



HP

HP2-H82 Exam

Selling HP Supplies 2019 Exam

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Version: 7.0

Question: 1

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.

Answer: C

Question: 2

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

Answer: D

Question: 3

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

Answer: A

Question: 4

A loyal HP small-to-midsized 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

Answer: C

Question: 5

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

Answer:

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