

# ELECTRICAL SAFETY RECALL

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

**RESU Models:** 3.3, 6.5, 10, 13, 7H Type-R, 10H Type-C, 10H Type-R and 10H Type-R (Secondary).

**Other Models:** S/A Gen2 1P (EM048063P3S4) and S/A Gen2 2P (EM048126P3S7).



The affected ESS home energy storage system batteries ("ESS Batteries") were supplied nationally between 15 May 2017 and 30 December 2019 by LG Energy Solution Ltd (formerly LG Chem Ltd) via various residential solar energy storage system retailers, installers and the following distributors: AGL Energy, Baywa, CSR, Energy Australia, Krannich Solar, MMEM, One Stop warehouse, Rheem, Solar Juice, SolaX, Sonepar (as Solar Plus Solutions) and Supply Partners

**Identification:** The ESS Batteries are installed as part of a residential energy solar system, which allows owners to capture and store energy from solar panels. Each ESS Battery is marked with a unique serial number.

**Defect:** The 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.

**Action required:** To find out if your battery is affected, visit <https://www.lgessbattery.com/au> and follow the instructions to check your battery's serial number.

If you own an affected battery, or are in doubt, immediately contact LG Energy Solution Australia on **1300 677 273** or email [productau@lgensol.com](mailto:productau@lgensol.com) to arrange an inspection. All affected batteries will be replaced for free.

To reduce the risk of fire until the batteries are replaced, LG Energy Solution is applying a software upgrade for affected RESU-branded ESS units to prevent them from charging beyond 75% of their maximum capacity.

LG Energy Solution has been applying and will continue to apply this upgrade remotely for certain online RESU10H Type-R, RESU10H Type-R (Secondary) and RESU7H Type-R units with sufficient connectivity. For the remaining affected RESU-branded ESS units that cannot receive the software upgrade remotely, LG Energy Solution Australia will organise a site visit to apply the upgrade.

If you are unsure whether your unit can be upgraded remotely, contact LG Energy Solution Australia on **1300 677 273** or email [productau@lgensol.com](mailto:productau@lgensol.com).

### Additional advice from majority of state electrical safety regulators and the ACCC

- Consumers should switch off their battery storage systems until the affected battery has been replaced or the maximum state of charge of the battery has been reduced to 75%.
- To switch off the battery storage systems safely, consumers should refer to the instructions for their battery storage systems or contact the installer or LG Energy Solution for advice on how to do so.
- The affected batteries have also been supplied to consumers in battery storage systems with brand names other than LG.
- If in doubt, check with your installer or contact LG Energy Solution on 1300 677 273 or at [productau@lgensol.com](mailto:productau@lgensol.com).

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