

# 9L0-012<sup>Q&As</sup>

Mac Service Certification Exam

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**QUESTION 1**

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)

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**QUESTION 2**

A customer brings his MacBook Pro (15-inch, Mid 2012) in for servicing. It is not functioning correctly and you suspect the machine has been damaged by the customer. As you inspect for accidental damage, you should open the lid and confirm that the hinges are working smoothly and inspect the LCD for cracks in the glass. Which of the following should you also do? Select two.

- A. Disassemble the SuperDrive to check for debris or dust inside.
- B. Look for cracks, dents, or scratches on the exterior of the system.
- C. Connect the system to external speakers to check for sound output.
- D. Erase all of the customer's data and reinstall OS X to test the hard drive.
- E. Check for any unusual odors coming from the system, which might indicate spill damage.

Correct Answer: BD

Reference: <https://quizlet.com/8887243/identifying-accidental-damage-flash-cards/>

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**QUESTION 3**

How do you reset the SMC of a MacBook Pro (Retina, 13-inch, Early 2013)?

- A. Press the internal SMC reset button near the SSD slot.
- B. Disconnect the main battery, then hold down the power button down for five seconds.
- C. Shut down the MacBook Pro and unplug for fifteen seconds. Attach the power adapter and wait five seconds, then press the power button.
- D. Plug in the MagSafe power adapter and shut down the computer. Using the system keyboard, press the Shift-Option-Control keys and the power button at the same time

Correct Answer: D

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#### QUESTION 4

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

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#### QUESTION 5

When one or more keycaps need to be replaced on a MacBook Pro (Retina, 15-inch Late 2013), a keycap kit can be used rather than replacing the top case assembly. Which of the following statements is true?

- A. Use the Keycap Kit for Apple Portables to replace missing keycaps.
- B. The keycap kit is cross compatible with the MacBook Pro (Retina, Mid 2012) and MacBook Pro (Retina, 15-inch, Early 2013 and Late 2013).
- C. Use any portable keycap kit.
- D. If more than three keycaps are need to be replaced, replace the entire top case assembly for that specific model MacBook Pro.

Correct Answer: B

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