



# PRODUCT RECALLS

## Microsoft Power Cord Replacement Program

📅 JANUARY 22, 2016

Microsoft has launched a voluntary replacement and consumer education program for AC power cords sold with all Microsoft Surface Pro and Microsoft Surface Pro 2 devices and with Microsoft Surface Pro 3 devices purchased prior to July 15 2015.



**AC power cord**

**AC power supply**

### What to do:

Consumers who may have purchased a Surface Pro, Surface Pro 2 or Surface Pro 3 prior to July 15 2015, Microsoft recommends you get a free replacement AC power cord as soon as possible. To check if you qualify for a free replacement and to begin the exchange process, please visit the website [www.surface.com/powercord](http://www.surface.com/powercord).

If you have any other questions regarding your Surface Pro, please click on this link [Surface Support team](#), to contact the Microsoft support team or alternatively you may speak to the support team by telephone on 01 901 4837.