

Safety, warranty and regulatory guide for Google Nest Cam

This booklet provides important safety, regulatory and warranty information that you should read before using your Nest Cam. You can find an online version of this document at g.co/nest/help

Basic safety



WARNING: HEALTH AND SAFETY INFORMATION

To avoid damaging your device, accessories or any connected devices, and to reduce the risk of personal injury, discomfort, property damage or other potential hazards, follow the precautions below and those found in the Nest Cam safety information at g.co/nest/safety. Review the safety guidelines at g.co/nest/safety before installing and using your Nest Cam:

- Handle your Nest Cam with care. You may damage Nest Cam or the battery if you disassemble, drop, bend, burn, crush or puncture your Nest Cam. Do not use Nest Cam if it has a cracked front cover, a cracked glass lens or a damaged enclosure body. Make sure that the power adaptor, charging cable and Nest Cam are well ventilated when in use or charging. Using a damaged Nest Cam, or a damaged charging cable or power adaptor, or charging when moisture or debris is present, may cause overheating, fire, electric shock, injury or damage to your Nest Cam or other property. Do not expose your Nest Cam to liquids, which can cause a short circuit and overheating. If Nest Cam gets wet, do not attempt to dry it using an external heat source. Do not charge Nest Cam when wet or in direct sunlight. Your Nest Cam is designed to work best in ambient temperatures between -20° and 40°C (-4° and 104°F), and should be stored between ambient temperatures of -20° and 60°C (-4° and 140°F). Do not expose Nest Cam to temperatures above 60°C (140°F) as this may damage Nest Cam, overheat the battery or pose a risk of fire.
- Nest Cam must be used and/or charged with a Class II certified Limited Power Source (LPS) output per IEC 60950-1 and/or PS2 classified output per IEC 62368-1, rated: 5 volts DC 2.4 A max. Only charge Nest Cam with the included cable or compatible charging accessories, which are available on the Google Store or at Google-authorized resellers (look for Google's 'made for' badge). Failure to use compatible charging accessories can cause fire, electric shock, injury or damage to Nest Cam and the accessories.

- When using the device next to your body, maintain a distance of 20 cm (8") from your body to be consistent with how the device is tested for compliance with RF exposure requirements.
- Your device is designed to be wall-mounted. Install in accordance with local building and installation regulations, using a wall plate, magnetic plate, wall screws and anchors that are suitable for your wall type. Keep camera and all components out of reach of children and pets. Install no more than 2 m (6.5 ft) above the floor. If the camera is mounted higher and it falls, it could potentially cause harm unless it is permanently secured in place. See g.co/nestcam/setup for additional wall-mounting instructions.
- Strangulation hazard. This device is not a toy. Children have been strangled on cords and cables. Keep the device cable out of the reach of children (more than 1 metre/3 feet away).

BATTERY

Nest Cam contains a lithium-ion battery, which is a sensitive component that can cause injury if damaged. Do not attempt to remove the battery. Contact Google or a Google-authorized service provider to replace the battery, or if the device has been dropped and you suspect that the battery is damaged. Replacement by non-qualified professionals can damage your Nest Cam. Use of an non-qualified battery and improper disposal may present a risk of fire, explosion, leakage and/or other hazards. Do not open, crush, heat above 45°C (113°F) or incinerate. Dispose of your Nest Cam, battery and accessories according to local environmental regulations. Do not dispose of them in normal household waste. For more information on recycling your device, visit g.co/nest/recycle

Medical device interference

Your Nest Cam contains magnets that may interfere with pacemakers and other implanted medical devices. See g.co/nest/safety for more information.

Proper handling and usage

CARE AND CLEANING

Unplug the product and power adaptor before cleaning. Use a clean, soft and dry cloth to clean Nest Cam and its accessories. Do not use any chemical detergent, powder or other chemical agents (such as alcohol or benzene) to clean the product or accessories. For additional care and cleaning information, visit g.co/nest/help

WEATHER RESISTANCE

Your Nest Cam is weather-resistant, but it is not waterproof. If your Nest Cam is damaged, weather resistance may be compromised.

Service and support

For online help and support, visit g.co/nest/help

To reach an expert, visit g.co/nest/contact

Regulatory information

Regulatory information, certification and compliance marks specific to Nest Cam can be found on your device. Additional regulatory and environmental information can be found at g.co/nest/legal

Manufacturer address:

Google LLC, 1600 Amphitheatre Parkway,
Mountain View, CA 94043, United States.

EMC COMPLIANCE

Important: This device, power adaptor and accessories have demonstrated electromagnetic compatibility (EMC) compliance under conditions that included the use of compliant peripheral devices and shielded cables between system components. It is important that you use compliant peripheral devices and shielded cables between system components to reduce the possibility of causing interference to radios, televisions and other electronic devices.

EU COMPLIANCE NOTICE

Hereby, Google LLC declares that the radio equipment type, G3AL9, is in compliance with directive 2014/53/EU (radio equipment directive). The full declaration of conformity may be found at g.co/nest/conformity

PRODUCT WIRELESS INFORMATION

2,400–2,483.5 MHz: WLAN (max. 20 dBm), BLE (max. 10 dBm).

