

Electrical Safety Recall

Solar Power Inverters

Certain models of inverters have been recalled due to the risk of serious injury or death from electric shock, due to the potential of live parts being accessible.

What is the issue?

GoodWe inverters

Certain GoodWe inverters have been supplied with an AC plug that can be removed by hand without the use of a tool. If the AC plug is removed, or if it is not connected during the installation process, the user has access to live hazardous voltage.

Growatt and Jinko inverters

Certain Growatt and Jinko inverters have been supplied with an emergency power supply (EPS) port with a plug that can be removed by hand without the use of a tool. If the EPS plug is removed, or if it is not connected during the installation process, the user has access to live hazardous voltage.



Figure 1: Example of accessible terminals - type 1



Figure 2: Example of accessible terminals - type 2

Is my inverter affected?

The following brands and models of inverters are currently known to be affected by this issue. More may be identified over time:

1. Growatt: Model numbers: SPH3000TL BL-UP, SPH3600TL BL-UP SPH4000TL BL-UP, SPH4600TL BL-UP SPH5000TL BL-UP, SPH6000TL BL-UP
2. GoodWe: Model numbers: GW5000-MS-30, GW6000-MS-30, GW8500-MS-30, GW10K-MS-30
Additional models added 8 July 2024: GEP10-1C-30, GEP5.0-1C-30, GEP8.5-1C-30
3. Jinko: Model number: JKS-5HLVS-ABI

What do I need to do?

GoodWe inverters

Consumers must not attempt to remove the AC connector from the inverter.

If you have an affected GoodWe inverter, switch it off immediately at the:

1. “inverter A.C. isolator” switch (if there is one installed adjacent to the inverter); and
2. “main switch (inverter supply)” on the switchboard.

For information on how to switch off your inverter, refer to the instruction manual for your equipment, or contact the installer or GoodWe for advice.

Once you have switched the inverter off, contact GoodWe to arrange for the permanent securement of the AC connector so it cannot be removed without a tool.

Growatt and Jinko inverters

Consumers must not attempt to remove on the EPS plug from the inverter.

If you have an affected Growatt or Jinko inverter, switch the inverter off immediately by following the shutdown procedure.

For information on how to switch off your inverter, refer to the instruction manual for your equipment, or contact the installer or manufacturer for advice.

Once the inverter has been switched off, contact the manufacturer to arrange for the permanent securement of the EPS plug so that it cannot be removed without a tool. A warning label will also be affixed to the plug advising of the dangers of live parts if removed.

Responsible supplier contact details:

Growatt New Energy Australia Pty Ltd

Phone: 1800 476 928

Email:

australia@ginverer.com

GoodWe Australia Pty Ltd

Phone: 0488 851 481 (9:00 am
- 5:00 pm, Monday to Friday)

Email:

MSG3support@goodwe.com

Jinko Solar Australia Holdings Co. Pty Ltd

Phone: 1300 326 182

Email:

bess_au@jinkosolar.com

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

Document Development History

Version	Application Date	Sections amended
1.0	December 2023	Original release
2.0	January 2024	Additional detail and recall added
3.0	July 2024	Additional GoodWe models added

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