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# Issues with Nest Thermostat Software Update

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# Background

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# Background on Nest Labs

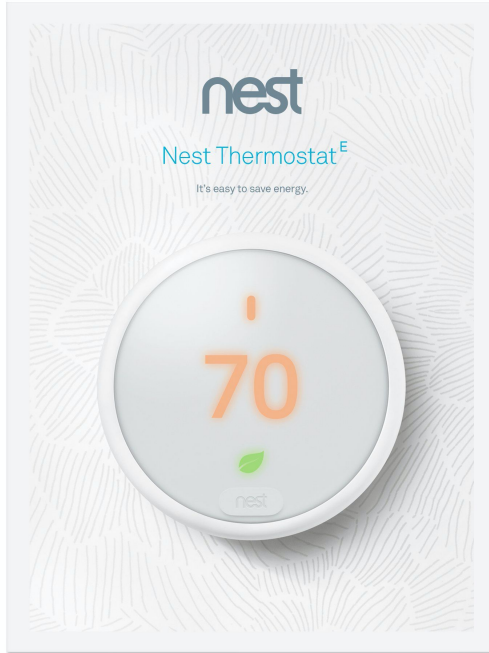


- Founded by Apple engineers Tony Fadell and Matt Rogers in May 2010
- Home automation company
  - Designs and manufactures programmable home devices
    - Thermostats
    - Smoke/Carbon Monoxide Detector
    - Webcam
    - Video doorbell
    - Alarm system
    - And more...



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# Nest Thermostat



- Introduced to the market in October 2011
  - Inspired by Fadell's dissatisfaction with the limited capabilities of the thermostats in his home
  - Nest thermostat uses “intelligent control”
    - User's can change the temperature through an app, connected over the same wifi
    - Collects data overtime and begins to recognize the users favored temperatures
      - Changes for different times of the day, different seasons, etc
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# The Update

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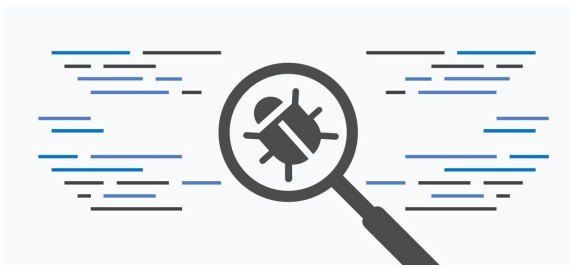
# Version 5.1.5

- Version 5.1.5 (named 5.1.5-7) - released December 10, 2015
- Software update was only available for European thermostats and a limited number of thermostats in the US and Canada.
- Update would be made available to every Nest Thermostat in January 2016
- The Update comprised of:
  - Early-On bug fixes
  - Improved compatibility for OpenTherm combi boilers
  - Connectivity bug fixes



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# Version 5.1.5



## Also in the Update: A **Bug**

- The bug drained the battery life of thermostats and deactivated the system
  - The thermostat that could not connect to the web
- Some users reported that the thermostat was unexpectedly heating up their house



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# Impact

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# How it Impacted The Customers

- Elderly
- Infants
- Users away from home



<https://bit.ly/31rD57a>

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# Impact to the Tech Industry

- Small Glitch = Big Consequence / Problems
- Wireless Key Fobs for Keyless Cars
- Fitbit
- Not the *first* issue Nest has faced



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**As of Today**

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# How is Nest doing today?

- Google bought Nest for 3.2 billion in 2014
  - Google has integrated their smart products with Nest and have continued to produce products under the Nest name
  - They have since fixed the bug and didn't have any obvious long term effects due to the bug
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# How is Nest doing today?

- The Nest line has expanded to many more products to create a bigger ecosystem



Nest Audio



Chromecast with  
Google TV



Nest Thermostat



Google Wifi



Nest Wifi



Nest Learning  
Thermostat (3rd Gen)



Nest Hello



Nest Cam Outdoor



Nest Protect (2nd Gen)



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# Discussion Question

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Q1: What do you believe Google's impact on the company Nest after integrating the company was? Good or bad?

Q2: Should there be more accountability on companies for small glitches/bugs that cause more issues?

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# References

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