



**Vendor:** Apple

**Exam Code:** 9L0-314

**Exam Name:** Apple Hardware Recertification exam

**Version:** DEMO

**QUESTION 1**

Which THREE of the following items are appropriate to use for ESD prevention? SELECT THREE

- A. Metal work surface
- B. CRT discharge tool
- C. Grounded work mat
- D. Wrist strap and cord
- E. Wireless wrist strap
- F. Static-shielding bags

**Answer:** CDF

**QUESTION 2**

You are preparing to service a MacBook. To reduce the risk of damage from ESD, you clear the area of plastic, vinyl, or foamed polystyrene, and have static-shielding storage bags available for ESD-sensitive components. While you are working you should also remember to \_\_\_\_\_ and \_\_\_\_\_. SELECT TWO

- A. ground yourself and the equipment you are working on
- B. always place ESD-sensitive components on metal surfaces
- C. discharge the display to protect the other ESD-sensitive components
- D. handle any ESD-sensitive components by the connectors, rather than by the edges
- E. ask other technicians to avoid touching you when you are working on ESD-sensitive components

**Answer:** AE

**QUESTION 3**

You are removing the main battery from a MacBook Pro (17-inch, Early 2009). Which of the following is a best practice when handling this battery?

- A. Handle the battery with one hand, pressing between the soft side and the hard side.
- B. Re-cover any punctures or tears in the soft mylar covering with Kapton tape.
- C. Handle the battery any way; it does not matter.
- D. Hold the battery carefully by its edges only.

**Answer:** D

**QUESTION 4**

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

**Answer:** ABCE

**QUESTION 5**

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.

**Answer:** D

**QUESTION 6**

Which safety issue applies to newer Apple portable models?

- A. Fragile bottom case
- B. High voltage display
- C. Heavy internal frame
- D. Soft battery enclosure
- E. Sharp logic board edges

**Answer:** D

**QUESTION 7**

Which THREE of the following are valid CRT safety rules? SELECT THREE

- A. Touch the computer's metal chassis.
- B. Wear a grounded ESD wrist strap.
- C. Connect the AC power cord.
- D. Remove any metal jewelry.
- E. Wear safety goggles.
- F. Don't work alone.

**Answer:** DEF

**QUESTION 8**

You are troubleshooting an iMac (Early 2008) that does not power on. You notice that all diagnostic LEDs remain off when a known-good power cord is connected to the iMac and to a known-good power outlet. What is most likely the cause of these symptoms?

- A. Faulty power supply
- B. Faulty optical drive
- C. Faulty LCD panel
- D. Faulty video card

**Answer:** A

**QUESTION 9**

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

**Answer: B**

**QUESTION 10**

Apple Service Toolkit uses \_\_\_\_\_ to check Macs with Mac Resource Inspector and other diagnostic utilities.

- A. NetBoot
- B. Open Firmware
- C. Target Disk Mode
- D. Apple Remote Desktop

**Answer: A**

**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.

**Answer: B**

**QUESTION 12**

MacBook Air comes with a \_\_\_\_\_ MagSafe power adapter.

- A. 45 Watt
- B. 60 Watt
- C. 65 Watt
- D. 80 Watt
- E. 85 Watt

**Answer: A**

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