



Product Safety Recall



Do you own this product?

LG Home Energy Storage System Batteries

These are large batteries that allow capture and storage of energy from solar panels. Multiple affected battery models installed in LG, SolaX and other branded and non-branded systems. See [recall notice](#) for full details.

Dates sold: January 2016 onwards.



Why the product is recalled: Batteries may overheat and catch on fire.

Hazard: A fire may cause serious injury or death and/or damage to property. Incidents have occurred and caused damage to property.



1. Visit <https://www.lgessbattery.com/au/recall/recallnotice.lg> and follow the instructions to find out if your battery is affected by the recall.
2. If your battery is affected, **immediately** register your details with LG Energy Solution Australia Pty Ltd and follow their instructions.



Contact LG Energy Solution Australia Pty Ltd by phone on 1300 677 273, by SMS to 0438 966 549 or by email to productau@lgensol.com.



Sold nationally through multiple retailers. See the [recall notice](#) on the Product Safety Australia website for a full list of retailers.



Scan the QR code for information about this recall.



Set yourself a reminder to check at home

- Take a photo of this notice
- Set a reminder on your phone

PRA 2022/19550

See [productsafety.gov.au](https://www.productsafety.gov.au) for
Australian product recall information