



Warranty Policy for the SodiumSafe W8-5C Battery System

Importer: HighFlow Energy Pty Ltd (ABN: 40 684 177 893)
Manufacturer: Dongguan Lithium Valley Energy Co., Ltd
Product Covered: W8-5C Low-Voltage Na+ Battery System
Warranty Period: 10 years

Effective Date: 2 December 2025

1. Overview

HighFlow Energy is the authorised Australian importer of the SodiumSafe W8-5C battery system. We provide a 10 year manufacturer backed warranty covering defects in materials and workmanship under normal use and installation conditions.

This warranty is supported by the manufacturer, Dongguan Lithium Valley Energy Co. Ltd, and delivered in Australia by HighFlow Energy.

2. Warranty Coverage

During the 10-year warranty period, HighFlow Energy will, at its discretion:

- Repair the defective battery
- Replace the battery with a new or refurbished unit
- Supply replacement modules, BMS components, or battery cells
- Provide onsite repair services through a HighFlow technician or approved service agent

The following faults are covered:

2.1 BMS failures

If a BMS fault occurs within 10 years, a replacement BMS will be provided at no charge.

After 10 years, replacement BMS units may be provided at cost.

2.2 Cell defects or system-level failures

For verified cell defects or major battery faults, HighFlow Energy may:

- Provide replacement cells
- Provide a replacement battery module
- Replace the entire battery system

- Arrange for onsite repair by a HighFlow technician or service partner

2.3 Issues that cannot be resolved by the installer

If diagnosis indicates the installer cannot address the issue, HighFlow Energy will coordinate appropriate support or dispatch a service agent.

3. Warranty Exclusions

The warranty does not cover damage caused by:

- Accidents, misuse, negligence, or Acts of God
- Incorrect installation, wiring, or commissioning
- Operation outside the product's specified temperature range
- Fire, extreme heat, freezing, or other environmental abuse
- Water damage, moisture ingress, or installation in unsuitable locations
- Modification, tampering, or unauthorised repairs to the battery pack

4. Australian Consumer Law Statement

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty operates in addition to your rights under Australian Consumer Law.

5. Warranty Claim Process

To lodge a warranty claim, please contact:

HighFlow Energy - Warranty Support
Email: warranty@highflowenergy.com.au
Website: <https://highflowenergy.com.au>

You may be asked to provide:

- Proof of purchase
- Installation documentation
- Error logs, photos, or diagnostic information
- Battery serial number

HighFlow Energy will coordinate with Lithium Valley as required to resolve the claim.