



eTower 2 Battery Guarantee

Original Release: July 2026

The eTower 2 Lithium Iron Phosphate (LiFePO₄) batteries are supported by a product guarantee as fully described in this document. eTower 2 refers specifically to the updated version of the Freedom Won eTower that was released in July 2026. The original eTower warranty is covered in a different warranty document available from Freedom Won.

The eTower 2 battery modules contain an energy capacity when new of at least 5kWh and 100Ah at a nominal voltage of 51,2V.

Subject to the provisions in this document, Freedom Won guarantees the eTower 2 battery for 5-years or for a service of at least 4 000 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 60% 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 = $0.20 \times 100\text{Ah} = 20\text{Amps}$

The integrated battery management system (BMS) records the number of cycles that have been completed by the battery, where one complete cycle in terms of this warranty is a discharge from 100% State of Charge (SoC) to 20% SoC – which is equivalent to 80% Depth of Discharge (DoD) – followed by a charge again to 100% SoC. Discharges deeper than 80% DoD and less than 80% DoD are also counted into the total number of warranty cycles on a pro rata basis.

Each eTower 2 battery is preconfigured to prevent ordinary discharge below 90% DoD by commanding the connected inverter over the applicable communication interface to stop discharging. Regular discharge below 10% SoC is not recommended.

The eTower 2 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 extreme safe ambient operating range is -20 to +50 degrees Celsius, however operation in the extreme range will significantly reduce the life of the battery, of which the impact is not covered by the warranty.

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

The eTower 2 must be installed indoors away from direct sunlight, precipitation, moisture, and sea mist.

If the eTower 2 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 eTower 2 be found unable to produce 60% of its 'as new capacity' in kWh prior to the 5-year guaranteed service life, or 4 000 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.

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 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 eTower 2 is not linked to the online portal at the time of a claim or query, the eTower registration and link to the portal must be completed by the user or installer before the claim process can continue. Failing this, the eTower must be delivered to Freedom Won for assessment.

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

Every eTower 2 battery is fitted with a tamper seal on the cover. 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 eTower 2 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 eTower 2 was installed according to the requirements and instructions laid out in the eTower 2 manual. The warranty is also only valid if the eTower 2 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 eTower 2 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 tamper seal.

A warranty claim for an eTower 2 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
- eTower 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.

eTower 2 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.