

Workmanship Warranty & Service Level Schedule

You're viewing version 1.1, effective 20 March 2026 to 7 October 2026. It has been replaced by a newer version. [Read the current version.](#)

Version	Effective	Issued by	Applies to
1.1	20 March 2026	Blueshift Energy Inc., Unit 3404 One Corporate Center, Pasig	All Residential and Commercial Solar PV Installation Agreements

1. Scope of Coverage

All response times, repair obligations, and service levels set forth in this Schedule are provided under the Blueshift Workmanship Warranty for the duration stated in the Client’s Installation Agreement (default: five (5) years; maximum: ten (10) years from the Commissioning Date) at no additional cost to the Client. This Schedule applies to all Residential and Commercial clients and is incorporated by reference into the applicable Solar PV Installation Agreement.

This Schedule covers every part of the installed System (as defined in the main Agreement) except items already covered by manufacturer warranties. Blueshift replaces or repairs defective workmanship at no cost to the Client, subject to the terms herein.

2. Definitions

- **Working Day:** Monday to Friday, Philippine public holidays excluded.
- **Emergency:** Complete loss of power to the main building, active fire hazard attributable to the System.
- **Critical:** Zero harvest from the System, or a backward Current Transformer (CT) causing reverse metering.
- **Non-Critical:** Loss of 50% or more of system capacity, or active system alarms not constituting an Emergency or Critical event.
- **Remote Site:** A project site that (a) lies more than 250 km by road from Blueshift’s nearest service hub, or (b) requires inter-island sea or air transport not operating on a daily schedule.

3. Warranty Claim Procedure

3.1 Submission

The Client shall submit any warranty claim in writing via email to customers@blueshift.ph or through the designated Blueshift customer portal, detailing the nature of the defect and the date of discovery. Photos or system monitoring screenshots should be attached where available.

3.2 Acknowledgement

Blueshift shall provide an automated or manual acknowledgement within one (1) Business Hour of receiving the claim during Working Day hours, confirming receipt and initiating the applicable response timeline below.

3.3 Diagnosis & Online Fix

Blueshift will assess the issue remotely where possible and provide a diagnosis and action plan within the timeframes set out in Section 4. If an online fix is available, Blueshift will attempt this before mobilising on-site.

4. Standard Service Level Response Times

The following timelines apply to all project sites that are not classified as Remote Sites:

Priority	Acknowledge	Diagnose & Plan	Online Fix (if possible)	Mobilisation & Repair
Emergency	1 Business Hr	4 Business Hrs	N/A	24 Hours
Critical	1 Business Hr	1 Business Day	1 Business Day	3 Business Days
Non-Critical	1 Business Hr	2 Business Days	2 Business Days	5 Business Days

* Online Fix column refers to remote resolution via inverter portal, firmware update, or configuration change. Where an online fix is not applicable or unsuccessful, Blueshift proceeds directly to mobilisation.

5. Remote Site Response Times

5.1 Remote Site Definition

A project site is classified as Remote if either of the following conditions apply:

- It lies more than 250 km by road from Blueshift's nearest service hub; or
- Access requires inter-island sea or air transport that does not operate on a daily schedule.

5.2 Modified Response Times for Remote Sites

Priority	Acknowledge	Diagnose & Plan	Online Fix (if possible)	Mobilisation & Repair
Emergency	1 Business Hr	4 Business Hrs	N/A	5 Business Days
Critical	1 Business Hr	1 Business Day	1 Business Day	10 Business Days
Non-Critical	1 Business Hr	2 Business Days	2 Business Days	10 Business Days

5.3 Weather and Access Disruptions

If weather, port closures, or flight cancellations prevent timely access, Blueshift shall: (a) notify the Client within twenty-four (24) hours of learning of the disruption; and (b) provide a revised mobilisation and repair timetable as soon as practicable.

6. Roof-Leak Coverage

If a water leak is directly traceable to any roof penetration, mounting bracket, or flashing installed by Blueshift, Blueshift will, at no additional cost to the Client, repair the leak and restore the roof membrane or tiles to their pre-installation condition. This coverage applies for the full warranty period as stated in the Client's Installation Agreement.

7. Warranty Exclusions

This Warranty and Schedule do not cover:

- Defects or damage caused by the Client's misuse, negligence, or unauthorised modifications to the System.
- Damage caused by events beyond Blueshift's control, including but not limited to typhoons, floods, earthquakes, lightning strikes, or other acts of God (covered under the Force-Majeure clause of the main Agreement).
- Normal wear and tear, including panel soiling, and panel degradation within the rate stated in Annex A of the main Agreement.
- Equipment already covered by a valid manufacturer's product warranty (claims for such equipment are processed under Section 8 below).
- Damage caused by utility grid fluctuations or grid events outside Blueshift's control.
- Repairs or modifications performed by third parties without Blueshift's prior written consent.

8. Manufacturer Warranty Liaison

Blueshift will assist and file warranty claims on behalf of the Client for equipment covered by manufacturer warranties. Actual manufacturer response times and outcomes are outside

Blueshift's control. Clients must retain original invoices, serial numbers, and the Commissioning Letter to facilitate claims.

9. Fees

All services described in this Schedule are included within the Blueshift Workmanship Warranty at no additional cost to the Client for the duration stated in the Client's Installation Agreement. Continuous compliance by both parties with the terms of the main Agreement is a condition of this warranty coverage.

Clients who subscribe to Blueshift One (Operations & Maintenance) receive priority scheduling and expanded service benefits as defined in the Blueshift One Service Agreement.

10. Amendments to this Schedule

Blueshift may update, amend, or improve the service levels set forth in this Schedule at any time. The latest published version is always available at blueshift.ph/legal/warranty and applies to all clients from the date of publication.

The version number and effective date at the top of this document will be updated with each revision. Clients are encouraged to check blueshift.ph/legal/warranty for the current version at any time.

11. Governing Law

This Schedule is governed by the laws of the Republic of the Philippines and is subject to the Governing Law & Dispute Resolution provisions of the Client's applicable Solar PV Installation Agreement.