

# Safety, Warranty & 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/camsafety](http://g.co/nest/camsafety). Review the safety guidelines at [g.co/nest/camsafety](http://g.co/nest/camsafety) 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 with a cracked screen or damaged enclosure. Be sure the power adapter, charging cable, and Nest Cam are well ventilated when in use or charging. Using a damaged Nest Cam, damaged charge cable, or power adapter, 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 -4° and 104° F (-20° and 40° C), and should be stored between ambient temperatures of -4° and 140° F (-20° and 60° C). Do not expose Nest Cam to temperatures above 140° F (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 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 8 inches (20 cm) 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 suited for your wall type. Keep camera and all components out of reach of children and pets. Install no more than 6.5 ft (2 m) above the floor. If mounted higher, and the camera 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-mount instructions.
- Strangulation hazard. This device is not a toy. Children have strangled on cords. Keep the device cord out of the reach of children (more than 3 feet / 1 meter 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 dropped and you suspect it is damaged. Replacement by non-qualified professionals can damage your Nest Cam. 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 113° F (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 adapter 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 & Support

For online help and support, visit [g.co/nest/support](https://g.co/nest/support)

To reach an expert, visit [g.co/nest/experts](https://g.co/nest/experts)

## Regulatory Information

Regulatory information, certification, and compliance marks specific to your 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

## EMC Compliance

Important: This device, power adapter, 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.

## Battery Charger Efficiency



## FCC Regulatory Compliance

This device complies with Part 15 of the FCC Rules. Operation is subject to the following 2 conditions:

- 1 This device may not cause harmful interference.
- 2 This device must accept any interference received, including interference that may cause undesired operation.

For FCC Compliance Statement, visit [g.co/nest/legal](https://g.co/nest/legal)

Federal Communications Commission regulations provide that changes or modifications not expressly approved by Google LLC, could void your authority to operate this equipment.

U.S. Contact Information:

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

Contact: [g.co/nest/contact](https://g.co/nest/contact)

Model number: G3AL9

Product name: Nest Cam

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## Google Consumer Hardware Limited Warranty | USA and Canada

This Limited Warranty applies only if you are a consumer and purchased your Google product ("Google Product") in the United States or Canada.

### What does this warranty cover and how long does it last?

Google warrants that a new Google Product (including any ancillary parts that may be packaged with it) will be free from defects in materials and workmanship under normal use in accordance with Google's published user documentation for one year from the date of original retail purchase in its original packaging by you. If a Google Product has been refurbished, Google warrants that the Google Product (including any ancillary parts that may be packaged with it) will be free from defects in materials and workmanship under normal use in accordance with Google's published user documentation for ninety days from the original date of retail purchase by you (these warranties are collectively referred to as our "Limited Warranty").

**What will Google do? (THIS IS YOUR EXCLUSIVE REMEDY)** If a defect covered by this Limited Warranty arises and you return your Google Product during the Limited Warranty period (which is one year for new Google Products and ninety days for refurbished Google products), Google will in its sole discretion and to the extent permitted by law repair your Google Product using new or refurbished parts, replace your Google Product with a new or refurbished Google Product functionally at least equivalent to yours, or accept the return of your Google Product in exchange for a refund of the purchase price you paid for your Google Product. If Google repairs or replaces your Google Product, the repaired or 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. Repair or replacement may result in loss of data. Nothing in this Limited Warranty will reduce or otherwise affect your statutory rights in relation to your Google Product.

THE LIMITED WARRANTY WRITTEN ABOVE IS THE ONLY EXPRESS WARRANTY GOOGLE PROVIDES FOR YOUR GOOGLE PRODUCT, AND THE ABOVE REMEDY IS YOUR SOLE REMEDY. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, GOOGLE EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS OF ANY KIND, WHETHER STATUTORY OR IMPLIED, ARISING FROM COURSE OF CONDUCT OR OTHERWISE, REGARDING YOUR GOOGLE PRODUCT, EXCEPT THAT ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT ARE LIMITED IN DURATION TO THE PERIOD OF THE EXPRESS WARRANTY ABOVE (EITHER ONE YEAR OR NINETY DAYS, DEPENDING ON WHETHER YOUR GOOGLE PRODUCT IS NEW OR REFURBISHED).

