



Electrical safety recall

GoodWe EHB series and GEH series Solar Inverters

GoodWe Australia Pty Ltd.

Solar inverters for rooftop solar photovoltaic (PV) systems

- Goodwe branded EHB series: models: GW5K-EHB-AU-G11, GW8.6K-EHB-AU-G11, GW9.99K-EHB-AU-G11
- GE branded GEH series: models: GEH5.0-1U-10, GEH8.6-1U-10, GEH10-1U-10



Reason the product is recalled

When the inverter's bypass switch is turned to bypass position and the inverter is operating in backup mode, the inverter will export power to the grid through the bypass switch.

This poses a serious safety hazard in the event of an islanding situation, as it could result in electric shock to consumers, people working on switchboards or individuals working on the power lines.

The hazards to consumers

Risk of serious injury or death from electric shock to consumers, people working on switchboards or individuals working on the power lines if the Bypass switch is set to 'bypass' mode while inverter is operating in backup mode.

What consumers should do

1. Contact GoodWe immediately if you have an affected solar inverter for more information about this recall.
2. Must not put the inverter in the bypass mode until the new firmware has been uploaded.
3. Must not conduct any works on the affected units until GoodWE applies a new firmware (firmware version: 050531) upgrade to affected inverters.
4. For properties that have the affected units installed and online GoodWe will remotely upgrade the firmware.
5. For properties that have the affected units installed but offline a technician will need to visit and complete the firmware upgrade. Installers have been encouraged to revisit sites and GoodWe has appointed a service partner who will attend if installers are unable to.
6. New installations will have the firmware upgrade delivered using the SolarGo app before commissioning.

Contact

GoodWe Technologies Co. Ltd.

Call: 0488 851 481

Email: support2@goodwerecall.com.au

Visit: <https://www.goodwe.com.au/contact-us>

Who sold the product: Tradezone, Once Stop Warehouse, Krannich Solar, Metal Manufacturers Limited, Marubeni Australia and Rheem Australia

Dates available for sale: 03 May 2021 to 04 September 2025

PRA2025/20623

See productsafety.gov.au for Australian product recall information