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QUESTION 1

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 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

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 4

Where is the security label on a laser cartridge?

- A. Only on the bottom
- B. Only on the top



- C. Randomly placed on the packaging
- D. Always on the tear strip

Correct Answer: B

QUESTION 5

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

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