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QUESTION 1

How does HP recycle cartridges?

- A. Where possible, HP tests every empty ink cartridge that is returned to see if it can be refilled.
- B. HP encourages customers to close the loop and decide if a cartridge should be sent to a landfill or get refilled.
- C. HP closes the loop and manufactures new laser cartridges by using up to 25% recycled plastics.
- D. Where possible, HP tests every empty ink cartridge that is returned to sell them to local refillers.

Correct Answer: C

QUESTION 2

What is meant by a "Clone Cartridge"?

- A. A high quality remanufactured cartridge that comes with HP Original toner or ink
- B. A one-to-one copy of an HP cartridge that comes in HP packaging
- C. A non-HP cartridge that comes in a packing intended to mislead the customer to believe it is an HP original
- D. A newly manufactured cartridge that is not manufactured by HP or with any HP parts or ink/toner, but still designed to work in an HP printer

Correct Answer: C

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

What are the components of Laser cartridges? (Select three.)

A. Laser diode

B. Imaging drum

C. Fuser

D. Charging roller

E. Cleaning blade

F. Pick-up roller

Correct Answer: ABE

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