

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**