

Let's get started.

Nest Protect (Wired 120V ~ 60Hz)  
Smoke and carbon monoxide alarm  
User's Guide

The Nest logo is rendered in a dark grey, lowercase, sans-serif font. The letters are closely spaced, with the 'n' and 'e' being particularly prominent.

ATTENTION: Please read carefully and keep this user's guide in a safe place.

First, a word about privacy.

We're committed to being open and honest about how we use data. We will always ask for permission before sharing personally identifiable information like your email address, and we work hard to keep your data safe. Go to [nest.com/ca/privacy](https://www.nest.com/ca/privacy) to learn more about our Privacy Policy.

# DON'T WANT TO INSTALL YOUR NEST PROTECT YOURSELF?

If you'd like a professional to install one or more Nest Protects, contact one of our Nest Pros. Your Nest Pro will:

- Remove your old smoke alarm.
- Install your Nest Protects.
- Connect your Nest Protect to Wi-Fi or help you connect them yourself.
- Ensure all Nest Protects are wirelessly interconnected.
- Give you a quick demo and answer your questions.

Find a Nest Pro installer near you at [nest.com/ca/install](https://nest.com/ca/install)



Wired installation should be done in accordance with the Canadian Electrical Code and any other requirements applicable in your area.

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Want to see how it's done? Go to [nest.com/ca/installprotect](https://nest.com/ca/installprotect) for installation videos and tips.



## MEET YOUR NEST PROTECT

Nest Protect is designed to detect smoke and carbon monoxide in a residential environment. It has multiple sensors to help it understand what's happening in your home, including a Split-Spectrum Sensor to detect a wide range of slow-smoldering and fast-flaming fires.

This guide covers the installation of Nest Protect (Wired) - Model number A12.

## REQUIREMENTS

You need Wi-Fi, an iOS or Android phone or tablet, and a free Nest Account in order to use some Nest Protect features: spoken room names, wireless mobile notifications, and software updates. During setup, Wi-Fi and a free Nest Account are required for wireless interconnect and room naming. After all the Nest Protects in your home are connected, they can communicate with each other without Wi-Fi.

Inside the box you'll find:



Nest Protect



Backplate



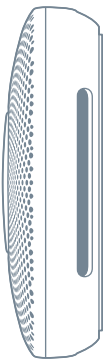
4 mounting screws



3 wire nuts



120 V connector



13.5 cm  
(5.3 in)

3.9 cm  
(1.5 in)

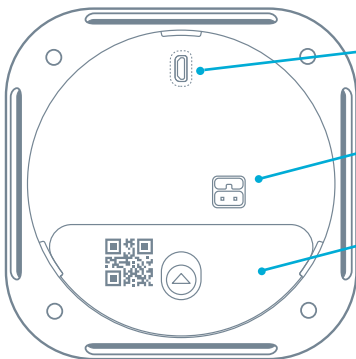


The horn enables Nest Protect to alert you with a loud emergency sound.

The speaker allows Nest Protect to speak with a human voice.

The light ring changes color to alert you.

Push the Nest button to hush alarms or run a test.



Micro-USB connector (not for normal use).

AC connector pins for the 120 V connector.

Backup battery compartment: Three AA Energizer® Ultimate Lithium batteries (L91).

## SETUP AND INSTALLATION

### (Professional installation recommended)

The installation of a smoke and CO alarm should be made by a qualified technician, and all wiring used to install this alarm should be made in accordance with CSA C22.1, Canadian Electrical Code, Part I, Safety Standard for Electrical Installations and/or applicable codes in your local jurisdiction.

For additional installation instructions and safety warnings, refer to p. 24.

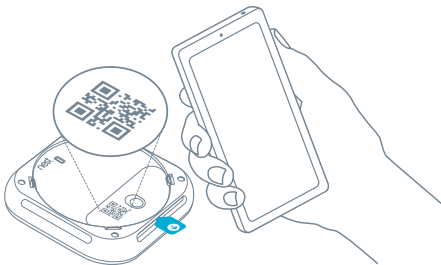
### 1. Get the Nest app

Before you install your Nest Protect on the ceiling or wall, you'll need to set it up with the Nest app. Download the app from the App Store or Google Play and create a free Nest Account. You can use a phone or tablet for setup.



## 2. Set up Nest Protect

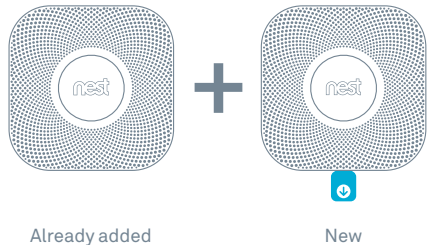
The Nest app will guide you through each step: scanning the Nest Protect QR code, connecting it to the Internet, and connecting it to other Nest Protects in your home. Go to [nest.com/ca/installprotect](https://nest.com/ca/installprotect) to watch the video.



**Tip:** Lay everything out on a table for easy setup.

## 3. Have more Nest Protects?

The Nest app will ask you if you have additional Nest Protects to set up. If so, it'll take you through a faster setup. Be sure to keep all your Nest Protects together until they're all set up and ready to be installed.

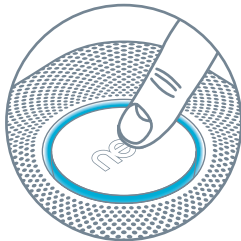


**Tip:** Keep the plastic cap on your Nest Protect so it stays clean until you install it.



## 4. Test before you install

Once you're done setting up all of your Nest Protects, make sure they've been added to your Nest Account. Push the Nest button on one Nest Protect and follow the instructions. All of your Nest Protects should speak up. Now you can install them on the ceiling or wall.



**Tip:** To double check Nest Protect's room name, press the Nest button once. You'll hear the location you assigned it during setup. It'll say something like, "Ready in the bedroom."

## 5. Turn off power

Protect yourself and avoid blowing a fuse. Switch off the correct circuit breaker for the room where you are installing Nest Protect or remove the fuse from the fuse box.



Breaker box



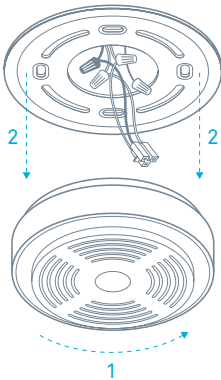
### **WARNING**

#### **ELECTRICAL SHOCK HAZARD**

Failure to turn off the power may result in serious electrical shock, injury and death.

