

BLUESHIFT ONE

Operations & Maintenance Service Terms

These terms govern the Blueshift One Operations & Maintenance subscription programme offered by Blueshift Energy Inc. ("Blueshift"). By subscribing to Blueshift One, the Subscriber agrees to be bound by these terms. No separate agreement or signature is required.

1. Definitions

- 1.1** Subscriber – the owner or occupant of the Installation Address who has subscribed to Blueshift One.
- 1.2** System – the solar PV system installed at the Installation Address by Blueshift under a related Installation Agreement.
- 1.3** Subscription Year – each twelve (12) month period beginning from the Subscription Start Date or subsequent renewal date.
- 1.4** Subscription Start Date – the Commissioning Date of the System (for inclusions bundled in the Installation Agreement) or the date this Agreement is executed (for new subscriptions).
- 1.5** Working Day – Monday to Friday, Philippine public holidays excluded.

2. Scope of Services

Blueshift One provides the following services during each Subscription Year:

Service Item	Description	Frequency
Panel Cleaning & Visual Inspection	All PV modules cleaned; visual check for cracks, discolouration, or physical damage	2× per Year
Electrical Safety Check	Inspect wiring, connectors, DC/AC isolators, junction boxes, and earthing	2× per Year
Inverter Inspection	Visual and operational check; review alarm logs; firmware update if available	2× per Year
Mounting & Racking Check	Inspect rail tension, clamp torque, and roof penetrations for corrosion or loosening	2× per Year
Warranty Liaison Handling	File and manage manufacturer warranty claims on Subscriber's behalf	As needed
On-Site Labour for Warranty Repairs	Labour for repairs covered by Blueshift Workmanship Warranty (parts at cost if out of warranty)	As needed

All scheduled visits shall be coordinated in advance with the Subscriber. Blueshift will contact the Subscriber at least seven (7) days before each visit to confirm access and timing.

3. Subscription Term & Renewal

- 3.1** The subscription takes effect on the Subscription Start Date and continues for the agreed term, automatically renewing for successive one-year terms unless either party provides written notice of non-renewal at least thirty (30) calendar days before the end of the then-current term.
- 3.2** The Subscriber may cancel renewal at any time with thirty (30) days' written notice.

3.3 Late payment of the subscription fee by more than thirty (30) calendar days will result in suspension of Blueshift One benefits (excluding any active Blueshift Workmanship Warranty obligations, which remain in effect) until the outstanding fee is settled.

4. Exclusions

Blueshift One does not cover:

- Replacement parts, materials, or consumables (other than those covered by an active Blueshift Workmanship Warranty or manufacturer product warranty).
- Structural repairs to the roof, building, or electrical main panel not caused by the System installation.
- Damage caused by the Subscriber's misuse, unauthorised modifications, or acts of God (typhoons, floods, lightning, etc.).
- Repairs or work performed by third parties without Blueshift's prior written approval.
- Net metering re-filing or utility permit fees (these are part of the Installation Agreement scope).
- New system expansions, upgrades, or installations beyond the original System scope.

5. Subscriber Responsibilities

5.1 Provide safe and unobstructed access to the System and Installation Address for all scheduled and emergency visits.

5.2 Maintain internet and Wi-Fi connectivity at the inverter location to enable remote monitoring and early fault detection.

5.3 Notify Blueshift promptly of any unusual System behaviour, alarms, or visible damage.

5.4 Retain the original Installation Agreement, Commissioning Letter, and equipment serial numbers for warranty and service reference.

6. Interaction with Blueshift Workmanship Warranty

6.1 These terms supplement but do not replace the Blueshift Workmanship Warranty & Service Level Schedule associated with the Subscriber's Installation Agreement. Workmanship warranty obligations continue under the terms of that Schedule regardless of subscription status.

6.2 After the Blueshift Workmanship Warranty period, Blueshift One continues to provide scheduled maintenance and on-site labour; replacement parts are charged at cost.

7. System Monitoring & Data

7.1 As part of Blueshift One, Blueshift may remotely access the System's monitoring portal to review production data, diagnose faults, and support warranty and O&M delivery. The Subscriber grants Blueshift read-only access to the monitoring platform for these purposes.

7.2 All personal and system data collected in connection with these terms is processed in accordance with RA 10173 (Data Privacy Act of 2012) and the data privacy provisions of the related Installation Agreement.

8. Termination

8.1 Either party may terminate the subscription at any time for material breach by the other party that remains uncured after thirty (30) days' written notice.

8.2 Blueshift may terminate the subscription if the Subscriber fails to provide site access on two (2) consecutive scheduled visits without reasonable notice.

8.3 Upon termination, Blueshift's obligations under these terms cease. The Blueshift Workmanship Warranty continues under its own Schedule regardless of subscription status.

9. General Provisions

9.1 Governing Law. These terms are governed by the laws of the Republic of the Philippines. Disputes shall be resolved in accordance with the dispute resolution provisions of the related Installation Agreement.

9.2 Amendments. Blueshift may update these terms, service inclusions, or scope at any time. All updates take effect immediately upon publication.

9.3 Severability. If any provision is held invalid, the remaining provisions remain in full force and effect.
