removed from the device for charging) or a built-in battery. Improper use or misuse of batteries may cause injury, death, property damage, or damage to your device or its accessories as a result of battery fluid leakage, fire, overheating, or explosion.

Battery fluid is corrosive and may be toxic. It can cause burns and may be harmful or fatal if swallowed.

⚠ WARNING! Keep batteries out of the reach of children

- For replacement batteries, keep in the original package until ready to use.
- Dispose of used batteries promptly.

⚠ WARNING! Avoid excessive heat and direct sunlight

- Do not leave a battery-powered device in direct sunlight for an extended period.
- Do not expose to temperature above 40 °C (104 °F).

⚠ WARNING! Avoid exposure to liquids

- Do not immerse batteries (or devices containing batteries) in water or other liquids or allow the batteries to become wet.
- Do not use a battery if it has become wet. Do not attempt to dry a battery or battery pack with a hair dryer, in a conventional oven, or in a microwave oven.

⚠ WARNING! Protect batteries from damage

- Do not modify or remanufacture, attempt to insert foreign objects into the battery, expose to fire, explosion, or other hazard.
- Do not disassemble, crush, open, puncture, shred, or short external contacts or circuits.
- Do not strike, throw, step on, or subject batteries to severe physical shock.
- Dropping your device or its battery, especially on a hard surface, can damage the device and its battery. We recommend that you seek professional assistance to inspect your device if you believe damage has occurred.

⚠ WARNING! Never use a damaged battery.

- If you suspect damage to a device's built-in battery, stop using it.
- If a removable battery appears damaged, including if it is scratched or nicked, immediately dispose of it properly. Use of a damaged battery can cause electrical shorts, overheating, and other component failures.

⚠ WARNING! Removable batteries – remove when appropriate and replace correctly

- Immediately remove old, weak, or worn-out batteries from your device.
- Remove the batteries from your device before storing your device for an extended period.
- Use appropriate replacement batteries. We recommend that you use Microsoft approved battery packs. Replace the disposable or rechargeable batteries supplied with your device with batteries of the same type and rating.
- Do not mix new and old batteries or batteries of different types (for example, carbon-zinc and alkaline batteries).

⚠ WARNING! Removable batteries – store and transport appropriately

- Do not carry or place removable batteries or battery packs together with other metal objects or allow metal objects to touch the battery terminals on the device. They can become hot and cause burns.

⚠ WARNING! Charge rechargeable batteries correctly

- Always charge the rechargeable batteries in your device using the charger supplied with your device (if applicable). If a charger was not supplied, refer to the device's specifications to select a charger that meets the required voltage and current ratings. Using an improper charging method may result in fire or explosion.
- Do not recharge batteries near a fire or in extremely hot conditions.
- Do not connect batteries directly to wall outlets or car cigarette-lighter sockets.

⚠ WARNING! Exposure to battery fluids

- Avoid contact with battery fluid. Keep the leaked fluid from touching your skin, eyes, clothes, or other surfaces. If the battery fluid contacts your skin, eyes, or clothes, immediately rinse the affected area with water and contact your doctor or other medical provider as appropriate.
- *For removable batteries:*
 - Carefully remove all batteries by reversing the battery installation instructions provided with your device.

- Before inserting new batteries, thoroughly clean the battery compartment with a dry cloth, or follow the battery manufacturer's recommendations for cleanup.

⚠ WARNING! Dispose of properly

Recycle or dispose of old, weak, or worn batteries in accordance with local, regional, or national law or regulation. Do not dispose of batteries in fire or water. Visit microsoft.com/legal/compliance/recycling.

⚠ WARNING! Battery safety and replacement

Improper use or handling of your device's battery may cause injury, death, or property damage as a result of battery fluid leakage, fire, overheating, or explosion. See [General battery safety](#).

Microsoft recommends that you seek professional assistance for repairing or replacing built-in batteries. Improper battery installation, improper handling or storage of batteries, or failure to follow the instructions in the product's Service Guide could cause battery overheating, expansion, venting, leaking, or a thermal event. This could result in fire, serious injury, death, data loss, or damage to the device or other property damage. Do not attempt do-it-yourself repairs unless you follow the Service Guide at support.microsoft.com for the product, and have the required knowledge, experience, and specialized tools to do so.

Assistance and information from Microsoft for device repair and other services is available at support.microsoft.com.

⚠ WARNING! Coin cell/button cell batteries and child safety (Surface Studio only)

- Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do NOT dispose of batteries in household trash or incinerate.
- Even used batteries may cause severe injury or death.
- Call a local poison control center for treatment information.
- Non-rechargeable batteries are not to be recharged.
- Do not force discharge, recharge, disassemble, heat above (manufacturer's specified temperature rating) or incinerate. Doing so may result in injury due to venting, leakage or explosion resulting in chemical burns.
- Ensure the batteries are installed correctly according to polarity (+ and -).
- Do not mix old and new batteries, different brands or types of batteries, such as alkaline, carbon-zinc, or rechargeable batteries.
- Remove and immediately recycle or dispose of batteries from equipment not used for an extended period of time according to local regulations.
- Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep them away from children.

⚠ WARNING! Exposure to radio frequency (RF) energy for devices with display screens

This device contains Wi-Fi and/or Bluetooth® radio transmitters that meet the Federal Communications Commission (FCC), Industry Canada and European guidelines for RF exposure and Specific Absorption Rate.

