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QUESTION 1

What is a risk of using counterfeit cartridges?

- A. Counterfeit cartridges generally produce print documents with unacceptable quality.
- B. HP will bring legal action against customers who use counterfeit cartridges.
- C. Counterfeit products can damage a printer.
- D. Customers generally pay more for counterfeit cartridges.

Correct Answer: A

QUESTION 2

Which feature is included in a Laser printing system?

- A. Tri-color cartridge
- B. Charging roller
- C. Print head
- D. Adaptive lighting

Correct Answer: B

QUESTION 3

According to the InfoTrends 2011 report, what percentage of remanufactured cartridges will ultimately be thrown away?

- A. 12% ink and 11% toner
- B. 92% ink and 94% toner
- C. 33% ink and 12% toner
- D. 59% ink and 59% toner

Correct Answer: B

QUESTION 4

Which term or phrase is synonymous with value for money?

- A. Excellent reliability and superior print quality
- B. Low purchase price



C. Good margin

D. Warranty

Correct Answer: B

QUESTION 5

Which program provides a full service contract to the customer?

A. HP Channel Lead Pay Per Use

B. HP Supplies Big Deal

C. HP Planet Partner Program

D. HP Win-Back

Correct Answer: B

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