CUSTOMER SUCCESS PROGRAM

Built-In Confidence. Backed by Eddyfi.

Your key to sustained confidence.

ONE PARTNER. STRATEGIC OUTCOMES.

The Customer Success Program (CSP) is Eddyfi Technologies' operational enablement framework designed to support long-term inspection success across our portfolio of instruments. Rather than offering one-size-fits-all coverage, the CSP delivers flexible access tailored to your team's risk profile, performance goals, and inspection maturity.

By combining expert support, technical training, data analysis tools, and system verification capabilities, our CSP helps inspection teams stay inspection-ready, productive, and protected – no matter the environment.

Access options include:

- **Essential:** Ideal for teams that prioritize connectivity, digital tools, and expert-backed support

- **Standard:** Designed for customers who require performance assurance and ongoing compliance readiness

- **Premium:** Tailored for high-uptime operations where risk mitigation and asset protection are critical.

This isn't a subscription or support package. It's the operational arm of our customer promise: **You succeed. We support.**

TECHNICAL SUPPORT

Every Eddyfi customer has access to responsive technical assistance, regardless of location, product, or Customer Success Program access level.

Support is available through multiple channels, including:

- Email at support@eddyfi.com
- Online at eddyfi.com/contact
- The Customer Portal at portal.eddyfi.com, which also includes a searchable Knowledge Base
- The Get Assistance tool integrated into most Eddyfi software platforms
- For customers enrolled in the CSP, support goes beyond standard help.

All CSP tiers include a faster, more proactive experience with the following enhancements: CSP access includes a first response time target of four business hours and priority routing through our technical services team.

Customers also benefit from a broader enablement ecosystem, including collaborative inspection planning, self-service resources, and integrated tooling.

The table below outlines additional CSP inclusions by access level.

Figure 1: Not just support but partnership in action.

FEATURE	ESSENTIAL	STANDARD	PREMIUM
Application Assistance	X	X	X
e-Learning	X	X	X
Desktop Companion	X	X	X
Connectivity Tools	X	X	X
Calibration		X	X
Remote Performance Verification*		X	X
Refurbishment			X
Accidental Damage Protection			X
Extended Warranty			X

*Services offered may vary by product line. For details on the specific services available for each product line, please refer to the table on page 6.

APPLICATION ASSISTANCE

CSP access includes one of the most valued resources Eddyfi offers: expert insight from experienced NDT professionals. Application assistance connects customers with technical specialists who provide personalized support for inspection planning, setup optimization, and data interpretation.

This benefit is designed to help teams succeed in complex or unfamiliar scenarios—whether they're adopting new instruments, tackling advanced inspection techniques, or working with challenging geometries or materials. The goal is to shorten the learning curve, improve inspection reliability, and support confident decision-making.

Customers can submit application assistance requests through the Eddyfi Customer Portal. Each request is handled by a member of our technical team, who may assist by reviewing data files, offering setup recommendations, helping interpret results, or advising on NDT method selection and parameter tuning.

Application assistance is available across all CSP tiers and is especially impactful during onboarding, first deployments, or application transitions.

E-LEARNING

Every CSP access level includes training support through Eddyfi Academy—our dedicated platform for online learning. Designed to accelerate onboarding and deepen expertise, the platform provides structured, self-paced training aligned with each customer's enrolled instrument

CSP includes ten eLearning credentials per year, which can be redeemed anytime during the program term. These credentials unlock full access to curated course packages that may include foundational theory, software operation, workflow demonstrations, and advanced application modules.

Once activated, each course remains accessible for one year, allowing users to revisit content as needed and reinforce knowledge at their own pace. Courses are especially valuable for training new technicians, cross-training team members, or maintaining skills in high-turnover or distributed teams.

To redeem credentials, customers can complete the form included in their CSP activation email. Additional credentials may be requested if needed. Eddyfi Academy is available at academy. eddyfi.com.

