



Freedom Won LiTE 2

Warranty Registration Guide





Contents

1	Introduction	4
2	Access the Freedom Won Portal	5
2.1	Register as an End-user	5
2.2	Register as a Team/Installer	7
2.2.1	Add User Information	7
2.2.2	Add Team Information	9
2.2.3	Add Registered Address	10
2.3	Sign into your Account	11
2.4	Add an Installation	12
2.5	Add Battery.....	13
2.6	Register Battery or Inverter for Warranty	15
2.7	Add Installer and Property Owner Details	16
2.8	Add Property Address	17
2.9	Add Inverter Details	18
2.10	Complete and Submit Application	18
2.11	Link an Installation to the Team or User	19

List of Figures

Figure 1: URL Field	5
Figure 2: Login Screen	5
Figure 3: Register Screen.....	6
Figure 4: POPIA Compliance Screen	7
Figure 5: POPIA Compliance Screen	7
Figure 6: Login Screen	8
Figure 7: Register as a Team/Installer	8
Figure 8: Team Info Tab	9
Figure 9: Team Type Selection	9
Figure 10: Registered Address Tab	10
Figure 11: POPIA Compliance Screen	11
Figure 12: POPIA Compliance Screen.....	11
Figure 13: Sign-in Screen	12
Figure 14: My Installation Screen	12
Figure 15: Change Location Screen	13



Figure 16: Change Location Screen	13
Figure 17: Add Battery	14
Figure 18: Battery Serial Number	14
Figure 19: Battery Details	15
Figure 20: Add an Installation Screen	16
Figure 21: Battery Serial Number Screen	16
Figure 22: Installer Details Screen.....	17
Figure 23: Property Owner Screen.....	17
Figure 24: Property Address Screen.....	17
Figure 25: Inverter Details Screen	18
Figure 26: Application Screen	19
Figure 27: Installation Setup Screen.....	19
Figure 28: Add Installation to Team Screen	20
Figure 29: Add a User Screen	20



1 Introduction

This document serves as a comprehensive guide for installers and end users responsible for registering your Freedom Won LiTE 2 battery and Encore inverter warranty. It outlines the required steps to complete the mandatory warranty registration process, essential for activating and validating the warranty.

All LiTE 2 batteries and Encore inverters must be registered to qualify for the warranty. Registration must be completed within 60 days of purchase to keep the warranty valid. If not registered within this period, the warranty will be void, and registration cannot be processed.

Pairing a Freedom Won inverter with a Freedom Won battery qualifies you for up to 10 years of warranty coverage, giving you long-term peace of mind.

As part of the registration process, users must acknowledge and provide consent for the collection of their personal information. This information will be used solely for warranty and service purposes, per the Protection of Personal Information Act (POPIA Act).

The following points outline the registration process:

- Register as an end-user or team/installer on the portal.
- Add installations and batteries.
- Register the warranty.
- Link installations to specific teams or users.

Freedom Won's warranty does not cover third-party equipment. For warranty claims or support related to such equipment, contact the manufacturer directly.



2 Access the Freedom Won Portal

Follow the steps below to access the Freedom Won Portal.

1. Navigate to the web browser, for instance, Google Chrome, Internet Explorer, or Microsoft Edge.
2. Type the following URL: <https://portal.freedomwon.co.za> in the field and open the browser. This will direct you to the Freedom Won "Registration" screen.



Figure 1: URL Field

2.1 Register as an End-user

Follow the steps below to register as an end-user on the Freedom Won portal.

