



Freedom Won LiTE 2

Warranty Registration Guide





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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.

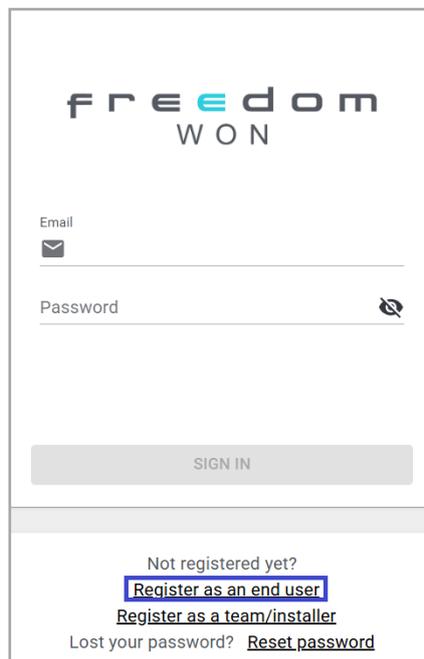
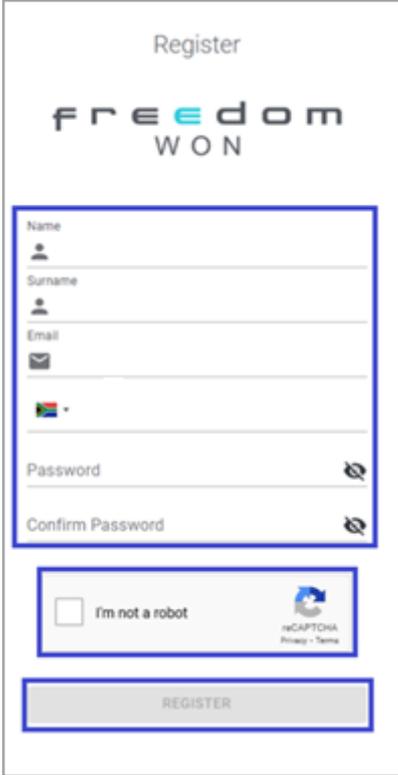
A screenshot of the Freedom Won login screen. At the top, the 'freedom WON' logo is displayed. Below the logo are two input fields: 'Email' with an envelope icon and 'Password' with a toggle icon. A 'SIGN IN' button is positioned below the password field. At the bottom of the screen, there are links for 'Not registered yet?' (with 'Register as an end user' highlighted in a blue box), 'Register as a team/installer', and 'Lost your password?' (with 'Reset password' as a link).

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.

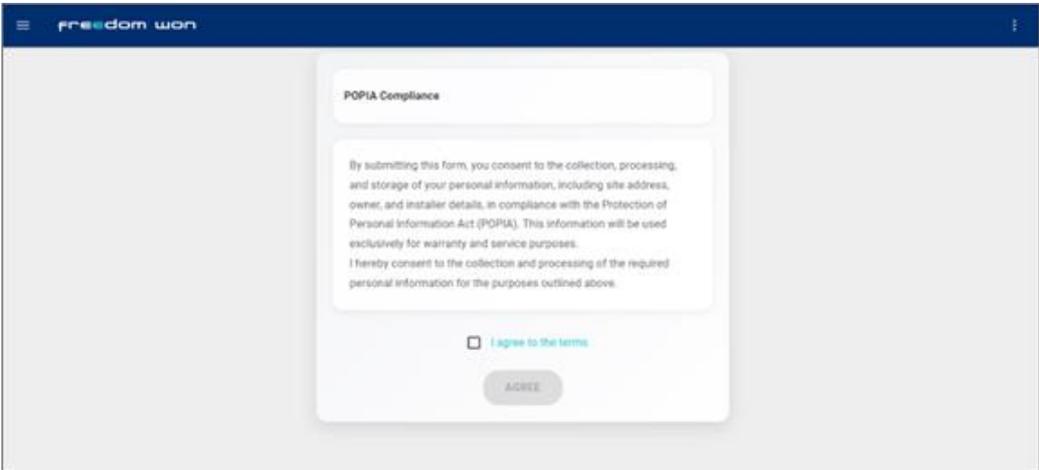
5. Type your "Password" in the required field and re-enter the same password in the "Confirm Password" field.
6. Click in the "I am not a robot" checkbox to verify that you are a human user.
7. Select a few related items or images from the human verification screen.
8. When all required information is 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.



