



HP5-B02D^{Q&As}

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QUESTION 1

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

QUESTION 2

Why is the term "Compatible Cartridge" confusing for customers?

- A. It is a term for a Remanufactured cartridge
- B. It is a term used for Refilled, Remanufactured and Clone cartridges.
- C. It is a term for a product with a low purchasing price.
- D. It is a term for a 100% new cartridge

Correct Answer: B

QUESTION 3

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

QUESTION 4

Which statement best describes the warranty on HP laser supplies?



- A. HP offers 6 months of warranty for all HP laser supplies
- B. As long as the printer is not indicating the end of life of the cartridge, the warranty covers defects from materials and workmanship.
- C. HP offers a warranty that is defined by local legislation, which varies from 6 to 24 months.
- D. No warranty is applicable to HP laser supplies.

Correct Answer: A

QUESTION 5

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

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