1. Click on the "Register as an end user" link. The Login screen will open as displayed in Figure 2.

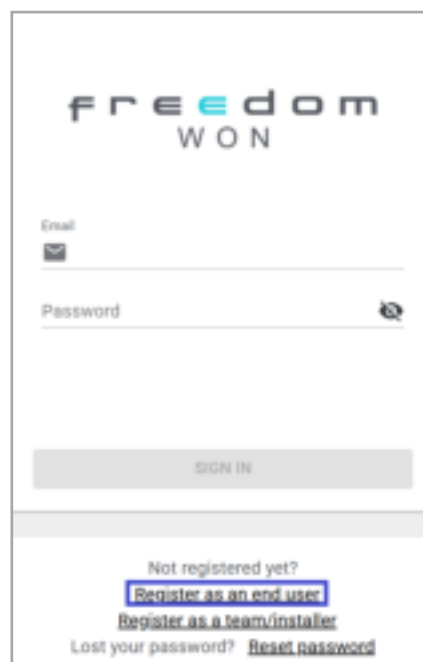


Figure 2: Login Screen

2. Type your "Name" and "Surname" in the required fields.
3. Type your "Email" address in the required field.
4. Click on the "Country" drop-down menu to select your country and enter your Telephone Number in the field.



5. Type your "Password" in the required field and re-enter the same password in the "Confirm Password" field.
6. Click in the "I am not a robot" checkbox to verify that you are a human user.
7. Select a few related items or images from the human verification screen.
8. When all required information is accurate and complete, the "Register" button will become available to click.
9. Click on the "REGISTER" button to submit your registration. This will direct you to the "POPIA Consent" screen.

A screenshot of the "Register" screen. At the top, it says "Register" and the "freedom WON" logo. Below the logo is a form with fields for "Name", "Surname", "Email", a South African flag icon, "Password", and "Confirm Password". Each field has a small icon to its left. Below the form is a checkbox labeled "I'm not a robot" with a reCAPTCHA logo to its right. At the bottom is a large "REGISTER" button.

Figure 3: Register Screen

10. Select the "I agree to the terms" checkbox.

A screenshot of the "POPIA Compliance" screen. It features a dark blue header with the "freedom won" logo. The main content is a white box with the title "POPIA Compliance". Inside the box, there is text explaining the consent process: "By submitting this form, you consent to the collection, processing, and storage of your personal information, including site address, owner, and installer details, in compliance with the Protection of Personal Information Act (POPIA). This information will be used exclusively for warranty and service purposes. I hereby consent to the collection and processing of the required personal information for the purposes outlined above." Below this text is a checkbox labeled "I agree to the terms" and a button labeled "AGREE".



Figure 4: POPIA Compliance Screen

11. Click on the "AGREE" button to confirm that you agree to share your personal information on the portal.

A screenshot of the POPIA Compliance screen. At the top, there is a header 'POPIA Compliance'. Below it, a text block states: 'By submitting this form, you consent to the collection, processing, and storage of your personal information, including site address, owner, and installer details, in compliance with the Protection of Personal Information Act (POPIA). This information will be used exclusively for warranty and service purposes. I hereby consent to the collection and processing of the required personal information for the purposes outlined above.' At the bottom, there is a checkbox with a checkmark and the text 'I agree to the terms', followed by a large teal button labeled 'AGREE'. A blue rectangular box highlights the checkbox and the 'AGREE' button.

Figure 5: POPIA Compliance Screen

Once you have completed these steps, you will be directed to the "Welcome to Freedom Won" screen.

2.2 Register as a Team/Installer

2.2.1 Add User Information

Follow the steps below to register as a team or an installer on the Freedom Won portal.

1. Click on the "Register as a team/installer" link. The Register screen will open as displayed in Figure 6.

A mobile app login screen. At the top is the 'freedom WON' logo. Below it are two input fields: 'Email' with an envelope icon and 'Password' with an eye icon. A grey 'SIGN IN' button is centered below the fields. At the bottom, there is a section for new users with the text 'Not registered yet?' followed by two links: 'Register as an end user' and 'Register as a team/installer' (which is highlighted with a blue rectangular box). Below these is a link for 'Lost your password?' followed by 'Reset password'.

