

Product Safety Recall

Ring LLC Ring LLC - Ring Video Doorbell (2nd Gen)



Sold by Ring LLC between 3 June 2020 – 7 September 2020

Defect: If the incorrect screws are used to install the video doorbell to the mounting bracket, the screws can damage the lithium battery.

Hazard: If the lithium battery is damaged during installation, there is a risk of a fire or injury.

What to do: Consumers with uninstalled Ring Video Doorbells (2nd Gen) subject to the Recall should visit Ring's website to [download](#) a new user guide before installing their doorbell or contact Ring as indicated below for additional information. All known customers have been contacted by the manufacturer. In-app set-up instructions have also been updated.

Consumers can go to the following [website](#) to determine whether they have purchased a Ring Video Doorbell (2nd Gen) subject to the Recall.

Contact details: If you have experienced any issues when installing your device, you should immediately contact Ring Customer Support at 1300 205 983 or 02 8294 9169.

See productsafety.gov.au for
Australian product recall information