



Google Nest FAQ's

Professional Installer
October 2020



[Let's go!](#)



Welcome to the Google Nest FAQ's

Here you will find some Frequently Asked Questions from both Branch Staff and Installers.

Please use this information to assist with Google Nest sales and questions.

Need any help?

For assistance with technical aspects related to the Google Nest product range, including installation and any other issues related to the Pro Portal, Pro Finder and Pro network, contact the **Nest Pro support team**:

Contact Us form at pro.nest.com/support
0808 178 0546

Monday to Friday – 08:00-19:00
Saturday to Sunday – 09:00-17:00

For help to grow your business with Google Nest, product-specific questions and sales support, **contact the Field team**:

contact@g-nestteam.com
07908 740 199



Topics to be covered

Product-specific

- [Nest Thermostats](#)
- [Nest Protect](#)
- [Nest Cameras](#)
- [Nest Hello video doorbell](#)
- [Nest Aware and Nest Aware Plus](#)
- [Nest Speakers and Display](#)
- [Nest Wi-Fi](#)

Other

- [Nest Pro](#)
- [Returns and Faults](#)
- [General Questions](#)
- [Product SKUs](#)
- [Additional resources](#)



Nest Thermostats

- **What's the difference between Nest 3rd Gen Learning Thermostat and Nest Thermostat E?**

The 3rd Generation Nest Learning Thermostat is a dual channel (heating and hot water) and Nest Thermostat E is a single channel (heating only) as well as design, features, wiring and price.

- **How many Thermostats does my customer need for a multi zone system?**

As the 3rd Gen Nest Learning Thermostat is a dual channel thermostat it will control both Heating and Hot Water. If a customer has another heating zone, they will need a second thermostat to control that zone and so on.

In conclusion, 1 thermostat + Heat Link per heating zone (this is only applicable for on/off boilers, not open therm)

- **Is the Thermostat Battery or Mains Powered?**

Both the 3rd Gen Learning Thermostat and Nest Thermostat E are Mains powered

The 3rd Gen Learning Thermostat can be wall mounted taking the power from the Heat Link T1 & T2 Terminals or on a stand (additional purchase) taking power from a 12volt plug socket

The Nest Thermostat E is powered by a 3 pin plug only on a stand, which is provided

- **Can it control underfloor heating?**

Yes it can. The Thermostat works like an on/off switch. It will therefore be wired to the zone valve for that underfloor heating zone, possibly via the wiring centre or manifold. Again, the more underfloor heating zones the customer has, the more Thermostats they may need



Nest Thermostats (continued)

- **Can the Thermostat be controlled by Alexa?**
Yes but only the 3rd Generation Learning Thermostat, not Thermostat E
- **What happens if the installer has a problem when fitting the Thermostat?**
Ask them to get in touch with Nest Pro Partner Support on 0808 178 0546
- **Can the colours be changed on the Thermostat bezel?**
No but it comes in four different colours so the customer can choose their favourite
- **How do you master reset the Thermostat if having connection issue?**
You can do this on the Thermostat in the settings OR by holding the Heat Link button down for 30 seconds to do a complete factory reset.. If fully factory resetting the Heat Link we also recommend to fully factory reset the display so that both can create the communication protocol again. Keep in mind that this will delete all settings and options on the display
- **What type of boilers do Nest Thermostats work with?**
In short, they work with the majority of boilers, combi and system, open therm, air and ground source heat pumps, biomass, hydronic underfloor systems. You can also find our compatibility checker on our website if unsure
- **The end users heating is coming on very early in the morning?**
This is a feature called True Radiant. The Thermostat has learnt how long your heating system will take to preheat in the morning to reach the target temperature. This can be turned off or adjusted accordingly on their app in the Thermostat settings



Nest Thermostats (continued)

- Can the end user turn off the Learning feature and program it themselves?
Yes absolutely. Just go into the Thermostat settings and adjust them according to suit their needs. Then on the schedule they can add and remove times and temperature
- Are both Thermostats Boiler Plus compliant?
Yes
- Do both Thermostats work with Open Therm boilers?
Yes
- Do Nest have thermostatic radiator valves?
No not at present but we work with other brands that do. These can be found and added via the Google Home app.





