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**Exam : HP2-B110**

**Title : Selling HP Imaging and  
Printing Supplies – Exam**

**Version : DEMO**

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

- A. Imaging drum
- B. Laser diode
- C. Pick-up roller
- D. Charging roller
- E. Cleaning blade
- F. Fuser

**Answer:** A,B,E

2.Which laser-supplies product offers the highest number of printable pages?

- A. EU cartridge packs
- B. E cartridge packs
- C. A cartridge packs
- D. XD cartridge packs

**Answer:** D

3.Approximately what percent of the HP printers imaging system is contained in the HP laserJet All-in-One print cartridge?

- A. 70%
- B. 50%
- C. 90%
- D. 30%

**Answer:** A

4.Why should you look after a loyal customer?

- A. They tend to be more faithful to one reseller.
- B. They spend the most money.
- C. They tend to be more demanding.
- D. They are willing to sacrifice quality for an attractive price.

**Answer:** A

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

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

**Answer:** D

Reference: [https://h30248.www3.hp.com/recycle/ereturns/welcome-hpe.asp?\\_\\_cc=gb&\\_\\_la=en](https://h30248.www3.hp.com/recycle/ereturns/welcome-hpe.asp?__cc=gb&__la=en)

6.In which type of hardware is the majority of the current total supplies sell-out used?

- A. Devices that are older than the current line-up
- B. The most current retail HP inkjet devices from this year's line-up
- C. The most current workgroup printers from this year's line-up
- D. The most current MFPs from this year's line-up

**Answer: D**

7.What is ColorLok?

- A. A technology and an open paper standard
- B. An office printer standard
- C. A chemical process that protects colors and takes place in the fuser
- D. An HP-owned technology that delivers outstanding photo quality

**Answer: D**

Reference: [http://www.hp.com/sbso/product/supplies/paper\\_colorlok.html](http://www.hp.com/sbso/product/supplies/paper_colorlok.html)

8.According to the 2013 Spencer Lab laser study, approximately what percent of non-HP toner cartridges had problems?

- A. 30%
- B. 50%
- C. 70%
- D. 90%

**Answer: B**

Reference:

<http://www.techdata.co.uk/Pages/Start.aspx?p=Press%20Release&c=Detail&PressRelease=true&PId=1&ID=179&corpreionid=14&Inframe=yes%20&Culture=en-gb&SystemPage=yes> (last para)

9.Where is the security label on a laser cartridge?

- A. Only on the bottom
- B. Always on the tear strip
- C. Randomly placed on the packaging
- D. Only on the top

**Answer: B**

Reference: [http://www.hp.com/canada/supplies/articles/whybuy\\_fraud\\_identity.html](http://www.hp.com/canada/supplies/articles/whybuy_fraud_identity.html)

10.What is an advantage of the HP Supplies Big Deal Program?

- A. It provides exclusive access to HP Dual Packs.
- B. It provides access to original HP Supplies at a discount.
- C. It provides access to the HP Supplies Big Deal Program Calculator.
- D. It provides special use of the Planet Partner Program.

**Answer: B**