

Professional Services

Hart Advantage Services and Support



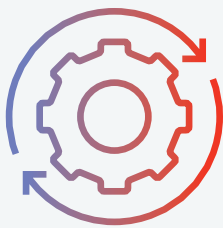


Need an Extra Hand to Ensure Your Elections Run Smoothly?

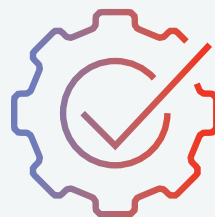
Hart Can Help.

Hart designed our voting solutions for ease of use, offering cost-effective maintenance that any jurisdiction can address independently.

However, as life goes, we are sometimes short on time and resources. If you would like help with ongoing maintenance or preparing for your next election, choose a service option that best meets your need and call our sales team to discuss pricing and next steps, **1-800-223-4278**.



EXPERT SUPPORT



NO DOWNTIME

Connect with Us.

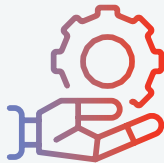
Individual Services

Choose one or more service options to save time and ensure your elections run smoothly.



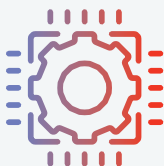
Preventative Maintenance

Performed regularly on voting equipment



General Equipment Readiness

Maintenance performed prior to every election



Upgrades

On-site system software updates



Extended Hardware Warranty

Extends the original warranty on Hart manufactured equipment



Logic and Accuracy Ballot Service (LABS)

Receive ready-to-import, ready-to-print ballot files for pre-election testing



Preventative Maintenance

Maintenance performed on voting equipment on a regular basis

Keep your Verity voting system in top condition for election day with regular equipment maintenance performed onsite by Hart's professional services team. This service is right for your jurisdiction if you are short on time and resources and need to get your equipment ready for election day.

While the Hart team is there, we can train your local technician staff to perform regular general equipment readiness and provide Verity reference guides that reinforce training with step-by-step instructions.

Includes the following tasks:

- Verify/check all Verity POST reports (printed or digital)
- Check battery power indicator on screen (requires customer-provided battery with charge)
- Testing all Verity touchscreens (calibration if necessary)
- Testing and cleaning of Verity Duo thermal printers (as applicable)
- Testing Verity Access
- Testing all Verity device report printers
- Cleaning touchscreen
- Cleaning scanner



General Equipment Readiness

Maintenance may be performed prior to every election as needed

- Calibrate touchscreen
- Perform scanner calibration diagnostic procedure
- Clean device displays
- Clean scanner glass

Every four years, we recommend replacing the rechargeable back up battery in the tablet. Batteries are an additional charge.

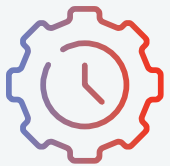


Upgrades

On-site Verity voting system software version updates

A Hart team member will upgrade your Verity Voting system software to the next available version on-site.

Software upgrades can be implemented when the new Verity software version becomes available and after it has been certified (if applicable) in your state.



Extended Hardware Warranty

Extends the original warranty on Hart manufactured equipment

With the Extended Hardware Warranty, all Verity device hardware breakage is covered with a few exceptions*, and it includes return shipping to the jurisdiction after repair.

*Not Included: damage caused by external causes, including intentional damage, improper or abnormal use, or failure to follow operating instructions. Printers, high-speed scanners, and workstations, are also not included.



LABS

Logic and Accuracy Ballot Service

Hart's logic & accuracy testing and ballot creation service saves time and lets you focus on administering the logic and accuracy (L&A) testing process instead of hand-marking test ballots. With this service, you will receive ready-to-import, ready-to-print ballot files that are compliant with state logic and accuracy requirements. This cost effective solution saves time and simplifies verifying results.

These ballots are marked with a pre-determined pattern that includes:

- Variable results for candidates in each race, including those with write-ins
- Undervote and Overvote ballots
- Test ballots (A printing fee applies.)
- Corresponding spreadsheets with mark pattern and results for each precinct

- **Eliminates hours spent creating your mark pattern, guessing how many ballots to print, and hand-marking test ballots**
- **Removes potential for marking errors**
- **Simplifies verifying results**

Connect with Us.



The Hart Promise

*“We provide
services and support
that are as unique as
our customers.”*

Connect with Us.



800.223.4278

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| hartintercivic.com