

100% Money Back
Guarantee

Vendor:Apple

Exam Code:9L0-012

Exam Name:Mac Service Certification Exam

Version:Demo

QUESTION 1

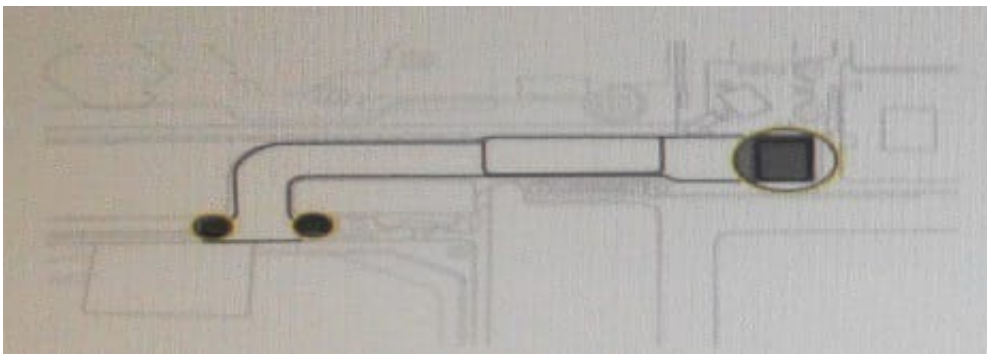
How often should the ESD mat be cleaned?

- A. Once a year
- B. Once a week
- C. Once a month
- D. Every few years

Correct Answer: C

QUESTION 2

Examine the image.



Why is it important to remove the two depicted screws when replacing the hard drive in a MacBook Pro (15-inch, Mid 2012)?

- A. You cannot remove the connector on the hard drive if you do not remove these screws.
- B. You cannot remove the battery cable with these screws installed.
- C. You will prevent strain on the hard drive flex cable by removing them.
- D. You will damage the logic board if you do not remove these screws.

Correct Answer: A

QUESTION 3

Which of the following is a best practice when handling the embedded battery from MacBook Air models?

- A. Use the battery cable or connector to lift the battery.
- B. Hold the battery carefully by its edges only with two hands.
- C. Grasp the middle of the battery cells when removing it from the computer.
- D. Re-cover any punctures or tears in the soft Mylar covering with Kapton tape

Correct Answer: A

QUESTION 4

To remove the bottom case of the MacBook Air (11-inch, Mid 2013), you must unscrew eight 2.48 mm screws and two additional screws. What is the size of the two additional screws?

- A. 7.00 mm
- B. 7.9 mm
- C. 9.00 mm
- D. 9.2 mm.

Correct Answer: B

QUESTION 5

The display on Margaret's MacBook Air has multiple cracks. During your visual/mechanical inspection, you observe that the cracks are centered on an impact point. Margaret wishes the display repaired. How should you classify this repair?

- A. Eligible for warranty service.
- B. Eligible for out-of-warranty service (returnable damage)
- C. Beyond economical repair
- D. Ineligible for service (non-returnable damage)

Correct Answer: B

QUESTION 6

You require additional information about a specific problem with a customer's Mac. Which one of the following resources is the Apple-recommended choice for researching the problem?

- A. Apple Downloads
- B. Apple Support articles
- C. Third-party search engines
- D. Apple Support Communities