Nest Protect

- **Is it mains or battery?**
We have a mains option or a battery option. The mains has a battery backup in case of a power cut
- **Is the Nest Protect a Heat Alarm?**
No. It has multiple sensors including a temperature sensor but it is not a stand alone Heat Alarm
- **Can it be fitted in a kitchen?**
Yes but it must be at least 3 metres from a cooking source. More information can be found here [Nest Protect Support](#)
- **Can these be fitted in a new build property?**
Your customer **MUST** seek approval from their regulation manager for the site. Please direct them to [Nest Protect Product Specs](#) for more information on the certifications it meets
- **Can it be fitted on a ceiling as it's a Carbon Monoxide alarm as well?**
It is a misconception that Carbon Monoxide Alarms need to be fitted down low. In actual fact, Carbon Monoxide has a density of 1.14 kg/m³ compared to air that is 1.27kg/m³. Making it lighter than air and thus needing to be up high
- **What is the lifespan of the Nest Protect Smoke and Carbon Monoxide alarm? Standard ones are usually 7 years, is this the same for the Nest Protect?**
The Nest Protect has an up to 10 Year Lifespan



Nest Protect (continued)

- Can the Protect be installed without Wi-Fi?

You will need Wi-Fi upon set up but then can be disconnected. If the home doesn't have internet, try hotspotting your phone. Add the products to the customers app and then turn your hotspot off upon completion

- How long do the batteries last?

Roughly 5 Years depending on usage

- What batteries should I recommend to my customers when they need to change them?

Buy like for like batteries like the ones that are already in the Protect.
2 x AA lithium batteries (L91)





Nest Cameras

- What is the difference between the standard Nest Cams and the Nest Cam iQ?

A few differences to note are the IQ cams have a 4K sensor, 3 microphones and speakers and 12x zoom and enhance. They are a more powerful product but not to take anything away from the brilliant Nest Cams

- Are the cameras battery or main powered?

Mains powered via a three pin plug

- Can my customer run a CAT 5 cable to the camera or is it Wi-Fi only?

You can not use CAT 5 cable as the product is Wi-Fi only

- Can my customer use their own hard drive or SD Card?

No. The cameras have a cloud storage system

- Does the customer have to pay a subscription fee?

No, but a Nest Aware subscription is available and Nest Aware Plus gives the customer the full benefits and features of Cloud Recording, Activity Zones and now, a one monthly fee for all cameras and doorbells*

* Subscriptions automatically renew at the end of each billing period, unless cancelled via the Nest App



Nest Cameras (continued)

- **How does my customer know if their internet is strong enough?**
You can check the technical specifications at [Google Nest Help - Cameras](#). Another, un-official method, is to go roughly to the area where you will be installing the camera, try and stream a video on Youtube using your phone while on the Wi-Fi. If you don't experience any buffering or interference, the internet should be strong enough
- **How many cameras can a customer have on one Wi-Fi?**
Bare in mind the more cameras streaming, the more bandwidth they will use. You can have up to 10 cameras per "Home" and 3 "Homes" per account. Cameras "Quality and Bandwidth" can be amended on the app to prioritise certain cameras and use less bandwidth on others





Nest Hello

- [Is the Nest Hello video doorbell battery?](#)

No, it needs a constant supply of power

- [What transformers and chimes are recommended?](#)

Any transformer that can output 12-24V AC and minimum 8VA per Nest Hello

Below are a few suggestions:

Chimes

Grothe: "LTW 1171A 24V"; 85 db

Honeywell / Friedland: "D107 - 80 db, D113 80 db, D117 80db, D126, D128, D142, D143, D230, D239."

Transformers

BG CUB1

Dantech "DA651"

Gewiss "GW96426, GW96432, GW96434, GW96782"

Lewden "BT 0481-446"

Zamel "TRM-24"

Protek "BT8-16, BT8-16"

- [Can Nest Hello video doorbell be wired without a chime?](#)

Yes. You can have it chimeless with just alerts to your phone or device or you can add a Google Assistant Speaker or Display to get an announcement when someone is at the door

- [Can Nest Mini, Nest Hub, Nest Hub Max etc work as a chime?](#)

Yes definitely. It will also announce "someone's at front door" rather than just a "Ding-Dong" when Visitor Announcements are set up via the app



Nest Hello (continued)

- Is the Nest X Yale Door Lock coming to the UK?

No plans at this moment in time but you never know what the future holds

- There is a humming/buzzing sound coming from the doorbell, what should I do?

