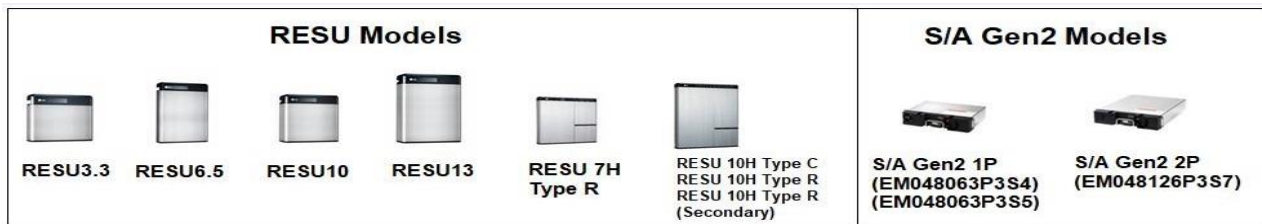


# Electrical Safety Recall

## LG Energy Solution Australia Pty Ltd is recalling ESS Home Energy Storage System Batteries

Affected batteries were supplied nationally from 15 May 2017 by AGL Energy, Baywa, CSR, Eguana Technologies, Energy Australia, Krannich Solar, MMEM, One Stop Warehouse, Rheem, Red Earth Energy Storage, Redback Technologies, Solar Juice, SolaX, Sonepar (as Solar Plus Solutions), Supply Partners and VARTA.



**Identification:** Energy Storage System (ESS) Batteries are installed as part of a residential energy solar system, which allows owners to capture and store energy from solar panels.

- Models with affected batteries include the RESU and S/A Gen2 models shown in the picture above.
- Each battery is marked with a unique serial number, which can be used to identify affected batteries.

Affected RESU batteries are LG branded systems. Affected S/A Gen2 batteries are installed in non-LG branded systems including SolaX Power Station, SolaX X-Cabinet, Opal Storage, Redback SH5000, Red Earth Sunrise, Red Earth Drop Bear, Eguana Evolve and VARTA Pulse Neo.

**Defect:** ESS batteries may overheat and catch on fire.

**Hazard:** If a battery overheats, it may catch on fire and cause injury or death and/or damage to property. Incidents have occurred and caused damage to property.

### What should consumers do?

1. Visit <https://www.lgessbattery.com/au> and follow the instructions to find out if your battery is affected by the recall. If you need help, immediately contact LGESAU at **1300 677 273** or by email to [productau@lgensol.com](mailto:productau@lgensol.com).
2. If your battery is affected, **you should immediately switch off your battery storage system and keep it switched off to minimise the risk of fire.** To switch off the battery storage systems safely, you should refer to the instructions for the battery storage system or contact the installer or LGESAU for advice.

### Remedies available:

- LG Energy Solution Australia (LGESAU) will replace all affected batteries for free or provide a full refund and remove the battery from your premises.
- Affected batteries can be switched off until replacement or removal.
- LGESAU is also offering to reduce the maximum state of charge of the battery to 75% to reduce the risk of fire until the batteries are replaced or removed. However, this charge reduction is only a short term remedial measure. This charge reduction cannot be applied to RESU10H Type-C batteries.
- LGESAU can apply this charge reduction remotely where possible and will organise site visits for charge reductions to batteries that cannot be accessed remotely.
- LGESAU will also provide financial compensation to consumers to offset any increase to electricity bills following switch off or charge reduction of batteries.

**Contact Details:** For more information, contact LGESAU on 1300 677 273 or email [productau@lgensol.com](mailto:productau@lgensol.com).

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