

-----NEWS from CPSC-----  
U.S. Consumer Product Safety Commission  
Office of Communications  
4330 East West Highway, Bethesda, MD 20814  
[www.cpsc.gov](http://www.cpsc.gov)

1. Nest Labs Recalls to Repair Nest Protect Smoke + CO Alarms Due to Failure to Sound Alert  
<http://www.cpsc.gov/en/Recalls/2014/Nest-Labs-Recalls-to-Repair-Nest-Protect-Smoke-CO-Alarms/>

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Recall Date: May 21, 2014  
Recall Number: 14-187

Nest Labs Recalls to Repair Nest Protect Smoke + CO Alarms Due to Failure to Sound Alert

WASHINGTON, D.C. - Consumers should stop using this product unless otherwise instructed. It is illegal to resell or attempt to resell a recalled consumer product.

#### Recall Summary

Name of Product: Nest Protect: Smoke + CO Alarm

Hazard: Activity near the product during a fire can prevent the alarm from immediately sounding when the Nest Wave feature is enabled.

Remedy: Refund, Repair

Consumer Contact: Nest Labs at (800) 249-4280 anytime or online at [www.nest.com](http://www.nest.com) and click on Nest Protect Safety Notice for more information.

#### Recall Details

Units: About 440,000

Description: This recall includes all Nest Protect Smoke + CO alarms. The alarms are made of black or white plastic and are about 5.25 inches square with rounded corners and about 1.5 inches deep. The word "nest" is on a large button on the face of the alarm. Consumers can enable the alarms to be controlled by a computer or a smartphone over a wireless network. The alarms have a Nest Wave feature, which allows users to temporarily silence some alerts or cancel a manual test by vigorously waving an arm near the unit that triggered the alarm. Nest Protect Smoke + CO alarms came from the factory with the Nest Wave feature enabled and with the slider button in the "On" position in Nest Protect Settings.

Incidents/Injuries: Nest Labs has received no reports of incidents, injuries or property damage.

Remedy: The repair is an automatic electronic update that disables the Nest Wave feature and is delivered automatically to devices connected wirelessly to the Internet and linked to a Nest account. Consumers should take one of the following actions:

Consumers who have not connected their Nest Protect devices to their wireless network and linked them to a Nest account should immediately do so. The devices will automatically receive the update that disables the Nest Wave feature. Customers should confirm that their devices have been updated by going to Nest Sense on their Nest account mobile or web application and ensuring that the button for Nest Wave is off and grayed out. Instructions on how to connect to a network and disable the feature are available at <http://support.nest.com/article/Nest-Protect-Safety> or by contacting Nest Labs.

Consumers whose Nest Protect devices are connected to their wireless network and linked to a Nest account should immediately confirm the receipt of an automatic repair that disabled the Nest Wave feature by going to Nest Sense on their Nest account mobile or web application and ensuring that the button for Nest Wave is set to “off” and grayed out. No further action is required and consumers can continue to use their devices.

Consumers who cannot or do not wish to connect their devices to a wireless network to have the Nest Wave feature disabled should contact Nest Labs for a full refund.

Sold at: Best Buy, Home Depot and other retailers nationwide, and online at nest.com, amazon.com, bestbuy.com and homedepot.com from November 15, 2013 to April 3, 2014 for about \$130.

Importer and Distributor: Nest Labs Inc. of Palo Alto, Calif.

Manufactured in: China.

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The U.S. Consumer Product Safety Commission (CPSC) is still interested in receiving incident or injury reports that are either directly related to a product recall or involve a different hazard with the same product. Please tell us about your experience with the product on [SaferProducts.gov](http://SaferProducts.gov).

#### Media Contact

Please use the phone numbers below for all media requests.

Phone: (301) 504-7908

Spanish: (301) 504-7800

#### CPSC Consumer Information Hotline

Contact us at this toll-free number if you have questions about a recall:

800-638-2772 (TTY 301-595-7054)

Times: 8 a.m. ? 5:30 p.m. ET; Messages can be left anytime

Call to get product safety and other agency information and to report unsafe products.