

How to tell if Surface is Dead

- 1) Try a Force shut down and restart on the surface to see if you can reboot the device
<https://support.microsoft.com/en-us/help/4036280/surface-force-a-shut-down-and-restart-your-surface>
- 2) If the force restart does not work try and get into the BIOS/UEFI settings.
- 3) If you notice a hard drive with an X in the middle of hard drive in the top right corner of the screen that means the surface has experienced hardware failure. To see a picture of it please the image below.
- 4) Contact Microsoft Help Desk for support (1-877-696-7786) to send an RMA for replacement if the Surface Pro is under warranty.