Figure 6: Login Screen

2. Type your "Name" and "Surname" in the required fields under the "USER INFO" tab.
3. Type your Email address in the required field under the "USER INFO" tab.
4. Click on the "Country" drop-down menu to select your country and enter your Telephone Number in the field under the "USER INFO" tab.
5. Type your "Password" in the required field and re-enter the same password in the "Confirm Password" field under the "USER INFO" tab. After you have completed the user information the "TEAM INFO" tab will be available to click.
6. Click on the "NEXT" button to add details on the "TEAM INFO" tab.

A mobile app registration screen titled 'Register' at the top. It features the 'freedom WON' logo. Below the logo are three tabs: 'USER INFO', 'TEAM INFO', and 'REGISTERED ADDRESS'. The 'USER INFO' tab is selected and highlighted with a blue border. It contains several input fields: 'Name' (with a person icon), 'Surname' (with a person icon), 'Email' (with an envelope icon), 'Country' (with a flag icon), 'Password' (with an eye icon), and 'Confirm Password' (with an eye icon). At the bottom, there is a link that says 'Already have an account? Login here'.

Figure 7: Register as a Team/Installer

2.2.2 Add Team Information

Follow the steps below to add team details.

1. Click the "Team Type" drop-down arrow under the "TEAM INFO" tab. A context menu opens.

The screenshot shows the 'Register' page for Freedom Won. The 'TEAM INFO' tab is selected and highlighted with a blue border. Below the tabs, there are three input fields: 'Team Type' (a drop-down menu), 'Team Name' (a text field), and 'Company registration number' (a text field with a '#' icon). A blue 'BACK' button is located below the input fields. At the bottom of the form, there is a link that says 'Already have an account? Login Here'.

Figure 8: Team Info Tab

2. Select a Team Type from the drop-down menu. You can select from "Installer", "Reseller", "Wholesalers" or "End-user" options, as displayed in Figure 9.

The screenshot shows the 'Register' page for Freedom Won. The 'TEAM INFO' tab is selected and highlighted with a blue border. The 'Team Type' drop-down menu is open, showing a list of options: 'Installer', 'Reseller', and 'Wholesaler'. A blue 'BACK' button is located below the input fields. At the bottom of the form, there is a link that says 'Already have an account? Login Here'.

Figure 9: Team Type Selection

3. Type the "Team Name" in the required field.



4. Type the "Company Registration Number" in the required field. This field is optional and can be skipped if you do not have a company.
5. Click the "NEXT" button to add details on the "Registered Address" tab.

2.2.3 Add Registered Address

Follow the steps below to add the registered address details.

1. Click on the "Country" drop-down menu to select your country.
2. Type your "Region" in the required field.
3. Type your "City" in the required field.
4. Type the "Postal Code" in the required field.
5. Click in the "I am not a robot" checkbox to verify that you are a human user.
6. Select a few related items or images from the human verification screen.

A screenshot of the "Registered Address" tab in the Freedom Won registration process. The form includes fields for "Country" (a dropdown menu), "Region", "City", and "Postal Code". There is a checkbox labeled "I am not a robot" and a "REGISTER" button. A "Back" button is also visible at the bottom left. The Freedom Won logo is at the top.

Figure 10: Registered Address Tab

7. Click on the "REGISTER" button to submit your registration. This will direct you to the "POPIA Consent" screen.
8. Select the "I agree to the terms" checkbox.



