



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

Macintosh Service Certification Exam

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### QUESTION 1

Which THREE of the following are clues that may indicate a 'no power' condition? SELECT THREE

- A. You do not hear a startup chime.
- B. You cannot connect to the Internet.
- C. You do not hear any fan or drive noise.
- D. The cursor is frozen and the system is unresponsive.
- E. The power button or power indicator does not light up at all.

Correct Answer: ACE

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### QUESTION 2

The Mac Pro (Early 2009) has SMC functionality split between a primary SMC on the backplane board, and a secondary SMC on the processor board. What service issue should a technician be aware of when servicing the Mac Pro (Early 2009)?

- A. SMC firmware must always match on both boards.
- B. Three internal buttons must be pressed in order to reset both SMCs.
- C. It is required to remove the memory riser card in order to reset the SMC.
- D. Processor trays are interchangeable between similar Mac Pro (Early 2009) units.

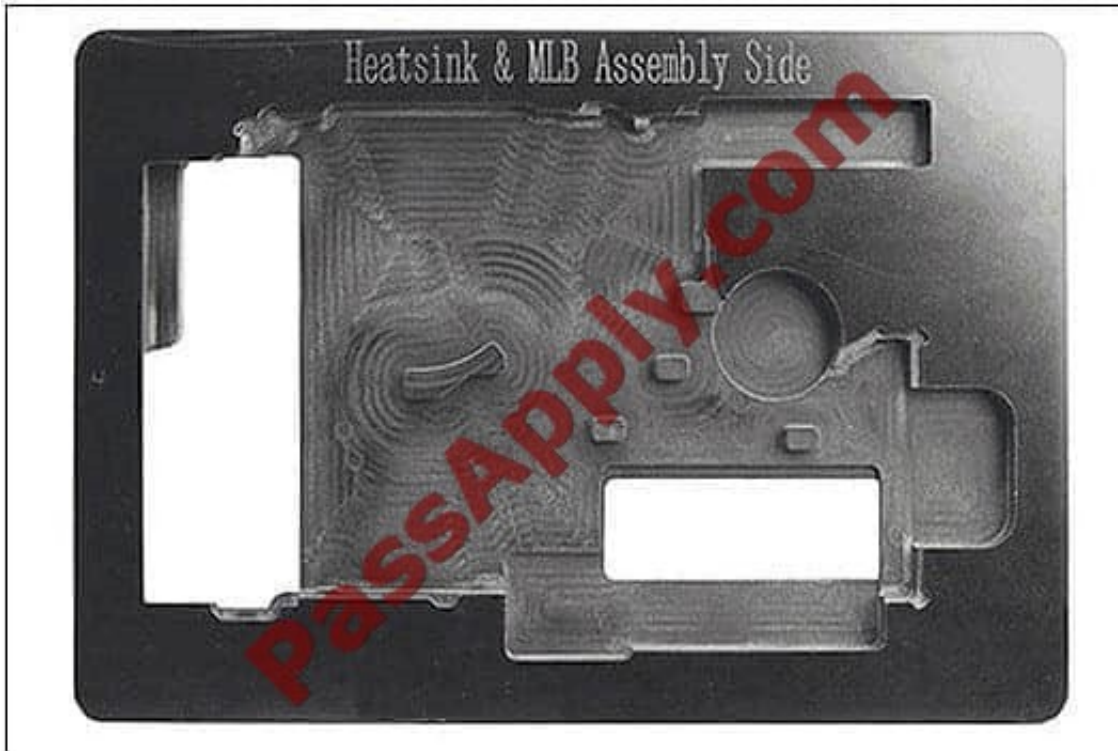
Correct Answer: A

Since the SMC firmware is stored on both the backplane board and processor board, it is important that the version of SMC firmware match on both boards.

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### QUESTION 3

Examine the exhibit.



Why is it necessary to use this Service Fixture when replacing the left fan or heat sink in a MacBook Pro (15-inch, Mid 2009)?

- A. This tool is used to avoid flexing the logic board.
- B. This tool is used to avoid ESD damage to the logic board.
- C. It is impossible to remove these components without this tool.
- D. This tool is used to properly align the processor with its socket.

