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APPLE

SVC-16A
Apple Service Fundamentals

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Question: 1

What color indicates that the Liquid Contact Indicators inside a MacBook Pro (13-inch, Mid 2012), have been triggered?

- A. Red
- B. Blue
- C. White
- D. Yellow

Answer: A

Question: 2

What is the likely cause of an iMac (21.5-inch, Late 2013) producing a single error tone at startup that repeats every five seconds?

- A. The unit does not have RAM or RAM is not installed properly.
- B. The logicboard has failed and must be replaced.
- C. The RAM does not pass data integrity tests.
- D. The hard drive has failed S.M.A.R.T. status.

Answer: A

Question: 3

Apple recommends a DIMM installation scheme for the Mac Pro (Late 2013) that:

- A. Increases processing power
- B. Enhances graphics processing
- C. Optimizes system cooling
- D. Enables use of special memory module

Answer: D

Question: 4

You must know the AppleCare name of an Intel iMac before performing which of the following actions?

- A. Starting up from OS X Recovery HD.

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- B. Running Mac Resource Inspector.
 - C. Replacing the logic board
 - D. Resetting the NVRAM.

Answer: C

Question: 5

Which of the following could indicate accidental damage when inspecting the inside of a Mac mini (Late 2012) before a repair?

- A. Light dust in the fans
- B. Third-party RAM installed
- C. Lint gathered near the rear vents
- D. Oxidation or discoloration of the logic board

Answer: D

Question: 6

Which of the following is a valid electrical safety precaution when working on a computer or display with exposed, potentially energized parts?

- A. Use only metal screw drivers or fingers as needed to connect or disconnect cables.
- B. Always wear an ESD wrist or heel strap when working on plugged in systems.
- C. Be very careful handling the logic board or power supply while the computer is plugged in.
- D. Remove rings, watches, necklaces, metal-rimmed eyewear and other metallic articles before working on the computer.

Answer: D



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