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QUESTION 1

How does an HP all-in-one print cartridge give the customer consistent print quality?

- A. When you replace the cartridge, all critical components are also replaced.
- B. The transfer roller is also replaced along with the toner.
- C. It is assembled to the highest standards.
- D. It has a separate drum and toner reservoir.

Correct Answer: D

QUESTION 2

What is the name of the HP print cartridge return and recycle program?

- A. HP Environmental Care Pack
- B. HP Go Recycle
- C. HP Earth Care
- D. HP Planet Partner

Correct Answer: D

QUESTION 3

According to the 2013 Spencer Lab laser study approximately what percent of non-HP toner cartridges, on average, produced print quality that was of limited or of no use?

- A. 70%
- B. 10%
- C. 97%
- D. 42%

Correct Answer: D

QUESTION 4

Which customer is ideally suited to the HP Win-Back program? (Select two.)

- A. Switchers



- B. Channel partners
- C. Lost customers
- D. HP EB customers
- E. HP loyal customers
- F. Home users

Correct Answer: AC

QUESTION 5

With which component must HP ink interact?

- A. Nozzle design
- B. The driver software
- C. HP durable label paper
- D. The HP transfer drum

Correct Answer: A

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