## 6. Remove your old smoke alarm

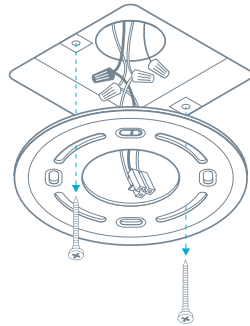
To prevent electrical shock, make sure the green power light is off on the alarm. You may have to twist the alarm to release it. Carefully remove it to keep from damaging your ceiling or wall.



**Tip:** Your old smoke alarm might make a loud noise when you disconnect it.

## 7. Remove the old backplate

Unscrew the backplate from the electrical box. Save the screws to install the Nest backplate later.



## Location in your home

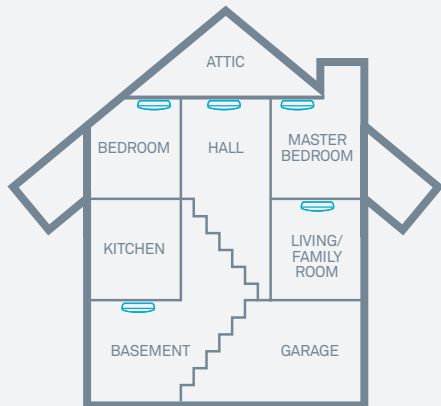
Smoke alarms should be installed in the following areas:

- On every floor, including finished attics and basements.
- Inside and outside every sleeping area.
- At the top of the first-to-second floor stairway and on the basement ceiling near the entry of the stairs.
- In homes with more than 93 square meters (1,000 ft<sup>2</sup>) on one level, additional alarms may be required.

Nest Protect should be installed at least 3 meters (10 ft) away from cooktops or cooking appliances.

Nest Protect should NOT be installed in unfinished attics or garages.

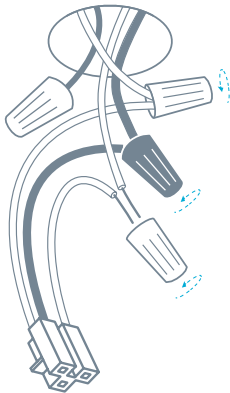
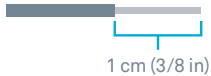
**Note:** Installation requirements may vary between provinces and jurisdictions, so check current requirements for smoke and carbon monoxide alarms in your area.



## 8. Remove the old connector

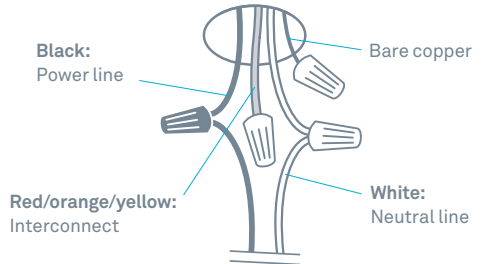
Unscrew the wire nuts to detach the 120 V connector from your old smoke alarm.

The exposed wire should be straight.



## 9. Attach the Nest connector

Hold the white wire ends together, cap them with a wire nut and twist clockwise until it's secure. Do the same with the black wires. There's no need for the red/orange/yellow wire. Simply cap it with a wire nut and twist until secure.



## Placement on the ceiling or wall

Installing on the ceiling is recommended. Mark where the screws will go using the base as a guide. If you're installing on the wall, make sure it's within 30.5 cm (12 in) of the ceiling.

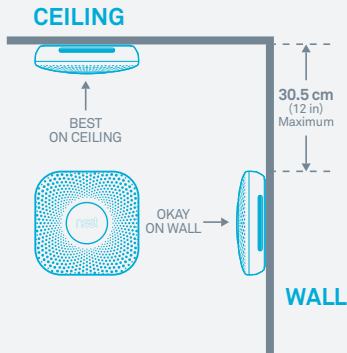


Figure 1

## Placement on a sloped ceiling

If the slope of your ceiling is more than 19 degrees, there's a triangle of dead air below the peak that should be avoided. To check where the dead air ends, think of the peak of your ceiling as the top point of the triangle. The side of the triangle is your wall. The base of the triangle connects the wall to the slope of your ceiling. When the base is 90 cm (35.4 in) long, you get the outline of the dead air. Your smoke alarm should be installed on the ceiling or wall not more than 20 cm (7.9 in) below the dead air.

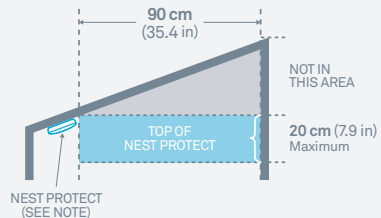


Figure 2

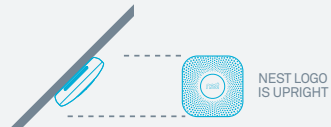
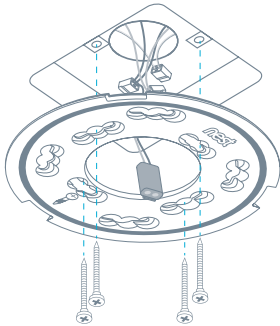


Figure 3

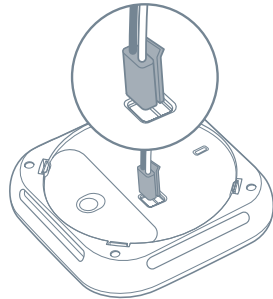
## 10. Install the Nest backplate

Screw the Nest backplate to the electrical box, reusing the screws. You can also screw the backplate directly into the wall or ceiling with the Nest screws. Make sure the screws are all the way in and snug against the backplate.



## 11. Connect power

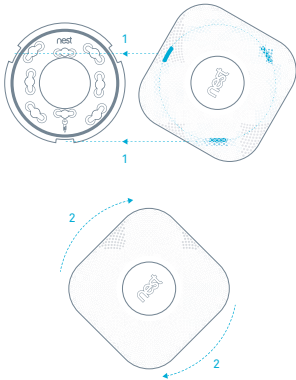
Plug the 120 V connector into the back of your Nest Protect.



**Tip:** All smoke alarms prefer to live in a dust free area, so remove any dust before you install Nest Protect.

## 12. Install your Nest Protect

First, tuck any excess wiring into the electrical box. Line up the three tabs on the back of your Nest Protect with the notches on the backplate. Hold Nest Protect against the backplate and turn it clockwise. Continue turning until it's square with the wall or ceiling. Install the rest of your Nest Protects if you have more.



**Tip:** If you ever need to remove it (for cleaning or battery replacement), turn off power to your Nest Protect at the breaker box or remove the fuse first. Then turn counterclockwise until it disconnects from the backplate.

