



## Freedom Won Encore Home Inverter Standard & Extended Warranty

The Freedom Won standard and extended warranties cover the following inverter ranges:

- Single Phase Range:
  - Freedom Won Encore 3K
  - Freedom Won Encore 3.6K
  - Freedom Won Encore 5K
  - Freedom Won Encore 8K
  - Freedom Won Encore 10K
- Three-Phase Range:
  - Freedom Won Encore 12K
  - Freedom Won Encore 15K

The standard warranty is valid for 5 years from date of purchase. The standard warranty applies to any inverter that is purchased as a standalone unit.

The extended warranty is valid for 10 years from date of purchase. The extended warranty only applies to inverters that are paired with a Freedom Won battery.

The warranty guarantees the correct functioning of the product and covers manufacturing or component defects. The warranty does not cover damage due to:

- Transport mishandling
- Incorrect installation or commissioning
- Failure to observe the installation and user manual
- Unauthorized modifications, changes, or attempted repairs
- Incorrect use or inappropriate operation
- Insufficient ventilation of the device
- Failure to observe the applicable safety regulations
- Force majeure (e.g., lightning, overvoltage, storm, fire)
- Corrosive environment
- Improper exposure to elements

The warranty becomes void if the enclosure tamper seal is broken.

### Warranty terms and conditions:

If a device becomes defective during the agreed Freedom Won Encore warranty period the device must be returned to Freedom Won for repair, refund or exchange at Freedom Won's discretion.

Should Freedom Won opt to exchange the unit, a replacement device shall be of the same device or an equivalent model. An exchanged unit shall carry the remainder of the warranty period of the defective unit.



## 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](mailto: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. Should you need to log a case for an inverter with an extended warranty, we shall require that you provide the serial numbers of the Freedom Won inverter and battery/batteries that it was paired with.

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, the device must be returned to Freedom Won for further assessment and warranty claim processes.