The screenshot shows a registration form titled "Register" with the "freedom WON" logo. The form includes the following fields: "Name" (with a person icon), "Surname" (with a person icon), "Email" (with an envelope icon), a country selection dropdown (showing a South African flag), "Password" (with an eye icon to toggle visibility), and "Confirm Password" (with an eye icon). Below the form is a checkbox labeled "I'm not a robot" next to a reCAPTCHA logo and "Privacy - Terms" link. At the bottom is a grey "REGISTER" button.

Figure 3: Register Screen

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



The screenshot shows a "POPIA Compliance" screen. It contains a text block stating: "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 the text is a checkbox labeled "I agree to the terms" and a grey "AGREE" button.

Figure 4: POPIA Compliance Screen

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

POPIA Compliance

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.

I agree to the terms

AGREE

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.

freedom
WON

Email

Password

SIGN IN

Not registered yet?
[Register as an end user](#)
[Register as a team/installer](#)
Lost your password? [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.

Register

freedom
WON

USER INFO TEAM INFO REGISTERED ADDRESS

Name

Surname

Email

Country

Password

Confirm Password

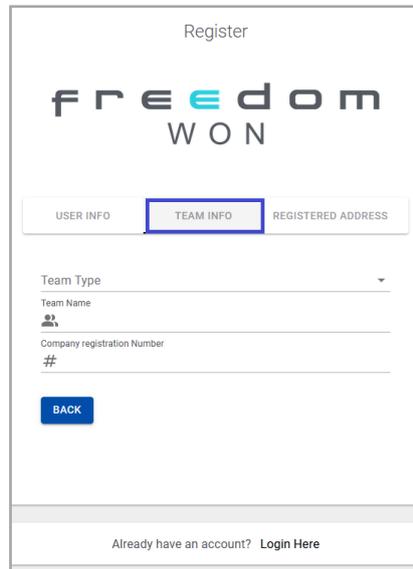
Already have an account? [Login Here](#)

Figure 7: Register as a Team/Installer

2.2.2 Add Team Information

Follow the steps below to add team details.

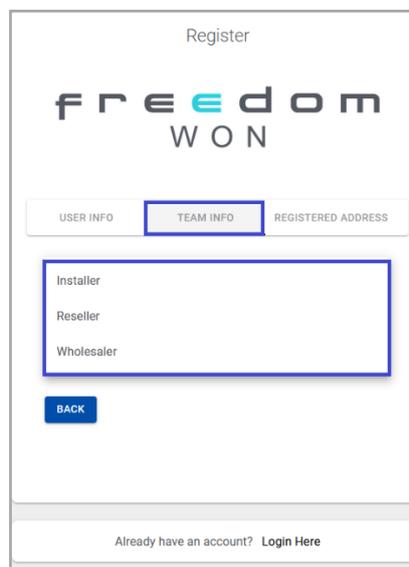
1. Click the "Team Type" drop-down arrow under the "TEAM INFO" tab. A context menu opens.



The screenshot shows the 'Register' page for Freedom Won. The 'TEAM INFO' tab is selected and highlighted with a blue border. Below the tab, there is a 'Team Type' drop-down menu with a downward arrow. Underneath, there are input fields for 'Team Name' (with a person icon), 'Company registration Number' (with a '#' icon), and a 'BACK' button. At the bottom, there is a link: '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. A context menu is open, showing three options: 'Installer', 'Reseller', and 'Wholesaler'. Below the menu is a 'BACK' button. At the bottom, there is a link: '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 "Register" page for Freedom Won, specifically the "REGISTERED ADDRESS" tab. The page features the Freedom Won logo at the top. Below the logo are three tabs: "USER INFO", "TEAM INFO", and "REGISTERED ADDRESS", with the latter being the active tab. The form includes fields for "Country" (a dropdown menu), "Region", "City", and "PostalCode". At the bottom of the form is a reCAPTCHA verification section with the text "I'm not a robot" and a "BACK" button.

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.