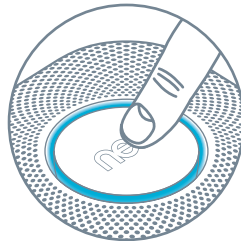
## 13. Switch power back on or replace the fuse



Breaker box

## 14. Press to test

Press the Nest button on one Nest Protect. It will tell you what to do next. Every Nest Protect in the house should speak up, confirming that they're connected to each other.



## HEADS-UP AND EMERGENCY ALARMS

### ALERTS

When Nest Protect has something to say, it will speak to you in words and light up instead of just beeping. Nest Protect has two kinds of voice alerts: Heads-Up and Emergency Alarms.

When smoke or carbon monoxide levels are heightened but haven't yet reached Emergency Alarm levels, Nest Protect can sound a Heads-Up as an early warning. Nest Protect will pulse yellow and tell you where there's smoke or carbon monoxide.

You'll get an Emergency Alarm when smoke or carbon monoxide reach critical levels. Nest Protect will pulse red, sound a loud alarm, and tell you what room the emergency is in. If there's both smoke and CO present, the smoke alarm will take priority.

### SILENCING

Heads-Up alerts and some Emergency Alarms can be hushed by using the Nest app or pressing the Nest button. In some cases, the smoke level may be too high for the Emergency Alarm to be hushed. Only silence an alarm once you have checked conditions at the Nest Protect that first sounded the alarm. Do not silence Nest Protect by disconnecting it from line voltage and removing the batteries. This will disable the alarm so it cannot sense smoke or carbon monoxide, leaving you at risk.

Because there are many different types of fires, you may experience an Emergency Alarm without having first experienced a Heads-Up alert. This means that dangerous levels of smoke or CO occurred extremely quickly and Nest Protect has to sound the Emergency Alarm.

### HAVE MORE THAN ONE NEST PROTECT?

After all the Nest Protects in your home are connected to each other, if there's a Heads-Up or an Emergency Alarm in one room, they'll all tell you what the danger is and which room it's in.

If multiple Nest Protects are interconnected, a Heads-Up alert or Emergency Alarm can be silenced only at the Nest Protect that originally sounded the alert. You'll need to go to that room to silence all the Nest Protects in your home. Always check the conditions near the Nest Protect that first detected the smoke or carbon monoxide before silencing it.



## HEADS-UP AND EMERGENCY ALARMS

	WHAT YOU HEAR	WHAT YOU SEE	WHAT IT MEANS	WHAT TO DO
ALERTS	"HEADS-UP. THERE'S SMOKE IN THE [ROOM NAME]. THE ALARM MAY SOUND."	 YELLOW pulses.	Smoke levels are rising.	Put out the source of the smoke. Then use the Nest app or press the Nest button to hush the alert.
	"HEADS-UP. THERE'S CARBON MONOXIDE IN THE [ROOM NAME]. THE ALARM MAY SOUND."	 YELLOW pulses.	Carbon monoxide levels have been high for a while.	Open a window or door to get fresh air. Then use the Nest app or press the Nest button to hush the alert.
	(Alarm horn) "EMERGENCY. THERE'S SMOKE IN [ROOM NAME]"	 RED pulses.	The smoke in the room has reached critical levels.	Get out of the house immediately.
	(Alarm horn) "EMERGENCY. THERE'S CARBON MONOXIDE IN [ROOM NAME]. MOVE TO FRESH AIR."	 RED pulses.	The carbon monoxide in the room has reached critical levels.	<ol style="list-style-type: none"><li>1) Operate reset/silence button (Nest button).</li><li>2) Call your fire dept. or 911.</li><li>3) Move to fresh air.</li><li>4) Do not reenter the premises until the emergency services tell you to. Refer to p. 30 for complete instructions.</li></ol>
SILENCING	"SMOKE ALARM HUSHED."	 YELLOW or RED pulses.	You've hushed an alert. Nest Protect will now keep quiet, unless smoke or carbon monoxide remains at critical levels.	Make sure you're safe and have put out the source of smoke or carbon monoxide.
	"CARBON MONOXIDE ALARM HUSHED."			
	"THE ALARM IS OVER."	 GREEN pulses.	Smoke or carbon monoxide levels are decreasing.	Make sure you're safe and have put out the source of smoke or carbon monoxide.

## DAILY USE AND EMERGENCY PREPARATION

### DAILY USE

#### POWER

Nest Protect (Wired 120 V) has a small green light located at the top of the Nest button. It will be on as long as Nest Protect is getting AC power from the electrical wires.

If there's a wiring problem or power outage, the green light will turn off and Nest Protect will switch to backup batteries. You'll also see a yellow (instead of green) Nightly Promise light when you turn off the lights for the night.

#### NIGHTLY PROMISE

Nest Protect continuously tests itself, so you don't have to wonder if it's working. Nightly Promise reports on every Nest Protect in your home.

When you turn out the lights for the night, Nest Protect will glow green for a moment - that means everything is working. If it glows yellow, one of the Nest Protects in your home needs your attention. For instance, the batteries are low, Wi-Fi is down, or there's an issue with the sensors. Just push the Nest button or use the Nest app to see what's wrong.

#### PATHLIGHT

Usually Nest Protect has its light turned off, but it can light your way as you walk underneath it in the dark. You can enable or disable Pathlight and set its brightness with the Nest app. Nest Protect (Wired 120 V) also allows you to set Pathlight to "Always On" if you want a night light. It will turn on when it's dark and stay on until it's light again.

### EMERGENCY PREPARATION

#### TESTING






Perform a manual test of your wired Nest Protect at least monthly. During a test, all interconnected Nest Protects in your home check their sensors, power, Wi-Fi connection, light ring, emergency horn, speaker and microphone.

When you run a test, Nest Protect will give you a countdown before sounding the alarm so you have time to move away from the loud noise.

Test procedure:

1. Start a test by pressing the Nest button twice.
2. Nest Protect will say: "This is only a test. The alarm will sound."
3. Ensure that the alarm sounds and the light illuminates on each Nest Protect.
4. Once the Nest Protect has made sure it's working, it'll tell you everything's okay. If you have interconnected Nest Protects, all of them should speak.

## DAILY USE AND EMERGENCY PREPARATION

	WHAT YOU HEAR	WHAT YOU SEE	WHAT IT MEANS	WHAT TO DO
DAILY USE		 GREEN light above the Nest logo.	Nest Protect is working. The green light means AC power is connected.	
		 You turn off the room lights for the night, and the GREEN light pulses once.	Nest Protect has tested its sensors, power and Wi-Fi to confirm they are working correctly.	Sleep well thanks to Nightly Promise.
		 WHITE light.	Pathlight lights your way at night as you pass under it. It can also be set to stay on.	
EMERGENCY PREPARATION	 "READY. PRESS TO TEST."	 BLUE rotates.	To set up or run a manual test.	Press the Nest button. Nest Protect will walk you through next steps.

