Blueshift One Operations & Maintenance Service Terms

Version	Effective	Issued by	Contact
2.1	21 October 2026	Blueshift Energy Inc., Unit 3404 One Corporate Center, Pasig	support@blueshift.ph

These terms govern Blueshift One, the operations and maintenance subscription offered by Blueshift Energy Inc. ("Blueshift"). The Subscriber accepts these terms by confirming them in writing or electronically, or by paying the first monthly fee.

1. Definitions

- **Subscriber:** the owner or occupant of the Installation Address who subscribes to Blueshift One.
- **System:** the solar PV system installed at the Installation Address by Blueshift under an Installation Agreement, together with any later additions Blueshift installs or approves in writing.
- **Subscription Year:** each twelve (12) month period from the Subscription Start Date or a renewal date.
- **Subscription Start Date:** the day after any Blueshift One period included under the Installation Agreement ends, or the date coverage starts under Section 8.
- **Monthly Fee:** the fee calculated under Schedule 1, before VAT. **Annual Fee:** twelve (12) times the Monthly Fee.
- **Tenure:** the number of continuous Subscription Years, counting any Blueshift One period included under the Installation Agreement.
- **BOS Parts:** the balance-of-system parts listed in Section 4.5.
- **Market Price:** Blueshift's prevailing selling price for a part.
- **Standard Rates:** Blueshift's prevailing diagnostic fee, cleaning rate, labour charges, and Market Price, as quoted before work begins.

2. Eligibility

2.1 Blueshift One is available only for Systems installed by Blueshift at sites within Blueshift's service area. Remote Sites, as defined in the Workmanship Warranty & Service Level Schedule, are not eligible.

3. What Blueshift One Includes

Service	Description	Frequency
Panel cleaning	All PV modules cleaned by Blueshift's own after-service crew	2 per Subscription Year
Full system inspection	Visual check of modules; electrical safety check of wiring, connectors, isolators, junction boxes and earthing; inverter check, alarm log review and firmware update if available; mounting, clamp and roof penetration check	2 per Subscription Year, one during each cleaning visit
Diagnostic visits	On-site diagnosis of any fault	As needed, free
Labour	All labour on every visit, including installing manufacturer replacement parts	As needed, free
Manufacturer claims	Filing and managing manufacturer warranty claims	As needed, free
Support+	A ticket is opened and an agent assigned as soon as Active Monitoring flags a fault, without the Subscriber having to call	Automatic
BOS Parts allowance	Free replacement of BOS Parts under Section 4	Per Subscription Year

3.1 Scheduled visits are arranged in advance. Blueshift contacts the Subscriber at least seven (7) days before each scheduled visit. Additional cleanings are charged at the Standard Rate.

3.2 Response times for faults follow the Workmanship Warranty & Service Level Schedule, which applies equally to all clients.

4. BOS Parts Allowance

4.1 BOS Parts that need replacement are replaced free, up to the Parts Allowance for the Subscription Year. Parts are counted against the allowance at Market Price. Above the allowance, parts are charged at Market Price. Labour remains free.

4.2 The Parts Allowance grows with Tenure:

Tenure	Parts Allowance
Subscription Years 1 and 2	50% of the Annual Fee
Subscription Years 3 and 4	75% of the Annual Fee
Subscription Year 5 onward	100% of the Annual Fee

4.3 A part is replaced only if it has failed or is unsafe, whether from wear, weather, or accidental damage. Parts are not replaced because they are old, because Blueshift's standard has since changed, or because allowance remains. Only the failed part or section is replaced, and replacements are supplied to Blueshift's current standard.

4.4 Unused allowance does not carry over to the next Subscription Year. Tenure, and with it the Parts Allowance, resets to Subscription Year 1 if the subscription is cancelled or lapses.

4.5 BOS Parts are: AC and DC breakers; fuses and fuse holders; surge protection devices; DC isolators and disconnect switches; MC4 connectors; PV cable, AC cable, grounding cable and lugs; conduit and conduit fittings; junction boxes and cable glands; cable ties and UV clips; mid and end clamps, bolts and fasteners; flashing and sealant; labels; CT sensors; and Wi-Fi dongles or dataloggers.

4.6 Not covered by the allowance: solar panels, inverters, batteries, rails, and system upgrades. These are covered by their manufacturer warranties where applicable, or supplied at Market Price.

4.7 Workmanship Defects are repaired under the Workmanship Warranty and do not use the allowance.

5. Fees and Billing

5.1 The Monthly Fee is calculated under Schedule 1 and shown to the Subscriber, on the sign-up page or in writing, before the first charge.

5.2 The Monthly Fee is billed monthly in advance. A Subscriber who pays by card authorises Blueshift to charge that card automatically each month until the subscription ends. The Subscriber may instead pay twelve (12) months upfront at the same total.

5.3 Blueshift may change the fee or Schedule 1 with effect from the Subscriber's next Subscription Year, by email notice at least thirty (30) days before renewal. A change notified less than thirty (30) days before a renewal takes effect from the renewal after it.

