# Official statement – AEG SolarCube home battery

**Subject: Inspection, repair and additional safety measures**

Dear Customer,

At Apex Power Supplies, the quality, safety and reliability of our products, as well as our customers' satisfaction, are our top priorities. We therefore wish to provide you with clear and transparent information regarding the situation surrounding the AEG SolarCube home battery and the measures we intend to take in collaboration with the manufacturer.

As this concerns thousands of battery systems sold, the communication process must be carefully and accurately coordinated. In our role as distributor, we are in advanced discussions with the manufacturer regarding the measures to be taken.

It has been established that the connector in AEG SolarCube home batteries can overheat under certain circumstances. This can cause the plastic casing of the connector to melt partially. We would like to emphasise that, to date, the melting of the connector has not, in any instance, led to a fire. However, the melting of the connector may result in the production of a small amount of smoke and you may smell the odour of melted plastic. If this occurs, you should ventilate the room and switch off the battery immediately.

The problem is caused by a slight indentation in the base plate of the battery management system (BMS) – this is the device situated on top of the battery and connected to the mains socket or the meter box. This indentation may prevent the BMS connector from making a full connection with the battery connector. Inadequate contact in the connector can lead to localised heat build-up due to increased contact resistance, which may result in the partial melting of the connector's plastic housing.

To remedy this problem, the manufacturer launched an inspection and repair programme some time ago, with the aim of physically inspecting all AEG battery systems supplied and carrying out repairs where necessary. To date, more than 1,100 service visits have been carried out, during which the indentation in the base plate of the BMS has been corrected.

The results so far show that, in five cases, the repair did not have the desired effect. Although this number is low, it is not acceptable. This is why the manufacturer has immediately stopped repairing the existing BMS units and has decided to replace all BMS units. You must be able to rely 100 per cent on your home battery functioning correctly and being safe.

The manufacturer has modified the production process for the housing to rectify this issue. The new BMS also features a temperature sensor in the connector that can detect heat build-up within the connector.

Although many customers are using their AEG SolarCube without any problems and to their full satisfaction, we understand that this situation may cause concern and inconvenience, and we therefore

take it very seriously. Apex Power Supplies will do everything in its power to work with the manufacturer to offer all customers a safe and sustainable solution within a reasonable timeframe.

**Until the manufacturer can begin replacing your BMS, we ask that you switch off your AEG SolarCube home battery and disconnect it from the mains as a temporary precaution.**

**Here is a link to the instructional video on how to disconnect your AEG**

**Here is a link to the AEG home battery replacement page**

A number of AEG customers who had already scheduled an inspection appointment received a message from the manufacturer last week stating that service visits are being suspended because a decision has been made to replace all BMS units. The manufacturer aims to begin replacing all BMS units within two months.

We thank you for your patience and trust, and we will inform you as soon as possible and within a reasonable timeframe once we know when you will receive a new BMS.

Kind regards,

**Apex Power Supplies**
Distributor of AEG home batteries in the Benelux

**AEGthuisbatterij.nl (part of Apex Power Supplies)**
Online shop for AEG home batteries