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QUESTION 1

What component of a Mac mini (Early 2009) logic board requires use of an anti-static foam support to avoid damage?

- A. EMI clips
- B. Video card
- C. Large heat sink
- D. Battery connector

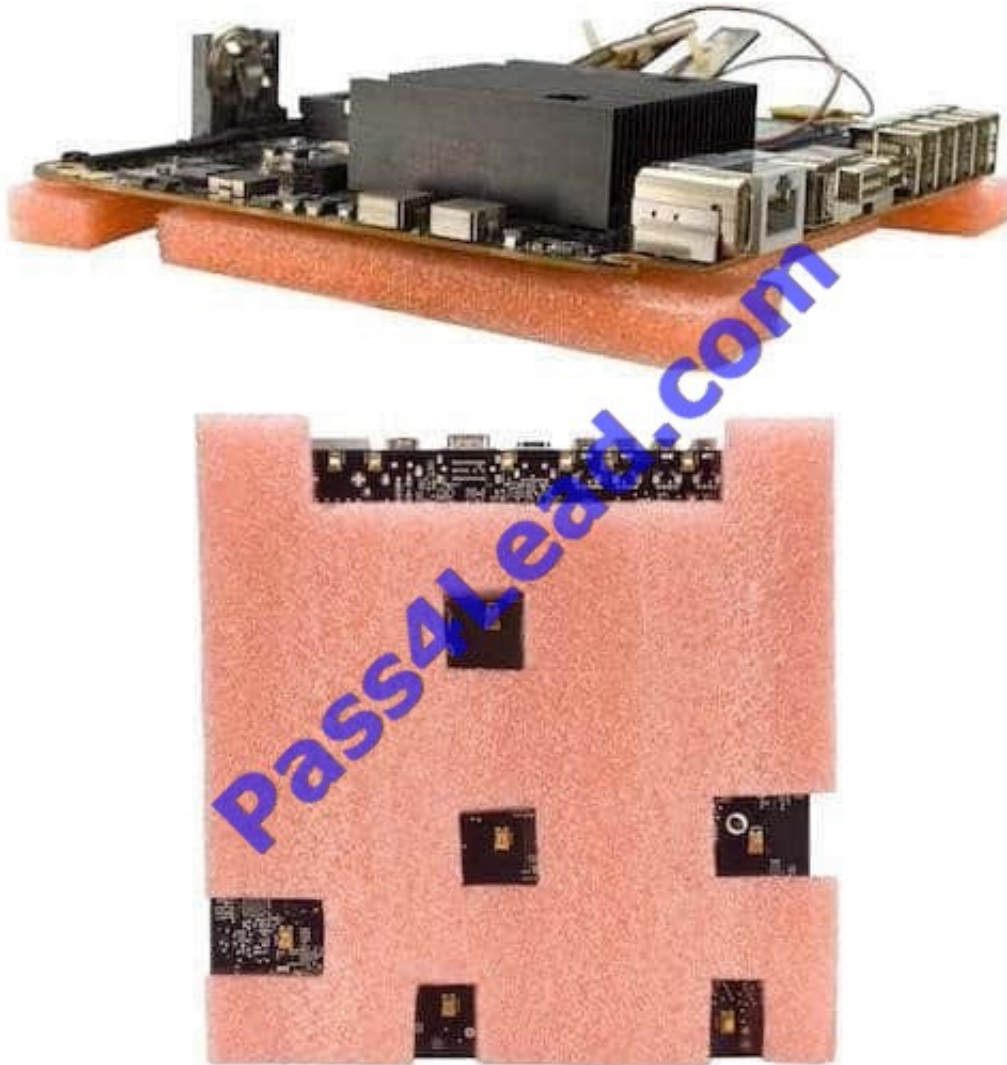
Correct Answer: A

1.

Be careful not to damage EMI clips on underside of logic board. Place board on antistatic foam when board is not in a computer.

2.

Important: Return logic board to Apple service in correct logic board packaging and with antistatic foam protecting EMI clips (shown in second photo).



QUESTION 2

Verifying that a computer functions properly after you repair it ensures that _____. SELECT THREE

- A. third-party software is working
- B. the original issue has been resolved
- C. the computer falls under service warranty
- D. the computer will continue to function after the repair
- E. no new problems have been introduced during the repair

Correct Answer: BDE

QUESTION 3



If an AirPort Extreme Base Station stopped responding, has network accessibility issues, or needs to be reverted back to default factory configuration, you should perform a _____.

- A. Soft reset
- B. Hard reset

Correct Answer: B

Your AirPort stopped responding, has network accessibility issues, or needs to be reverted back to default factory configuration. You can do this with hard reset.

QUESTION 4

After identifying some accidental damage and pointing it out to the customer, the customer says "Apple's warranty should cover this kind of problem." How should you respond?

- A. Apple will only cover the internal damage, not the cosmetic damage, so the charge will be less.
- B. You're right, Apple's warranty does cover this kind of accidental damage, so the repair will be free.
- C. Apple's warranty does not cover this, but the AppleCare Protection Plan might, but only if you buy it now.
- D. Apple's warranty specifically calls out accidental damage as an instance where system failures are not covered.

Correct Answer: D

Warranty should cover this kind of problem.

Many customers believe that a warranty means complete no-fault coverage. In fact, Apple's warranty on computer products specifically calls out the following instances where the warranty will not cover computer failures:

Accident

Misuse

Flood

Fire

Earthquake

Other external causes

These exclusions are normal for computer products.

NOTE: You can review Apple's product warranty at this address:

<http://www.apple.com/legal/warranty/>

QUESTION 5

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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