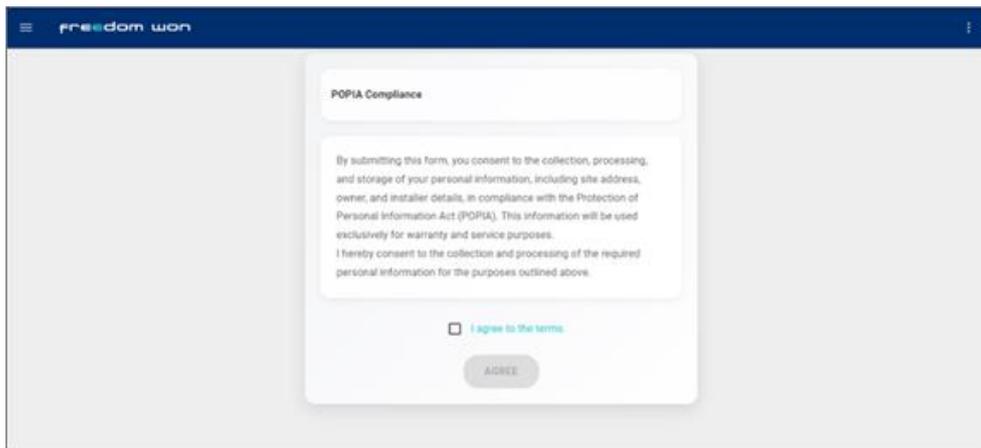


Figure 11: POPIA Compliance Screen

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

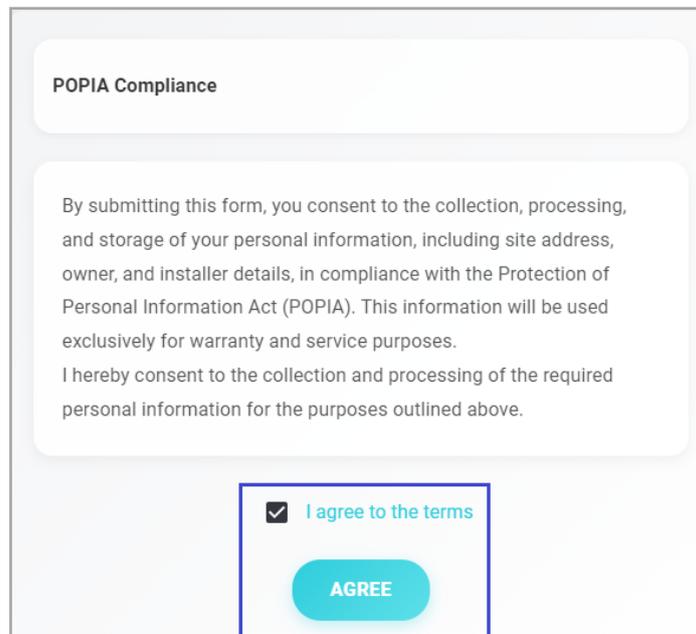


Figure 12: POPIA Compliance Screen

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.

- 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.

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

Name	Date Created	Gateways	Devices	Users	Actions
Installation 1	2023/08/24 14:49:11	2 Gateways	2 Devices	2 Users	⋮
Installation 2	2023/02/16 16:03:02	1 Gateway	1 Device	3 Users	⋮
Installation 3	2023/09/05 11:13:11	1 Gateway	1 Device	1 User	⋮
Installation 4	2024/10/03 15:26:54	1 Gateway	1 Device	1 User	⋮
Installation 5	2024/10/03 18:27:51	2 Gateways	2 Devices	1 User	⋮
Installation 6	2023/12/18 08:43:59	3 Gateways	3 Devices	2 Users	⋮
Installation 7	2024/07/29 08:11:53	3 Gateways	3 Devices	7 Users	⋮
Installation 8	2024/07/22 12:19:50	4 Gateways	4 Devices	6 Users	⋮
Installation 9	2024/08/23 10:18:25	4 Gateways	4 Devices	6 Users	⋮
Installation 10	2024/07/24 12:43:06	2 Gateways	2 Devices	5 Users	⋮