Correct Answer: B

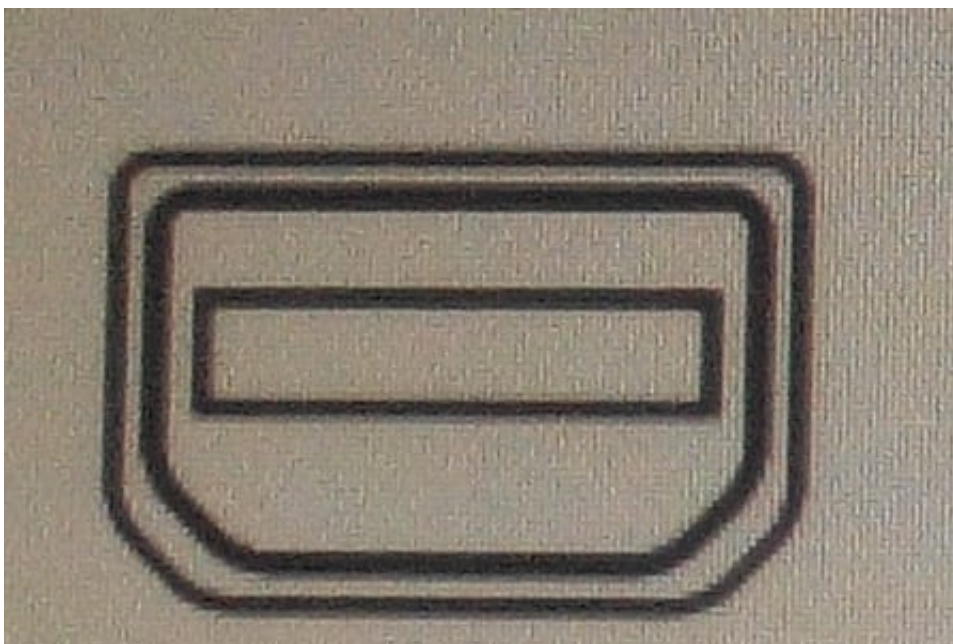
QUESTION 7

A physical assessment of the Mac should be performed in which of the following troubleshooting stages?

- A. Isolate
- B. Resolve
- C. Evaluate
- D. Template-Match

Correct Answer: A

QUESTION 8



Examine the image. You have a cable with a connector of this shape. What type of cable might this be? SELECT TWO.

- A. Thunderbolt
- B. Mini DisplayPort
- C. USB 2.0
- D. FireWire800
- E. Mini DVI

Correct Answer: AB

Reference: <http://arstechnica.com/apple/2011/02/thunderbolt-smokes-usb-firewire-with-10gbpsthroughput/>

QUESTION 9

If a customer uses the wrong wattage power adapter with a MacBook Pro (15-inch, Mid 2012) and cannot power on the device, which of the following problems spaces best describes this issue?

- A. OS
- B. Software
- C. Hardware
- D. Educational Opportunity

Correct Answer: A

QUESTION 10

You are inspecting a MacBook Pro as part of your troubleshooting process. You note that two of the screws on the bottom case are damaged. There is no record of the computer being repaired on a previous occasion. If the resolution to the issue requires that you replace a part, how does your discovery of the stripped screws impact that repair?

- A. You need to thoroughly question the customer on previous repairs or attempted repairs by unauthorized service providers
- B. Make sure to inspect internal components and connections carefully to make sure that components were not damaged by someone tampering with the computer
- C. Complete the set of three modification tests as specified in GSX prior to opening the computer
- D. Classify the repair as ineligible for service and explain to the customer that you will not be able to complete any repairs

Correct Answer: C

Reference: http://tim.id.au/laptops/apple/imac/imac_27_mid10.pdf

QUESTION 11

Which of the tools below is considered part of an ESD-compliant workstation?

- A. ABC or CO2 Fire Extinguisher
- B. A ground polarity tester
- C. Styrofoam screw tray
- D. Metal workbench

Correct Answer: B

QUESTION 12

Which of the following is a valid ESD safety precaution?

- A. Always handle logic board by grasping the heat sinks.
- B. Do not wear polyester clothing while working on ESD sensitive components
- C. You should place ESD-sensitive circuits on top of metal work surfaces.
- D. Keep ion generators away from circuit board or assembly containing ESD-sensitive circuits.

Correct Answer: B

Reference: <http://www.peachpit.com/articles/article.aspx?p=760956> (see ESD safety guidelines)