



Extended Warranty & Preventative Maintenance Program

Peace of Mind is a Sound Investment

Give yourself peace of mind by protecting your voting system investment with the ES&S Extended Warranty & Preventative Maintenance Program.



Why you NEED This Protection

An ES&S extended warranty provides additional years of service and support from the date you purchase your equipment.

Preventive and corrective maintenance involves regularly scheduled equipment upkeep to avoid sudden and unexpected equipment interruptions and ensure peak performance for a smooth election. It also reduces the total cost of ownership of the equipment and extends its expected service life.

COVERED EQUIPMENT IS...

INSPECTED

CLEANED

CALIBRATED

TESTED

Providing Fast and Reliable Service is our Priority



- You receive priority service from a dedicated team of extensively trained Field Services Technicians who have intimate product knowledge and election experience — your equipment is serviced efficiently with no hassles.
- You are not charged a fee every time you report an equipment issue. Our technicians will get your equipment up and running at no extra expense — parts, labor and travel expenses are included.
- You have 24/7 unlimited access to the myES&S Customer Portal — providing you with access to customer-specific documentation, including training materials, product advisories and documentation.
- You receive one annual invoice — this makes for easier budgeting and assurance that you will not be affected by unexpected fluctuations in fees.
- All service history is tracked, including documentation of what exactly was worked on — providing you with a reliable, verifiable source of information about all maintenance performed on your voting equipment.

TWO WARRANTY OPTIONS

- Extended warranty with **annual** maintenance service
- Extended warranty with **biennial** maintenance service

BOTH WARRANTIES COVER



Scheduled Preventative Maintenance



Certified Software and Firmware Upgrades and Enhancements



Certification of Replacement Parts



Service by Trained and Certified ES&S Technicians



Technical Help Desk Support



Use of exclusive ES&S-certified System Parts



Repair Services



Service History Tracking

WE ARE COMMITTED TO THE LONG-TERM SUSTAINABILITY OF OUR PRODUCTS

No other election systems provider is more committed to sourcing and maintaining a supply of replacement parts for deployed systems – regardless of age.

ES&S ensures replacement parts are tested and certified for use prior to installation at no additional charge.