

COMMONWEALTH OF AUSTRALIA

COMPETITION AND CONSUMER ACT 2010

SAFETY WARNING NOTICE - LG Home Energy Storage System Batteries

Pursuant to section 129(1)(b) of the Australian Consumer Law, which is Schedule 2 of the *Competition and Consumer Act 2010* (Cth), I, Stephen Jones, Assistant Treasurer, publish this notice to warn of possible risks involved in the use of certain LG Home Energy Storage System Batteries (**LG Batteries**) specified in this notice, which may overheat and catch on fire.

There is a serious risk of injury or death and/or property damage if a fire occurs, particularly because the batteries are normally installed on an internal or external wall of the main residence. Every house fire has the potential to be deadly.

The batteries can catch on fire at any time, without warning. Fires arising from lithium-ion batteries are difficult to extinguish and may spontaneously reignite and the consequences and severity of fires can be exacerbated during the spring and summer seasons with higher temperatures. Additionally, batteries in thermal runaway can release toxic, flammable gasses.

These batteries were manufactured by LG and supplied to Australian consumers in solar storage systems under the following brands: LG, SolaX, Opal, Redback, Red Earth, Eguana or VARTA; as well as in unbranded systems. Affected batteries were supplied nationally through multiple retailers from 21 January 2016 onwards.

At least nine incidents have been reported to the Australian Competition and Consumer Commission as having been associated with these faulty batteries that have caused property damage and, in one case, a personal injury. One home has been completely destroyed by a fire linked to an LG battery overheating.

This Safety Warning Notice has been issued to warn consumers of the possible risks associated with the specified LG Batteries in solar storage systems around Australia. Consumers are urged to take the steps set out below immediately to mitigate the risk of fire as we head into a predicted hot summer season.

Urgent advice to consumers

- If you have a solar storage system with a battery, regardless of what brand it is, check if it contains an LG battery, even if you've checked it before as the recalls have expanded in scope.
- The affected LG batteries are found in LG branded, other non-LG branded systems (including SolaX Opal, Redback, Red Earth, Eguana or VARTA systems) and in unbranded systems.
- If you do have an LG battery in your solar storage system, you should immediately check the serial number of your battery in the online [serial number checker](#) provided by LG Energy Solution Australia Pty Ltd (**LGESAU**) to help identify affected LG batteries. If you need help with checking your LG battery, contact LGESAU by phone on 1300 677 273 or by email to productau@lgensol.com.
- If your LG battery is affected by the recalls and you're not sure if you've got the appropriate remedy, **immediately switch it off** and **register your details** with LGESAU so that they can contact you about next steps. To switch off the battery safely, you

should refer to the instructions for your solar storage system or contact the installer or LGESAU for advice. If your affected battery is switched-off, **do not switch it back on unless specifically advised to do so.**

- For some affected batteries, LGESAU will provide a free replacement or a full refund. For other affected batteries LGESAU will install diagnostic software designed to identify and shut down batteries at risk of overheating, with a free replacement or a full refund for batteries which are shut down by the diagnostic software. LGESAU will advise consumers about which remedy applies to their affected LG battery.
- LGESAU will provide financial compensation to consumers for higher energy costs incurred due to the affected LG batteries being switched off.

Specified LG Batteries

The specified LG Batteries are large lithium-ion batteries that allow capture and storage of energy from solar panels.

Affected LG Batteries are those included in recalls by PRA [2020/18529](#), PRA [2022/19420](#) and PRA [2022/19550](#) and can be identified by their serial numbers. Details of these recalls can be obtained from the Product Safety Australia website:

- <https://www.productsafety.gov.au/recalls/lg-energy-solution-australia-pty-ltd-formerly-lg-chem-australia-pty-ltd-%E2%80%94-ess-home-energy-storage-system-batteries>
- <https://www.productsafety.gov.au/recalls/solax-power-aus-pty-ltd-lg-sa-gen2-home-energy-storage-system-ess-batteries>
- <https://www.productsafety.gov.au/recalls/lg-energy-solution-australia-pty-ltd-formerly-lg-chem-australia-pty-ltd-%E2%80%94-lg-ess-home-energy-storage-system-batteries>

The specified LG Batteries comprise the following 13 models installed in LG, SolaX and other branded and non-branded systems, which were supplied nationally through multiple retailers from 21 January 2016 onwards:

RESU models contained in **LG branded** systems:

- RESU3.3
- RESU6.5
- RESU10
- RESU13
- RESU7H Type R
- RESU10H Type C
- RESU10H Type R
- RESU10H Type R Secondary

S/A Gen2 batteries are installed in **non-LG branded** and **unbranded** systems:

- S/A Gen2 1P (EM048063P3S2, EM048063P3S4, EM048063P3S5)
- S/A Gen2 2P (EM048126P3S7, EM048126P3S8)

These batteries may be found in:

- SolaX Power Station, SolaX X-Cabinet and Opal Storage

- Redback SH5000
- Red Earth Sunrise and Red Earth Drop Bear
- Eguana Evolve
- VARTA Pulse Neo
- Unbranded systems

Pictured below are photos of the different models of solar storage systems which contain LG Batteries:



Dated this 17 day of November 2023

Stephen Jones
 The Hon Stephen Jones MP
 Assistant Treasurer