This training resource helps CSP customers remain confident, capable, and inspection-ready—no matter the application.
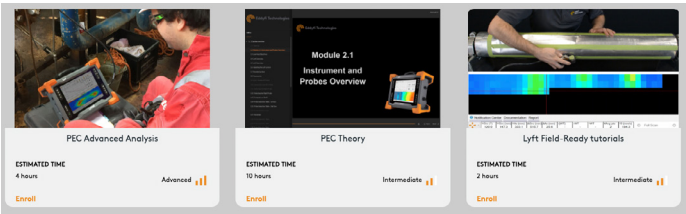

Figure 2: Example of Lyft e-Learning.

DESKTOP COMPANION

The Desktop Companion—also referred to as CPN software—lets teams manage inspection data and workflows away from the instrument. This means more flexibility in how and where analysis happens, reducing instrument downtime and increasing team efficiency.

With Companion software, users can open and review data files, perform off-instrument analysis, and in some cases, create and refine inspection setups in advance. It's particularly valuable for multi-project environments or teams with remote analysts and subject matter experts.

Customer Success Program access includes a specific number of Companion licenses depending on the selected tier.

Figure 3: Magnifi Desktop Companion Software.

CSP ACCESS	ESSENTIAL	STANDARD	PREMIUM
Number of Licenses	1	3	5

Licenses are transferable and can be used concurrently, making them easy to deploy across teams and devices. Companion software is available for the following instruments:

INSTRUMENT	SOFTWARE
Amigo2	Assist-CPN
Cypher	Cypher-PC
Gekko/Mantis	Capture-CPN
Lyft	Lyft-CPN
Reddy	Magnifi-CPN
Sonyks	Sonyks-CPN

Figure 4: From the lab to the field, our experts are with you every step of the way.

CONNECTIVITIY TOOLS

Connectivity tools help teams collaborate more effectively and make inspection workflows more seamless—whether users are in the field, at a desktop, or supporting remotely. Included in all CSP access tiers, these tools are built into most Eddyfi portable instruments and enable real-time data sharing, remote assistance, and centralized documentation.

These features include:

OneDrive integration allows inspection data to be synchronized and shared directly to the cloud as it's collected. This makes it easy for teams to access files from anywhere and ensures secure backup of inspection records.

Zoom integration allows inspectors to initiate live sessions where they can share their screen and grant control of their instrument to participants. This is especially useful when training teams remotely, mentoring new technicians, and/or troubleshooting issues in the field.

The Eddyfi mobile app connects directly to supported instruments and enables users to upload photos or notes tied to specific data files or indications. These contextual insights are automatically embedded in the project record, improving communication and traceability.

These features are available through the Connectivity tab in the backstage menu of the instrument software. Availability may vary by product and region; consult your Software Licensing Agreement. For more details, visit eddyfi.com/get-connected and contact your local Eddyfi representative.

CALIBRATION

Standard and Premium access to the Customer Success Program includes one annual calibration per instrument, performed by an authorized Eddyfi service center. This ensures that your system maintains peak performance and remains aligned with manufacturer specifications.

All Eddyfi service centers are equipped with the tools and expertise needed to conduct thorough calibrations with minimal turnaround time. If the instrument does not meet required tolerances, certified technicians will make the necessary adjustments and revalidate performance before returning the unit.

"As-found/as-left" calibration options are available for customers operating under specific codes or internal quality programs. These may be requested at the time of booking. ASFAL variants of the Standard and Premium CSP access are also available for purchase.

Customers are responsible for shipping their instrument to the service center. To initiate a calibration request, please use one of the recommended channels: the Eddyfi portal, email support at support@eddyfi.com, or contact your local Eddyfi representative.
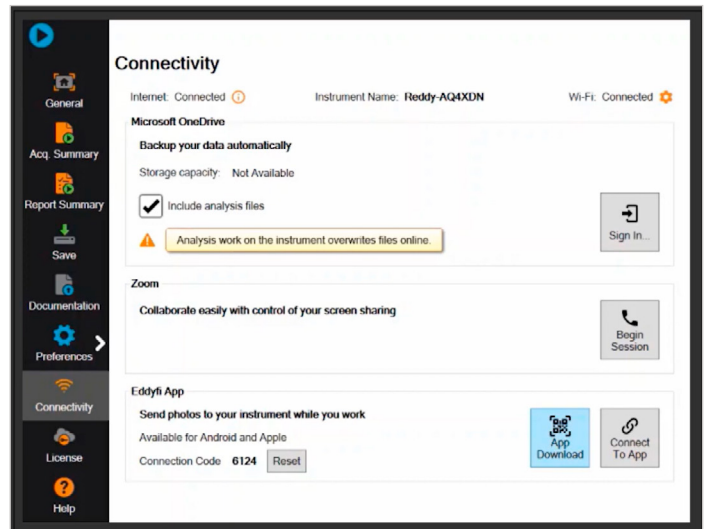

