



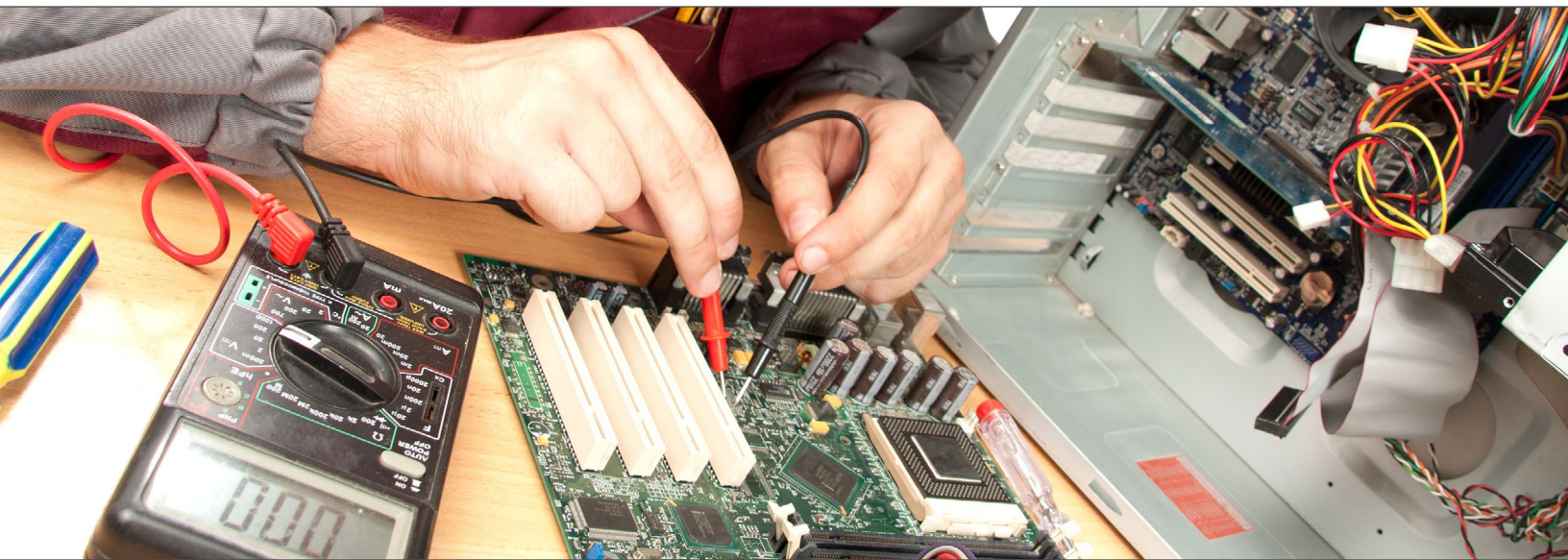
Maintenance Services

IS YOUR EQUIPMENT TUNE-UP ON YOUR LIST OF TO-DO'S?

It doesn't have to be. With ES&S' Maintenance Service Protection Program, we keep your voting systems working at their best.

We keep your voting systems working at peak performance with preventative maintenance and software and firmware upgrades. Equipment maintenance is a predictable annual charge, so budgeting is simple.

Be confident this election, knowing that your voting solutions are in the care of trained ES&S professionals with intimate product knowledge and understanding.



Maintenance Services

PROTECTION

- Inspects, cleans, calibrates, and tests all voting equipment covered under the agreement
- Certified firmware and software upgrades
- Sustaining engineering for end-of-life parts, ensuring longevity of product life

SECURITY

- Equipment adheres to federal and state guidelines
- Certified voting system parts used for replacements
- ES&S holds responsibility for ensuring all voting system certification requirements are met
- All technicians are professionally trained, certified and undergo a background check

PRIORITY SERVICE

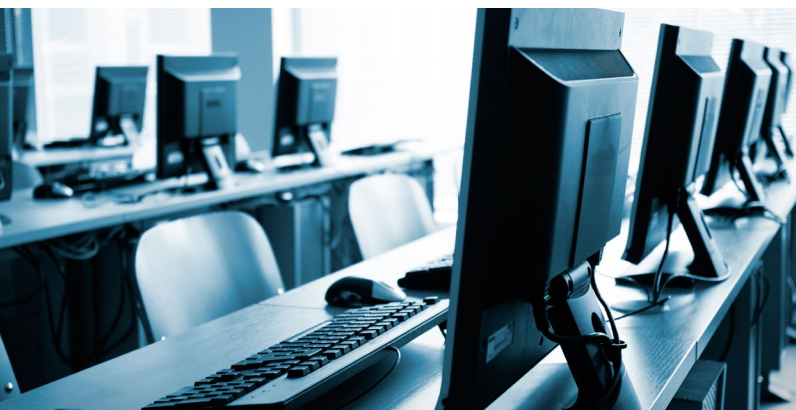
You are the priority with the ES&S Maintenance Service Protection Program

EXPERT RESOURCES

- All ES&S technicians are certified by Senior Field Technician
- Certified Technicians attend annual refresher conferences
- Technicians are located across the country to provide prompt and immediate response
- Electronic documentation with serial number is provided after work order closure for your record keeping
- 24/7 access to customer-specific documentation
 - technical bulletins
 - product documentation
 - training materials

BUDGET FRIENDLY

- Easy budgeting with just one predictable annual fee
- Protects from price fluctuations and rising expenses
- Maintenance, upgrades, repair and labor are all included



THE ES&S MAINTENANCE SERVICE

PROTECTION PROVIDES YOU:

- Scheduled preventative maintenance services
- Repair services
- Software and firmware upgrades and enhancements
- Exclusive ES&S-certified system parts for technicians
- Priority service response
- Technical help desk support
- Special hardware site support rates

ES&S MAINTENANCE PROTECTION PACKAGES

The Gold and Silver service packages include the same core features, but differ on how often your equipment is inspected, cleaned, calibrated and tested at your location.

Inspection, cleaning, calibration, and testing of covered equipment

Free replacement parts

Technical help desk support

Priority status for repair services

Software and firmware upgrades

Serviced by trained and certified ES&S technicians

One simple annual invoice

	Gold Package	Silver Package
	Every Year	Odd-Numbered Years*
	X	X
	X	X
	X	X
	X	X
	X	X
	X	X

* During odd-numbered years, customers may ship equipment back to our Omaha headquarters for repairs at their shipping expense