

Workmanship Warranty & Service Level Schedule

Version	Effective	Issued by	Applies to
1.2	8 October 2026	Blueshift Energy Inc., Unit 3404 One Corporate Center, Pasig	All Residential and Commercial Solar PV Installation Agreements

1. Scope of Coverage

1.1 The Blueshift Workmanship Warranty covers Workmanship Defects in the System for five (5) years from the Commissioning Date, or for any longer period expressly stated in the Client's Installation Agreement. Blueshift repairs or replaces any Workmanship Defect, parts and labour included, at no cost to the Client, whether or not the Client subscribes to Blueshift One.

1.2 This Schedule applies to all Residential and Commercial clients and is incorporated by reference into the applicable Solar PV Installation Agreement. The response times in Sections 4 and 5 apply to every client.

1.3 Standard of Workmanship. Materials and methods are warranted to Blueshift's installation standard in effect on the Commissioning Date. A later improvement to Blueshift's standard does not make an earlier installation defective, unless the original material has proven unsafe or unfit for the installation site, in which case Blueshift replaces it at no cost within the warranty period.

2. Definitions

- **Workmanship Defect:** a failure of the System caused by the installation work performed by Blueshift, including wiring, terminations, mounting, roof penetrations, flashing, and system configuration.
- **Working Day:** Monday to Friday, Philippine public holidays excluded.
- **Emergency:** complete loss of power to the main building, or an 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.
- **Blueshift One:** Blueshift's optional operations and maintenance subscription, governed by the Blueshift One Service Terms.
- **Standard Rates:** Blueshift's prevailing diagnostic fee, labour charges, and market price for parts, as quoted to the Client before work begins.

3. Claim Procedure

3.1 Submission. The Client submits a claim in writing to customers@blueshift.ph or through the Blueshift customer portal, describing the issue and the date it was noticed, with photos or monitoring screenshots where available.

3.2 Acknowledgement. Blueshift acknowledges the claim within one (1) business hour during Working Day hours, which starts the response timeline in Section 4.

3.3 Remote Check. Blueshift assesses the issue remotely first wherever possible and attempts an online fix before mobilising on site. Remote checks and a written guidance report are free for every client, whether or not the issue is covered.

3.4 Covered and Non-Covered Findings. If a site visit confirms a Workmanship Defect, the visit and the repair are free. If the visit finds the issue is not a Workmanship Defect, the Client pays the diagnostic fee and any repair at Standard Rates, unless the Client subscribes to Blueshift One, in which case the Blueshift One Service Terms apply. Where the remote check indicates the issue is likely not covered, Blueshift informs the Client before mobilising.

4. Standard Response Times

The following timelines apply to every project site that is not a Remote Site:

Priority	Acknowledge	Diagnose and plan	Online fix (if possible)	Mobilisation and repair
Emergency	1 business hour	4 business hours	N/A	24 hours
Critical	1 business hour	1 business day	1 business day	3 business days
Non-Critical	1 business hour	2 business days	2 business days	5 business days

Online fix means remote resolution through the inverter portal, a firmware update, or a configuration change. Where an online fix is not applicable or does not work, Blueshift proceeds to mobilisation.

5. Remote Site Response Times

Priority	Acknowledge	Diagnose and plan	Online fix (if possible)	Mobilisation and repair
Emergency	1 business hour	4 business hours	N/A	5 business days
Critical	1 business hour	1 business day	1 business day	10 business days
Non-Critical	1 business hour	2 business days	2 business days	10 business days

5.1 Weather and Access Disruptions. If weather, port closures, or flight cancellations prevent timely access, Blueshift notifies the Client within twenty-four (24) hours of learning of the disruption and provides a revised timetable as soon as practicable.

5.2 Travel to a Remote Site for an issue that is not a Workmanship Defect is charged at cost.

6. Roof-Leak Coverage

6.1 If a water leak is directly traceable to a roof penetration, mounting bracket, or flashing installed by Blueshift, Blueshift repairs the leak and restores the roof membrane or tiles to their pre-installation condition at no cost to the Client, for the full warranty period.

7. Exclusions

The Workmanship Warranty does not cover:

- Failure of equipment covered by a manufacturer's product warranty, which is handled under Section 8.
- Normal wear and tear, including soiling, corrosion or ageing of components that met Blueshift's standard at installation, and panel degradation within the rate stated in the Installation Agreement.
- Damage caused by the Client, occupants, other contractors, animals, or pests, and misuse, negligence, or unauthorised modifications to the System.
- Damage from typhoons, floods, earthquakes, lightning, or other events beyond Blueshift's control, as covered by the force majeure clause of the Installation Agreement.
- Damage from utility grid fluctuations or grid events outside Blueshift's control.
- Repairs or modifications performed by third parties without Blueshift's prior written consent.

Excluded issues are repaired at Standard Rates, or under Blueshift One for subscribers.

8. Manufacturer Warranty Claims

8.1 Blueshift files and manages manufacturer warranty claims on the Client's behalf. The replacement part is supplied by the manufacturer under its warranty. Manufacturer response times and outcomes are outside Blueshift's control.

8.2 Diagnosis, claim handling, and the labour to remove the failed part and install the replacement are not part of the Workmanship Warranty. They are free for Blueshift One subscribers and otherwise charged at Standard Rates.

8.3 Clients must retain original invoices, serial numbers, and the Commissioning Letter to support claims.

9. Fees

9.1 Repairs of Workmanship Defects, roof-leak repairs, remote checks, and written guidance reports are free. All other services are charged at Standard Rates, or covered under Blueshift One for subscribers. Continuous compliance by both parties with the Installation Agreement is a condition of this warranty.

10. Amendments

10.1 Blueshift may update this Schedule at any time. The latest version is published at blueshift.ph/legal/warranty and applies to all clients from the date of publication. An update does not shorten the warranty period stated in a Client's Installation Agreement. The version number and effective date above are updated with each revision.

11. Governing Law

11.1 This Schedule is governed by the laws of the Republic of the Philippines and is subject to the governing law and dispute resolution provisions of the Client's Installation Agreement.

Previous versions

- Version 1.1, effective 20 March 2026 to 7 October 2026