

Subject: Electrical Safety Recall

LG Energy Solution Australia's ESS Home Battery Recall

Dear Industry Member,

As you may be aware, LG Energy Solution (formerly LG Chem) is undertaking a voluntary electrical safety recall for certain residential energy storage system batteries containing cells manufactured between March 2017 and September 2018 (affected batteries). We are working with the ACCC and state/territory electrical safety regulators in relation to the recall. Affected batteries may overheat and catch on fire, which may cause injury or death and/or damage to property. Incidents have occurred and caused damage to property.

We remind all battery installers, dealers, retailers and suppliers to **please register** on our [Recall Portal](#) to find out whether they have supplied affected batteries, and to obtain further instructions about how to communicate and carry out the remedial measures for consumers you have supplied affected batteries to.

Further details are available on the [ACCC recall notice here](#) and the [LG Energy Solution recall webpage here](#). The pages have recently been updated to instruct affected consumers to immediately switch off their battery, and to include additional remedies for consumers. Consumers may be able to check their battery Serial Number themselves, however, we request that you provide us your installation data for LG Energy Solution/LG Chem batteries via the Recall Portal as this allows us to more positively trace affected batteries with certainty. Details can be entered after creating an account here: [Recall Portal](#)

We will pay reasonable service costs for the following actions:

- Administration time to upload installation site data to the recall portal
- Site visits (where required) to check serial numbers and apply interim safety measures if affected
- Replacement and removal of affected batteries
- Door-knock visits (where required)

If you are unable or unwilling to assist fully with the recall efforts, please let us know. We will assist you with any of the actions that may be required, including taking over the whole process ourselves if you wish.

We sincerely ask all installers, dealers, retailers and suppliers to assist us with this supply-chain tracing. It is essential that we work together to maximise customer safety. For those we are already engaged with, we would like to thank you for your patience and assistance so far.

We are happy to advise that after considerable delays with availability of replacement stock, we now have sufficient stocks for the majority of affected models and our recall team is working with expanded capacity to expedite replacements. Recall team contact details are productau@lgensol.com or 1300 677 273.

There is a related recall for SolaX X-cabinet, SolaX PowerStation and Opal Storage products containing affected LG Energy Solution modules. Modules carry our former name, LG Chem. Please contact SolaX Power by email at service@solaxpower.com or by telephone at 1300 476 529

Yours sincerely,



Philip Crotty
Managing Director