



ENVA Range Battery Guarantee

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The ENVA Lithium Iron Phosphate (LiFePO₄) batteries include the following models:

- ENVA 5
- ENVA 16
- ENVA 60HV

These models are supported by a product guarantee as fully described in this document.

Subject to the provisions in this document, Freedom Won guarantees the ENVA battery models for 5-years or for a service of at least 6 000 charge-discharge cycles, whichever event should first occur.

The battery is defined as satisfactorily achieving this service duration or duty if it is still able to produce 70% or more of the model's stated new capacity in kWh from a complete discharge. The discharge test of an individual battery shall be done at a current equal to or less than 20% of the Ah rating, i.e. amperes during discharge test = $0.20 \times 100\text{Ah} = 20\text{Amps}$, and within the temperature range of 20°C to 25°C.

The integrated battery management system (BMS) records the number of cycles that have been completed by the battery, where the equivalent of one complete is a discharge from 100% State of Charge (SoC) to 0% SoC – followed by a charge again to 100% SoC. Shallower discharges are also counted into the total number of warranty cycles on a pro rata basis.

The ENVA battery must not be kept and/or operated in a location that regularly experiences extended periods of ambient temperatures above 30 degrees Celsius or below zero degrees Celsius.

The battery may not be charged below 0°C or discharged below -20°C. In addition, the following temperature related operation will void the warranty:

- If the battery is ever stored in ambient temperatures below -20°C or above 45°C
- If the battery is stored below 0°C or above 30°C for more than 3 months
- If the battery is ever operated with internal temperatures above 45°C
- If the battery is operated at internal battery temperatures above 30°C for more than 6 hours on average per day

The ENVA must be installed indoors away from direct sunlight, precipitation, moisture, and sea mist.

The ENVA may not be stored for longer than 12 months from the date of manufacture without being fully cycled at least once during the first 12 month period. The ENVA must then be fully cycled every six months thereafter for cases where extended storage cannot be avoided. The ENVA must be stored at 30% SoC when not in use.

The warranty assumes that the battery will be used in a daily cycling duty of discharge and recharge.

If the ENVA is installed in a small room with inverters and charge controllers it may be necessary to install an extraction fan or air conditioner to extract the heat generated by the inverters and charge controllers and to keep the room cool. Where possible the ambient temperature of the battery room should be maintained between 20°C to 25°C to ensure optimal longevity.



Should an ENVA be found unable to produce 70% of its 'as new capacity' in kWh prior to the 5-year guaranteed service life, or 6 000 cycles being achieved, Freedom Won undertakes to service the battery to ensure that it thereafter again meets this performance objective. Freedom Won may however decide at its sole discretion to replace the battery if a repair is considered by Freedom Won to be uneconomical. The replacement battery may be used (of similar or lesser age), or new, depending entirely on Freedom Won's discretion. Should the same model no longer be available at the time of the claim, Freedom Won undertakes to provide a replacement battery of similar performance and specifications that at least provides the guaranteed capacity performance.

For the purposes of the performance warranty assessment, the capacity of the battery will ideally be confirmed using data collected from the online portal. Should the online data show substandard performance, the battery must be transported to Freedom Won or an authorised distributor or service centre to be assessed and tested in accordance with this warranty. The cost of removal, packaging and shipping shall not be covered by the warranty, nor shall the cost of re-installation. If an ENVA is not linked to the online portal at the time of a claim or query, the ENVA registration and link to the portal must be completed by the user or installer before the claim process can continue. Failing this, the ENVA must be delivered to Freedom Won for assessment.

This warranty explicitly excludes travel and labour for repairs at the customer site. The faulty or suspected faulty product must be delivered to Freedom Won or an authorised Freedom Won service centre for repair at the customer's expense.

A suspected underperforming battery must be received by Freedom Won for assessment before the warranty period has elapsed or the cycles are exceeded.

Every ENVA battery is fitted with a tamper seal on the lid. If this seal is damaged or compromised in any way or there is other evidence of tampering or abuse the guarantee becomes void.

In addition to the performance-related warranties applicable to the battery cells, Freedom Won warrants that all other non-cell components forming part of the ENVA will be free from defects in materials and workmanship for a period of five years from the commencement of the warranty period.

Subject to the exclusions set out in this warranty, Freedom Won will repair or replace, at no charge, any such non-cell component that fails or is defective during the warranty period, provided that the failure is not attributable to improper installation, misuse, abuse, negligence, unauthorised modification, or operation outside the specified parameters.

The warranty is only valid and applicable if the ENVA was installed according to the requirements and instructions laid out in the applicable ENVA manual. The warranty is also only valid if the ENVA purchase price and all associated charges such as delivery costs where applicable, are fully paid for by every party throughout the supply chain, within 60 days of the final amount becoming due. Should any party (including the installer) be owed monies related to the ENVA purchase past this period, the warranty is voided and claims will not be possible until all accounts are settled.

The guarantee period begins at the date of the Freedom Won sale invoice, which shall include reference to the serial number of the battery as depicted on the battery nameplate.

A warranty claim for an ENVA must be accompanied by a proof of purchase that includes the following information:

- Seller details (name, address, contact information of the distributor or installer)
- Buyer details (name, address, contact information of owner or installer)



- Address of installation site
- Date of purchase
- ENVA serial number that matches that of the subject battery of the claim

The absence of such proof of purchase including the serial number will invalidate a warranty claim.

ENVA batteries that are outside of the warranty period will still receive support from Freedom Won for up to 10 years after the date of initial purchase from Freedom Won provided that replacement parts are still available. Should parts not be available a trade in for a new Freedom Won battery may be considered.