

## OVERVIEW

# Automation services that keep your factory running

Reduce downtime, extend asset life, and give your teams control. Eclipse Automation provides lifecycle services that help stabilize performance, manage risk, and support your systems long after installation.

## The challenges no one budgets for

- Unplanned downtime from unknown failure modes
- Legacy systems with missing or outdated documentation
- Obsolete components that can't be sourced
- Skills gaps as experienced technicians retire
- Reactive maintenance cycles that prevent improvement
- Poor spare-parts visibility and inventory discipline

Most automation systems are commissioned and then left to fend for themselves. Over time, risk grows — unplanned downtime, maintenance gaps, and costly inefficiencies.

## An automation partner that understands risk — and helps you reduce it

We deliver expert support when and where it's needed, keeping systems running smoothly. From on-site troubleshooting to remote diagnostics, preventative maintenance, and software updates, our teams minimize downtime and protect long-term performance.

### From firefighting to predictable performance

- Faster recovery when issues occur (on-site and remote troubleshooting)
- Fewer failures through structured preventative maintenance
- Earlier detection using diagnostics and performance monitoring
- Better long-term reliability through controls and software updates



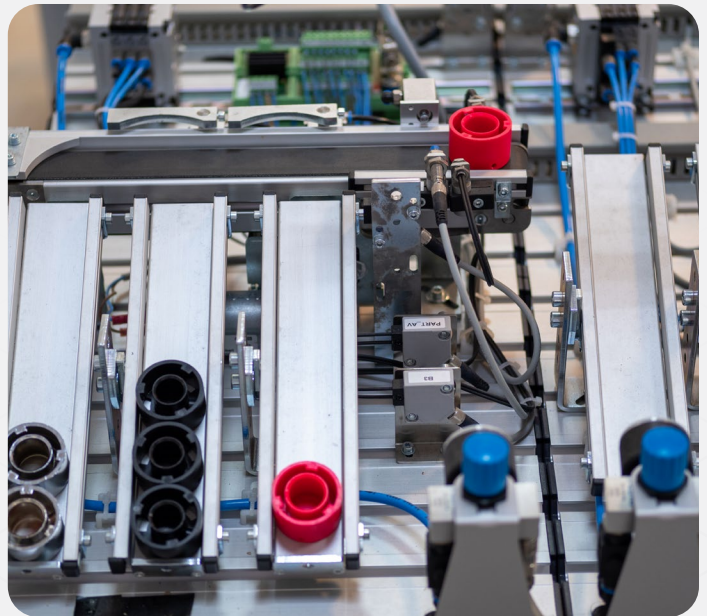
## Lifecycle services built for the real world

Automation is a journey. Our services are designed around how systems fail in the real world, not around generic service menus. We adapt to your systems, whether phased or full-scale. With 25+ years of experience, Eclipse ensures projects run smoothly and deliver long-term value.

### Key services



System audits to uncover hidden risks



Obsolescence management before components become unavailable



Maintenance planning aligned with real production conditions



Retrofit and upgrade strategies that extend asset life

## Our end-to-end service portfolio

Large factory or plant investments often aim to mitigate risk, minimize downtime, enhance safety, and strengthen preventative maintenance. These projects can be complex, and effective change management is essential to realize their full potential.





Eclipse delivers a complete service experience that adapts to your business needs, unlocks the full potential of existing equipment, and drives consistent operational results. We offer tailored support to help projects run smoothly, while our experts maintain stakeholder communication and encourage collaboration at every step. Our capabilities span fabrication, machining, consulting, SCADA and vision

integration, MES, and robotics, providing end-to-end integration with flexible service options.

### Service tiers

We offer a range of tiered service programs designed to support your project throughout the automation lifecycle. Every customer receives our Economy package as a standard inclusion, with the option to upgrade to Essential, Enhanced, or Elite levels for additional coverage.

Each tier provides a defined set of services related to inspection, technical support, spare parts, and system maintenance. This structure ensures you receive the level of support that fits your needs at the right time.

