

QUESTIONS & ANSWERS

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Macintosh Service Recertification

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Reference:

QUESTION 44

Which of the following is a valid precaution you should take while working inside an iMac (24-inch, Early 2009) system that is plugged into AC power but has not yet been powered on?

- A. Do not turn the unit upside-down.
- B. Avoid putting your fingers near the fans.
- C. Make sure you are NOT wearing a grounded ESD wrist strap.
- D. Do not touch the processor heat sink because it could burn your fingers

Correct Answer: C

Reference:

QUESTION 45

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. Outer plastic housing
- F. Outer plastic housing

Correct Answer: ABCE

Reference:

QUESTION 46

You should periodically _____ your ESD mats.

- A. clean
- B. replace
- C. turn over
- D. disconnect

Correct Answer: A

Reference:

QUESTION 47

A computer service technician says "I don't use ESD precautions and have never had a problem." What (if anything) is wrong with this statement?

- A. Nothing is wrong with this statement.
- B. ESD damage may not appear immediately
- C. ESD happens only to inexperienced technicians.
- D. ESD damage is really not as bad as everyone thinks.

Correct Answer: B

Reference:

QUESTION 48

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

- A. True
- B. False

Correct Answer: B

Reference:

QUESTION 49

You want to follow ESD prevention rules, but your work area is too small for you to be tethered with a wired wrist strap. What is one acceptable alternative solution to this issue?

- A. Use a wireless wrist strap.
- B. Use a grounded ESD heel strap.
- C. Do not practice ESD prevention.
- D. Work on the floor instead of a table.

Correct Answer: B

Reference:

QUESTION 50

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 component 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

Correct Answer: AE

Reference:



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