5.4 Fees in Schedule 1 exclude VAT. 12% VAT is added to every charge, except where the Subscriber is VAT exempt.

5.5 If the System changes, for example when panels or batteries are added or removed, the Monthly Fee is recalculated under Schedule 1 from Blueshift's records of the System. Blueshift notifies the Subscriber of the new fee by email, and it applies from the next monthly charge after that notice.

6. Term, Renewal and Cancellation

6.1 Each Subscription Year is a twelve (12) month commitment. The subscription renews automatically for the next Subscription Year unless the Subscriber gives written notice before the renewal date.

6.2 The Subscriber may cancel at any time by written notice. On cancellation, the Monthly Fees for the rest of the current Subscription Year become due in full, services continue until the end of that Subscription Year, and the subscription then ends. For a Subscriber who pays by card, Blueshift may keep charging those Monthly Fees to the card each month until then.

6.3 If the Installation Address is sold or transferred, the subscription, including its Tenure and any unpaid fees for the current Subscription Year, transfers to the new owner, who accepts these terms by written notice to Blueshift.

7. Missed Payments

7.1 If any Monthly Fee remains unpaid for sixty (60) days, Blueshift One services are suspended, the fees for the rest of the current Subscription Year remain due, and the subscription is treated as lapsed. The Workmanship Warranty is not affected.

7.2 If a card charge fails, it may be retried, and Blueshift will ask the Subscriber to update the card or pay another way. The sixty (60) days in Section 7.1 count from the first failed charge.

7.3 A lapsed Subscriber may rejoin only under Section 8.2.

8. Starting and Joining

8.1 Grace Period. If the Subscriber starts Blueshift One within sixty (60) days after a Blueshift One period included under the Installation Agreement (including any extension) ends, the subscription starts the day after that period ended, Tenure continues, and Section 8.2 does not apply.

8.2 Joining. In every other case, including a lapsed or cancelled subscription, the Subscriber joins by completing, at Standard Rates: (a) a system inspection; (b) repair of everything the inspection finds failed, unsafe, or below Blueshift's current standard; and (c) a panel cleaning. Coverage starts the day after these are completed, at Subscription Year 1 of Tenure.

8.3 Problems existing before coverage starts are not covered.

9. Exclusions

Blueshift One does not cover:

- Structural repairs to the roof, building, or main electrical panel not caused by the System installation.
- Repairs needed because of unauthorised modifications or work by third parties without Blueshift's prior written approval.
- Net metering re-filing, and utility or permit fees.
- System expansions, upgrades, or new installations that Blueshift has not installed or approved in writing.

10. Subscriber Responsibilities

10.1 Provide safe and unobstructed access to the System for scheduled and fault visits.

10.2 Keep internet and Wi-Fi connectivity at the inverter so the System can be monitored.

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

10.4 Keep the Installation Agreement, Commissioning Letter, and equipment serial numbers for warranty and service reference.

11. Relationship to the Workmanship Warranty

11.1 These terms supplement, and do not replace, the Workmanship Warranty & Service Level Schedule. The Workmanship Warranty continues under its own terms whether or not the Subscriber subscribes, suspends, or cancels Blueshift One.

12. Monitoring and Data

12.1 The Subscriber grants Blueshift read access to the System's monitoring platform to review production data, diagnose faults, and deliver these services.

12.2 Personal and system data is processed in accordance with RA 10173 (Data Privacy Act of 2012) and the data privacy provisions of the Installation Agreement.

12.3 Card payments are processed by Blueshift's payment provider. Card details go directly to that provider; Blueshift does not receive or store card numbers.

13. Termination by Blueshift

13.1 Either party may end the subscription for a material breach by the other that remains uncured thirty (30) days after written notice.

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

14. General

14.1 Governing Law. These terms are governed by the laws of the Republic of the Philippines. Disputes are resolved under the dispute resolution provisions of the Installation Agreement.

14.2 Amendments. Blueshift may update these terms by publishing a new version at blueshift.ph/legal/blueshiftone. Changes apply from each Subscriber's next Subscription Year, except changes that only add benefits, which apply immediately.

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

Schedule 1: Fee Calculation

Component	Monthly amount
Base	₱600
Solar capacity	₱45 per kWp
Battery capacity	₱15 per kWh
Location	Metro Manila: ₱0. Elsewhere: first 25 km by road from Blueshift's office free, then ₱10 per km
VAT	12% added to the total, except for VAT exempt Subscribers

Example: a 10.97 kWp system with no battery in Quezon City is ₱600 + (10.97 × ₱45) = ₱1,093.65 per month before VAT, charged as ₱1,224.89 with 12% VAT. Its Annual Fee is ₱13,123.80, and its Parts Allowance is ₱6,561.90 in Subscription Years 1 and 2, ₱9,842.85 in Years 3 and 4, and ₱13,123.80 from Year 5.

Previous versions

- Version 2.0, effective 8 October 2026 to 20 October 2026
- Version 1.0, in effect until 7 October 2026