Figure 11: POPIA Compliance Screen

9. Click on the "AGREE" button to confirm that you agree to share your personal information on the portal.

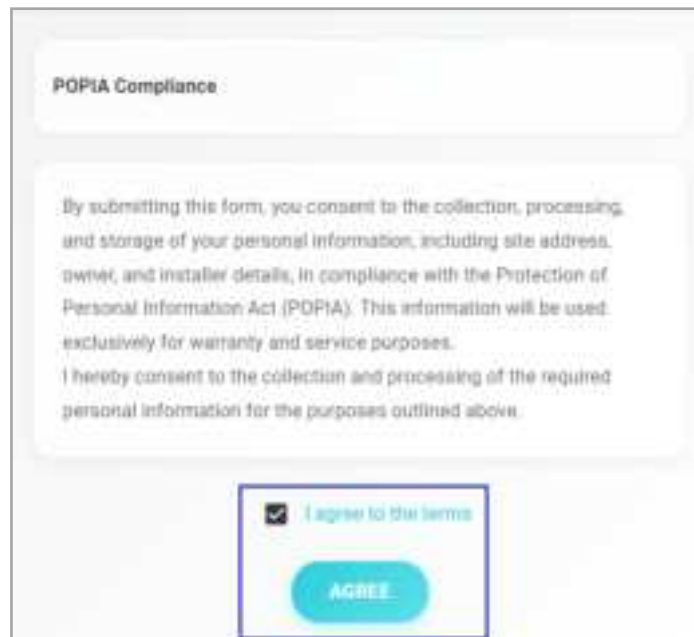


Figure 12: POPIA Compliance Screen

Once you have completed these steps, you will be directed to the "Welcome to Freedom Won" screen.

2.3 Sign into your Account

Follow the steps below to sign into your account on the portal.

1. Type your "Email" address and "Password" in the required fields.
2. Click the "SIGN IN" button to log in to the Portal.
3. Click in the "I am not a robot" checkbox to verify that you are a human user.
4. Select a few related items or images from the human verification screen.



5. When all required information is accurate and complete, you will be directed to the “Welcome to Freedom Won” screen.

Figure 13: Sign-in Screen

2.4 Add an Installation

Follow the steps below to create a new installation.

1. On the “Welcome to Freedom Won” screen, click the “My Installations” tab.
2. Click the plus sign (+) button on the top right corner of the screen to add an installation.

Name	Date Created	Actions	Status	Address
Installation 1	2024-01-01 10:00:00	+ Add	+ Add	+ Add
Installation 2	2024-01-01 10:00:00	+ Add	+ Add	+ Add
Installation 3	2024-01-01 10:00:00	+ Add	+ Add	+ Add
Installation 4	2024-01-01 10:00:00	+ Add	+ Add	+ Add
Installation 5	2024-01-01 10:00:00	+ Add	+ Add	+ Add
Installation 6	2024-01-01 10:00:00	+ Add	+ Add	+ Add
Installation 7	2024-01-01 10:00:00	+ Add	+ Add	+ Add
Installation 8	2024-01-01 10:00:00	+ Add	+ Add	+ Add
Installation 9	2024-01-01 10:00:00	+ Add	+ Add	+ Add
Installation 10	2024-01-01 10:00:00	+ Add	+ Add	+ Add

Figure 14: My Installation Screen

- Click on the "Add an Installation" button. An "Installation setup" screen will open.

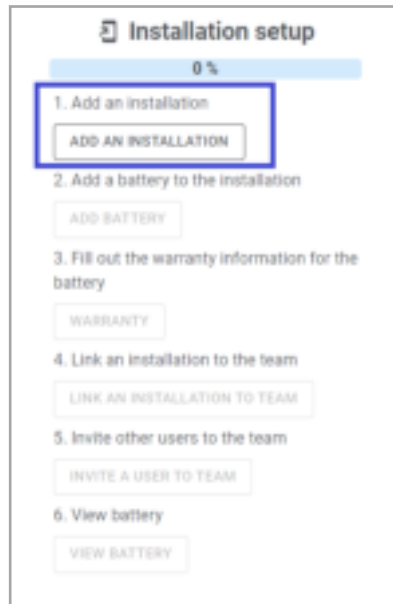


Figure 15: Change Location Screen

- Click on the "ADD INSTALLATION" button. A pop-up message will appear, prompting you to enter a name for the installation.
- Type a suitable "Name" in the required field.
- Click on the "CHANGE LOCATION" button and set the installation location.
- Click on the "ADD INSTALLATION" button. The progress bar will move, and the "ADD BATTERY" button will be available to click.

