Microsoft Surface Warranty Process NZ

If the device is Dead on Arrival (DOA) or if the accessories are faulty, download and complete the Dicker Data RMA form and send it to **Returns.Authorities@dickerdata.co.nz** within 30 days of invoice to be eligible for Dead on Arrival (DOA) warranty process, including forward replacement of the device.

If the return is outside of the 30-day DOA period, resellers need to submit a support case directly with Microsoft online:

<https://support.serviceshub.microsoft.com/supportforbusiness/onboarding?origin=/supportforbusiness/create>

**Warranty Claims:**

Submit a claim via the Surface Management Portal

To access Surface Management Portal, sign in to the [admin center](https://go.microsoft.com/fwlink/?linkid=2109431) and go to **All services** > **Surface Management Portal**.

If the customer has purchased an EHS+ NBD Warranty, they also need to contact Microsoft directly to arrange a replacement device.

**How does a customer raise a NBD Service Request with Microsoft?**

All NBD requests need to be [logged online with Microsoft](https://support.serviceshub.microsoft.com/supportforbusiness/onboarding?origin=/supportforbusiness/create) so that their technical support team can determine if the customer’s device issue would be best resolved with a replacement device. Once the determination is made to replace the device, the agent will submit the shipping request. If the shipping request is sent by the designated local time, the replacement unit will arrive the next business day.

**Country Local Time (Cut Off)**

New Zealand 2:00pm NZST

Customers can log a service request via: [Support for Business portal](https://support.serviceshub.microsoft.com/supportforbusiness) or Premier/Unified Services Hub. When an agent has confirmed that a replacement is required (ruled out software issues) the agent will submit a shipping request and the Customer will receive a replacement the following business day. Customers are encouraged to deploy the Surface Diagnostic Toolkit and submit the report to Microsoft to help confirm the hardware issue.

# What is Microsoft Surface Management Portal?

Microsoft Surface Management Portal is a centralised place in the Microsoft Intune admin center where you can self-serve, manage, and monitor your organisation's Intune-managed Surface devices at scale.

Surface Management Portal offers insights about the enrolled Surface devices in your organisation, such as warranty eligibility and open support requests. Use it to:

* See all enrolled Surface devices in your organisation.
* Drill down into reports, support requests, and individual devices.
* View warranty data and expiration dates.
* Track warranty and support requests.
* Access Microsoft Surface news and resources.

## **Warranty and coverage**

Warranty information is available for devices enrolled in Microsoft Intune. Select **Warranty and coverage** to manage all of the warranty data that's associated with your Surface devices. You can use the information in this tab to plan for new devices and support requests.

The **coverage status** tracks the expiration and coverage of Surface warranties. Select any status to view and drill down into affected devices. Statuses shown include:

* **Expired**: Number of devices with expired warranties.
* **Covered**: Number of devices still covered under warranty.
* **Expiring**: Number of devices approaching the warranty expiration date.
* **Eligible**: Number of devices eligible for optional coverage.

Links to other resources are provided under **Warranty and coverage resources** and **Customer service and support resources**.

## Support

Select **Support** to access and monitor all Surface support requests. This area is for self-service and troubleshooting, and tracks support activity, including:

* Open requests
* Closed requests
* Last updated support requests

If a Surface device isn’t working properly, the Microsoft Surface Diagnostic Toolkit (SDT) for Business can help you find and solve problems. Select **Troubleshoot with SDT** to learn how to install and use SDT to target problems on Surface devices. More support channels are listed under **Resources**.