



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

Macintosh Service Certification Exam

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### QUESTION 1

A customer asks if there is a diagnostic that he can use to help troubleshoot a hardware problem with his MacBook Pro. Which of the following solutions should you suggest?

- A. Apple Service Diagnostic
- B. Apple Hardware Test
- C. Terminal
- D. Console

Correct Answer: B

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### QUESTION 2

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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### QUESTION 3

Which part or parts of a CRT display should NOT be touched until after the display is disconnected from its power source and the CRT is properly discharged? SELECT ALL THAT APPLY

- A. Yoke assembly
- B. Anode aperture
- C. High voltage cable
- D. Front of CRT display
- E. Flyback transformer
- F. Outer plastic housing

Correct Answer: ABCE

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#### QUESTION 4

After identifying some accidental damage and pointing it out to the customer, the customer says "Apple's warranty should cover this kind of problem." How should you respond?

- A. Apple will only cover the internal damage, not the cosmetic damage, so the charge will be less.
- B. You're right, Apple's warranty does cover this kind of accidental damage, so the repair will be free.
- C. Apple's warranty does not cover this, but the AppleCare Protection Plan might, but only if you buy it now.
- D. Apple's warranty specifically calls out accidental damage as an instance where system failures are not covered.

Correct Answer: D

Warranty should cover this kind of problem.

Many customers believe that a warranty means complete no-fault coverage. In fact, Apple's warranty on computer products specifically calls out the following instances where the warranty will not cover computer failures:

Accident

Misuse

Flood

Fire

Earthquake

Other external causes

These exclusions are normal for computer products.

NOTE: You can review Apple's product warranty at this address:

<http://www.apple.com/legal/warranty/>

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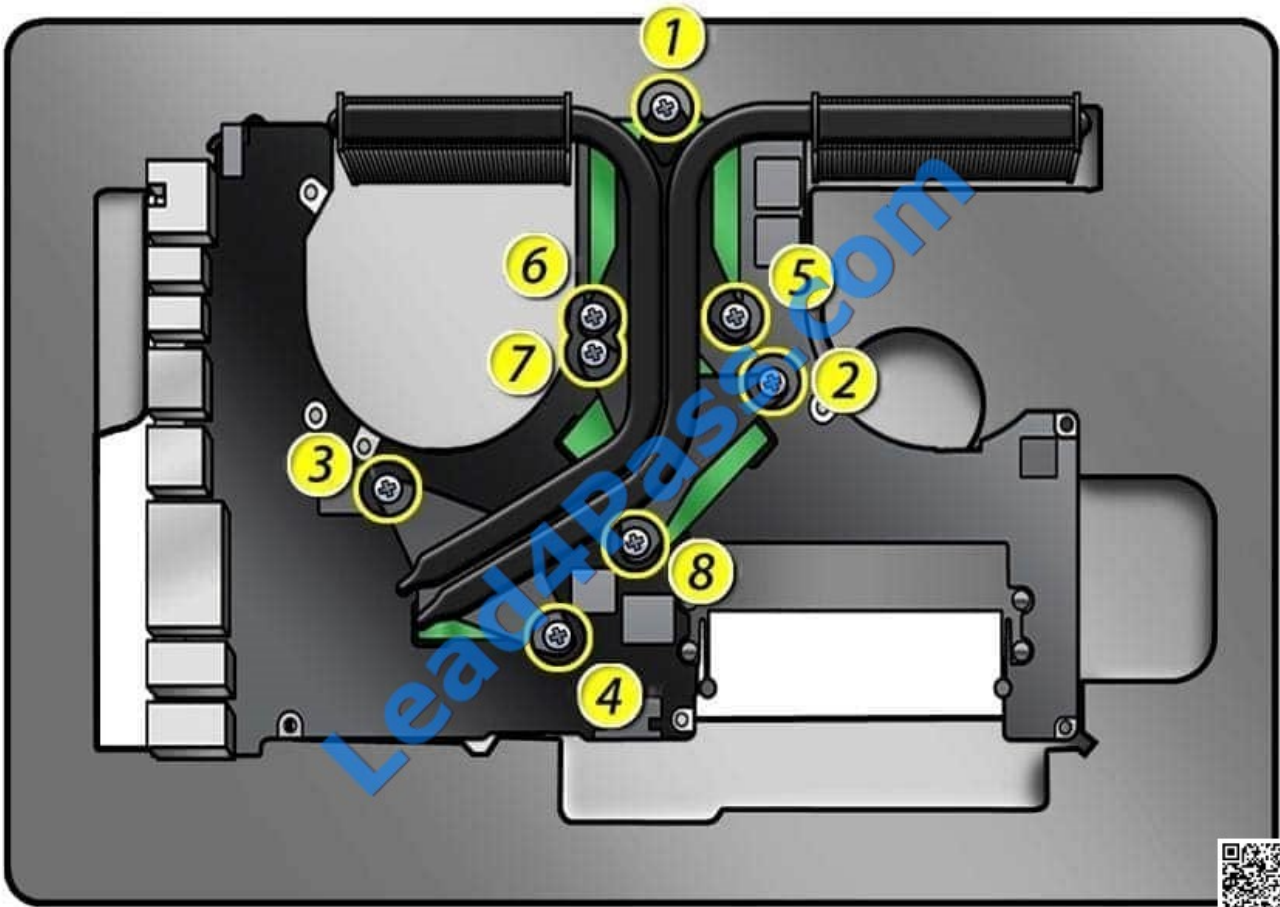
#### QUESTION 5

When installing a heat sink in a MacBook Pro (15-inch, Mid 2012) do you tighten each of the six heat sink screws completely before tightening the next one?

- A. YES
- B. NO

Correct Answer: B

Install heat sink screws in the order shown, 1/2 way first, then tighten the rest of the way.



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