Some states, provinces or territories do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

What does this warranty not cover? This Limited Warranty is only valid and enforceable in locations where the Google Product is sold and will apply only if you purchased your Google Product from Google or its authorized resellers. This Limited Warranty only applies to hardware components (and not any software elements) of Google Product, and this Limited Warranty does not apply to damage caused by: (1) normal wear and tear; (2) accidents; (3) misuse (including failure to follow product documentation); (4) neglect; (5) disassembly; (6) alterations; (7) servicing other than by Google-authorized technicians; and (8) 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.

YOU EXPRESSLY UNDERSTAND AND AGREE THAT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, GOOGLE AND ITS SUBSIDIARIES AND AFFILIATES (COLLECTIVELY, "GOOGLE PARTIES") SHALL NOT BE LIABLE TO YOU UNDER ANY THEORY OF LIABILITY (WHETHER CONTRACT, TORT (INCLUDING NEGLIGENCE), BREACH OR FAILURE OF ANY WARRANTY OR OTHERWISE) FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES THAT MAY BE INCURRED BY YOU IN CONNECTION WITH YOUR GOOGLE PRODUCT OR THESE TERMS, INCLUDING ANY LOSS OF DATA, WHETHER OR NOT A GOOGLE PARTY OR ITS REPRESENTATIVES HAVE BEEN ADVISED OF OR SHOULD HAVE BEEN AWARE OF THE POSSIBILITY OF ANY SUCH LOSSES ARISING. YOU EXPRESSLY UNDERSTAND AND AGREE THAT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE GOOGLE PARTIES' TOTAL LIABILITY IN CONNECTION WITH YOUR GOOGLE PRODUCT OR THIS LIMITED WARRANTY WILL NOT EXCEED THE AMOUNT YOU ACTUALLY PAID GOOGLE FOR YOUR GOOGLE PRODUCT.

Some states, provinces or territories do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

**How do you make a claim?** To make a claim under the Limited Warranty, please contact Google Product Support at [g.co/nest/support](mailto:g.co/nest/support). You must provide your name, contact information, and the serial number of your Google Product to receive support. You may also be required to provide a purchase receipt.

**Other limitations:** No vendor, seller, authorized reseller, employee, or representative of Google or its affiliates or any third party is authorized 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.

**How state, province, territory, and other laws apply to you:**

This warranty gives you specific legal rights, and you may also have other rights that vary from jurisdiction to jurisdiction.

This Limited Warranty is given by Google LLC, organized in the state of Delaware, whose principal place of business is at 1600 Amphitheatre Parkway, Mountain View, CA, 94043, United States.

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## Notice of Arbitration

In accordance with the Google Arbitration Agreement – Devices, Related Accessories, and Related Subscription Services (“Arbitration Terms”) set forth at [g.co/devicearbitration](https://www.google.com/devicearbitration), you acknowledge and agree that disputes relating to your Google device, related accessories, and related subscription services for your Google device (“Google Device”) will be resolved through BINDING ARBITRATION on an individual, non-class basis, unless you have opted out or another exception applies as described in the Arbitration Terms. For disputes subject to arbitration, you agree to first send a written notice of the dispute by certified U.S. Mail or by Federal Express (or international equivalent) to Google’s address for notice, Google LLC, Legal Department – Hardware Arbitration, c/o Corporation Service Company, 2710 Gateway Oaks Drive, Suite 150N, Sacramento, CA 95833. The notice has to include, if available: (a) the name of the person making the claim, (b) the type of Google Device, as applicable, (c) the serial number of the Google Device, (d) the email address used to activate the Google Device, as applicable, (e) a description of the nature and basis of the claim, (f) the result that is desired (e.g., an amount of money), and (g) the case number(s) assigned by Google to track previous attempts to resolve the dispute, if there is one. We each agree to try to resolve the claim, but if we can’t do that within 60 days after the notice is received, you or Google may initiate an arbitration proceeding by following the American Arbitration Association (“AAA”) Rules. Unless the parties agree otherwise, your demand for arbitration must be sent to Google’s address for notice and entitled “Demand for Arbitration.” Google will send demands for arbitration to you at the e-mail address provided in the notice of the dispute.