Correct Answer: A

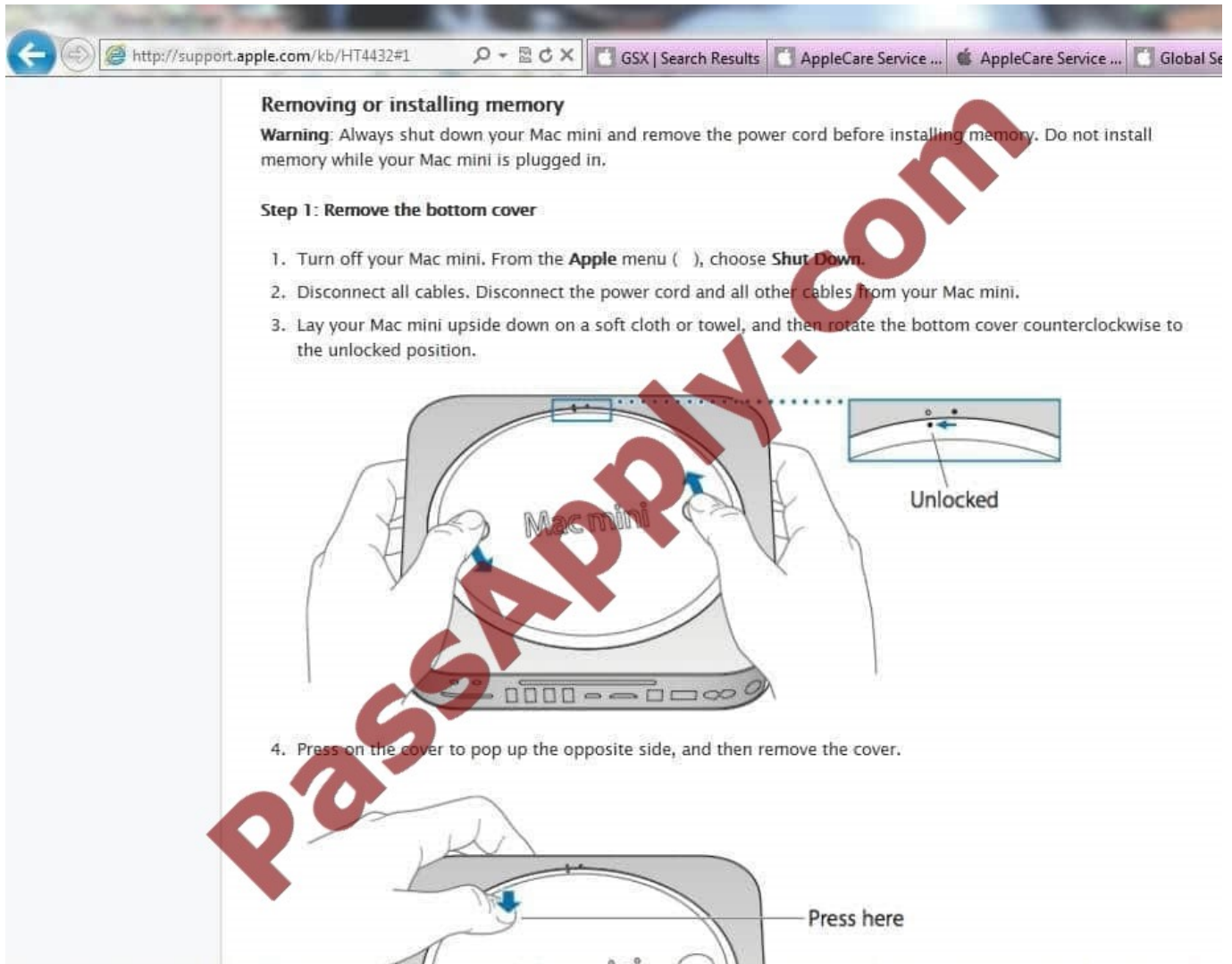
Use the custom-made service fixture (922-9102) to provide support to the logic board whenever removing and replacing the left fan and heatsink. Failure to use the service fixture will flex the logic board and strain components on the board.

#### QUESTION 4

You are preparing to replace faulty RAM inside a Mac mini (Mid 2010). What should be used to open the bottom cover?

- A. Putty knife
- B. Philips #00 screwdriver
- C. Mac mini (Mid 2010) Logic Board Removal Tool
- D. Your hands, no tools are required for this procedure

Correct Answer: D



### QUESTION 5

When you work at a customer site, you do not need to take any precautions to avoid ESD damage.

