

ELECTRICAL SAFETY RECALL

ESS Home Energy Storage System Batteries:

MODELS: RESU7H Type-R, RESU10, RESU10H Type-C, RESU10H Type-R,
EM048063P3S4 and EM048126P3S7



Supplied to distributors in Australia by LG Chem Ltd (*now called LG Energy Solution*) between 2017 and 2018

IDENTIFICATION: The affected ESS Home Batteries are equipped with cells from specific production lots manufactured between March 2017 and September 2018. Each ESS Home Battery is marked with a unique serial number. These ESS Home Batteries are installed as part of a residential energy solar system which allows owners to capture and store energy from solar panels.

To determine if your ESS Home Battery is subject to this recall, please contact LG Chem Australia (*now called LG Energy Solution Australia*) using the contact details below and/or visit the LG Energy Solution website below to check whether your unit is subject to this recall.

DEFECT: The batteries may overheat and catch on fire.

HAZARD: If the batteries overheat, there is an increased risk of fire which may result in an injury or death and/or property damage.

ACTION REQUIRED: If you believe you have, or have installed, one of the ESS Home Battery models above please immediately contact LG Energy Solution Australia's product department to arrange an inspection and (if applicable) a replacement of an affected ESS Home Battery free of charge.

LG Energy Solution is also implementing a remote software upgrade for a number of online affected RESU10H Type-R and RESU7H Type-R units to lower the maximum state of charge to 90% for the interim period prior to replacement. This software upgrade is only applicable to online units which have sufficient online connectivity to be able to receive the software upgrade.

Further information is available on the LG Energy Solution website: www.lgessbattery.com/au. Click on "Battery Recall: Free Replacement Campaign" for more information including guidelines on how to check your battery's serial number.

CONTACT DETAILS: For further information, please contact LG Energy Solution Australia's product department by phone on 1300677273 or email at productau@lgensol.com.

See www.productsafety.gov.au for Australian product recall information