

Electrical safety recall

SigenStor EC 8.0/10.0/12.0kW SP AU Energy Controllers

Sigenergy Australia Pty Ltd

Sigenergy single phase 8/10/12kW Energy Controllers with quick connect AC plugs (requiring ferrules and crimping) used in domestic rooftop solar systems and with batteries.



Reason the product is recalled

The AC plugs may overheat and become damaged, posing a risk of fire.

The hazards to consumers

If an overheating AC plug should lead to a fire, it could result in property damage, serious injury or death. Incidents have occurred. No property damage, injuries or death have been reported.

What consumers should do

1. Consumers should ensure their systems are connected to the internet so they can receive a firmware update. This allows Sigenergy to update and monitor each system proactively and temporarily reduce the AC output if the product is operating at sustained full load. This prevents the AC plug from overheating and becoming damaged. All affected products that are online have already received the firmware update.
2. Consumers will receive a free replacement product that has an updated AC plug. Consumers will be contacted by their retailer or Sigenergy Australia service partner to arrange replacements.
3. Sigenergy will also provide affected customers with an additional 2-year warranty on the product.

Contact

Sigenergy Australia Pty Ltd

Email: sigenservice.au@sigenergy

Visit: <https://www.sigenergy.com/au/ac-replacement/end-user>



Who sold the product: Tradezone Pty Ltd, Lawrence & Hanson Group Pty Ltd, Sustainable Business Energy Solutions Pty Ltd, Energy Spurt Pty Ltd.

Dates available for sale: 04 March 2025 to 18 November 2025

PRA number 2025/20703

See productsafety.gov.au for Australian product recall information