



On September 1, 2020 OKI Data Americas Inc. announced that it would cease the distribution of OKI-branded printer hardware in the Americas market. This includes all LED-based single and multifunction, as well as dot-matrix (SIDM), printer hardware. This document is intended to provide answers to frequently asked questions regarding this announcement. If you should have any additional questions, please contact OKI Data at https://okius.force.com/General_inquiries.

1. Why is OKI Data discontinuing OKI-branded hardware in the Americas?
 - a. OKI has experienced significant impact in sales revenue due to the COVID-19 pandemic and the associated economic slowdown. In addition, our parts procurement and production capabilities have been affected by the pandemic, which has created global supply chain challenges. As a result, our parent company, OKI Data Corporation, determined this new path forward.

2. What is the last date that OKI will ship OKI-branded LED printers in the Americas?
 - a. OKI will complete shipments of OKI-branded printer hardware to our distribution partners and resellers by March 31, 2021.

3. Will OKI continue to support printers in the field with consumables, parts and warranty service?
 - a. YES. OKI will continue to supply consumables, parts and warranty service for a minimum of 5 years or as required by regulations and contracts. Our goal is to minimize any disruptions and keep the OKI machines-in-field productive for years to come.

4. Will OKI's distribution partners continue to sell OKI-branded hardware past March 31, 2021?
 - a. OKI is working with our distribution partners to secure final purchase orders based on their projected inventory requirements. Distributors will have final say on stock levels; however, they may choose to continue the sales of specific SKU's beyond March 31, 2021. Please contact your authorized OKI distributor to inquire about specific SKU's.

5. Will OKI continue to sell commercial LED and digital transfer printers in the Americas?
 - a. Global OEM arrangements and the distribution of specific value-added product lines, that impact the Americas, will be directly managed by OKI Data Corporation in Japan.

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6. Will OKI-branded consumables still be available, or will they be private labeled?
 - a. Consumables for OKI-branded printers will continue to be sold and marketed under the OKI brand.

7. Will OKI continue to advertise or publicize the OKI brand in the US?
 - a. OKI will continue to allow our authorized partners to use the OKI brand as they continue to sell genuine OKI consumables and parts, as well as provide service, to the market.
 - b. In addition, OKI Data Americas Inc. will continue to actively manage the OKI brand, as well as OKI registered trademarks, in the Americas to protect the interests of both OKI and our authorized partners.

8. Will OKI continue to honor current product warranties?
 - a. Yes. OKI Data will continue to honor printer warranties for the full warranty period.

9. Where will I be able to purchase OKI consumables after April 1, 2021?
 - a. OKI Data will continue to supply consumables through our current distribution networks. For resellers, OKI will continue to supply OKI-branded consumables to SYNEX, NuWorld, Imaging Supplies Warehouse and other authorized distributors. For end customers, your current consumables source (office equipment reseller, VAR, systems integrator, office supply company and e-commerce outlet) should continue to have access to fulfill your consumable requirements.

10. Will OKI continue to provide updated firmware and drivers on the OKI website?
 - a. Yes, the OKI website will continue to remain active and serve as a resource for firmware updates, printer drivers, MSDS sheets, product information, as well as provide contact information for technical support, consumables purchasing and service.

11. Will 1-800-OKI-DATA continue to be active?
 - a. Yes, OKI will maintain the 1-800-OKI-Data customer support line.

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12. Does this announcement impact other countries or regions?
- a. This announcement impacts OKI Data Americas which includes the United States, Canada, Mexico, Caribbean, Central and South American countries. Other OKI regions, such as EMEA, Asia/Pacific, and Japan are not impacted by this announcement.
 - b. This announcement only impacts OKI's printing business in the Americas. Other OKI divisions or subsidiaries that do business in the Americas are not impacted by this announcement.

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