

HP5-B02D^{Q&As}

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QUESTION 1

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 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 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.

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Correct Answer: A
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QUESTION 5

Which customer is ideally suited to the HP Win-Back program? (Select two.)

- A. HP loyal customers
- B. Home users / channel partners lost customers
- C. HP EB customers
- D. Switchers
- Correct Answer: BD

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