

Safety, Warranty & Regulatory Guide for Google Home Max

This booklet provides important safety, regulatory, and warranty information that you should read before you start using your Google Home Max. An online version of this document can be found at g.co/home/legal.

Google Home Max and your Family and Friends:

If you make your Google Home Max available for others to use, please be sure to let them know that their interactions may be stored by Google. More information about this is available at g.co/max/guests. In the link, you can also find information and tips about others being able to access information you make available to Google Home Max.



WARNING: HEALTH AND SAFETY INFORMATION

Basic Safety: 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 these precautions below and those found at g.co/home/legal

- Handle your Google Home Max with care. You may damage the device if you disassemble, drop, bend, burn, crush or puncture your device. Using a damaged device may cause overheating or injury. Don't expose your Google Home Max to liquids, which can cause a short circuit and overheating. If it gets wet, do not attempt to dry it using an external heat source. Do not use your Google Home Max in the bathroom. Google Home Max is designed to work best in ambient temperatures between 32° to 104° F (0° and 40° C), and should be stored between ambient temperatures of -4° and 113° F (-20° and 45° C). Do not expose your Google Home Max to direct sunlight.
- Be sure the device is well ventilated when in use. Using a damaged power cable, or using your device when moisture is present, can cause fire, electric shock, injury, or damage to the Google Home Max or other property. When using Google Home Max, make sure the power cable is plugged into a nearby socket and is easily accessible. Only use your Google Home Max with the included power cable, or compatible accessories available on the Google Store. Failure to use compatible accessories can cause fire, electric shock, injury, or damage to the device and the accessories. Compatible accessories are available on the Google Store and at Google authorized resellers (look for Google's "made for" badge).
- Maintain a distance of at least 20 cm from your body to be consistent with how the device is tested for compliance with US/Canadian RF exposure requirements.
- Prolonged exposure to loud sounds (including music) can cause hearing loss. To prevent possible hearing damage, avoid listening at high volume for prolonged periods of time. Continued exposure to high volumes and background noise can make loud sounds seem quieter than they actually are. Check the volume before use.



Service & support

For online help and support, visit g.co/home/help.
To reach an expert, visit g.co/home/support.

Regulatory information

Additional regulatory and environmental information can be found at g.co/home/legal

Manufacturer address:

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

FOR UNITED STATES & CANADA

FCC regulatory compliance

This device complies with Part 15 of the FCC Rules. This device complies with Innovation, Science and Economic Development Canada (ISED) license-exempt RSS standard(s). Operation is subject to the following two conditions:

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

More details on the FCC and IC statements can be found at g.co/home/legal.

EMC Compliance

Important: This device and power adapter 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.

© Google LLC. All rights reserved. Google, Google Home Max, the G logo, Chromecast, and their respective logos are trademarks of Google LLC.

Google Home Max Hardware Limited Warranty

USA/CANADA

This Limited Warranty applies only if you purchased your Google Home Max in the United States or Canada.

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

Google warrants that a new Google Home Max device (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 Home Max has been refurbished, Google warrants that the Google Home Max (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 Home Max during the Limited Warranty period (which is one year for new devices and ninety days for refurbished devices), Google will in its sole discretion and to the extent permitted by law repair your Google Home Max using new or refurbished parts, replace your Google Home Max with a new or refurbished Google Home Max functionally at least equivalent to yours, or accept the return of your Google Home Max in exchange for a refund of the purchase price you



paid for your Google Home Max. If Google repairs or replaces your Google Home Max, the repaired or replaced Google Home Max 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 Home Max.

THE LIMITED WARRANTY WRITTEN ABOVE IS THE ONLY EXPRESS WARRANTY GOOGLE PROVIDES FOR YOUR GOOGLE HOME MAX, 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 HOME MAX, 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 HOME MAX 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 Google Home Max is sold and will apply only if you purchased your Google Home Max from Google or its authorized resellers. This Limited Warranty only applies to hardware components (and not any software elements) of Google Home Max, 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 device, and extreme thermal or environmental conditions. This Limited Warranty does not guarantee that use of the Google Home Max 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 HOME MAX 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 HOME MAX OR THIS LIMITED WARRANTY WILL NOT EXCEED THE AMOUNT YOU ACTUALLY PAID GOOGLE FOR YOUR GOOGLE HOME MAX.

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 Home Max Support at g.co/hom/support. You must provide your name, contact information and the serial number of your Google Home Max to receive support. You may also be required to provide a purchase receipt.

102 mm

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.

Be safe.

Safety + Warranty

Google

102 mm