For devices with display screens: To ensure that your exposure to RF energy from this device stays within the limits set forth in these guidelines, avoid placing the display screen in direct contact with your body (e.g., avoid placing the display side face down on your lap or upper body).

Additional information about RF safety can be found on the FCC website at www.fcc.gov/oet/rfsafety and the Industry Canada website at www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf01904.html.

⚠ WARNING! Wireless devices aboard aircraft

If you plan to check luggage containing a wireless device, turn the wireless device off (if it has an on/off switch) or remove the batteries (if removable).

For wireless devices you are carrying with you in the cabin, disable wireless before departure (put the device in airplane mode, turn it off, or remove the batteries). Listen for the in-flight announcement that tells you if you can use your device during a flight. In-flight wireless use is at the discretion of the airline.

Additionally, Microsoft recommends that you review the air travel information provided by your airline.

⚠ **WARNING! Personal medical device interference**

Radio-frequency emissions and magnetic fields from electronic equipment can interfere with the operation of other electronic equipment, including medical devices. Although your Microsoft device complies with regulations governing radio frequency emission, interference can still occur.

If you suspect that your Microsoft device is interfering with your medical device, immediately turn off the Microsoft device.

If you have a pacemaker:

- Keep distance between the wireless device and your pacemaker. The American Heart Association recommends that a minimum separation of 15 cm (6 inches) be maintained between a wireless device and a pacemaker to avoid potential interference with the pacemaker.
- Do not carry your device in a chest pocket.
- If you use your mobile device with a case or holder, select one without metallic parts.

If you use a medical device other than a pacemaker, consult the device manufacturer or your physician for information and instructions about the use of other electronic devices near your medical device.

⚠ **WARNING! Radiofrequency interference – follow location/facility rules**

Radio-frequency emissions and magnetic fields from electronic equipment can interfere with the operation of other electronic equipment under certain circumstances, causing them to malfunction. Although your device complies with applicable regulations, interference can still occur.

Turn off your device or cellular or wireless connections when instructed.

⚠ **WARNING! AC power supply safety**

Always select and use an appropriate AC power supply for your device. Failure to take the following precautions can result in serious personal injury or death from electric shock or fire or in damage to your device.

To select an appropriate power source for your device:

- We recommend you use genuine Microsoft power supply units (PSUs) and AC power cords. A genuine Microsoft PSU was provided with your device, or can be purchased from a Microsoft-authorized retailer and atstore.microsoft.com/devices.
- Use only AC power provided by a standard (mains) wall outlet. Do not use non-standard power sources, such as generators or inverters, even if the voltage and frequency appear acceptable.
- Confirm that your electrical outlet provides the type of power indicated on the PSU (in terms of voltage [V] and frequency [Hz]). If you are unsure of the type of power supplied to your home, consult a qualified electrician.
- Do not overload your wall outlet, extension cord, power strip, or other electrical receptacle. Confirm that they are rated to handle the total current (in amps [A]) drawn by your device (as indicated on the PSU) and any other devices using the same circuit.
- For devices where the AC prongs may be folded for storage, make sure its prongs are fully extended before plugging the AC power supply for your device into the power (mains) outlet.
- For devices equipped with power cords with removable prongs and a universal power supply, make sure the prong assembly is properly configured for the power outlet and fully seated into the power supply before plugging the AC power supply into a power (mains) outlet.

⚠️ WARNING! Power cord and cable safety

Damaged power cords and cables can pose an electric shock or fire hazard, and exposed device cables and cords pose a potential tripping hazard. Arrange all cables and cords so that people and pets are not likely to trip over or accidentally pull on them as they move around or walk through the area. Do not allow children to play with cables and cords. To avoid damaging the cords and cables:

- Protect cords from being walked on or crushed.
- Protect cords from being pinched or sharply bent, particularly where they connect to a wall power (mains) outlet, the power supply unit, and your device.
- Do not jerk, knot, sharply bend, stretch, or otherwise abuse the power cords. Do not wrap your power cord too tightly, especially around the power brick. Instead, wrap it using loose coils rather than tight angles.
- When positioning your device or PSU make sure that the cords are not bent sharply and that the connectors are not pushed against a wall or hard surface.
- Do not expose power cords to heat sources.
- Do not allow pets or children to bite or chew on power cords.
- When disconnecting the power cord, pull on the plug—do not pull on the cord.

Inspect your power cords and cables regularly. If a power cord or cable becomes warm, frayed, cracked or damaged in any way, stop using it immediately. We recommend that you replace your damaged power cord or cable with a genuine Microsoft replacement power cord or cable.

Unplug your power cord during lightning storms or when unused for long periods.

⚠️ WARNING! Keep power supply unit (PSU) DC connector clean

Avoid prolonged skin contact with the DC connector when your power supply unit (PSU) is plugged into a power source because it may cause discomfort or injury. Sleeping or sitting on the DC connector should be avoided.

Keep the DC connector clean, free of contaminants such as liquids, sweat, or dirt. To clean, wipe it with a clean cloth. Using a contaminated DC connector can result in heating, which can cause discomfort or injury. If this occurs, immediately unplug the DC connector from the device.

Was this information helpful? Yes No

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