

# 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](https://g.co/nest/help)

## Basic safety



### WARNING: HEALTH AND SAFETY INFORMATION – READ BEFORE USE

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/camsafety](https://g.co/nest/camsafety)

- Handle your Nest Cam with care. You may damage the device if you disassemble, drop, bend, burn, crush or puncture it. Do not use a Nest Cam with a cracked lens or damaged enclosure. Make sure that the power adaptor and Nest Cam are well ventilated when in use. Using a damaged Nest Cam, damaged cables or a damaged power adaptor, 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 the Nest Cam gets wet, do not attempt to dry it using an external heat source. Do not use your device when wet or in direct sunlight. Your Nest Cam is designed to work best in ambient temperatures between 0° and 40°C (32° and 104°F) and should be stored between ambient temperatures of -20° and 60°C (-4° and 140°F). Do not expose the Nest Cam to temperatures above 60°C (140°F) as this may damage the device or pose a risk of fire.
- This Nest Cam must be used with a certified AC adaptor with Limited Power Source (LPS) output per IEC 60950-1 and/or PS1 classified output per IEC 62368-1, rated: 5 volts DC, maximum 1.5 amp. Only power this Nest Cam with the included power adaptor or compatible power adaptors, which are available from the Google Store or from Google authorised resellers (look for Google's 'made for' badge). Failure to use a compatible power adaptor can cause fire, electric shock, injury, or damage to the Nest Cam.
- Strangulation hazard. This device is not a toy. Cables pose a risk of strangulation for children. Keep cables out of the reach of children (more than 0.9 metres/3 feet away).
- Your Nest Cam can be wall-mounted. See [g.co/nest/mountcam](https://g.co/nest/mountcam) for additional wall-mount instructions.

### DISPOSAL AND RECYCLING

Dispose of and transport your device and accessories according to local environmental and transportation regulations. Do not dispose of them in normal household waste. For more information on recycling your device and accessories, visit [g.co/HWRRecyclingProgram](https://g.co/HWRRecyclingProgram)

## Child safety

Your Nest Cam is not a toy. It contains (or comes with) small parts, plastic elements, cables and parts with sharp edges. These may cause injury, or create a choking or strangulation hazard. Keep your Nest Cam and its accessories out of the reach of small children. They could hurt themselves or others, or could accidentally damage the Nest Cam. Consult a doctor immediately if small parts are swallowed.

## Proper handling and usage

### CARE AND CLEANING

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

### WATER RESISTANCE

The device and power adaptor are not water resistant and should not be exposed to liquids.

## Service and support

For online help and support, visit [g.co/nest/help](http://g.co/nest/help). If you send your Nest Cam for service, you might receive a replacement in place of your original Nest Cam. Where permitted by law, goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. If the goods are capable of retaining user-generated data, the repair or replacement may result in loss of the data.

## Regulatory information

Regulatory information, certification and compliance marks specific to your Nest Cam can be found inside or on the device base. Additional regulatory and environmental information can be found at [g.co/nest/legal](http://g.co/nest/legal)

Manufacturer address:

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

### EMC COMPLIANCE STATEMENT

Important: This device, power adaptor and other in-box 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.

### RADIO FREQUENCY EXPOSURE

Radio frequency exposure information can be found at [g.co/nest/camsafety](http://g.co/nest/camsafety)

Maintain a distance of 20 cm (8 inches) from your body to be consistent with how the device is tested for compliance with RF exposure requirements.

### EU COMPLIANCE NOTICE

Hereby, Google LLC declares that the radio equipment type: GJQ9T is in compliance with Directive 2014/53/EU.

The full text of the EU Declaration of Conformity is available at: [g.co/nest/conformity](http://g.co/nest/conformity)



Restrictions and requirements under Directive 2014/53/EU

The device is restricted to indoor use only when operating in the 5150 to 5350 MHz frequency range in AT, BE, BG, CY, CZ, DE, DK, EE, EL, ES, FI, FR, HR, HU, IE, IT, LT, LU, LV, MT, NL, PL, PT, RO, SE, SI, SK, UK(NI), CH, IS, LI, NO, TR.

#### Information about frequency bands and power

2400–2483.5 MHz: WLAN (max. 20 dBm), BLE (max. 10 dBm),  
5150–5250 MHz: WLAN (max. 23 dBm). 5250–5350 MHz: WLAN (max. 20 dBm).  
5470–5725 MHz: WLAN (max. 20 dBm).

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

#### Waste Electrical and Electronic Equipment (WEEE) Directive



The WEEE symbol above means that according to local laws and regulations, your product should be disposed of separately from household waste. When this product 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 and its electrical accessories will help conserve natural resources, protect human health, and help the environment.

#### UK COMPLIANCE NOTICE

Hereby, Google LLC declares that the radio equipment type: GJQ9T is in compliance with the relevant statutory requirements.

The full text of the UK Declaration of Conformity is available at: [g.co/nest/conformity](https://www.google.com/nest/conformity)



#### Restrictions and Requirements under Radio Equipment Regulations 2017

The device is restricted to indoor use only when operating in the 5150 to 5350 MHz frequency range in UK.

#### Information on frequency bands and power

2400–2483.5 MHz: WLAN (max. 20 dBm), BLE (max. 10 dBm),  
5150–5250 MHz: WLAN (max. 23 dBm). 5250–5350 MHz: WLAN (max. 20 dBm).  
5470–5725 MHz: WLAN (max. 20 dBm).

Google Commerce Limited UK establishment, Belgrave House,  
76 Buckingham Palace Road, London, SW1W 9TQ.

#### UK Waste Electric and Electronic Equipment Regulations



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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](mailto: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](https://www.google.com/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](https://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](https://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](https://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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