Check that you are using the correct 12-24 volt AC at 8VA transformer and that the chime matches this. For example, using a 24 volt transformer you need a 24 volt chime, 12 volt transformer you will need a 12 volt chime. If these don't match you may encounter a problem. If you still can't find a resolve, contact Nest Pro Support on 0808 178 0546





Nest Aware & Nest Aware Plus

- **Can users keep their current Nest Aware subscriptions if they do not want to change plans?**

Yes. They can continue to use and renew their first gen Nest Aware subscriptions however they cannot add any new first gen Nest Aware subscriptions if they've migrated to a Google account

- **What's new with the new Nest Aware and what already existed?**

The new Nest Aware pricing structure means that your customers only have to pay one price for all of the Nest Cameras in the same home. It includes all of the features of the first gen version plus additional features such as event based recording, package detection and the ability to view clips on the Google Home App

- **What's the difference between Nest Aware and Nest Aware Plus?**

The standard Nest Aware costs £5 a month or £50 a year and comes with 30-day event based video recording. Nest Aware Plus costs £10 a month or £100 a year and comes with a 60-day event based video history and 10-days of 24/7 continuous video

- **Are the new features going to be available with the old Nest Aware?**

No. All new features require either the new Nest Aware or Nest Aware Plus

- **Are there any features in the first gen Nest Aware subscription that will not be available in the new one?**

No. All of the features that are available in the first gen Nest Aware subscription will also be available in the new Nest Aware



Nest Aware & Nest Aware Plus (continued)

- **What features are available in the UK that are not available worldwide?**
At launch, alerts on the Nest Hub Max will only be available in the UK, CA, FR and AU. Sound detection will not be available in EMEA
- **What if they want to sign up to the first gen Nest Aware subscription?**
The new Nest Aware is better priced and comes with more additional features than the old Nest Aware. However, first gen Nest Aware subscription users can continue to use their existing service, and users who have not migrated from a Nest account to a Google account will still be able to sign up to the first gen Nest Aware
- **Is there anything different about this events based recording service compared to those offered by other brands?**
While we can't comment on competitors, our event based recording uses cloud algorithms to determine when activity is detected to make sure we capture time before and after activity was detected so we can provide a full glimpse of the event
- **If they cancel their Nest Aware subscription and then decide to resubscribe, will their video history be saved?**
No. Their video history is not saved and will be deleted but they can save clips using the Nest App as well as the Google Home app before they cancel to save any important events
- **Where can they buy the new Nest Aware?**
They can buy subscriptions to the new Nest Aware from the Google Store or Google Home app, starting in early 2020. Nest Aware is available in all countries where Google officially sells cameras and the Nest Hello video doorbell



Nest Aware & Nest Aware Plus (continued)

- **Are there any discounts if they sign-up for a yearly subscription versus paying monthly?**

A yearly Nest Aware subscription saves them £10 annually.

A yearly Nest Aware Plus subscription saves them £20 annually

- **What if they only have one camera - isn't the old Nest Aware cheaper?**

Customers who have one camera and prefer to continue using the first gen Nest Aware have the choice to do so. However, for one pound more they can get additional features - like 30 days of event video history, sound detection and package detection, along with coverage across all Google Nest cameras, displays and speakers in their home

- **How much is the first gen Nest Aware?**

The first gen Nest Aware subscription costs;

£4, £8 or £24 a month per device for 5, 10 or 30 days of video history and continuous recording

- **Will Google use any of their recordings for advertising purposes?**

Per our [commitment to privacy in their home](#) where we've explained that for all our [connected home devices and services](#), we will keep their video footage, audio recordings, and home environment sensor readings separate from advertising, and we won't use this data for ad personalisation.

