

**REPAIRABILITY INDEX CALCULATION AND PRESENTATION OF
THE PARAMETERS WHICH ALLOWED TO ESTABLISH IT**

Laptop

Producer's or importer's name or trademark	Microsoft
Producer or importer adress	One Microsoft Way, Redmond WA, USA 98052
Producer's or importer's model identifier	Surface Laptop, 13.8in
Date of calculation	07/05/2026

This final score sheet in English is only for guidance, the French version must be sent for official circulation

Criteria	Sub-criteria	Score of subcriterion /10	Weighting factor of subcriterion	Score of criterion /20	Total criteria scores /100	
CRITERION 1 : DOCUMENTATION	1.1 Availability of the technical documentation and other documentation related to user and maintenance instructions	7,7	2	15,4	77,4	
CRITERION 2 : DISASSEMBLY, ACCESSIBILITY, TOOLS, FASTENERS	2.1 Ease of disassembly (broken/malfunctioning parts)	4,7	1	14,2		
	2.2 Necessary tools (broken/malfunctioning parts)	10,0	0,5			
	2.3 Fasteners characteristics (functional parts and broken/malfunctioning parts)	9,0	0,5			
CRITERION 3 : AVAILABILITY OF SPARE PARTS	3.1 Availability over time (broken/malfunctioning parts)	7,4	1	14,3		
	3.2 Availability over time (functional parts)	5,0	0,5			
	3.3 Delivery time (broken/malfunctioning parts)	10,0	0,3			
	3.4 Delivery time parts from List 1	7,0	0,2			
CRITERION 4 : PRICE OF SPARE PARTS	4. Ratio between price of broken/malfunctioning parts and price of the product	9,0	2	18,0		
CRITERION 5 : SPECIFIC CRITERION	5.1 Information about type of updates	10,0	1	15,5		
	5.2 Free remote assistance	6,0	0,5			
	5.3 Possibility to reset softwares	5,0	0,5			
Reparability index on 10					7,7	

* list 2: list of a maximum of 3 to 5 spare parts (depending on the category of equipment concerned) whose breakage or malfunctioning are the most frequent;

** list 1: list of a maximum of 10 other spare parts (depending on the category of equipment concerned) whose good condition is necessary for the operation of the equipment.