

Surface Laptop Trackpad Popped Out? Here's What It Means and What to Do

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By Vipin PG | Published July 1, 2026 | Updated July 1, 2026 | Topic: Solution | 4 min read

If your Surface Laptop's trackpad is sitting higher than it used to, or one edge feels tilted or spongy, don't just push it back down and hope it stays. Nine times out of ten, something underneath is pushing it - and the most common reason is a swelling battery.

Quote: Quick take: A popped-out trackpad is most often caused by battery swelling, though a drop, loose adhesive, or a shifted internal bracket can do it too. Power down the laptop, don't press the trackpad back into place, and check for a few other warning signs before deciding whether this is something you can live with or something that needs a repair shop.

Why the trackpad pops out in the first place

On a Surface Laptop, the battery sits directly under the keyboard deck and trackpad, glued in place. There's very little clearance built into that space, so anything that changes the battery's shape shows up almost immediately at the surface.

- Battery swelling - the most common and most serious cause. As a lithium-ion battery ages or degrades, it can generate gas internally and expand, pushing everything above it upward.
- Impact or a drop - a hard knock can shift the internal bracket or clips holding the trackpad in its frame, even without touching the battery.
- Loose adhesive or worn screws - less common, but over years of use the trackpad's mounting can loosen on its own.

Check for these signs before you do anything else

Lay the laptop on a hard, flat surface - a desk, not a couch or your lap - and look for more than one of the following:

- It rocks or wobbles slightly instead of sitting flat
- The bottom case looks slightly bulged or curved
- The laptop feels warmer than normal even when idle
- Certain keys don't register, or the trackpad clicks unevenly or not at all on one side
- There's a visible gap between the keyboard and screen when it's closed
- Any chemical or unusual smell

If you're seeing two or more of these alongside the raised trackpad, treat it as a battery issue and skip straight to the safety steps below.

What to do right now

1. Shut the laptop down completely and unplug the charger. Don't just close the lid - fully power it off.
2. Set it on a hard, flat, cool surface. Avoid beds, couches, or anywhere heat can build up underneath it.
3. Look, don't press. Check the bottom case and keyboard deck for bulging, but avoid pushing on the trackpad or the area around it.

4. Don't try to force the trackpad flat, and don't slide anything underneath it to "pop" it back - if there's a swollen cell under there, you risk puncturing it.
5. Stop charging it until you know what's going on. Heat from charging makes a swelling battery worse.

Battery swelling vs. a loose trackpad assembly

Not every popped-out trackpad means a dying battery. If the trackpad has lifted but the laptop sits perfectly flat, doesn't feel warm, and the keyboard still closes normally, you might just be dealing with worn adhesive or a shifted internal bracket rather than the battery itself.

Some Surface Laptop owners have fixed this exact version of the problem by opening the bottom case and removing a small metal shroud sitting under the trackpad, which lets it sit flush again. It works, but it's worth knowing upfront: doing this yourself means opening a sealed device, it can void your warranty, and depending on the model it may disable the physical click function even though touch and tap-to-click keep working. Treat it as a stopgap, not a proper fix, and only after you've ruled out battery swelling.

If you suspect the battery is swollen

Once you've confirmed the signs point to the battery, this stops being a cosmetic issue and becomes a safety one.

- Never puncture, bend, or apply pressure to a swollen battery
- Don't keep using or charging the laptop in the meantime
- Don't throw it in household trash or a regular recycling bin - swollen lithium batteries need to go through a certified battery recycler
- Get it to a professional as soon as you reasonably can

Getting it repaired

Surface Laptops aren't designed for easy at-home battery swaps - the battery is glued in and buried under several layers of components. For most people, the more practical path is:

1. Go to account.microsoft.com/devices and sign in with the Microsoft account tied to your Surface.
2. Select your device and start a service request, choosing battery issues or physical damage as the reason.
3. Microsoft will tell you whether it's covered under warranty, or give you a quote if it's out of warranty.
4. If you'd rather go in person, you can look up a Surface Authorized Service Provider near you instead of mailing it in.

Out-of-warranty battery replacements on Surface devices typically land somewhere in the \$150-\$300 range depending on the model and region, though it's worth getting an exact quote through the service request before committing.

Keeping it from happening again

- Avoid leaving the laptop on charge 24/7 - constant trickle charging generates heat that speeds up battery wear
- Don't use it on soft surfaces like beds or couches that trap heat underneath
- If your Surface Laptop is a few years old and gets heavy daily use, keep an eye on the trackpad and keyboard deck periodically - catching swelling early is a lot safer than catching it after the case has already bulged