Google's EU importer is Google Commerce Limited,
70 Sir John Rogerson's Quay, Dublin 2, Ireland.



WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT WEEE AND BATTERY DIRECTIVE



The WEEE symbol above means that according to local laws and regulations, your product must be disposed of separately from household waste. When this product – including its battery(ies) – reaches its end of life, take it to a collection point designated by local authorities for safe disposal or recycling. The separate collection and recycling of your product, its electrical accessories and its battery(ies) will help conserve natural resources, protect human health and help the environment.

REACH

REACH (registration, evaluation, authorisation and restriction of chemicals, EC no. 1907/2006) is the EU regulation addressing the safe production and use of chemicals. Google complies with all requirements of the regulation and we are committed to providing our customers with information about the presence of REACH substances of very high concern (SVHCs). For information, you can contact Google at Env-Compliance@google.com

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Google Consumer Hardware Limited Warranty – UK, EEA, and Switzerland

This Limited Warranty applies if you are a consumer and purchased your Google product ("Google Product") in the UK, EEA, or Switzerland, except if otherwise noted in a country-specific section below.

This Limited Warranty is a voluntary manufacturer's warranty. It provides rights separate to rights provided to you by statutory law. Those statutory rights are not restricted or reduced by this Limited Warranty. This means the Limited Warranty benefits are in addition to, and not instead of, your statutory rights. If your Google Product is defective you may have statutory rights which you can claim against the company who sold you the Google Product, in particular for the repair or replacement of your defective Google Product, or alternatively, in some cases and some countries, a refund, a price reduction or the

right to cancel the contract for sale and make a claim for damages or expenses.

What does this warranty cover and how long does it last? Google warrants that the Google Product will be free from defects in materials and workmanship under normal use as described in the published product documentation for two years from the date of original purchase by you anywhere in the UK, EEA or Switzerland ("Limited Warranty").

What is not covered by this warranty? This Limited Warranty is only valid and enforceable in the UK, EEA and Switzerland and will only apply if you are a consumer and have purchased your Google Product from Google or its authorised resellers in the UK, EEA or Switzerland. This Limited Warranty can be redeemed anywhere in the UK, EEA and Switzerland. This Limited Warranty only applies to hardware components (and not to any software elements) of the Google Product and does not apply to damage caused by: (1) normal wear and tear; (2) accidents; (3) misuse (including failure to follow published product documentation); (4) neglect; (5) disassembly (including opening or attempting to open the outer casing of your Google Product); (6) alterations; and (7) external causes such as, but not limited to: water damage, exposure to sharp objects, exposure to excessive force, anomalies in the electrical current supplied to the Google product and extreme thermal or environmental conditions. This Limited Warranty does not guarantee that use of the Google Product will be uninterrupted or error-free.

What will Google do? (THIS IS YOUR EXCLUSIVE REMEDY UNDER THE LIMITED WARRANTY.) If a defect covered by this Limited Warranty arises and you return your Google Product during the two-year Limited Warranty period, Google will, in its discretion, either (i) repair your Google Product with new or refurbished parts, in order to provide you with a Google Product functionally at least equivalent to a new Google product; (ii) replace your Google Product with a new or refurbished Google Product functionally at least equivalent to a new Google product; or (iii) accept the return of your Google Product in exchange for a refund of the purchase price you paid for your Google Product. For the full two-year period of your Limited Warranty you do not need to show that the Google product was defective on delivery (provided the defect is covered by this Limited Warranty). If Google replaces or repairs your Google Product, the replaced or repaired Google Product will continue to be warranted for the remaining time of the original warranty period or 90 days from the date of delivery of the

replaced or repaired Google Product, whichever period is longer. Before sending your Google Product for repair or replacement you should make a separate backup of any user-generated data that may be stored on your Google Product (if your Google Product allows you to). Repair or replacement of your Google Product may result in loss of your user-generated data. All returned parts for which you have received a replacement will become the property of Google. Nothing in this Limited Warranty will reduce or otherwise affect your statutory rights in relation to your Google Product.

How do you make a claim? To make a claim under this Limited Warranty, please contact the Google support team for your Google Product at g.co/nest/support. We'll need your name, contact information, and the serial number on your Google Product. You will need to provide proof of purchase to initiate the warranty claim. Please refer to the following Privacy Policy for more information on how we handle that data: g.co/privacy. If you use this Limited Warranty in accordance with its terms, Google will be responsible for the packaging and shipping costs associated with returning the Google Product to Google from anywhere in the UK, EEA or Switzerland. If a replacement or repair is provided, Google will also be responsible for the packaging and shipping costs associated with sending you a replacement or repaired Google Product to anywhere in the UK, EEA or Switzerland.

Other limitations: No employee or representative of Google or its affiliates or any third party is authorised to make any modification, extension, or addition to this Limited Warranty. If any term of this Limited Warranty is held to be illegal or unenforceable, the remaining terms of this Limited Warranty will remain in full force and effect.