When they interact with Google Assistant, we may use those interactions to inform their interests for ad personalisation. For example, if they ask, "Hey Google, what's the weather today?" we may use the text of that voice interaction (but not the audio recording itself) to show them personalised ads. They can always review their Google settings to control the ads they see, including opting out of ad personalisation completely



Nest Aware & Nest Aware Plus (continued)

- **Where are their clips stored? Can they store them locally like some of your competitors?**

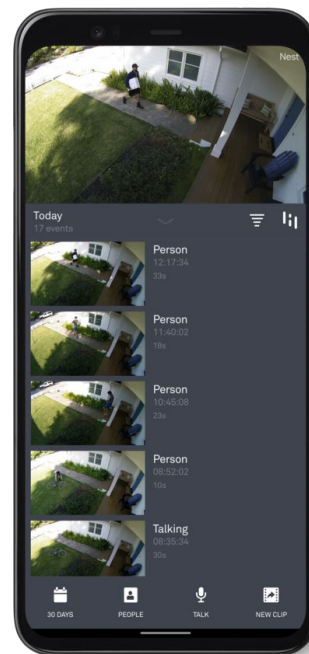
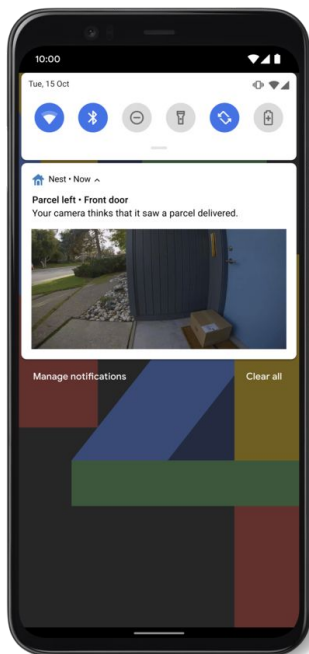
Nest cam video is stored in the Cloud according to the days of storage associated with their Nest Aware subscription. When video expires, it is deleted from our servers. They can download videos of important events. They can also delete all the video history of any or all cameras at any time

- **Do you offer a 24 or 48 hour subscription plan if they don't want to keep their footage?**

We don't offer a 24 or 48 hour subscription plan, but users can go into their camera settings at any time and delete the video history of any or all cameras

- **They have another question.**

Please visit the [help centre](#) for more





Speakers and Display

- **Can the Google Assistant control other Smart Thermostats?**
Yes. Companies such as Honeywell, Hive and Netatmo have Google Home integrations and by adding a Google Assistant Speaker or Display, you add voice control to the customers basket
- **Why should I sell the Smart Speakers and Displays?**
These are great products to upsell. They will add voice control to their Smart Home Tech. With the Smart Home Tech adoption rate growing exponentially year on year, it is a great time to offer it to customers who may be considering starting their Smart Home or customers who already have Smart Home Tech and are looking to add a second or third speaker or display
- **Do the speakers and displays act as a chime for the Nest Hello Doorbell?**
Yes. They will both announce that a person is at the door and the displays on top of that will actually show you the person immediately on the screen
- **Can you use Spotify on the speakers and display?**
You can use Youtube Music, Spotify (paid and free versions), Deezer and many more





Nest Wi-Fi

- [Does Nest Wifi replace my existing internet provider?](#)

No. Nest WiFi works with your existing provider and modem to create a scalable network

- [Does Nest Wi-Fi work with BT Home Hub?](#)

No, unfortunately not as BT Home Hub has it's own inbuilt authentication required

- [Is Google Nest Wifi a Mesh Network?](#)

Yes, Google Nest Wifi is a wireless mesh router. With it, you can connect all your Google Wifi devices and Google Nest Wifi Points in a single mesh network to extend the internet signal throughout a large area. Furthermore, when you're moving through the house, Google automatically and seamlessly syncs your device to the nearest mesh network node so you have a speedy and stable connection throughout

- [Does Nest Wifi have Ethernet Ports? Can it be Wired?](#)

Google Nest Wifi can be wired and does have two Gigabit Ethernet ports, but only in the Nest Wifi Router. There are no Ethernet ports in the Nest Wifi Points

- [Why should my customer recommend Nest Wi-Fi?](#)

If the end user is looking at getting Nest Cameras or Nest Hello and is worried about the internet capability, Nest WiFi is a great suggestion for them to get the very best from their home broadband



Chromecast

- **Where can I get Chromecast stock from?**

Contact you Head Office or Distributor for stocking request.

- **Does the Chromecast need a USB power source?**

Yes, the device needs an external power source via the micro USB port. It ships with a wall adapter, or you can plug the USB cable into a powered USB port on your TV (if your TV has one).

- **Can the Chromecast be moved to another TV?**

Yes, you can move the device between multiple TV's in your home without having to change any settings or run the setup. If you take it with you traveling or somewhere else, you will need to setup the new wifi network.

