



# 9L0-010<sup>Q&As</sup>

Macintosh Service Certification Exam

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#### QUESTION 1

Which three of the following items are appropriate to use for ESD prevention? Select three.

- A. Metal work surface
- B. CRT discharge tool
- C. Grounded work mat
- D. Wrist strap and cord
- E. Wireless wrist strap
- F. Static shielding bags

Correct Answer: CDF

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#### QUESTION 2

Which safety issue applies to newer Apple portable models?

- A. Fragile bottom case
- B. High voltage display
- C. Heavy internal frame
- D. Soft battery enclosure
- E. Sharp logic board edges

Correct Answer: D

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#### QUESTION 3

Which safety issue applies to the iMac (Mid 2010)?

- A. Liquid coolant spillage
- B. Thermal grease toxicity
- C. High voltage CRT discharge
- D. Fragile glass panel breakage

Correct Answer: D

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#### QUESTION 4

To isolate a video problem as hardware or software on a Mac, which of the following steps should you try FIRST?



- A. Replace the built-in display.
- B. Reinstall the appropriate Mac OS.
- C. Verify the hard disk with Disk First Aid.
- D. Start up from a known-good startup volume.

Correct Answer: D

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#### QUESTION 5

Verifying that a computer functions properly after you repair it ensures that \_\_\_\_\_. SELECT THREE

- A. third-party software is working
- B. the original issue has been resolved
- C. the computer falls under service warranty
- D. the computer will continue to function after the repair
- E. no new problems have been introduced during the repair

Correct Answer: BDE

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