

Freedom Won Encore HPS Standard & Extended Warranty





The Freedom Won Encore HPS Standard and Extended Warranty are applicable to the following inverter ranges:

- Encore HPS50
- Encore HPS100
- Encore HPS150
- Encore HPS250
- Encore HPS500

The Encore HPS units include a 3-year standard warranty. An extended warranty, providing coverage of up to 10 years, must be purchased at the time of inverter purchase.

It is recommended that all Encore HPS inverters be registered on the Freedom Won Portal (<https://portal.freedomwon.co.za>).

During registration, users must consent to the collection of personal information, which will be used exclusively for warranty and service purposes. For full registration instructions, refer to the [Freedom Won Warranty Registration Guide](#) or contact Freedom Won.

Warranty Terms and Conditions:

If an inverter becomes defective during the applicable Freedom Won warranty period, a support ticket must first be logged for onsite or online assistance.

Where required, the inverter must then be returned to Freedom Won for repair or replacement at Freedom Won's discretion.

Freedom Won reserves the right to assess and determine the validity of any warranty claim. If the actions or costs required to honour the claim are deemed unjustified, Freedom Won may decline the claim.



Warranty Claim Procedure:

If you suspect that your inverter is defective, follow these steps:

- To initiate a warranty claim process, send an email to support@freedomwon.co.za to log a case. You will receive an automated email shortly after with a list of information required, which will help us assist you.
- If you have purchased an inverter with an extended warranty, include the serial numbers of both the Freedom Won inverter and the battery/batteries paired with it. Also, attach copies of the invoices for both the inverter and battery/batteries.
- A support representative will review your case and contact you by phone or email. They will investigate the problem, offer technical assistance, and determine if a replacement or repair is needed. Freedom Won will first try to resolve the issue over the phone. If that's unsuccessful, we will review online data for remote diagnosis.
- If repair or replacement is deemed necessary, Freedom Won will assign a technical support team to provide onsite assistance for further assessment and processing of the warranty claim.

General Terms and Conditions:

Installation Requirements:

The Encore HPS inverter must be installed indoors or in a suitably protected environment, away from direct sunlight, precipitation, extreme moisture, corrosive agents, and sea spray.

Failure or damage resulting from water/moisture ingress, corrosion, or environmental agents is not covered by the warranty.

Warranty Claims and Service:

- A suspected underperforming inverter must be reported to Freedom Won before the warranty period expires.
- Freedom Won may require the owner/installer to demonstrate the performance issue or to provide remote access for diagnostics.
- Freedom Won or its designated partners may service the inverter on-site or require shipping to an accredited service centre (at Freedom Won's discretion).



- Travel costs are not covered under warranty, with special arrangements (e.g., air charters, park fees) explicitly excluded.
- Transport preparation, shipping, and reinstallation costs are not covered under this warranty.

Conditions of Warranty Validity:

The warranty is valid only if:

- The Encore HPS inverter was installed and commissioned by a suitably qualified and certified installer.
 - Any relocation of the inverter is performed by a qualified installer.
 - The inverter and all associated charges (delivery, installation, etc.) have been fully paid for within 60 days of the final invoice becoming due.
- Freedom Won reserves the right to refuse warranty support for units not fully paid for.

Tampering and Unauthorised Access:

Every Encore HPS inverter is fitted with tamper-proof seals. If these seals are damaged, removed, or compromised without prior authorisation, or if there is evidence of tampering, misuse, or unauthorised repair, the warranty will become void.

Commencement of Warranty:

The warranty period commences from the earlier of:

- The date of purchase by the warranty holder, or six months after dispatch from Freedom Won.
- Proof of purchase is required. If unavailable, the dispatch date will apply.

Exclusions from Warranty:

The warranty does **not** cover damage or failure due to:

- Inverters that have exceeded the warranty period.
- Damage caused during transportation.

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- Incorrect installation, modification, or operation of the inverter, or issues with third-party equipment caused by poor system design.
- Operating the inverter in harsh environments beyond those described in the Encore HPS manual.
- Inverter failure or damage caused by non-company or unauthorised service personnel.
- Use of the inverter beyond the manufacturer's intended limits.
- Inverter failure or damage caused by non-standard, non-approved components or software.
- Damage caused by abnormal natural environmental conditions (e.g., lightning, surges, grid disturbances, flooding, etc.).



Warranty claims pertaining to products sold in all regions apart from Oceania:

Attention: Service Manager Email:

support@freedomwon.co.za

Physical Address:

Freedom Won (Pty) Ltd
19 Hereford Rd
Longmeadow Business Estate
Modderfontein
Edenvale

1609
Gauteng Province
South Africa

www.freedomwon.co.za

Warranty claims pertaining to products sold in Australia, New Zealand and all other countries of the Oceania region:

Attention: Hennie Coleman

Email: sales@freedomwonaustralia.com

Contact Number: +61 422251938

Physical Address:

Stalwart Energy Australia Pty Ltd (ABN 17 132 808 694)

17/98 Thorn Street

Kangaroo Point 4169, QLD

www.freedomwonaustralia.com