



# 9L0-008<sup>Q&As</sup>

Macintosh Service Certification Exam

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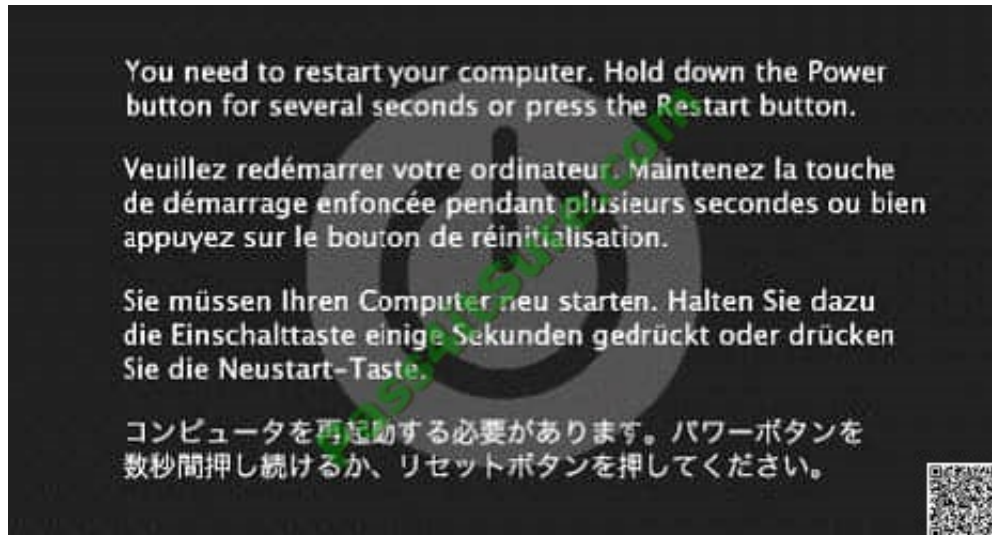
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### QUESTION 1

Examine the exhibit. What is this message?



- A. Kernel Panic
- B. Software Update
- C. Firmware Update
- D. Power-On Self-Test

Correct Answer: A

### QUESTION 2

A power adapter originally supplied with a MacBook Pro can charge a MacBook's main battery while it is powered on.

- A. True
- B. False

Correct Answer: A

### QUESTION 3

You are running Apple Hardware Test on a customer's Mac. The test fails with an error code. Which one of the following resources is the Apple-recommended choice for locating the meaning of this code?

- A. Apple Hardware Test Help
- B. Service Source



C. Service manual

D. User\\'s manual

Correct Answer: B

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#### QUESTION 4

To ensure proper fan and temperature control in the Power Mac G5, you must run the thermal calibration routine found on the \_\_\_\_\_ disc whenever you replace a processor or logic board with a new processor or logic board.

A. Apple Service Diagnostic

B. Apple Hardware Test

C. Fan Control Installer

D. Mac OS X Installer

Correct Answer: A

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#### QUESTION 5

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

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