Figure 16: Change Location Screen

2.5 Add Battery

After successfully adding the installation, proceed to link a battery to it.

1. Click on the ADD BATTERY" button.

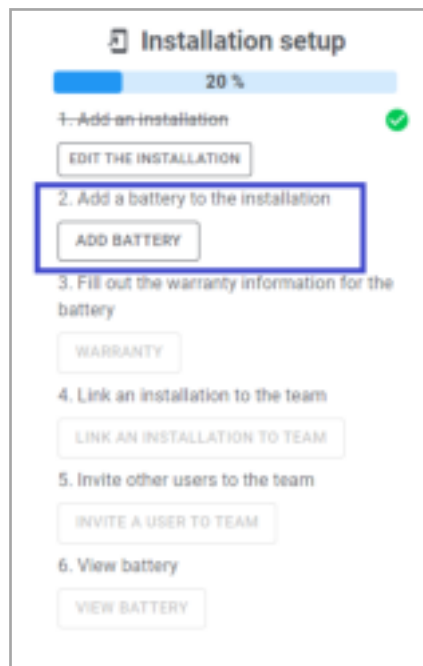



Figure 17: Add Battery

2. The battery screen will open, type the "Battery's Serial Number" and "Cloud Verification Key" in the required fields. This information is found on the sticker on the side of the battery.
3. Ensure all fields are accurately filled in, then click the "NEXT" button, as displayed in the figure below to find the battery.

The image shows a mobile application screen titled "Please enter your battery serial number". It features two input fields: "Battery Serial Number" with the placeholder text "FWXXXX-XXXXXX" and "Cloud Verification Key" with the placeholder text "XXXX-XXXX". A "NEXT >" button is located to the right of the second field. Below the fields, there are two lines of instructional text: "The serial number can be found on the side of the battery on the sticker." and "The Cloud Verification Key can be found on the side of the battery on the sticker." The input fields and the "NEXT" button are highlighted with blue boxes.

Figure 18: Battery Serial Number

 Ensure that you have a stable internet connection for the battery at this stage, as the setup process cannot continue without it.

4. The "DEVICE DETAILS" tab opens by default. If the battery was successfully added it will be listed as "Connected" under "Battery Diagnostics".

5. For batteries connected in parallel select the “Yes” option on the “Part of a group?” drop-down arrow.
6. If you don’t have batteries connected in parallel, select the “No” option from the “Part of a group?” drop-down arrow.
7. Type “Group Name” in the required field. For batteries connected in parallel, use the same group name for all batteries in the parallel configuration.
8. Click on the “NEXT” button.

Figure 19: Battery Details

2.6 Register Battery or Inverter for Warranty

Follow the steps below to register your battery or inverter for a mandatory warranty.

1. Click on the “WARRANTY” button.



Figure 20: Add an Installation Screen

The “DEVICE DETAILS” tab opens by default.

Figure 21: Battery Serial Number Screen

2. Type the “Place of Purchase” in the required field.
3. Click on the calendar icon, select the “Date of Purchase” from the calendar pop-up, and click the “NEXT” button.

2.7 Add Installer and Property Owner Details

To add the installer and property owner details follow the steps below.

1. Type the installer's “Name” and “Email” address” in the required field.
2. Click on the “NEXT” button as displayed in the image below.

freedom WON

The screenshot shows the 'Bess Warranty' application interface. At the top, there is a navigation bar with tabs: 'DEVICE DETAILS', 'INSTALLER DETAILS' (which is highlighted with a blue box), 'PROPERTY OWNER', 'PROPERTY ADDRESS', 'INVERTER DETAILS', and 'APPLICATION'. Below the navigation bar, there are two input fields: 'Name' and 'Email', both highlighted with blue boxes. At the bottom of the screen, there are two buttons: 'BACK' on the left and 'NEXT' on the right.