Figure 14: My Installation Screen

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

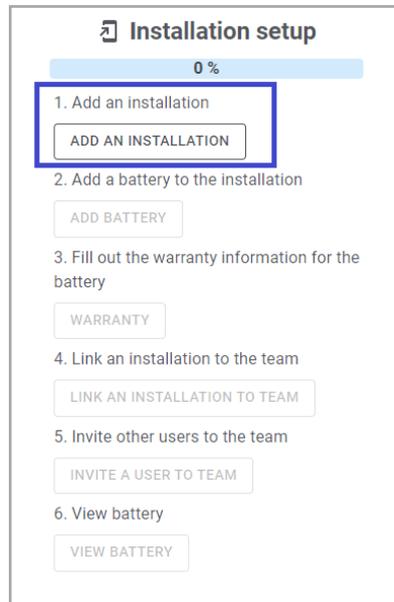


Figure 15: Change Location Screen

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

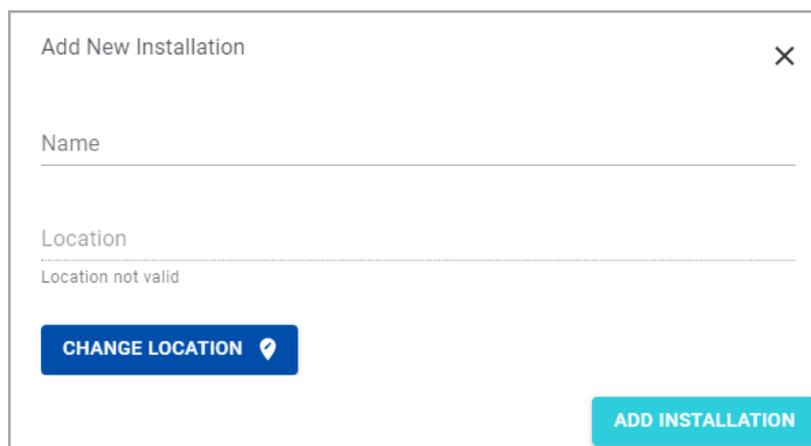


Figure 16: Change Location Screen

2.5 Add Battery

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

1. Click on the ADD BATTERY" button.

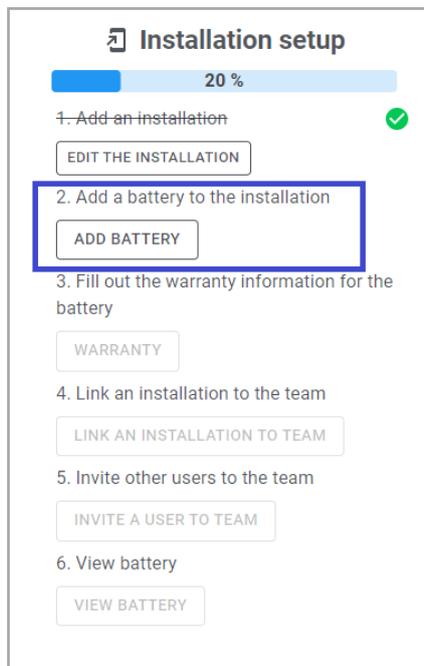


Figure 17: Add Battery

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.

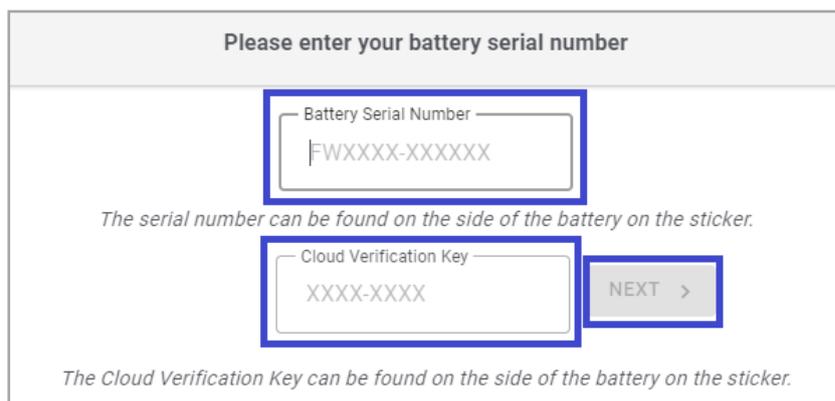


Figure 18: Battery Serial Number

i 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.