- **How can the Chromecast help my installer with sales?**

If the end user is already invested or asking the installer for a Google Nest product or other Smart Home Tech products, the Chromecast is a great basket filler. Especially with the Nest Hello and Google Smart Speaker/Display as the end user can ask their Smart Speaker or Display to show their Front Door on Living Room TV without even lifting a finger.



Nest Pro

- How do I sign up to be a Nest Pro?

g.co/nest/pro

- What are the benefits of being a Nest Pro?

- ★ Attract new customers by appearing on our Consumer Pro Finder
- ★ Get exclusive training materials to help you sell and install the helpful home.
- ★ Free customer referrals through our Nest Pro finder.
- ★ VIP support & exclusive competitions.

- How can the customer leave me a review?

When you sign up you will be given a Pro iD. Give your customer the following link and add you own Pro iD at the end. For example, if your Pro iD was 123abc you would send pro.nest.com/feedback/abc123

- How do I get further up the list on the Pro Finder?

You get out of it what you put in. Make sure your profile is up to date. Maybe add a photo and detailed description about your company. The more appealing your profile, the more the end user will be drawn to contact you. Then the more installs you do and 5 star reviews your receive, the further up the list you will go.



Nest Pro (continued)

- **How can I add my details in the thermostats I install so that the customer can find them later and so it will add to my install number on the Pro Portal?**
Add your Pro ID in the Pro Setup screen while setting up the thermostat and make sure the thermostat is connected to WiFi. It shouldn't take more than 72 hours for the installation to show up on your Portal.
- **Where can I find wiring diagrams for products?**
Wiring diagrams can be found via this link [Nest Learning Thermostat Installation Guide](#). For the Nest Thermostat E and Nest Hello, the wiring can be found via the app during setup.
- **How do I migrate my account from Nest to Google?**
Please follow this link for more information [How to migrate your account from Nest to Google](#)
- **I applied to become a Nest Pro but was denied. Why?**
Unfortunately you may have not met the right criteria to become a Nest Pro or it may have been in error. Contact Pro Support on 0808 178 0546 and they will be able to see why.
- **Can I still purchase products through the Nest Pro Store?**
As of 17th December 2019, the Nest Pro Store was closed. You can purchase Google Nest products via your local Google distributor.
- **What is the best way to generate leads through the Nest Pro finder?**
The best ways to do this are to make your profile appealing to consumers adding photos, detailed descriptions and more, input your Pro iD into every Nest Thermostat you install and ask customer for 5 star reviews after install.



Nest Pro (continued)

- My customer has a problem with a product that I installed. Who can I contact for help?

If the product was recently installed you should contact Pro Support on 0808 178 0546. If the product has been in for a few months, ask your customer to contact Customer Service on 0808 169 2307.

- I was contacted by a customer to install a Google Nest product. Will I be paid by the customer or by Google?

Nest Pros are always going to be paid by the consumers. In theory, every agreement between the 2 parties should be based on a quote provided by the Nest Pro and accepted by the consumer. The Pro will have to provide an invoice to the customer when the work is done

- What do I do if I want to delete my account and no longer be part of the Pro Network?

Please reach out to Pro & Partner support. They will require some information in regards to your company, validate your identity vs the admin profile on your Nest Pro account, capture a detailed description of your inquiry and will forward you



Nest Pro



Returns and Faults

- An installer is having some trouble with a Nest Product during install, what should they do?

Call Pro Support on 0808 178 0546

- A homeowner/Customer encounters an issue with the Nest product post installation. Who should they call?

If the product is still within the buyers remorse period then they should return the product to the branch they bought it from or Call Customer Support on 0808 169 2307. If the buyers remorse period has past, then get them to contact Nest Support who will be able to help.

- I'm a retailer and I want to return a faulty unit that I just got back from a consumer. How do I proceed?

