

# 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](http://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](http://g.co/nest/safety). Review the safety guidelines at [g.co/nest/safety](http://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, and should be stored between ambient temperatures of -20° and 60°C. Do not expose Nest Cam to temperatures above 60°C 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-authorised 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 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](http://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).

## 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-authorised 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 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](http://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](http://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](http://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](https://g.co/nest/help)  
For customer service, call +61-1800 891 071 (Australia)  
or +64-800 854 860 (New Zealand).

## **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](https://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.

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## **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 +61-1800 891 071 (in Australia) or +64-800 854 860 (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/g.co/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.

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The limited warranty is also available at [g.co/nest/legal](https://www.google.com/g.co/nest/legal)