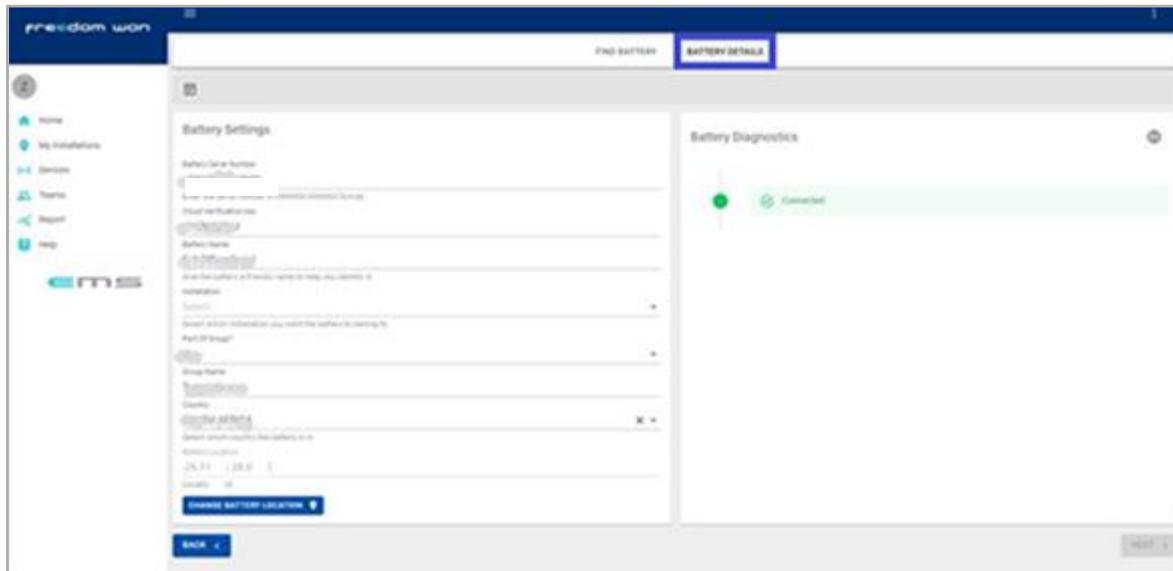


Figure 19: Battery Details

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.

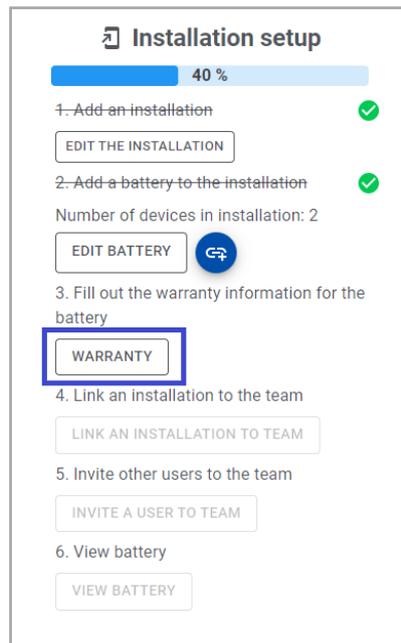


Figure 20: Add an Installation Screen

The “DEVICE DETAILS” tab opens by default.

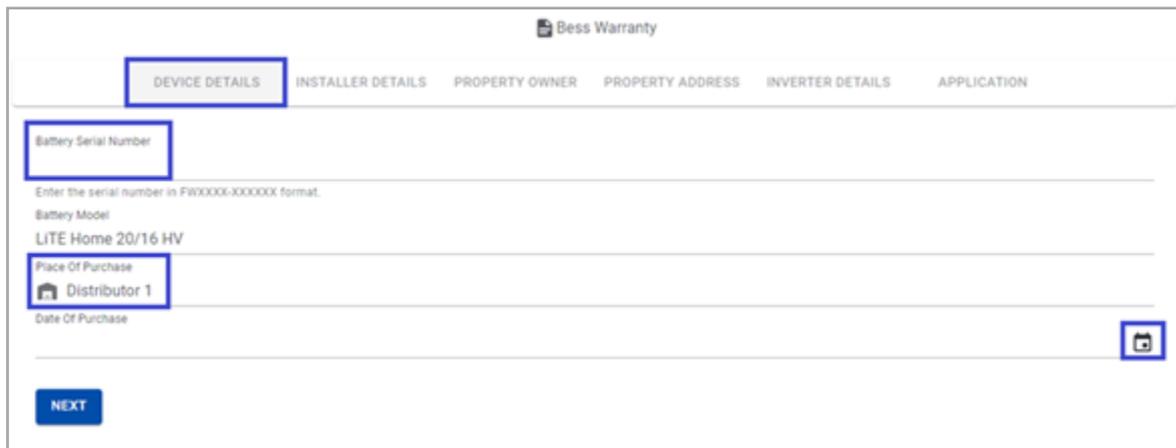


Figure 21: Battery Serial Number Screen

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.

