

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 – 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

- 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 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

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

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. For customer service, call 1800 905 941 (in Australia) or 03 288 9187 (in New Zealand). If you send your Nest Cam for service, you might receive a replacement in place of your original Nest Cam. 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, then 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

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

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.

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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 two years 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 two-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 +61-1 800 905 941 (in Australia) or +64-3 2889 187 (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.

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