Figure 5: Connectivity software menu.

Figure 6: Connected where it counts - real-time data sharing, remote control, and smarter collaboration built into every inspection.
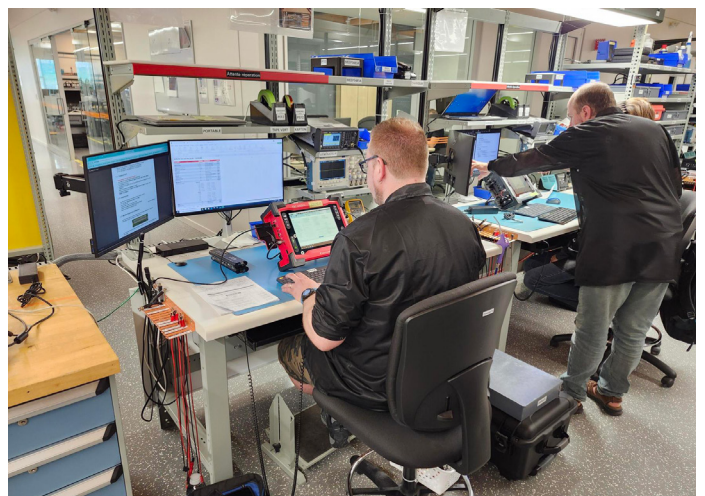

Figure 7: Confidence, calibrated. Each instrument is tested and adjusted by certified Eddyfi technicians to meet performance standards.

REMOTE PERFORMANCE VERIFICATION

Remote performance verification (RPV) enables Cypher users with Standard or Premium CSP access to check instrument performance without interrupting operations. This functionality helps team maintain peak performance and reduce downtime by running diagnostic tests directly from the system interface.

Tests are based on ISO18563-1 Group 2 requirements and include:

- Transmitter pulse voltage
- Pulse rise time
- Pulse duration
- Linearity of time delay (transmitter)
- Noise level
- Vertical display linearity
- Time delay linearity (receiver)
- Channel gain variation

RPV tests only take a few minutes and can be repeated as often as needed. Once per year, results may be submitted to Eddyfi for review and certification. The verification report will then be uploaded to the customer's portal account.

REFURBISHING

For customers with Premium CSP access, annual calibration includes a full refurbishing service to restore the instrument's physical condition and extend its operational life. This service is designed for high-use environments where cosmetic wear or physical damage may occur over time.

Refurbishment is carried out at the time of calibration and includes both external cleaning and replacement of worn or damaged components. The scope may vary by product, but typically includes:

- Cleaning of the exterior
- Replacement of fasteners, bumpers, and handles
- Inspection and replacement of battery doors, connector doors, and buttons
- Reconditioning or replacement of stands and external connectors
- New self-adhesive membranes, touch screen protectors, and screen assemblies
- Replacement of internal mechanical components and wiring as needed
- Seal replacement to preserve ingress protection
- Evaluation and servicing of accessories such as power packs and batteries

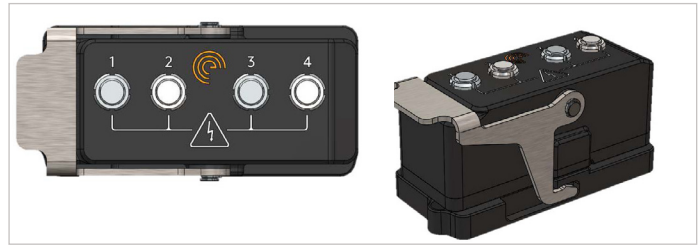Any replaced parts are itemized in the calibration certificate and test report provided to the customer.

