

Safety, warranty and regulatory guide for Google Nest Doorbell

This booklet provides important safety, regulatory and warranty information that you should read before you start using your Nest Doorbell. 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 and other potential hazards, follow the precautions below and those found in the Nest Doorbell safety information at g.co/nest/safety. Review the safety guidelines at g.co/nest/safety before installing and using your Nest Doorbell:

- Handle your Nest Doorbell with care. You may damage the device or the battery if you disassemble, drop, bend, burn, crush or puncture your device. The Nest Doorbell and its charging cable are designed to work best in ambient temperatures between -20°C and 40°C (-4°F and 104°F), and should be stored between ambient temperatures of -20°C and 80°C (-4°F and 176°F). Do not expose the Nest Doorbell to temperatures above 80°C (176°F) as this may damage the doorbell, overheat the battery or pose a risk of fire.
- When using the device close 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.
- Make sure that the charging cable and device are well ventilated when in use. Using a damaged charging cable or using it when moisture is present can cause fire, electric shock or injury, or damage to the device or other property. Do not expose your device to liquids, as this can cause a short circuit and overheating. If the device gets wet, do not attempt to dry it using an external heat source. Do not charge the device when it is wet or in direct sunlight. When charging, make sure the charging cable is easily accessible. This product is intended for use with a certified Limited Power Source (LPS) in accordance with IEC 60950-1/IEC 62368-1, with a rated output of 5 VDC, 1.5 A. Only charge your Nest Doorbell with the charging cable included. Failure to use the charging cable included can cause fire, electric shock or injury, or damage to the device.
- Your device is designed to be wall-mounted. Install in accordance with local building and installation regulations, using a base plate, wall screws and wall anchors suited for your wall type. If connecting your Nest Doorbell to existing wiring, turn off power to the doorbell before installation and only use the wire connector provided, as not doing so may cause fire, electric shock, injury or damage to the device or other property. See g.co/nest/installdoorbell for additional wall-mount instructions.
- Strangulation hazard. This device is not a toy. Children have been strangled on cords. Keep the cord for the device out of the reach of children (more than 3 feet/1 metre away).

Battery

The Nest Doorbell 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. Replacement by non-qualified professionals can damage your Nest Doorbell. Use of a 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 Doorbell, 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 Doorbell base plate contains a magnet 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 Doorbell. 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 Doorbell is weather-resistant, but it is not waterproof. If your Nest Doorbell is damaged, weather resistance may be compromised.

Service and support

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

For customer service, call 611800905941 (Australia) or 64 3 288 9187 (New Zealand).

Regulatory information

Regulatory information, certification and compliance marks specific to the Nest Doorbell can be found on your device. Additional regulatory and environmental information can be found at [g.co/nest/legal](https://www.google.com/nest/legal)

Manufacturer address:

Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA.

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.

© Google LLC. Google Nest Doorbell, G logo, Google, and related marks and logos are trademarks of Google LLC.

Google Consumer Hardware Limited Warranty – Australia and New Zealand

This warranty applies if you are a consumer and purchased your Google product (referred to as a 'Google Product') in Australia or New Zealand.

Limited Warranty

If you purchased your Google Product in Australia, the following applies to your Google Product:

Your Google Product comes with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Google Product repaired or replaced if the Google Product fails to be of acceptable quality and the failure does not amount to a major failure. In addition to all applicable guarantees, Google offers this Limited Warranty.

If you purchased your Google Product in New Zealand, the following applies to your Google Product:

If you are entitled to the benefit of the Consumer Guarantees Act 1993 (CGA), our goods come with guarantees that cannot be excluded under the New Zealand Consumer Law. Where these guarantees operate and the problem with your Google Product cannot be fixed or is of 'substantial character' within the meaning of the CGA, then you are entitled to a replacement or refund or compensation for any drop in the value of the Google Product. In addition to these remedies, you may claim for any reasonably foreseeable loss (other than loss or damage through reduction of value of the Google Product) that results from the initial problem. If the problem with your Google Product can be fixed, then you may either be entitled to have your Google Product repaired or replaced or, in certain circumstances, the purchase price of your Google Product refunded. In addition to any applicable guarantees, Google offers this Limited Warranty.

The following applies to Google Products purchased in Australia or New Zealand:

Google warrants that the Google Product will be free from defects in materials and workmanship under normal use as described in the user guide for one year from the date of original purchase by you anywhere in Australia or New Zealand ('Limited Warranty').

This Limited Warranty is only valid and enforceable in Australia and New Zealand and will apply only if you have purchased your Google Product from Google or its authorised resellers. 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 normal wear and tear, accidents, misuse (including failure to follow product documentation), neglect, disassembly, alterations and 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.

WARRANTY REMEDY FOR AUSTRALIA AND NEW ZEALAND

If a defect arises and you return your Google Product during the one-year Limited Warranty period, Google will replace your Google Product with a new or refurbished Google Product functionally at least equivalent to yours. If applicable, a Google Product presented for repair may be replaced by a refurbished Google Product of the same type rather than being repaired, and refurbished parts may be used to repair Google Products. If Google replaces the Google Product, the replaced Google Product will continue to be warranted for the remaining time of the original warranty period. All returned parts for which you have received a replacement will become the property of Google. Replacement or repair of your Google Product may result in the loss of any user-generated data. Please ensure that you have made a copy of any data saved on your Google Product. Nothing in this Limited Warranty will reduce or otherwise affect your statutory rights in relation to the Google Product.

To make a claim under the Limited Warranty, please contact Google Product support at 611800905941 (in Australia) or 64 3 288 9187 (in New Zealand).

We will need your name, contact information and the serial number. You will need to provide a purchase receipt. Please refer to the Privacy Policy for more information on how we handle that data at [g.co/privacy](https://www.google.com/privacy). 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.

If you use this Limited Warranty, you will be responsible for the costs associated with returning the Google Product to Google, unless you have made alternative arrangements with Google. Google will be responsible for the costs associated with sending to you the new or refurbished Google Product.

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 benefits which are in addition to other rights and remedies which you are entitled to under law.

G953-01452-01 REV A

