

9L0-012^{Q&As}

Mac Service Certification Exam

Pass Apple 9L0-012 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.leads4pass.com/9l0-012.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Apple
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



QUESTION 1

Which of the following 27-inch Apple Thunderbolt Display features is NOT available on the 27-inch Apple LED Cinema Display?

- A. Gigabit Ethernet port
- B. Mag Safe cable (85W)
- C. Kensington security slot
- D. Built-in 2.1 speaker system

Correct Answer: D

Reference: http://www.everymac.com/monitors/apple/studio_cinema/specs/apple-led-cinema-display-27inch-specs.html

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/>

QUESTION 3

Which of the following is a valid electrical safety precaution when working on a computer or display with exposed, potentially energized parts?

- A. Use only metal screw drivers or fingers as needed to connect or disconnect cables.
- B. Always wear an ESD wrist or heel strap when working on plugged in systems.
- C. Be very careful handling the logic board or power supply while the computer is plugged in.
- D. Remove rings, watches, necklaces, metal-rimmed eyewear and other metallic articles before working on the

computer.

Correct Answer: D

Explanation:

Rings, watches, necklaces or any metallic wearables should be removed because metal will disturb the inner circuitry and the static charge will transfer to the sensitive parts of the computer.

Reference: <http://mdex-nn.ru/uploads/imac12.pdf> (page 3, electrical safety precautions)

QUESTION 4

Where is the keyboard mapping data for MacBook Air (Mid 2013) models stored?

- A. Keyboard
- B. Flash storage
- C. Trackpad assembly
- D. Boot ROM

Correct Answer: D

QUESTION 5

The top case assembly of the MacBook Pro (Retina, 13-inch, Late 2013) includes which of the following parts?

- A. Battery, keyboard, microphone, trackpad, and BMU
- B. Battery, keyboard, microphone, and trackpad
- C. Battery, keyboard, trackpad, and BMU
- D. Battery, keyboard, and microphone

Correct Answer: B

Reference: <https://www.ifixit.com/Guide/MacBook+Pro+13-Inch+Retina+Display+Late+2013+Upper+Case+Replacement/27438>