### ▲ WARNING

- DO NOT stand close to the alarm when the horn is sounding. Exposure at close range may be harmful to your hearing. When testing, step away before the horn starts sounding.
- If the alarm ever fails to test correctly, have it replaced immediately! If the alarm is not working properly, it cannot alert you to a problem.
- DO NOT use a match, cigarette or any other makeshift fire to test the smoke alarm.
- To test the CO alarm, NEVER use vehicle exhaust! Exhaust may cause permanent damage and will void your warranty.
- NEVER use an open flame of any kind to test this alarm. You might accidentally damage or set fire to the unit or to your home.

## GENERAL MAINTENANCE

### CLEANING YOUR NEST PROTECT

Nest Protect has been designed to be as maintenance free as possible, but you should keep it clean. As with any smoke alarm, dust buildup on the outside or inside of Nest Protect can stop it from working properly.

To clean Nest Protect:

1. Turn off power to Nest Protect at the breaker box (see p.9)
2. Remove it from the wall or the ceiling (turn counterclockwise until it comes off the backplate and detach the power connector).
3. Wipe the outside with a clean, slightly damp cloth. Don't use any soaps or solvents.
4. Place Nest Protect on a soft, dry cloth with the Nest button facing down. Open the battery compartment door and remove the batteries. Remove the screws and lift off the back. Be careful to not lose the screws.
5. Gently vacuum the inside. Make sure to clean all the way around the mesh sides of the smoke chamber (the large metal circle).

**Note:** Never use detergents or solvents (like glass cleaner) on your Nest Protect and do not spray air fresheners, hair spray or other aerosols near it. Do not get water inside the alarm or paint over it.

### REPLACING THE BACKUP BATTERIES

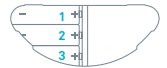
In case of a power outage, Nest Protect will use three AA Energizer® Ultimate Lithium batteries (L91) for backup. These batteries can be purchased at your local retailer.

1. Turn off power to Nest Protect at the breaker box (see p.9)

2. Twist Nest Protect counterclockwise until it disconnects from the backplate.
3. Detach the power connector from the back of Nest Protect and open the battery door.








4. Replace the batteries. Align the + positive and - negative ends with the markings in the battery compartment.
5. Close the battery compartment. Do not force the door closed.
6. Reattach the power connector.
7. Push Nest Protect onto the backplate and turn it clockwise until you feel it grip.
8. Turn power to Nest Protect back on at the breaker box.
9. Press the Nest button twice.



### SERVICING

If your Nest Protect needs servicing, first contact our support team at [nest.com/ca/support](https://nest.com/ca/support) to get a return number and shipping information.

## GENERAL MAINTENANCE

	WHAT YOU HEAR	WHAT YOU SEE	WHAT IT MEANS	WHAT TO DO
GENERAL MAINTENANCE	"THE SENSORS HAVE FAILED IN THE [ROOM NAME]. REPLACE NEST PROTECT NOW." Single chirp every 60 seconds.	 YELLOW pulses.	Nest Protect has tested its sensors and there is a problem.	Clean according to instructions on p. 20. If the problem persists, replace Nest Protect.
	"THE BATTERY IS LOW IN THE [ROOM NAME]. REPLACE THE BATTERY SOON."	 YELLOW pulses.	Low battery.	Change the batteries of Nest Protect soon.
	"THE BATTERY IS LOW IN THE [ROOM NAME]. REPLACE THE BATTERY NOW." Single chirp every 60 seconds.	 YELLOW pulses.	Low battery.	Change the batteries of Nest Protect now.
	"NEST PROTECT CAN'T SOUND THE ALARM IN THE [ROOM NAME]." Two chirps every 60 seconds.	 YELLOW pulses.	There's a problem with the horn of Nest Protect.	Replace Nest Protect now.
	"NEST PROTECT HAS EXPIRED. REPLACE IT NOW." Two chirps every 60 seconds.	 YELLOW pulses.	Nest Protect has expired and reached the end of its life.	Replace Nest Protect now.

### ▲ WARNING

- Use only batteries specified by Nest. Use of a different battery model will have a detrimental effect on the smoke alarm operation.
- Never disconnect a wired alarm to stop an unwanted alarm (caused by cooking smoke, etc.) Removing power disables the alarm so it cannot sense smoke or carbon

monoxide (CO). Instead open a window or fan the smoke away from the unit.

- The batteries cannot work until you install the batteries in the correct position (Match + to + and - to -).
- Once Nest Protect has expired you'll no longer be protected from smoke or CO if you don't replace it.

## GENERAL MAINTENANCE

### EXPIRATION

Like any smoke and CO alarm, Nest Protect has a limited life. You will need to replace Nest Protect after 10 years with a brand new Nest Protect. You can check the date of replacement written on the back of Nest Protect to see when it will expire.

About two weeks before it expires, Nest Protect will light up with a yellow light. Press the Nest button and it will say, "Nest Protect has expired. Replace it now." Buy a new alarm and recycle the expired one. Make sure you test your new Nest Protect once it's installed.

### RECYCLING AND DISPOSAL

Once Nest Protect has expired you will need to recycle it according to local regulations. Please visit [nest.com/ca/recycle](https://nest.com/ca/recycle) for more information.

### RESETTING NEST PROTECT

You can reset Nest Protect to erase all your settings and reset the wireless interconnection with other Nest Protects. You may want to do this when you move to a new home. Follow the steps below on each Nest Protect you want to reset.

1. Press and hold the Nest button. Nest will chime and glow blue.
2. Keep holding the button until Nest Protect begins to say its version number. Then release the button.
3. Nest Protect will start a verbal countdown and tell you it's erasing all settings. You can cancel the reset by pressing the Nest button during the countdown.
4. After a few seconds it will restart.

Your Nest Protect will still detect smoke and carbon monoxide after being reset.

Go to [nest.com/ca/protect/reset](https://nest.com/ca/protect/reset) for complete reset instructions.

## WIRELESS INTERCONNECT

Nest Protects connect wirelessly to each other so that when one speaks, they all speak. That means when one Nest Protect raises any kind of alert, every Nest Protect in the house will tell you which room the smoke or CO is in. For example, if you're in the bedroom and the alarm goes off in the basement, the Nest Protect in the bedroom will tell you where the smoke or CO is. To silence the alert, go to the room where the alarm was triggered. All of the Nest Protects in the house can be hushed from there. Either press the button on the Nest Protect or use the Nest app to hush the alarm.

