

f r e e d o m W O N

Hereford Rd, Longmeadow Business Estate, Modderfontein, Edenvale, 1609, Gauteng, South Africa
T: + 27 (0)10 597 7794 | E: info@freedomwon.co.za | W: www.freedomwon.co.za
Directors: AJ English; AC Nobbs; MD Kelleher; K Chan | Reg. No: 2012/102270/07 | VAT. No: 443 026 7486

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To Whom it May Concern

Re. Support of ATESS Products by Freedom Won

Freedom Won supplies commercial energy storage solutions incorporating the Freedom LiTE LiFePO4 batteries with the various ATESS battery inverter and solar charger models. The system is supplied as an integrated package that includes design and commissioning support as well as post commissioning warranty and technical support.

The warranty includes the Freedom LiTE battery as per the Freedom Won LiTE warranty as a direct manufacturer's warranty. The ATESS equipment warranty is provided by ATESS, and Freedom Won provides back-to-back warranty support to the system owner or owner's representative.

Freedom Won guarantees the provision of all travel and labour required to produce a repair plan, obtain the required replacement parts, install replacement parts, and recommission the system.

The provision of these services is to be provided at no charge provided that the ATESS damage is related to a valid warranty claim. Damage by improper use, lighting, or water is excluded from the warranty.

The owner or owner's representative is required to provide the services of a technician on the site to assist Freedom Won remotely with assessing the nature of the problem prior to Freedom Won travelling to site. This is the first step in the troubleshooting process to avoid travelling to site for a problem that can easily be resolved by a technician with guidance from Freedom Won.

Freedom Won endeavors to keep in stock small replacement parts considered to be necessary as spares for most ATESS models. Should parts required not be in stock for a repair, the parts will be available at Freedom Won within 10-14 days of determining such parts requirements.

The ATESS standard warranty periods are as follows (duration from date of commissioning):

- HPS models – 3 years
- PCS models – 5 years
- PBD models – 5 years
- Bypass Cabinets and ATS units – 5 years
- Shinemaster data loggers – 1 year

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Extensions to the above warranty periods are available at additional cost to be included in the purchase price. Please enquire with Freedom Won for further details.

Yours Faithfully



Antony English

Director and Co-Founder

Freedom Won