This Limited Warranty is given by Google LLC, whose registered address is at 1600 Amphitheatre Parkway, Mountain View, CA, 94043, USA, and it gives you specific legal rights.

If you purchased your Google Product in any of the following countries, then the following terms apply:

Where purchased in France:

The seller is liable for the defects of conformity of your Google Product in the conditions of articles L. 217-4 and seq. of the French Consumer Code and for the hidden defects of the good sold under the conditions set out in articles 1641 and seq. of the French Civil Code.

To make a claim under the warranty of conformity, you have a period of two years from the date of delivery of your Google Product. You will then be able to choose between repair or replacement of your Google Product, subject to the cost conditions set out in article L. 217-9 of the French Consumer Code. You will then be exempt from reporting proof of the non-conformity of the Google Product during the 24-month period following its delivery.

You may also decide to make a claim under the warranty against hidden defects of the good sold within the meaning of article 1641 of the French Civil Code and will then be able to choose between the resolution of the sale or a reduction of the sale price in accordance with article 1644 of the French Civil Code. Depending on the cases provided for in articles 1645 and 1646 of the French Civil Code, you can also claim damages or receive reimbursement of expenses incurred by the sale.

The Limited Warranty mentioned above is not applicable. The seller remains in any event liable with respect to the applicable legal warranty, and in particular for (i) any lack of conformity as set out under articles L. 217-4 and seq. of the French Consumer Code and (ii) any hidden defects as set out under articles 1641 and seq. of the French Civil Code.

(i) With respect to the warranty of conformity, pursuant to article L. 217-4 of the French Consumer Code: 'The seller is required to deliver a product which conforms to the contract and is held liable for any lack of conformity which exists upon delivery. It is also held liable for any lack of conformity caused by the packaging or the assembly instructions, or the installation if it assumed responsibility or had it carried out under his responsibility.'

According to article L. 217-5 of the French Consumer Code: 'To conform to the contract, the product must:

1. Be suitable for the purpose usually associated with such a product and, if applicable: - correspond to the description given by the seller and have the features that the seller presented to the buyer in the form of a sample or model; - have the features that a buyer might reasonably expect it to have considering the public statements made by the seller, the manufacturer or its representative, including advertising and labeling;

2. Or have the features defined by mutual agreement between the parties or be suitable for any special requirement of the buyer which was made known to the seller and which the latter agreed to.'

According to Article L. 217-12 of the French Consumer Code: 'Action resulting from lack of conformity lapses two years after delivery of the product.'

Finally, in accordance with Article L217-16 of the French Consumer Code: 'When the buyer asks the seller during the course of the commercial warranty granted to him during the acquisition or repair of a good, for a repair covered by the warranty, any period of immobilisation of at least seven days shall be added to the duration of the warranty still to be run. Such a period runs from the date the buyer asks for support or from the date the good in question is put at disposal for repair, if the latter occurs at a later date than the support request.'

(ii) With respect to the warranty against hidden defects, pursuant to article 1641 of the French Civil Code: 'A seller is bound to a warranty on account of the hidden defects of the product sold which render it unfit for the use for which it was intended, or which so impair such use that the buyer would not have acquired it, or would only have given a lesser price for it, had he known of them.' According to article 1648, paragraph 1 of the French Civil Code: 'The action resulting from hidden defects must be brought by the purchaser within two years after the discovery of the defect.'

If you purchased your Google Product directly from Google:

To make a claim under any of these statutory warranties, please contact the Google support team for your Google Product at g.co/nest/support. We'll need your name, contact information, and the serial number on your Google Product.

If you are making a claim under the warranty of conformity, you will need to provide a proof of purchase in addition to the above.

If you did not purchase the Google Product directly from Google:

You still have the option to make a claim to Google with respect to the warranty against hidden defects by contacting the Google support team for your Google Product at g.co/nest/support. We'll need your name, contact information and the serial number on your Google Product.

Please refer to the Privacy Policy for more information on how we handle that data at g.co/privacy

Where purchased in Italy:

If you are a consumer, in addition to this Limited Warranty, you will be entitled to the statutory warranty granted to consumers under Sections 128 to 135 of the Italian Consumer Code (Legislative Decree No. 206/2005). This Limited Warranty does not affect the statutory warranty in any way. The statutory warranty has a two-year duration from delivery of your Google Product, and may be exercised within two months from discovery of the relevant defect.

Where purchased in Belgium:

If you are a consumer, in addition to this Limited Warranty, you will be entitled to a two-year statutory warranty pursuant to the provisions on the sale of consumption goods in the Belgian Civil Code. This statutory warranty commences on the date of delivery of your Google Product. This Limited Warranty is additional to, and does not affect, the statutory warranty.

Where purchased in the Netherlands:

If you are a consumer, this Limited Warranty is in addition to and will not affect your rights pursuant to the provisions on the sale of consumption goods in Book 7, Title 1 of the Dutch Civil Code.

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The limited warranty is also available at g.co/nest/legal