Nest Protect's 120 V connector does not have a red/orange/yellow wire for interconnect because it connects wirelessly. There's no need to connect any Nest Protect wire to the red/orange/yellow interconnect wire coming from the ceiling or wall.

Nest Protect - Wired 120 V (model numbers 05C-C and A12) and Nest Protect - Battery (model numbers 05A-C and A11) and are compatible and can be interconnected wirelessly. Nest Protect wireless interconnect will not work with other smoke or CO alarms from other brands.

Nest Protects can typically communicate with each other if they're 15 meters (50 ft) or less apart inside a home. Some features of a home may reduce Nest Protect's wireless interconnect range, including the number of floors, number and size of rooms, furniture, type of building materials, suspended ceilings, ductwork, large metal appliances and metal

studs. This kind of interference can be overcome by adding more Nest Protects that can route wireless signals around obstructions.

### ⚠ WARNING

- The range and proper operation of any wireless device will vary depending on its surroundings.
- Nest Protect alarms are not to be used outdoors or to transmit between buildings. The alarms will not communicate properly in those conditions.
- Metal objects and metallic wallpaper may interfere with signals from wireless alarms. Test your Nest Protects with metal doors opened and closed.

**Note:** Nest Protect can be used as a single station or multiple station alarm.

# SAFETY

## ALARM LIMITATIONS

### LIMITATIONS OF SMOKE ALARMS

Alarms reduce deaths resulting from home fires worldwide. However smoke alarms can only work if they are properly located, installed and maintained, and if smoke reaches the alarms.

- Smoke alarms may not waken all individuals. Make sure you create an escape plan and you practice fire drills with all members of the family.
- Smoke alarms cannot work without power. If they are powered by batteries, the smoke alarms cannot work if the batteries are missing, dead or disconnected. If they are wired, the smoke alarms cannot work during a long power outage and once the backup battery is dead. Nest Protect will warn you in advance when batteries are running low so that you can replace them.
- Smoke will not be able to reach smoke sensor while the dust cover is in place. The dust cover must be removed.
- Smoke alarms cannot detect fires if the smoke does not reach the alarms. For example, if a door is closed, smoke may not reach the smoke alarm. This is why you should have a smoke alarm in each bedroom and in the hallways as bedroom doors may be closed at night.
- Smoke alarms may not be heard. Although the smoke alarm comes with a loud horn of 85 decibels, it may not be heard if: 1) people have consumed alcohol or drugs, 2) the alarm is drowned by noise from stereo, TV, traffic, air conditioner or other appliances, 3) residents are hearing impaired or have high frequency hearing loss associated with aging. Special smoke alarms should be installed for those who are hearing impaired.



- This smoke alarm is not intended to alert hearing impaired residents. Alarms specifically designed for the hearing impaired, which feature devices like flashing strobe lights or low frequency devices are available to alert the hearing impaired in case of fire.
- This smoke alarm alone is not a suitable substitute for complete fire detection systems in places housing many people—like apartment buildings, condominiums, hotels, motels, dormitories, hospitals, long-term health care facilities, nursing homes, day care facilities, or group homes of any kind—even if they were once single-family homes. It is not a suitable substitute for complete fire detection systems in warehouses, industrial facilities, commercial buildings, and special-purpose non-residential buildings which require special fire detection and alarm systems. Depending on the building codes in your area, this smoke alarm may be used to provide additional protection in these facilities.
- You can test or silence Nest Protect remotely with the Nest app or by pressing the Nest button by hand. Do not use any other tool or instrument (such as a broomstick) to press the Nest button.
- NEVER ignore your carbon monoxide alarm if it alarms. Refer to “What to do in case of a carbon monoxide alarm” for more information. Failure to do so can result in injury or death.
- This CO alarm is designed for use inside a single-family home or apartment. It is not meant to be used in common lobbies, hallways, or basements of multi-family buildings unless working CO alarms are also installed in each family living unit. CO alarms in common areas may not be heard from inside individual family living units.
- This CO alarm alone is not a suitable substitute for complete detection systems in places which house many people, like hotels or dormitories, unless a CO alarm is also placed in each unit.
- DO NOT use this CO alarm in warehouses, industrial or commercial buildings, special purpose non-residential buildings, or airplanes. This CO alarm is specifically designed for residential use, and may not provide adequate protection in non-residential applications.
- Some individuals are more sensitive to CO than others, including people with cardiac or respiratory problems, infants, unborn babies, pregnant mothers, or elderly people can be more quickly and severely affected by CO. Members of sensitive populations should consult their doctors for advice on taking additional precautions.
- The silence feature is for your convenience only and will not correct a CO problem. Always check your home for a potential problem after any alarm. Failure to do so can result in injury or death.

## LIMITATIONS OF CARBON MONOXIDE (CO) ALARMS

- Installation of Nest Protect should not be used as a substitute for proper installation, use, and maintenance of fuel-burning appliances, including appropriate ventilation and exhaust systems.

## INSTALLATION CODE

THIS EQUIPMENT SHOULD BE INSTALLED IN ACCORDANCE WITH THE STANDARD FOR THE INSTALLATION OF SMOKE-ALARMS, CAN/ULC-S553-02, the National Building Code of Canada and the National Fire Code of Canada.

**Note:** Specific requirements for smoke and carbon monoxide alarm installation vary from province to province and from region to region. Check with your local Fire Department for current requirements in your area.

### ▲ WARNING

This product is intended for use in ordinary indoor residential areas. It is not designed to measure compliance with commercial or industrial occupational health and safety standards.

## WHERE TO INSTALL YOUR SMOKE ALARMS

Where required by applicable laws, codes, or standards for a specific type of occupancy, approved single- and multiple-station smoke alarms shall be installed as follows:

- (1) In all sleeping rooms and guest rooms
- (2) Outside of each separate dwelling unit sleeping area, within 6.4 meters (21 ft) of any door to a sleeping room, the distance measured along a path of travel
- (3) On every level of a dwelling unit, including basements
- (4) On every level of a residential board and care occupancy (small facility), including basements and excluding crawl spaces and unfinished attics
- (5) In the living area(s) of a guest suite
- (6) In the living area(s) of a residential board and care occupancy

## SMOKE DETECTION

### Are more smoke alarms desirable?

The required number of smoke alarms might not provide reliable early warning protection for those areas separated by a door from the areas protected by the required smoke alarms. For this reason, the use of additional smoke alarms for those areas for increased protection is recommended. The additional areas include the dining room and hallways not protected by the required smoke alarms. The installation of smoke alarms in kitchens, attics (finished or unfinished), or garages is not normally recommended, because these locations occasionally experience conditions that can result in improper operation. As Nest Protect is also a Carbon Monoxide alarm, it is not recommended to install it in a furnace room or a utility room if it contains a water heater or a furnace. It should be 4.5-6 meters (15-20 feet) from these appliances to avoid transient conditions and/or perceived nuisance alarms.