- A. True
- B. False

Correct Answer: B

IMPORTANT: When you work at a customer site, you must take the same precautions to avoid ESD damage.

### QUESTION 6

Which piece of information is best used to determine any Mac's correct AppleCare name?

- A. the EMC number



- B. the serial number
- C. the MAC address
- D. the model number

Correct Answer: B

If you can find the serial number, you can identify which model you have.

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#### QUESTION 7

Which TWO details are derived from entering an Apple product's serial number into the Online Service Assistant section of the Apple Support web page? SELECT TWO

- A. Mac OS version
- B. Warranty status
- C. AppleCare name
- D. Installed memory
- E. Number of USB ports

Correct Answer: BC

Check Your Service and Support Coverage

Review your Apple warranty status and eligibility for support and extended coverage. Select Online Service Assistant, and you see this page:



Enter the serial number, you will get a screen similar to the one shown here: Once again, you have the correct AppleCare name for the product. It is a Mac Pro (Early 2008).



Service and Repair

**Mac Pro (Early 2008)**  
Serial number: G8808189XXK [Check another serial number](#)  
Coverage: AppleCare Protection Plan [More information](#)

Country:

The following service options are available for this product in the location you've selected.

**Speak to an Apple Expert**  
Arrange a phone call with an Apple Expert who specializes in your exact question. Talk to us now or later at your convenience. We'll even call you.  
*Note: Callbacks are currently available only for U.S. and Canada phone numbers. Operating hours and eligibility restrictions apply.* [Get Started](#)

**Visit an Apple Retail Store**  
An Apple Retail Store Genius Bar is the place to go for hands-on technical support and hardware service from a Genius.  
*Note: a personalized product may only be exchanged for a non-personalized product at the Apple Retail Store.* [Make an Appointment](#)

**Visit an Apple Authorized Service Provider**  
Apple has a large network of trained technicians to help service your product. [Find](#)

If you have suggestions for improving the Online Self Service experience, please let us know.

## QUESTION 8

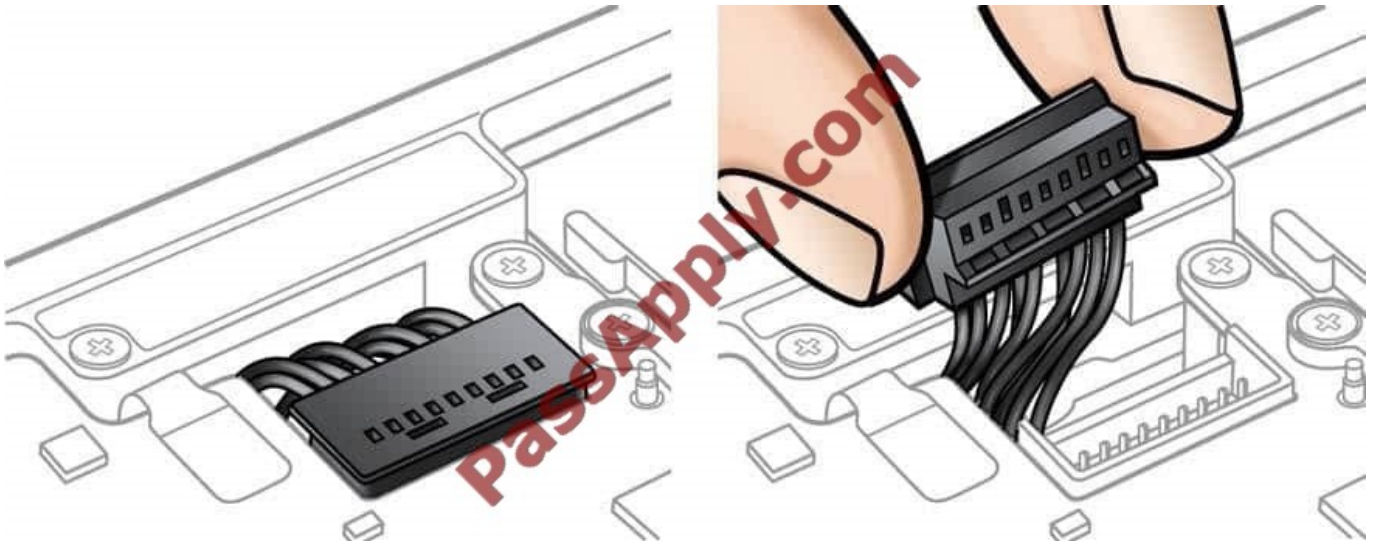
Which of the following is a valid precaution you should take when you begin working inside a MacBook Pro (13-inch, Mid 2010)?