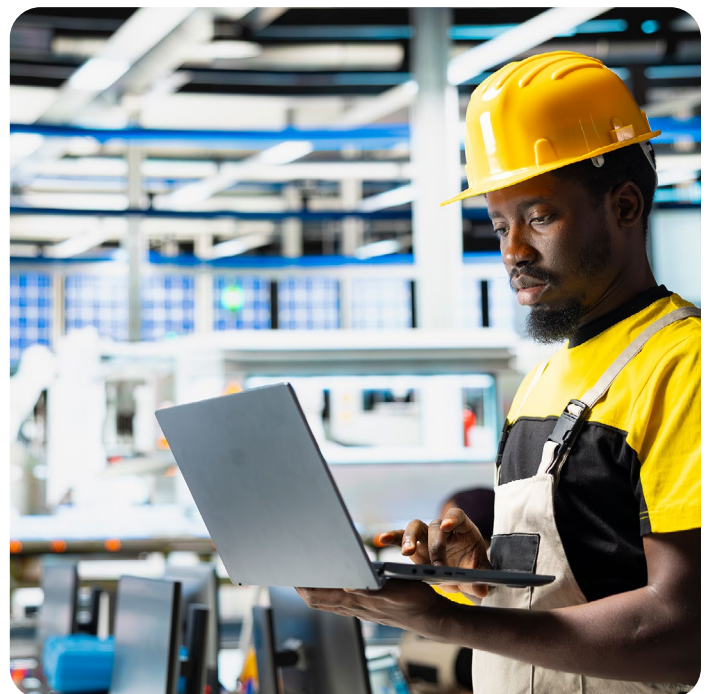
	<b>Economy</b>	The Economy service package is for companies that prefer to manage most maintenance and support internally while maintaining access to essential project documentation. It includes the bill of materials, spare parts list, O&M manual, and training to help teams stay self-sufficient and organized. This package gives companies a cost-effective way to maintain visibility into their system without ongoing service commitments.
	<b>Essential</b>	Includes everything in Economy, plus the Essential service package. It provides key documentation, spare parts readiness lists & kits, O&M manual, warranty support, training, and access to a dedicated service team with on-call support during business hours. This package provides teams with a foundation for managing day-to-day needs while keeping critical information and parts readily accessible.
	<b>Enhanced</b>	Includes everything in Essential, plus the Enhanced service package is for companies that need more structured support but still handle much of their maintenance in-house. It includes everything in Essential, plus spare parts kitting and tagging, scale pricing, parts revision management, and semi-annual inspections. This package helps overextended teams stay on top of maintenance and reduce downtime by providing additional service support.
	<b>Elite</b>	Includes everything in Essential, plus the Elite service package is for companies that run lean teams or high-volume operations and require comprehensive support. In addition to everything in Enhanced, it provides, preventive maintenance services options, OEE management options, enhanced training and ramp-up production assistance. This package gives teams the highest level of coverage to maintain uptime and performance.

Feature	Economy	Essential	Enhanced	Elite
Bill of materials	✓	✓	✓	✓
Spare parts list	✓	✓	✓	✓
O&M manual	✓	✓	✓	✓
Limited training	✓	✓	✓	✓
Warranty	✓	✓	✓	✓
Dedicated service team	✓	✓	✓	✓
On-call support (business hours)*	✓	✓	✓	✓
Spare parts readiness kit	—	✓	✓	✓
Semi-annual reliability inspections	—	—	✓	✓
Go-live support	—	—	—	✓
Customization and priority handling	—	—	—	✓

*\*On-call support is provided during standard business hours. All support offerings may require separate service contracts.*

Each service program is customizable based on your project’s scope, timeline, and support needs.

Our Account Managers will work closely with your team to recommend the service tier that best aligns with your operational goals.



## Get more from what you already own

Starting from scratch isn't always necessary. Many automation systems can deliver greater value through targeted improvements that strengthen performance and extend asset life.

