



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

Mac Service Certification Exam

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### QUESTION 1

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

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### QUESTION 2

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 3

If the glass panel on an iMac or Thunderbolt Display is broken and still attached to the rear housing, with what will you secure the broken display?

- A. Glue
- B. Very High Bond (VHB) adhesive
- C. Packing tape
- D. Thermal compound
- E. Painters tape

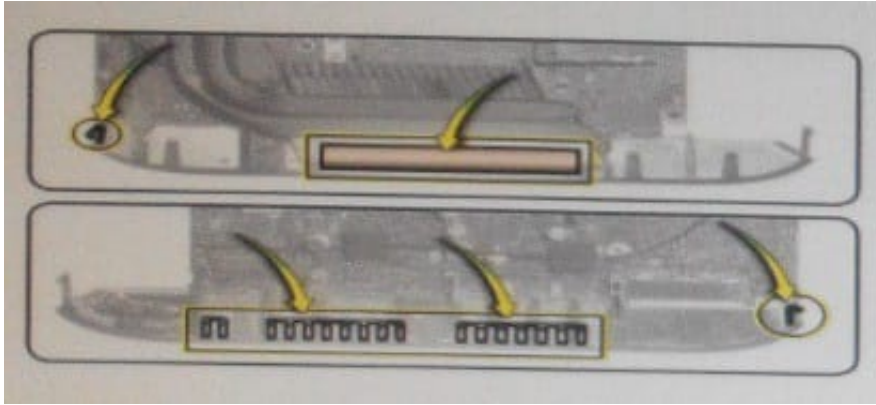
Correct Answer: C

Reference: <http://mdex-nn.ru/uploads/imac12.pdf> (page 11)

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**QUESTION 4**

Examine the image. When repairing a Mac mini (Mid 2011), which areas of the logic board assembly should you avoid touching?



- A. The top and bottom of the assembly.
- B. The EMI fingers and gasket.
- C. The grounding pad and cable guide
- D. Thermal pad and heat sink clips.

Correct Answer: B

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**QUESTION 5**

You are replacing the AirPort/Bluetooth card inside a MacBook Pro (17-inch, Late 2011). Which of the following must also be replaced?

- A. Thermal pad and conductive wrap
- B. Thermal paste and heat sink
- C. Card holder and screws
- D. Black Mylar covering

Correct Answer: C

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