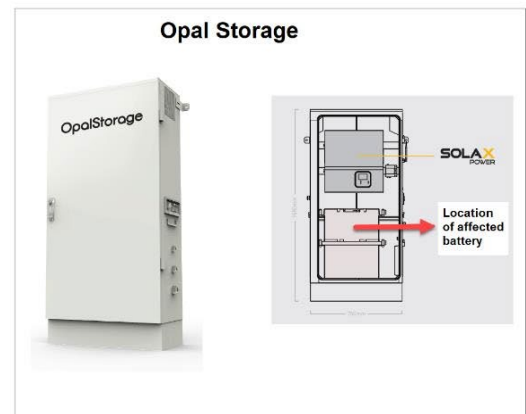
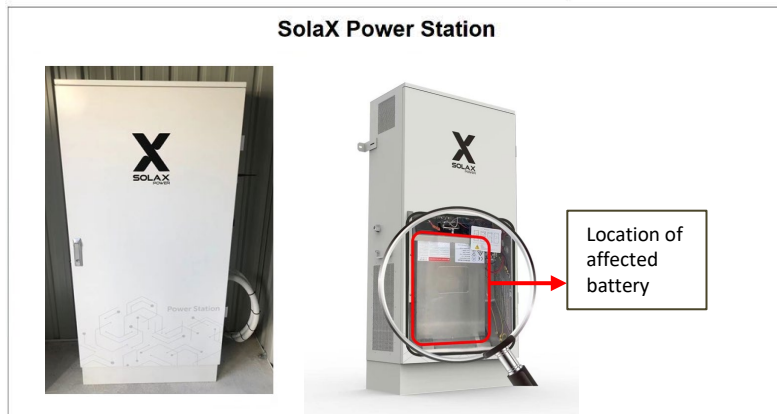
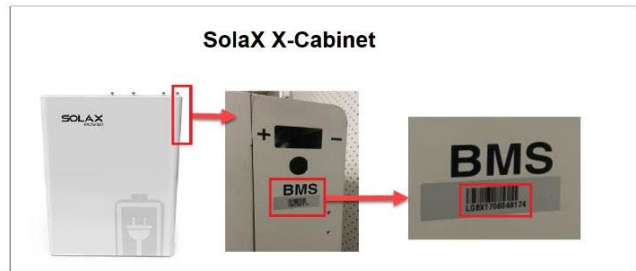


# ELECTRICAL SAFETY RECALL

## SolaX Power Aus Pty Ltd LG S/A Gen2 Home Energy Storage System (ESS) Batteries

The affected LG batteries were supplied by SolaX Power Aus Pty Ltd and its distributors MS Corporation Pty Ltd, Solar Juice Pty Ltd and Supply Partners Pty Ltd between April 2017 and July 2018.



**Identification:** LG S/A Gen2 Home 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. The affected LG batteries were supplied either separately or installed in residential solar energy storage systems SolaX's X-cabinet, PowerStation and Opal Storage. Affected LG batteries have model numbers LG S/A Gen2 1P (EM048063P3S4) and LG S/A Gen2 2P (EM048126P3S7). Each battery is marked with a unique serial number, which can be used to identify affected batteries.

These batteries are also recalled by LG Energy Solution Australia Pty Ltd. For more information on this recall, visit <https://www.lgessbattery.com/au>.

**Defect:** The affected LG batteries may overheat and cause a fire.

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

**What to do:** If you have LG S/A Gen2 ESS batteries or a SolaX X-Cabinet, Power Station or Opal Storage system containing LG S/A Gen2 ESS batteries, or if you are in doubt, immediately contact SolaX Power by email at [lgregcall@solaxpower.com.au](mailto:lgregcall@solaxpower.com.au) or by telephone at **1300 476 529**. SolaX Power will help you find out if you have an affected battery.

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 SolaX Power for advice.

SolaX Power 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. However, this charge reduction is only a short-term remedial measure.

All affected batteries will be replaced for free. Financial compensation will be provided to offset the electricity usage increase following switch-off or charge reduction of batteries.

**Contact Details:** For more information, contact SolaX by email at [lgregcall@solaxpower.com.au](mailto:lgregcall@solaxpower.com.au) or at **1300 476 529**.

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