



Warranty Statement: Freedom Won Containerised Battery Energy Storage Systems

A Freedom Won containerised system may comprise the following products and/or components, dependent on design and client requirements, and will carry the standard warranty as set out hereunder. It must be noted that the period of warranty for the different components of the containerised system will differ depending on the applicable third-party supplier / manufacturer warranty:

Product / Component	Standard Warranty
Overall Containerized System Warranty	3 years
Container	5 years
Freedom Won Lithium Battery	10 years (see product specific warranty for further details)
Inverter	As per OEM
PV Combiner BOX	2 Years
Charge Controller	As per OEM
Freedom Won EMS	2 Years
General Electrical System (Small Power & Lighting)	3 Years
Air Conditioners	As per OEM Air conditioners must be commissioned and serviced by a qualified and suitable air conditioner technician to secure the warranty.
Fire Detection & Suppression System	2 Years

GENERAL

This warranty is only valid and applicable if the containerised system was installed and commissioned by an authorised Freedom Won installer. Should the containerised system need to be relocated this must also be done by an authorised installer.

All installation and user conditions as set down in the relevant instruction manuals [available on request] [whether a Freedom Won branded product or a third-party branded product] must be strictly adhered to as failure to do so may void your warranty. Any faults or damage caused by lightning, water or moisture ingress, vermin infestation, improper voltage, faulty installation, use of the product in a manner for which it is not intended, alterations that affect the reliability or performance of the solution but are not attributable to faulty manufacture or failure to act on service warning from the inverter will not be covered under this warranty. Filter replacement and other consumable items are not covered by this warranty.

In circumstances where a warranty claim is reported and it is established after investigation that the claim is not valid, any costs incurred by Freedom Won or an authorised service partner, shall be covered by the end-user.

In the event of any inconsistency between this Warranty and other documents, this Warranty prevails to the extent permitted by law.

ADDITIONAL AND SPECIFIC WARRANTY EXCLUSIONS

Freedom Won may replace any product or component of the containerised system during the Warranty Period if it is assessed as defective in design or manufacturing in accordance with the process and terms set out in this document. However, the circumstances and defects listed below will not be covered by the warranty:

1. Any product modifications, design alterations, or use of replacement parts not expressly approved in writing by Freedom Won will render the product warranty null and void.
2. Changes, attempted repairs and/or erasing of serial numbers and seals by unauthorised personnel.
3. Changes to the operational performance of the products due to climate or other environmental influence, foreign material contamination (e.g. dirt, smoke, salt, chemicals and other impurities), water entry, exposure to excessive heat or solvents or because of use of the products with insufficient ventilation (in particular the maximum temperatures according to the operating manual), exposure to strong vibrations, exposure to a strong magnetic field or damage as result of a force majeure event.

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4. The failure to comply with local safety and installation regulations.
5. Improper transport or storage of the product.
6. Failure to comply with any/or all of the user manual, installation guides and maintenance manuals.
7. Defects related to misuse of the product.
8. Accidental damage, theft or vandalism, or use of the products for a purpose or in environmental conditions for which the products were not designed for or sold, or use of the products outside the specified or normal operating ranges for such products.
9. Any additional exclusions by third-party suppliers as specified in their warranties.

WARRANTY CLAIMS PROCESS

To initiate the warranty claim process, the installer or device owner is required to log a case through emailing support@freedomwon.co.za.

To assist you timeously, we recommend that you provide the information as prompted by an email you will receive shortly after logging your case.

A support representative will review your request and will call or send you a personal response. The support representative will investigate the problem, offer technical assistance to resolve the issue, and/or validate if a replacement, refund, or repair is necessary. Freedom Won will first attempt to resolve any issue experienced over the phone. Should telephone assistance be unsuccessful, Freedom Won will review online data that allows a remote diagnosis.

Should it be considered necessary to repair or replace the device, please refer to the clauses below titled “*RETURNS*” or “*REPAIR*”.

RETURNS

Where the return of goods to the offices of Freedom Won is not feasible taking into account considerations such as the distance between the location of the goods and the offices of Freedom Won and the fact that the goods have been installed and/or the weight of the goods, Freedom Won may arrange, at the customer's cost, for the goods to be investigated and inspected by Freedom Won at the place at which the goods are located. Freedom Won shall reimburse the customer for Freedom Won's investigation and inspection costs, including travel if the customer's claim under the warranty for such goods is approved by Freedom Won. After completion of its investigation and inspection of the relevant goods, Freedom Won shall determine whether the customer's claim under the relevant warranty for the goods is a legitimate claim such that it satisfies the requirements of that warranty for a valid claim. If Freedom Won determines that the customer's claim is legitimate, Freedom Won may, in its sole and absolute discretion, replace such goods with items of the same or similar specification, or refund the customer the price paid by the customer for such goods, or repair such goods. On approval of a warranty claim, Freedom Won will refund the customer for transport expenses according to standard tariffs.

If it is determined that any of the goods be replaced, the remainder of the warranty entitlement will be transferred to the replacement product.

REPAIRS

Freedom Won's liability in terms of a manufacturer's warranty is restricted to, in Freedom Won's discretion, the cost of repair or replacement of defective goods or services or the granting of credit in respect of goods which are proved by the customer (i) not to conform to the technical specifications for those goods or services or (ii) to contain latent defects in material and workmanship, during the period which is provided for in the specification sheet applicable for the relevant product, which specification sheet shall be available on Freedom Won's website.

PRODUCTS / COMPONENTS BRANDED BY THIRD-PARTY SUPPLIERS

Products and/or components branded by other suppliers shall carry only the applicable supplier's warranty (available on request) or as set out above. If a specific component or product of a third-party supplier within the containerised system is diagnosed to be an issue and requires replacement or repairs, Freedom Won will assist you in assessing the specific product, establishing the issue and/or fault, and further assist you in lodging a claim with the applicable manufacturer in accordance with their warranty procedures.