



Maricopa County Attorney's Office
225 West Madison Street
Phoenix, AZ 85003
Contact: Rachel Mitchell

Date: May 1, 2023

RE: OKI Response to Maricopa County 2022 General Election Ballot-on-Demand Printer Investigation

Dear Ms. Mitchell,

We write to you regarding what we believe to have been the irresponsible handling of the investigation referenced above, at least in terms of the findings relating to the printers distributed by OKI Data Americas, Inc. (OKI). We seek corrective action to address the inaccurate premises upon which the investigator based the conclusion that the election issues were the direct result of OKI printer equipment failure.

Following the general election in November 2022, OKI was contacted by several local and national media outlets regarding the ballot processing issues that occurred in Maricopa County. At that time OKI was unable to provide substantial comment as we had not been contacted by any parties affiliated with the election either before, during or after the election. We reviewed our customer support contact logs and found that no inbound inquiries regarding the election printers were received.

On Monday, April 10, 2023, OKI was contacted by *The Washington Post* to provide comment on a soon to be released report that was commissioned by the Maricopa County Attorney's Office to investigate printer issues as they related to the November 2022 general election. We were unable to provide comment, except to state that we had not been contacted by Maricopa County officials, investigation teams working on their behalf, election services providers, or any other parties associated with the investigation. In fact, we were completely unaware that an investigation was even underway.

After the investigative report was made public on April 10th, OKI was able to review the investigative methods and findings for the first time. Although the report lists several factors that impacted the performance of the ballot-on-demand printers, the majority of the blame is placed on the OKI printer itself. OKI was disappointed that we were not contacted during the investigation, or prior to the public release of the report, to provide our input and feedback regarding the printers' performance during the election.

Open up your dreams

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We strongly believe that common sense and reason dictated that, during the investigation, the investigation team should have requested an interview from the manufacturer to address the alleged printer performance failures by that manufacturer's printers.

While OKI will not provide a response to each issue raised in the report, we would like to respond to three specific statements which are factually inaccurate and have caused great harm to OKI as a result. We believe that all of these inaccuracies would have been avoided had the investigatory team simply contacted us in advance, instead of choosing to make unfounded conclusions without the proper facts.

Factual Errors:

1. Page 24 – Fuser Replacement
 - a. Report Statement, *"The fuser inadequacy on some printers is not a problem easily remedied, as the fuser on the Oki B432 cannot be separately replaced."*
 - b. OKI Response: The fuser for the B432 is in fact available for purchase as a spare part and may be changed onsite by a printer technician. The printer itself does not need to be replaced in the event that the fuser fails.

2. Page 24 – Product Support Period
 - a. Report Statement, *"That problem [alleged inability to separately replace the fuser] is further exacerbated by the fact that the Oki B432 manufacturer, which has withdrawn from the North and South American markets, has established December 31, 2025 as the end of life for these printers, after which repair parts and consumables will no longer be manufactured."*
 - b. OKI Response: Not only is the statement about fuser replacement inaccurate, the time horizon for service/support noted in the report is incorrect. OKI discontinued sales of OKI-branded printers in March 2021. OKI will abide by our legal obligations to support printers in the field with consumables and spare parts for a minimum of (5) years after product discontinuation. In the specific case of the B432 model, OKI will continue to supply consumables and spare parts for this model through at least March 31, 2028.

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3. Page 26 – Purported “Assurances” from the Manufacturer
 - a. Report Statement, *“Despite the assurances of the manufacturer, many of the Oki B432 printers were not capable of reliably printing 20-inch ballots on 100-pound paper under election-day conditions.”*
 - b. OKI Response: The investigation report relies heavily on another potential factual inaccuracy – that is, that the OKI B432 printers were designed to work on 100 lb. paper – to conclude that the issues in the election were caused by equipment failure. While the B432 printer supports paper weights of up to 110 lb. text (162 g/m²) through the multipurpose tray, the maximum paper weight through the paper cassettes is 80 lb. text (120 g/m²). 100 lb. cover (271 g/m²) would be well out of spec for both the multipurpose tray and cassettes. Without clarification in the testing process that defines the exact paper weight and the printing source (multipurpose tray or cassette), the conclusion is disingenuous given the fact that the use of 100 lb. paper can be out of specification for the B432 printers, as can be discerned readily from the printers’ manual. As a result, it seems that the true underlying cause of the election issues was human error in the use of 100 lb. paper without reviewing the manual and/or confirming with OKI that such use was within the specifications of the OKI B432 printers. Had the County consulted OKI prior to such use, the design specifications would have been discussed and alternatives could have been explored.

These factual errors each could have been readily identified and avoided prior to the public release of the report had OKI simply been contacted during the purported “investigation.” The fact that OKI was never even informed of this effort or provided an opportunity to respond, is not only irresponsible but also damaging to OKI’s reputation.

For years, OKI printers have provided consistent, reliable performance in elections across the country. Your report is not only riddled with factual inaccuracies, but it can now be used by OKI’s competitors to discredit and create doubt in the minds of other election officials that rely on OKI printers, causing great harm to OKI as it continues to serve this important key market.

OKI respectfully requests that the report be amended to correct the factual inaccuracies noted above and that any outlets who have reported its content be informed about these errors and the fact that OKI was never even provided an opportunity to address these issues before the report was released.

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In addition, we will post a response to the published report on our website by May 10, 2023, to proactively address the factual errors contained in the report. Thank you for your attention to the matter and please feel free to contact me with any questions or to discuss further.

Best Regards,

Dennie K. Kawahara
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