Figure 22: Installer Details Screen

3. Type the "PROPERTY OWNER" "First and Last Names" in the required field.
4. Click the "NEXT" button as displayed in the image below.

The screenshot shows the 'Bess Warranty' application interface. At the top, there is a navigation bar with tabs: 'DEVICE DETAILS', 'INSTALLER DETAILS', 'PROPERTY OWNER' (which is highlighted with a blue box), 'PROPERTY ADDRESS', 'INVERTER DETAILS', and 'APPLICATION'. Below the navigation bar, there are two input fields: 'First Name' and 'Last Name', both highlighted with blue boxes. At the bottom of the screen, there are two buttons: 'BACK' on the left and 'NEXT' on the right.

Figure 23: Property Owner Screen

2.8 Add Property Address

To add the property details, follow the steps below.

1. Type the name of your "Country" in the required field.
2. Type the name of your "Province/State" in the required field.
3. Type the "City" and the "Street" name in the required field.
4. Type the suburb name in the "Address 2" field.
5. Type the "Postal/Zip Code" in the required field and click the "NEXT" button.

The screenshot shows the 'Bess Warranty' application interface. At the top, there is a navigation bar with tabs: 'DEVICE DETAILS', 'INSTALLER DETAILS', 'PROPERTY OWNER', 'PROPERTY ADDRESS' (which is highlighted with a blue box), 'INVERTER DETAILS', and 'APPLICATION'. Below the navigation bar, there are several input fields: 'Country' (with a dropdown menu showing 'SOUTH AFRICA'), 'Province/State' (with a dropdown menu showing 'Gauteng'), 'City' (with a dropdown menu showing 'Modderfontein'), 'Street' (with a dropdown menu showing '99 Hereford Rd'), 'Address 2' (with a dropdown menu showing 'Longmeadow Business Estate'), and 'Postal / Zip Code' (with a dropdown menu showing '1609'). All these dropdown menus are highlighted with blue boxes. At the bottom of the screen, there are two buttons: 'BACK' on the left and 'NEXT' on the right.

Figure 24: Property Address Screen

2.9 Add Inverter Details

If you purchased an inverter from Freedom Won, complete the details below. If your inverter was sourced from a third-party supplier, type placeholder or "dummy" details.

1. Type the Inverter "Serial Number" in the required field.
2. Click the "ADD TO WARRANTY" button.
3. Type the "Inverter Model" number in the required field.
4. Type the "Size (kVA)" of the inverter in the required field.
5. List the number of inverters in the field and click the "NEXT" button.

Figure 25: Inverter Details Screen

2.10 Complete and Submit Application

To submit your application, follow the steps below.

1. Select the "Application Type" from the drop-down menu.
2. Sign your application in the required field using the mouse pointer if you are using a PC, for mobile phone users, use your finger to sign the application.
3. To remove a signature, click on the "Clear Signature" option.
4. Click the "SAVE & SUBMIT WARRANTY" button to submit your application.

Figure 26: Application Screen

When you have completed the application the progress bar will be displayed, indicating the percentage of completion for the actions being performed.

2.11 Link an Installation to the Team or User

After completing the warranty form, you can create a team or invite other users to the team. This will allow them to access and view the installations or teams' batteries.

To link an installation to a team, follow the steps below.

1. Click on the "ADD INSTALLATION TO TEAM" button.

Figure 27: Installation Setup Screen

2. A pop-up will open, select the installation you want to link with the team from the drop-down menu.
3. Click on the "SAVE" button.



Figure 28: Add Installation to Team Screen

To invite other users to your team, follow these steps.

1. Click the "INVITE A USER TO TEAM" button.
2. Type the "Email" address of the user you want to invite to your installation in the required field, then click on the "ADD USER TO TEAM" button.



Figure 29: Add a User Screen