



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

Date: July 10, 2023

**RE: Maricopa County June 20, 2023 response to OKI Data Americas, Inc.**

Dear Ms. Mitchell,

Thank you for your response to our letter dated May 1, 2023. We very much appreciate the time that was taken to research and prepare it.

First, thank you for your comments regarding the quality and overall performance of the OKI printers. OKI takes tremendous pride in our product quality, performance and customer experience, and these comments align with those principles.

OKI printers are used in a wide variety of markets and applications, and we understand the performance demands and customer experience will vary by application. Although the B432 fuser can be replaced, we understand that based on the demands of the elections personnel this may not be feasible for poll workers to carry out within minutes on Election Day. Our concern with the comments in the investigation report was that it could be interpreted to mean that the fuser could not be replaced under any circumstances, which is incorrect.

We understand the goal was to allow Justice McGregor to independently investigate the election day circumstances and do not disagree that, in attempting to maintain an unbiased position, a limited pool of technical experts should have been consulted. We will, however, continue to disagree with the decision not to interview any representative of the printer manufacturer as part of this investigation, at least to confirm and better understand basic technical information such as accepted paper size, weight, and throughput capabilities.

Without any input from an OKI representative, Justice McGregor makes an important technical finding, which we continue to take issue with, regarding the ballot media that was used in the election. While Exhibit 2 to your letter, *"About Paper Types That Can be Loaded and Storage Methods"* from the OKI B432 operator's manual, does indicate that "Custom" media up to 163 g/m<sup>2</sup> can be used, the following page, *"About Paper Sizes, Weight, and Number Of Sheets That Can Be Loaded"* from the same manual, provides more specific detail and clearly describes the maximum paper weight supported for duplex printing is 120 g/m<sup>2</sup> (80 lb).

*Open up your dreams*

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Also, in the same manual, the page entitled, "Printing on Both Sides of Paper (Duplex Printing)," notes that the maximum paper weight for duplex printing is 120 g/m<sup>2</sup> (80 lb). We have attached to this letter copies of both pages from the manual.

We are unaware as to whether this additional information in the manual was reviewed by the Elections Department (or Justice McGregor's team) and remain concerned that it may have been overlooked both during the pre-election testing process and investigation. A more thorough review of the manual (or consultation directly with an OKI representative) before the election would have provided a clear indication that the media being utilized did not meet specifications for the B432. Given this apparent gap in the evaluation of the OKI manual, we believe even more strongly that Justice McGregor's investigation would have benefitted greatly from interviewing someone from OKI.

We wanted to notify you that we will post your June 20 response, along with this letter, to the OKI website so that both are available publicly.

Thank you again for your response and please feel free to contact me with any questions or to discuss further.

Best Regards,

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