- A. Reset the SMC.
- B. Remove the hard drive.
- C. Disconnect the optical drive.
- D. Disconnect the main battery.

Correct Answer: D

Before you begin any procedure inside uni, disconnect battery from logic board. Failure to do so could damage computer.





#### QUESTION 9

Examine the exhibit.



This specialized tool is required for the removal of which component from the Mac mini (Mid 2010)?

- A. Fan
- B. Memory
- C. Bottom Cover





D. Antenna Plate

E. Logic Board Assembly

Correct Answer: E

Tools Logic board removal tool: 922-9588 Torx T6, T8 and T9 screwdrivers 2 mm (5/64-inch) hex wrench Black stick



#### QUESTION 10

What is the proper way to calibrate a removable main battery in a MacBook (13-inch, Mid 2009)?

- A. Charge the battery while running the Battery Calibration Utility.
- B. The battery is calibrated out of the box; no further steps are needed.
- C. Charge the battery overnight. Make sure battery status indicates 100% before disconnecting AC adapter.
- D. Charge the battery fully. Wait 2 hours. Run the MacBook on battery until it goes to sleep. Wait 5 hours. Charge it fully again.
- E. Charge the battery halfway. Wait 2 hours. Finish charging the battery. Run the MacBook on battery until it goes to sleep. Charge it fully again.

Correct Answer: D

#### Battery Calibration

PowerBook G4 (15-inch Double-Layer SD), MacBook (all models), and MacBook Pro(all models) The battery calibration for the PowerBook G4 (15-inch Double-Layer SD) and any model of MacBook orMacBook Pro has been updated

because of a new battery released with this computer. With these computers,follow these steps to calibrate your battery:

- 1.Plug in the power adapter and fully charge your PowerBook\\'s battery until the light ring or LED on thepower adapter plug changes to green and the onscreen meter in the menu bar indicates that the battery is fullycharged.
- 2.Allow the battery to rest in the fully charged state for at least two hours. You may use your computer duringthis time as long as the adapter is plugged in.
- 3.Disconnect the power adapter while the computer still on and start running the computer off battery power.

You may use your computer during this time. When your battery gets low, the low battery warning dialogappears on the screen.



4. At this point, save your work. Continue to use your computer; when the battery gets very low, the computer will automatically go to sleep.

5. Turn off the computer or allow it to sleep for five hours or more. 6. Connect the power adapter and leave it connected until the battery is fully charged again.

Tip: When the battery reaches "empty", the computer is forced into sleep mode. The battery actually keeps back a reserve beyond "empty", to maintain the computer in sleep for a period of time. Once the battery is truly exhausted, the

computer is forced to shut down. At this point, with the safe sleep function introduced in the PowerBook G4 (15-inch Double-Layer SD) computers, the computer's memory contents have been saved to the hard drive. When power is restored,

the computer returns itself to its pre-sleep state using the safe sleep image on the hard drive.

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#### QUESTION 11

Which of the following scenarios would be most appropriate to use Apple Service Diagnostic?

- A. You want to check a Mac for accidental damage.
- B. You want to verify product functionality after a repair.
- C. Your customer wants to run diagnostics on his Mac Pro.
- D. You need to verify that all installed applications have been updated.

Correct Answer: B

Run all available OS Stand Alone tests. Assuming all tests pass, then go on to step e. If one or more test modules fail, consult the ASD Test Results Guide to interpret the failure indication and troubleshoot the failure from that point. Be sure to re-run all tests again after resolving the failure to ensure the root cause of the issue is resolved and no other issues have appeared.

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#### QUESTION 12

A replacement MacBook Pro (Retina, Mid 2012) top case assembly comes with what collection of components?

- A. battery, keyboard, trackpad, microphone, fan ducts and clutch screw covers
- B. battery, keyboard, trackpad, speakers and fan ducts
- C. board, trackpad, microphone, fan ducts and clutch screw covers
- D. keyboard, trackpad, microphone and fan ducts

Correct Answer: A

Note: The replacement top case comes with the following parts installed: battery keyboard trackpad microphone fan ducts

References:



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