## WHERE NOT TO INSTALL YOUR SMOKE ALARMS

For best performance, AVOID installing a smoke alarm in these areas:

- **Where combustion particles are produced.** Burning material creates combustion particles which could cause your smoke alarm to go off unnecessarily. Areas to avoid include poorly ventilated kitchens, garages, boats, recreational vehicles, and furnace rooms. Keep a smoke alarm at least 6 m (20 feet) from the source of combustion particles (stove, furnace, water heater, space heater) if possible. In areas where a 6 m (20 feet) distance is not possible – in mobile, or smaller homes, for

example – it is recommended a smoke alarm be placed as far from these fuel-burning sources as possible. The placement recommendations are intended to keep a smoke detector at a reasonable distance from a fuel-burning source, reducing “unwanted” alarms. Unwanted alarms can occur if a smoke alarm is placed directly next to a fuel-burning source. Ventilate these areas as much as possible.

- **In air streams near kitchens.** Air currents can draw cooking smoke into the sensor of a smoke alarm near the kitchen.
- **In very damp, humid or steamy areas, or directly near bathrooms with showers.** Keep a smoke alarm at least 3 meters (10 ft) away from showers, saunas, dishwashers, etc.
- **Where temperatures are regularly below 4°C (40°F) or above 38°C (100°F)** including unheated buildings, outdoor rooms, porches, or unfinished attics or basements.
- **In very dusty, dirty, or greasy areas.** Do not install a smoke alarm directly over the stove or range. Clean a laundry room unit frequently to keep it free of dust or lint.
- **Near fresh air vents, ceiling fans, or in very drafty areas.** Drafts can blow smoke away from a smoke alarm, preventing it from reaching the sensor.
- **In insect infested areas.** Insects can clog openings to the sensor and cause unwanted alarms.
- **Less than 30.5 cm (12 in) away from fluorescent lights.** Electrical “noise” can interfere with the sensor.
- **In “dead air” spaces.** “Dead air” spaces may prevent smoke from reaching a smoke alarm.

## WHERE NOT TO INSTALL YOUR CO ALARMS

- Keep carbon monoxide alarm at least 3 meters (10 ft) away from any cooking appliance including stovetop, oven, microwave, etc.
- This alarm should not be installed in locations where the normal ambient temperature is below 4.4°C (40°F) or exceeds 37.8°C (100°F).

## EXAMPLES OF WHEN YOUR SMOKE ALARM MAY NOT BE EFFECTIVE

Your alarm may not be effective in protecting against fire in certain cases:

- Smoking in bed
- Leaving children unsupervised
- Cleaning with flammable liquids, like gasoline.
- When someone’s clothes have caught on fire
- Fires where the smoke is prevented from reaching the alarm due to a closed door or other obstruction
- Incendiary fires where the fire grows so rapidly that an occupant can’t get out, even with alarms in proper locations

## AC INSTALLATION WARNINGS

### ELECTRICAL SHOCK HAZARD

- Turn off power to the area where you will install this unit at the circuit breaker or fuse box before beginning installation. Failure to turn off the power before installation may result in serious electrical shock, injury or death.
  - Do not restore power until all alarms are completely installed. Restoring power before installation is complete may result in serious electrical shock, injury or death.
  - Turn off the power to the area where the alarm is installed before removing it from the mounting bracket. Failure to turn off the power first may result in serious electrical shock, injury or death.
  - If any unit in the series does not alarm, TURN OFF POWER and recheck connections. If it does not alarm when you restore power, replace it immediately.
  - Attempting to disconnect the power connector from the unit when the power is on may result in electrical shock, serious injury or death.
  - Failure to meet any of the above requirements could damage the units and cause them to malfunction, removing your protection.
  - Improper wiring of the power connector or the wiring leading to the power connector will cause damage to the alarm and may lead to a non-functioning alarm.
  - This unit must be powered by a 24-hour, 120 V AC pure sine wave, 60Hz 0.1A circuit. Be sure the circuit cannot be turned off by a switch, dimmer, or ground fault circuit interrupter. Failure to connect this unit to a 24-hour circuit may prevent it from providing constant protection.
- The alarm cannot be operated from power derived from a square wave, modified square wave or modified sine wave, inverter. These types of inverters are sometimes used to supply power to the structure in off grid installations, such as solar or wind derived power sources. These power sources produce high peak voltages that will damage the alarm
  - Never disconnect the power from an AC powered unit to stop an unwanted alarm. Doing so will disable the unit and remove your protection. In the case of a true unwanted alarm open a window or fan the smoke away from the unit. The alarm will reset automatically when it returns to normal operation.
  - Improper wiring of the power connector or the wiring leading to the power connector will cause damage to the alarm and may lead to a non-functioning alarm. You must test to ensure proper installation.

## CARBON MONOXIDE (CO) PRECAUTIONS

### WHAT IS CARBON MONOXIDE?

Carbon Monoxide (CO) is an invisible, odorless, tasteless gas produced when fuels do not burn completely, or are exposed to heat (usually fire). These fuels include: wood, coal, charcoal, oil natural gas, gasoline, kerosene, and propane.

Common appliances are often sources of CO, such as oil or gas burning furnaces, gas ovens, wood-burning fireplaces, charcoal grills. Other possible sources that may prompt a CO alarm include: fuel-fired appliances (eg, space heater, furnace, water heater, range, oven, clothes dryer), or other sources of combustion (e.g., kerosene-burning stove or heater or gas log fireplace) or internal combustion engines. If they are not properly maintained, are improperly ventilated or malfunction, CO levels can rise quickly. CO is a real danger now that homes are more energy efficient. "Air-tight" homes with added insulation, sealed windows, and other weatherproofing can "trap" CO inside.

Electrical appliances typically do not produce CO.

The Nest Protect CO sensor meets the alarm response time requirements. Standard alarm times are as follows:

- At 70ppm, the unit must alarm within 60-240 minutes.
- At 150ppm, the unit must alarm within 10-50 minutes.
- At 400ppm, the unit must alarm within 4 to 15 minutes.

### ⚠ WARNING

This carbon monoxide alarm is designed to detect carbon monoxide from any source of combustion. It is NOT designed to detect any other gas. The alarm only indicates the presence of carbon monoxide gas at the sensor. Carbon monoxide gas may be present in other areas.