Bess Warranty

DEVICE DETAILS **INSTALLER DETAILS** PROPERTY OWNER PROPERTY ADDRESS INVERTER DETAILS APPLICATION

Name

Email

BACK NEXT

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.

Bess Warranty

DEVICE DETAILS INSTALLER DETAILS **PROPERTY OWNER** PROPERTY ADDRESS INVERTER DETAILS APPLICATION

First Name

Last Name

BACK NEXT

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.

Bess Warranty

DEVICE DETAILS INSTALLER DETAILS PROPERTY OWNER **PROPERTY ADDRESS** INVERTER DETAILS APPLICATION

Country
SOUTH AFRICA

Province/State
Gauteng

City
Modderfontain

Street
99 Hereford Rd

Address 2
Longmeadow Business Estate

Postal / Zip Code
1609

BACK NEXT

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.

The screenshot shows the 'Bess Warranty' application interface. The 'INVERTER DETAILS' tab is active. The form contains the following elements:

- Inverter Serial Numbers:** A text input field with a '#' placeholder and a blue information icon on the right.
- ADD TO WARRANTY:** A blue button located above the 'Inverter Model' field.
- Inverter Model:** A text input field.
- Size in KVA:** A text input field with the value '50' and a dropdown arrow on the right.
- No Of Inverters:** A text input field with the value '1'.
- Navigation:** 'BACK' and 'NEXT' buttons at the bottom of the form.

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.

Bess Warranty

DEVICE DETAILS INSTALLER DETAILS PROPERTY OWNER PROPERTY ADDRESS INVERTER DETAILS APPLICATION

Application Type
HouseHold

Signature below

Clear Signature

BACK

SAVE & SUBMIT WARRANTY

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.

Installation setup

100 %

1- Add an installation ✓
EDIT THE INSTALLATION

2- Add a battery to the installation ✓
Number of devices in installation: 2
EDIT BATTERY

3- Fill out the warranty information for the battery ✓
VIEW WARRANTY

4- Link an installation to the team ✓
ADD AN INSTALLATION TO TEAM

5- Invite other users to the team ✓
INVITE A USER TO TEAM

6. View battery
VIEW BATTERY

FW2022-52546 has successfully been added

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.

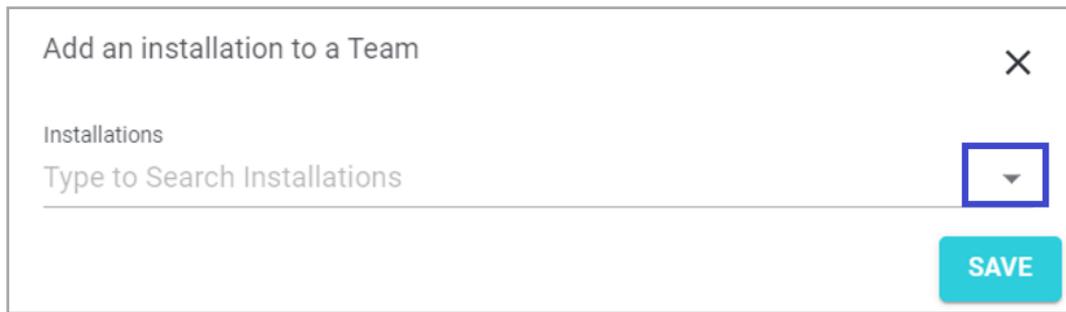


Figure 28: Add Installation to Team Screen

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.

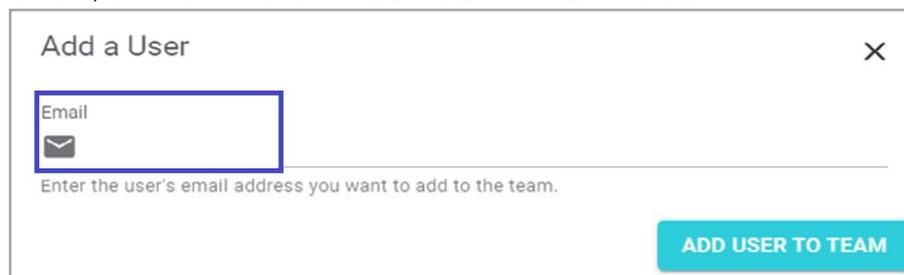


Figure 29: Add a User Screen