



# HP

## HP2-H82 Exam

### Selling HP Supplies 2019 Exam

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## Version: 7.0

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### Question: 1

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What happens to the printer warranty when a non-HP cartridge is used in an HP printer?

- A. If it is determined that the printer does not work due to the non-original HP cartridges, HP will not cover the repair costs
- B. The original HP Universal Print Driver will not support the printer anymore.
- C. The printer will print at a lower quality but at a higher speed.
- D. If the printer senses the non-original HP cartridge, it will report it to HP to exclude the printer from warranty.

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**Answer: C**

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### Question: 2

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How does HP ensure that customers can trust purchasing original HP supplies from the authorized channel?

- A. Channel Management Inspections (CMIs)
- B. channel audits
- C. Channel Partner Protection Audits (CPPAs)
- D. channel investigation

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**Answer: D**

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### Question: 3

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You are delivering your message of original HP versus non-original HP and you want to make your customer aware the best way to accomplish this?

- A. by letting your customer use non-HP first and after they have an issue, switch them back to original HP
- B. by explaining the HP ink technologies in detail
- C. by focusing on the tests done by Buyers Lab and Spencer Labs
- C. by sending them the ink tests done by HP at the HP test center

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**Answer: A**

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### Question: 4

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A loyal HP small-to-mid-sized business (SMB) customer is looking to renew their HP supplies. Which

supplies program is correct for this customer?

- A. Supplies Big Deals (SBD) only
- B. Supplies Big Deals (SBD) with Managed Component
- C. Managed Contract only
- D. Supplies Big Deals (SBD) with Managed Contract and Resilient Technologies

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**Answer: C**

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**Question: 5**

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DRAG DROP

Match the HP pagewide customer benefit (on the left) with the HP PageWide feature (on the right)

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**Customer benefit**

- Designed with the environment in mind
- Prints to the end of the page
- Print to the end of the cartridge
- Prints that are durable for years


**PageWide feature**

- Avoid wasted, half-printed, or poor-quality pages
- PageWide cartridges are built for low energy use and are suitable for use in cleanrooms
- Rigorous testing to ensure fade resistance
- Air Flow is tested at the end of each page, allowing the option to change the cartridge if required

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**Answer:**

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Match the HP PageWide customer benefit (on the left) with the HP PageWide feature (on the right).

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