This device is designed to protect individuals from the acute effects of carbon monoxide exposure. It will not fully safeguard individuals with specific medical conditions. If in doubt consult a medical practitioner. Individuals with certain medical problems should consider using detection devices with lower COHb alarming capabilities and consider warning devices which provide audible and visual signals for carbon monoxide concentrations under 30ppm.

### SYMPTOMS OF CO POISONING

The following symptoms are related to CARBON MONOXIDE POISONING and are to be discussed with ALL members of the household:

- **Mild Exposure:** Headaches, running nose, sore eyes, nausea, vomiting, fatigue (often described as 'Flu-like' symptoms).
- **Medium Exposure:** Dizziness, drowsiness and vomiting.
- **Extreme Exposure:** Unconsciousness, brain damage and death.
- Many cases of reported CARBON MONOXIDE POISONING indicate that while victims are aware they are not well, they become so disoriented they are unable to save themselves by either exiting the building or calling for assistance. Young children and household pets are typically the first affected.

## WHAT TO DO IN CASE OF A CARBON MONOXIDE ALARM

### ▲ WARNING

Actuation of your CO alarm indicates the presence of carbon monoxide (CO) which can KILL YOU.

If alarm signal sounds (four beeps, followed by

“There is carbon monoxide in [room type]”:

- (1) immediately move to fresh air - outdoors or by an open door or window. Check that all persons are accounted for. Do not re-enter the premises or move away from the open door/window until the emergency services responders have arrived, the premises have been aired out, and your alarm remains in its normal condition;
- (2) call your emergency local service (fire department or 911).

PHONE NUMBER:

This information is available as a label provided in the box. Stick it in a spot where everyone can see it, like the refrigerator.

## THE FOLLOWING CONDITIONS CAN RESULT IN TRANSIENT CO SITUATIONS

1. Excessive spillage or reverse venting of fuel burning appliances caused by:
  - I) Outdoor ambient conditions such as wind direction and/or velocity, including high gusts of wind; heavy air in the vent pipes (cold/humid air with extended periods between cycles).
  - II) Negative pressure differential resulting from the use of exhaust fans.
  - III) Simultaneous operation of several fuel burning appliances competing for limited internal air.
  - IV) Vent pipe connection vibrating loose from clothes dryers, furnaces, or water heaters.
  - V) Obstructions in or unconventional vent pipe designs which amplify the above situations.
2. Extended operation of unvented fuel burning devices (range, oven, fireplace, etc.).
3. Temperature inversions which can trap exhaust gases near the ground.
4. Car idling in an open or closed attached garage, or near a home.
5. NEVER bring a charcoal grill inside and ALWAYS operate a portable generator outside, a safe distance from the house, and well away from windows.

## FIRE SAFETY PRECAUTIONS

### CREATE AN ESCAPE PLAN TO PRACTICE

Be prepared when your smoke/CO alarm sounds its alarm. Develop a family escape plan, discuss it with all household members, and practice it regularly.

- Make sure everyone is familiar with the sound of your smoke/CO alarm and explain what the sound means.
- Determine TWO exits from each room and have an escape route to the outside from each exit.
- Teach all the members in your household to check doors for heat with the back of your hand before opening them, and to use the alternate exit if the door is hot. Make sure they do not open the door if it is hot.
- Teach household members to crawl along the floor to avoid dangerous smoke, fumes and gases.
- Determine a safe meeting place for all household members to regroup at outside the building.

### PRACTICE FIRE SAFETY

Practice your escape plan at least twice a year, making sure that everyone is involved – from kids to grandparents. Practice the escape plan with children, including holding one at night when they are sleeping. If children or others do not wake up to the sound of the smoke alarm, or if there are infants or family members with mobility limitations, make sure that someone is assigned to help them for the fire drill and in the event of an emergency.

Current studies have shown smoke alarms may not awaken all sleeping individuals, and that it is the responsibility of individuals in the household that are capable of assisting others to provide assistance to those who may not be awakened by the alarm sound, or to those who may be incapable of safely evacuating the area unassisted.

### WHAT TO DO IN CASE OF FIRE

- Get out now.
- Don't panic; stay calm.
- Operate your safety plan as previously planned.
- Alert small children in the home and those who may need extra assistance.
- Leave the building as quickly as possible. Touch doors with the back of your hand and make sure they are not hot before opening them. Use an alternate exit, if necessary. In case of smoke, crawl along the floor, and DO NOT stop to collect anything. Close the doors behind you.
- Meet at a pre-arranged meeting place outside the building.
- Once outside, do a head count, and call the fire department.
- DO NOT reenter the house, unless a fire official says it's safe to reenter.

## INDUSTRY CANADA (IC) COMPLIANCE NOTICE

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This Class B digital apparatus complies with Canadian ICES-003.

### IC RADIATION EXPOSURE STATEMENT

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment must be installed and operated with minimum distance 20 cm (8 in) between the device and people.

## MOBILE NOTIFICATIONS

### ▲ WARNING

Nest Protect Nest Protect phone and tablet notifications require a functional Wi-Fi connection. They're only as reliable as your home's Wi-Fi network and aren't a substitute for a third party emergency monitoring service.

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# Nest Labs, Inc. Limited Warranty Nest Protect smoke and carbon monoxide alarm

**THIS LIMITED WARRANTY CONTAINS IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND OBLIGATIONS, AS WELL AS LIMITATIONS AND EXCLUSIONS THAT MAY APPLY TO YOU.**

## **1. WHAT THIS LIMITED WARRANTY COVERS; PERIOD OF COVERAGE**

Nest Labs, Inc. ("Nest Labs"), 3400 Hillview Avenue, Palo Alto, California USA, warrants to the owner of the enclosed product that the product contained in this box ("Product") will be free from defects in materials and workmanship for a period of two (2) years from the date of delivery following the original retail purchase, and if a Nest Pro sells and installs the Product, an additional three (3) years, resulting in a warranty period of five (5) years for that Product (collectively, the "Warranty Period"). If the Product fails to conform to this Limited Warranty during the Warranty Period, Nest Labs will, at its sole discretion, either (a) repair or replace any defective Product or component; or (b) accept the return of the Product and refund the money actually paid by the original purchaser for the Product. Repair or replacement may be made with a new or refurbished product or components, at Nest Labs' sole discretion. If the Product or a component incorporated within it is no longer available, Nest Labs may, at Nest Labs' sole discretion, replace the Product with a similar product of similar function. This is your sole and exclusive remedy for breach of this Limited Warranty. Any Product that has either been repaired or replaced under this Limited Warranty will be covered by the terms of this Limited Warranty for the longer of (a) ninety (90) days from the date of delivery of the repaired Product or replacement Product, or (b) the remaining Warranty Period. This Limited Warranty is transferable from the original purchaser to subsequent owners, but the Warranty Period will not be extended in duration or expanded in coverage for any such transfer.