Google Nest no longer processes returns for credit - the return process is based on your current agreement with Google. To find out your agreement, contact your head office or distributor for details. If you are still unsure, contact Pro Support on 0808 178 0546



General Questions

- **How can I get training for me and my staff in branch?**
Email contact@g-nestteam.com and someone will be in touch to arrange some for you
- **What is the support telephone number?**
Pro and Partner Support - 0808 178 0546
Customer Service Support - 0808 169 2307
- **Can I receive a demo unit so that I can display it in my store and boost sales?**
For this specific request, please reach out to your head office or distribution partner
- **How can I get POS for my branch to help boost sales?**
Ask your head office or distributor but if all else fails contact your Google Nest Rep at the above address and he will be able to assist you



Product SKU's

3rd Gen Nest Learning Thermostat

Stainless Steel T3028GB,
Copper T3031EX,
Black T3029EX,
White T3030EX

Nest Thermostat E

White HF001235-GB

Nest Protect Smoke & CO Alarm

Battery S3000BWGB,
Wired S3003LWGB

Nest Cameras

Indoor NC1102GB
Outdoor NC2100GB
iQ indoor NC3100GB
iQ Outdoor NC4100GB

Nest Hello

NC5100GB

Nest Mini

Chalk GA00210-UK
Charcoal GA00216-UK

Nest Audio

Chalk TBC

Google Home Max

Chalk GA00222-UK
Charcoal GA00223-UK

Nest Hub

Chalk GA00516-GB
Charcoal GA00515-GB

Nest Hub Max

Chalk GA00426-GB
Charcoal GA00639-GB

Nest WiFi

Router GA00595-GB
Point GA00667-GB
2 Pack (Router & Point) GA00822-GB



Additional resources (1/3)

For a complete overview of all Google support, visit g.co/nest/support

For Support on each product, follow the links below;

Home Assistant Speakers and Displays? Go to:

[Speakers and Display](#)

Nest Learning Thermostat? Go to:

[Nest Thermostats](#)

Nest Wifi? Go to:

[Nest Wi-Fi](#)

Nest Protect? Go to:

[Nest Protect](#)

Nest Cameras and Hello doorbell? Go to:

[Nest Cameras and Hello Doorbell](#)



Additional resources (2/3)

For a complete overview of all Google products, visit the Google Store:
g.co/store

Want to know more about:

Home Assistant:

Nest Hub Max? Go to:

g.co/hubmax/explore

Nest Mini? Go to:

g.co/mini/explore

Meet the rest of the family:

Nest Learning Thermostat? Go to:

g.co/nest/thermostat

Nest Thermostat E? Go to:

g.co/nest/thermostat-e

Nest Wifi? Go to:

g.co/nestwifi/explore

Nest Hello? Go to:

g.co/nest/hello

Nest Protect? Go to:

g.co/nest/protect

Nest cameras? Go to:

g.co/nest/cameras

For Training Videos follow the links below:

Nest Learning Thermostat, Nest Mini and Nest Protect:

<https://www.youtube.com/watch?v=CZF6RoOqITA&feature=youtu.be>

Nest Cam range, Nest Hello video doorbell and Nest Aware:

<https://www.youtube.com/watch?v=ihyLq1TIsFw&feature=youtu.be>

Google Assistant:

https://youtu.be/a7UaG-_580Y



Additional resources (3/3)

Market Google Nest products

Partner Marketing Hub has all the tools you need to market Google Nest and all of the products in the best way, including approved images, messaging and guidelines. Under the 'Retail' section of each product, you will also find pre-made ads that you just need to add your logo to, plus videos and images that will complement your social media and website.

Register for the Partner Marketing Hub [here](#).

Keep up to date with product knowledge

Google Retail Training is the worldwide home for Retail Training from Google and is designed to help retail sales associates become an expert on the entire Google portfolio. It offers fast and easy online training courses which may only take up to 20 minutes to complete.

Register for Google Retail Training [here](#).

Grow your business and career

Google Digital Garage is an online platform which consists of interactive courses which aim to help individuals and businesses improve their digital skills.

Simply select the courses that interest you and help to achieve your marketing goals. Whether it's finding out how to build a digital presence online, improving your company's visibility to make sure that customers can find you, getting started with your first advertising campaign, or learning about search engine optimisation and new skills like coding, Google Digital Garage has got you covered.

Register for the Google Digital Garage [here](#).

Professional installer community

Please also let me take this opportunity to introduce the **Nest Pro programme** which is designed to provide everything an installer needs to spec, sell and install Google Nest products. Installers can sign up for free at g.co/nest/pro and get access to the following benefits:

- Consumer Pro finder to find help to complete their Google Nest installation
- Marketing materials including product and lifestyle imagery and literature
- Training materials to help learn more about the features and benefits of Google Nest along with installation
- Latest Google Nest news
- VIP Nest Pro Support team