Figure 8: Validated in the field, Cypher's RPV tool enables ISO-aligned performance checks without sending the system in. Available starting September 2025.
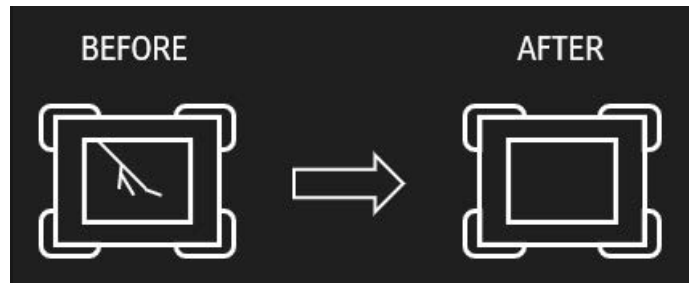

Figure 9: From worn to like new, refurbishment restores your instrument's exterior during calibration to keep it inspection ready.

ACCIDENTAL DAMAGE PROTECTION

For teams working in demanding environments, Premium CSP access includes accidental damage protection—covering one incident of physical or liquid damage per instrument, per year.

If a system is damaged during normal operation due to an accidental drop, impact, or exposure to water, Eddyfi will repair the affected unit to restore full functionality. This protection is designed to reduce unplanned downtime, eliminate unexpected repair costs, and give customers peace of mind in high-pressure situations where productivity and schedule adherence are critical.

To initiate a damage assessment and coverage claim, customers should report the incident through the Eddyfi portal or by contacting their local support team. All cases are reviewed to confirm eligibility and ensure fast turnaround.

EXTENDED WARRANTY

Premium CSP access includes extended operational coverage, providing added assurance for customers who rely on their systems every day. This coverage protects against faults resulting from workmanship or electrical failure and remains in effect for the full duration of the CSP agreement.

If an instrument experiences a qualifying issue, Eddyfi will repair or replace the affected unit to restore performance in alignment with original specifications. This protection helps reduce repair costs, minimize administrative effort, and ensure continuous inspection readiness.

SERVICE AVAILABILITY BY PRODUCT

The following table indicates the service available by product

PRODUCT	APPLICATION ASSISTANCE	E-LEARNING	DESKTOP COMPANIONS	CONNECTIVITY TOOLS	CALIBRATION	REFURBISHING	ACCIDENTAL DAMAGE PROT.	EXTENDED WARRANTY
Amigo2	X	X	X	X	X	X	X	X
Cypher	X	X	X	X	X	X	X	X
Ectane3	X	X			X	X	X	X
Emerald	X				X	X	X	X
FloormapX	X	X		X	X			
Gekko	X		X		X	X	X	X
Lyft	X	X	X	X	X	X	X	X
Mantis	X		X		X	X	X	X
Panther2	X				X	X	X	X
Reddy	X	X	X	X	X	X	X	X
Sonyks	X	X	X	X	X	X	X	X
Swift-M	X	X			X	X	X	X
Swift-UT	X				X	X		
TOPAZ16	X				X	X	X	X
TOPAZ32	X				X	X	X	X
TOPAZ64	X				X	X	X	X
U41	X	X			X	X	X	X

ACCESS LEVEL AVAILABILITY BY INSTRUMENT

The following table identifies CSP access level available by product

PRODUCT	ESSENTIAL	STANDARD	PREMIUM	STANDARD ASFAL	PREMIUM ASFAL
Amigo2	X	X	X		
Cypher	X	X	X	X	X
Ectane 3	X	X	X	X	X
Emerald	X	X	X	X	X
FloormapX	X	X			
Gekko	X	X		X	
Lyft	X	X	X		
Mantis	X	X	X	X	X
Panther 2	X	X	X	X	X
Reddy	X	X	X	X	X
Sonyks	X	X	X		
Swift-M	X	X	X		
Swift-UT	X	X			
TOPAZ16	X	X	X	X	X
TOPAZ32	X	X		X	
TOPAZ64	X	X		X	
U41	X	X	X		

Eddyfi Technologies
Beyond current

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