



## LG battery recall

Certain LG batteries installed in home energy storage systems are being recalled nationally. This is due to a fault which can cause overheating and start a fire.

The recalled batteries have been installed as part of some home energy storage systems. These systems allow owners to store energy, usually generated by solar panels.

### Recalled batteries

The recalled batteries have been installed in LG branded RESU systems, SolaX Power Station, SolaX X-Cabinet, Opal Storage, Redback SH5000, Red Earth Sunrise, Red Earth Drop Bear, Eguana Evolve and VARTA Pulse Neo home energy systems. They may also have been supplied individually as replacement batteries or in other systems with different brands.

It is important that consumers check whether they have a LG energy storage battery at their home and, if so, check whether it's part of the recall.

The batteries currently under recall were manufactured between **21 January 2016** and **30 June 2019**. These may have been installed several months after manufacture.

Visit <http://www.lgessbattery.com/au> and follow the instructions to check whether your battery is included in the recall. You do this by searching the serial number. If you are unsure, contact the manufacturer. **As the scope of this recall has been expanded, you may need to check again, even if you have checked your serial number previously.**

### What to do if you have a recalled battery

If you have a recalled battery, or are unsure, contact the manufacturer. If your battery is recalled the manufacturer will arrange either a replacement or a refund.

- **Contact:**

LG Energy Solution Australia on 1300 677 273 or email [productau@lgensol.com](mailto:productau@lgensol.com)

While you wait for a replacement, **it is strongly recommended that the battery be switched off** to remove the safety risk. For information on how to switch off the battery, refer to the instruction manual for your energy storage system or contact the installer or manufacturer for advice.

You may also be eligible for compensation for financial losses if you incur higher electricity bills due to having your batteries switched off. You should contact the manufacturer to discuss this.

## More information

For more information about the battery recalls, visit these pages on the Australian Competition and Consumer Commission (ACCC) website ([www.productsafety.gov.au/recalls](http://www.productsafety.gov.au/recalls)):

- [LG Energy Solution Australia Pty Ltd \(formerly LG Chem Australia Pty Ltd\) — LG ESS Home Energy Storage System Batteries | Product Safety Australia](#)
- [LG Energy Solution Australia Pty Ltd \(formerly LG Chem Australia Pty Ltd\) — ESS Home Energy Storage System Batteries](#)
- [SolaX Power Aus Pty Ltd - LG S/A Gen2 Home Energy Storage System \(ESS\) Batteries | Product Safety Australia](#)

If you are unsatisfied with the response you receive from the battery manufacturer, you can contact CBOS on [cbos.info@justice.tas.gov.au](mailto:cbos.info@justice.tas.gov.au) or phone 1300 654 499.

## Document Development History

Version	Application Date	Sections amended
1.0	June 2022	Original release
2.0	September 2022	Format amended, minor updates
3.0	August 2023	Format revised
4.0	October 2023	Scope of recall extended

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