### Eclipse helps established systems operate reliably and efficiently:

- Increase throughput without replacing the line
- Improve reliability with targeted upgrades

- Reconfigure systems as production evolves
- Extend asset life when capital replacement isn't feasible

Our approach knows that systems underperform because they were never optimized for post-commissioning. Eclipse provides scalable services and support for projects of all sizes, from commissioning through warranty, ensuring long-term performance and value.

			
Preparation	Execution	Validation	Optimization
<ul style="list-style-type: none"> <li>• Audit the current state of the machine</li> <li>• Create a plan and schedule to align all stakeholders</li> <li>• Validate technical documentation to ensure accuracy</li> </ul>	<ul style="list-style-type: none"> <li>• Deploy subject matter experts to oversee and complete required tasks</li> <li>• Safely decommission machines and relocate them as needed</li> <li>• Reassemble equipment and prepare it for power-up</li> </ul>	<ul style="list-style-type: none"> <li>• Validate components to ensure functionality</li> <li>• Test and verify the machine once reinstalled at the new location</li> <li>• Support the start of production to ensure customer satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>• Dedicated service team</li> <li>• Spare-parts and maintenance planning and management</li> <li>• Scheduled reliability assessments</li> <li>• Obsolescence management</li> </ul>

## Key outcomes for long-term performance



## Rely on training and knowledge transfer that isn't tribal

Loss of internal knowledge is one of the largest hidden risks in modern factories. Eclipse training programs help teams capture expertise and build sustainable system ownership:

### Our training programs:

- Reduce dependency on single experts
- Accelerate onboarding of new technicians
- Enable remote guidance through AR and digital tools
- Build sustainable internal system ownership

## System optimization across all automation

System performance optimization strengthens speed and efficiency while reducing downtime across cells, stations, and lines. No matter the scope of your project, an effective maintenance strategy depends on reliable service support.

Preventative maintenance requires a structured approach that considers project needs, technical requirements, and lifecycle stage. Assets may need routine care, upgrades, retrofits, or a refreshed maintenance plan. Eclipse helps keep operations running smoothly with support tailored to your system and production environment.

## Pre-set service tool kits

Addressing critical operations, maintenance needs, and recurring pain points is a priority. Our service tool kits provide a proven baseline for any project, improving reliability and reducing downtime by mitigating risks in assembly, spare-parts readiness, and direct-replacement accuracy.

Tracking spare-parts inventory, whether listed or stored on site, helps teams understand current levels and reduce downtime risk. We align spare-parts management with Planned Preventative Maintenance (PPM) programs to support efficient, timely upkeep.

## Post-integration service and support

Post-integration support helps maximize the long-term value of your assets. As business and product requirements evolve, identifying the most effective upgrades becomes key to maintaining operational continuity.

A balanced approach before, during, and after production supports better long-term results and maximizes the return on your automation investment.

### Service Support

- 24/7 contracts
- Remote access
- AR and phone support
- On-site support



### Training

- Mentorship programs
- On-site or remote upskilling
- Customized training programs
- Augmented reality (AR) training applications

### Technologies

- Factory data digitization
- Simulations
- Digital twins
- Vision integration
- Robot integration
- Controls programming
- SCADA/MES

# The Eclipse Advantage

Founded in Cambridge in 2001, Eclipse Automation delivers manufacturing automation solutions for clients across the nuclear energy, life sciences, transportation, consumer, industrial, food & beverage, semiconductors, and aerospace & defense sectors.

Our cross-industry experience allows us to adapt proven technologies and best practices from one sector to another, enhancing precision, performance, and reliability for every customer.

With operations across Canada, the U.S., and Europe, we continue to grow our reach and capabilities to meet the evolving needs of all global manufacturers.

## Ready to build what's next?

Contact us today to see what's possible:

[www.eclipseautomation.com/book-a-discovery-call](http://www.eclipseautomation.com/book-a-discovery-call)

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