

# QUESTIONS & ANSWERS

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**HP**

# HP3-C35

*HP LaserJet Enterprise 500 Color M551 Series Printer*

**QUESTION: 22**

Which action should you take directly after removing any print cartridges from the device?

- A. Check the level of toner in the Toner Collection Unit (TCU).
- B. Cover the OPC (image drum) to protect it from excess light
- C. Rest the cartridge upside-down to avoid toner leakage
- D. Use a finger to slide the Protective Glass Cleaner (PGC) over the scanner glass.

**Answer: B**

**QUESTION: 23**

At which point can a replacement fuser NOT be returned to HP as new or installed in another device as unused?

- A. immediately upon installation
- B. after 50 pages have printed
- C. after 100 pages have printed
- D. after 500 pages have printed

**Answer: B**

**QUESTION: 24**

What is the most critical thing for technicians to remember about removing and replacing an inter-connect board (ICB)?

- A. The ICB and the formatter must always be removed and replaced at the same time.
- B. A used ICB can be used in other engines only for troubleshooting purposes.
- C. The IGB and DC controller must always be removed and replaced at the same time
- D. After it is installed in an engine, a used ICB can never be installed in another engine.

**Answer: B**

**QUESTION: 25**

When are the Protective Glass Cleaners (PGC5) utilized by the product?

- A. after a fuser wrap jam is cleared from the device
- B. every time a print cartridge is inserted or removed

- C. during calibration on boot-up or when coming out of Sleep mode
- D. after the ITB cleaning blade removes residual toner from the belt

**Answer:** B



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