## **2. TOTAL SATISFACTION RETURN POLICY**

If you are the original purchaser of the Product and you are not satisfied with this Product for any reason, you may return it in its original condition within thirty (30) days of the original purchase and receive a full refund.

## **3. WARRANTY CONDITIONS; HOW TO GET SERVICE IF YOU WANT TO CLAIM UNDER THIS LIMITED WARRANTY**

Before making a claim under this Limited Warranty, the owner of the Product must (a) notify Nest Labs of the intention to claim by visiting [nest.com/support](https://nest.com/support) during the Warranty Period and providing a description of the alleged failure, and (b) comply with Nest Labs' return shipping instructions. Nest Labs will have no warranty obligations with respect to a returned Product if it determines, in its reasonable discretion after examination of the returned Product, that the Product is an Ineligible Product (defined below). Nest Labs will bear all costs of return

shipping to owner and will reimburse any shipping costs incurred by the owner, except with respect to any Ineligible Product, for which owner will bear all shipping costs.

#### **4. WHAT THIS LIMITED WARRANTY DOES NOT COVER**

This Limited Warranty does not cover the following (collectively “Ineligible Products”): (i) Products marked as “sample” or “Not for Sale”, or sold “AS IS”; (ii) Products that have been subject to: (a) modifications, alterations, tampering, or improper maintenance or repairs; (b) handling, storage, installation, testing, or use not in accordance with the User’s Guide or other instructions provided by Nest Labs; (c) abuse or misuse of the Product; (d) breakdowns, fluctuations, or interruptions in electric power or the telecommunications network; or (e) Acts of God, including but not limited to lightning, flood, tornado, earthquake, or hurricane; or (iii) any non-Nest Labs branded hardware products, even if packaged or sold with Nest Labs hardware. This Limited Warranty does not cover consumable parts, including batteries, unless damage is due to defects in materials or workmanship of the Product, or software (even if packaged or sold with the product). Nest Labs recommends that you use only authorized service providers for maintenance or repair. Unauthorized use of the Product or software can impair the Product’s performance and may invalidate this Limited Warranty.

#### **5. DISCLAIMER OF WARRANTIES**

EXCEPT AS STATED ABOVE IN THIS LIMITED WARRANTY, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, NEST LABS DISCLAIMS ALL EXPRESS, IMPLIED, AND STATUTORY WARRANTIES AND CONDITIONS WITH RESPECT TO THE PRODUCT, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, NEST LABS ALSO LIMITS THE DURATION OF ANY APPLICABLE IMPLIED WARRANTIES OR CONDITIONS TO THE DURATION OF THIS LIMITED WARRANTY.

#### **6. LIMITATION OF DAMAGES**

IN ADDITION TO THE ABOVE WARRANTY DISCLAIMERS, IN NO EVENT WILL NEST LABS BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, EXEMPLARY, OR SPECIAL DAMAGES, INCLUDING ANY DAMAGES FOR LOST DATA OR LOST PROFITS, ARISING FROM OR RELATING TO THIS LIMITED WARRANTY OR THE PRODUCT, AND NEST LABS’ TOTAL CUMULATIVE LIABILITY ARISING FROM OR RELATED TO THIS LIMITED WARRANTY OR THE PRODUCT WILL NOT EXCEED THE AMOUNT ACTUALLY PAID FOR THE PRODUCT BY THE ORIGINAL PURCHASER.

#### **7. LIMITATION OF LIABILITY**

THE NEST LABS ONLINE SERVICES (“SERVICES”) PROVIDE YOU INFORMATION (“PRODUCT INFORMATION”) REGARDING YOUR NEST PRODUCTS OR OTHER PERIPHERALS CONNECTED TO YOUR PRODUCTS (“PRODUCT PERIPHERALS”). THE TYPE OF PRODUCT PERIPHERALS THAT MAY BE CONNECTED TO YOUR PRODUCT MAY CHANGE FROM TIME TO TIME. WITHOUT LIMITING THE GENERALITY OF THE DISCLAIMERS ABOVE, ALL PRODUCT INFORMATION IS PROVIDED FOR YOUR CONVENIENCE, “AS IS”, AND “AS AVAILABLE”. NEST LABS DOES NOT REPRESENT, WARRANT, OR GUARANTEE THAT PRODUCT INFORMATION WILL BE AVAILABLE, ACCURATE, OR RELIABLE OR THAT PRODUCT INFORMATION OR USE OF THE SERVICES OR PRODUCT WILL PROVIDE SAFETY IN YOUR HOME. YOU USE ALL PRODUCT INFORMATION, THE SERVICES, AND THE PRODUCT AT YOUR OWN DISCRETION AND RISK. YOU WILL BE SOLELY RESPONSIBLE FOR (AND NEST LABS DISCLAIMS) ANY AND ALL LOSS, LIABILITY, OR DAMAGES, INCLUDING TO YOUR WIRING, FIXTURES, ELECTRICTY, HOME, PRODUCT, PRODUCT PERIPHERALS, COMPUTER, MOBILE DEVICE, AND ALL OTHER ITEMS AND PETS IN YOUR HOME, RESULTING FROM YOUR USE OF THE PRODUCT INFORMATION, SERVICES, OR PRODUCT. PRODUCT INFORMATION PROVIDED BY THE SERVICES IS NOT INTENDED AS A SUBSTITUTE FOR DIRECT MEANS OF OBTAINING THE INFORMATION. FOR EXAMPLE, A NOTIFICATION PROVIDED THROUGH THE SERVICE IS NOT INTENDED AS A SUBSTITUTE FOR AUDIBLE AND VISIBLE INDICATIONS IN THE HOME AND ON THE PRODUCT, NOR FOR A THIRD PARTY MONITORING SERVICE THAT MONITORS ALARM STATE.

#### **8. YOUR RIGHTS AND THIS LIMITED WARRANTY**

This Limited Warranty gives you specific legal rights. You may also have other legal rights that vary by state, province, or jurisdiction. Likewise, some of the limitations in this Limited Warranty may not apply in certain states, provinces or jurisdictions. The terms of this Limited Warranty will apply to the extent permitted by applicable law. For a full description of your legal rights you should refer to the laws applicable in your jurisdiction and you may wish to contact a relevant consumer advisory service.

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