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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

What results when a non-HP cartridge is used on an HP printer?

- A. If the non-HP cartridge is the direct cause of a printer's failure, it will not be covered under HP-warranty.
- B. If the printer senses the cartridge it will report this back to HP so the printer is excluded from warranty.
- C. The original HP Universal Print Driver will not support the printer anymore.
- D. The printer will print at a lower quality but at a higher speed

Correct Answer: A

QUESTION 3

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

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

Correct Answer: C

QUESTION 4

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 5

What are the hidden costs in the framework of printing?

- A. Wasted toner, ink, and paper due to reprints
- B. Costs of an intern
- C. Price of the printer after tax
- D. Price of the cartridge after discounts

Correct Answer: A

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