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Mac Service Certification

Apple 9L0-012

Version Demo

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QUESTION NO: 1

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

A. Metal work surface

B. Power supply discharge tool

C. Grounded work mat

D. Wrist strap and cord

E. Wireless wrist strap

F. Static-shielding bags

ANSWER: C D F

Explanation:

The appropriate ESD-prevention items are **Grounded work mat**, **Wrist strap and cord**, and **Static-shielding bags**. A grounded work mat provides a dissipative work surface connected to an approved ground path, helping prevent a damaging difference in electrical potential between a device, its components, and the technician's workspace. A wrist strap and cord keep the technician at the same electrical potential as the grounded mat or approved ground, allowing accumulated static charge to dissipate safely and continuously during handling and repair. Static-shielding bags protect electrostatic-sensitive parts when they are not installed in a device by enclosing them in a conductive shield that helps prevent electrostatic discharge from reaching the component. These controls should be used together as part of an ESD-controlled work area: establish a grounded work surface, ground the technician before handling exposed components, and return removed or replacement parts to static-shielding packaging whenever they are transported or stored. Apple repair procedures require technicians to follow the applicable safety and handling instructions supplied with each repair manual; Apple's repair-manual portal is available at Apple Self Service Repair. Additional industry guidance on grounded mats, personnel grounding, and shielding packaging is available from the ESD Association.

QUESTION NO: 2

When plugged in, which component of an iMac remains energized even if the computer is powered off?

A. Power Supply

B. Optical Drive

C. Hard Drive

D. SSD

ANSWER: A

Explanation:

The **Power Supply** remains energized whenever an iMac is connected to AC power, even after the computer has been shut down. Shutting down macOS stops normal system operation and removes operating power from most internal circuitry, but it does not physically isolate the computer from mains electricity. The power supply is connected to the incoming AC source and can retain hazardous voltage or stored electrical energy while the power cord remains connected.

This distinction is important during service. Before opening an iMac, removing internal components, or working near the power-supply area, a technician should shut down the Mac, disconnect the AC power cord, and follow the applicable Apple repair manual's safety procedures. Disconnecting the cable—not merely choosing Shut Down—is the required action to de-energize the unit from its external power source. Apple's Mac safety guidance emphasizes disconnecting power before servicing, and Apple provides model-specific repair documentation through its repair-manual portal.

References: Apple: Important safety information for your Mac; Apple Support: Manuals.

QUESTION NO: 3

Remaining residue from Very High Bond (VHB) adhesive should only be removed with which of the following:

A. VHB solvent

B. Nail polish remover

C. Isopropyl alcohol wipes

D. VHB neutralizer

E. Liquid acid neutralizer

ANSWER: B C

Explanation:

Nail polish remover and **Isopropyl alcohol wipes** are the approved material types in this service context for addressing remaining VHB adhesive residue. Nail polish remover, where specified by the repair procedure, provides a suitable solvent for loosening persistent adhesive residue so it can be lifted without aggressive scraping. Isopropyl alcohol wipes are used to remove the remaining adhesive contamination and leave the surface clean before a replacement adhesive, part, or assembly is installed. A clean, residue-free bonding surface is essential because VHB tape achieves its designed holding strength only when it is applied to a properly prepared surface.

Use these materials sparingly and follow the product-specific Apple repair procedure, including any stated precautions for nearby plastics, finishes, displays, batteries, and other components. Allow the cleaned area to dry completely before applying new adhesive or reassembling the product. Apple's repair documentation is model-specific and should be treated as the controlling procedure for component replacement: Apple Self Service Repair. For general manufacturer information about VHB tape surface preparation and bond performance, see 3M VHB Tapes.

QUESTION NO: 4

Power Nap operations on a MacBook Air (Mid 2012) will be suspended until the unit is connected to a power adapter when the charge is at what percentage or less?

A. 10 percent

B. 30 percent

C. 50 percent

D. 75 percent

ANSWER: B

Explanation:

30 percent is correct. On the MacBook Air (Mid 2012), Power Nap was designed to perform selected background work while the computer is asleep, such as checking for new email, calendar updates, reminders, and software updates. Because these activities consume battery power, macOS applies a battery-protection threshold when the computer is operating from its battery. Once the battery charge reaches 30 percent or less, Power Nap activity is suspended and remains suspended until a power adapter is connected.

This behavior helps preserve enough remaining battery capacity for normal portable use rather than allowing unattended background activity to continue at a low charge level. While connected to power, Power Nap can perform its supported update and maintenance tasks without that battery-level restriction. Apple's Power Nap documentation describes the feature's use of background updates during sleep and distinguishes its behavior when a portable Mac is connected to power. See Apple's Power Nap overview and the archived Apple support article About Power Nap for feature details and supported behavior.

QUESTION NO: 5

Which of the following practices help protect a removed logic board from electrostatic discharge? SELECT THREE.

A. Use a properly grounded wrist strap

B. Place the board on a grounded ESD work mat

C. Store the board in a static-shielding bag

D. Place the board on an ungrounded metal surface

E. Transport the board in a cardboard box

ANSWER: A B C

Explanation:

Use a properly grounded wrist strap, **place the board on a grounded ESD work mat**, and **store the board in a static-shielding bag** are correct. A grounded wrist strap helps equalize the technician's electrical potential with the ESD work area. A grounded ESD mat provides a dissipative surface for handling the board, and a static-shielding bag protects the board when it is moved away from the controlled work area.

A cardboard box and an ungrounded metal surface do not provide the required ESD protection. See Apple: Reduce static electricity and ESD Association: ESD Fundamentals.

QUESTION NO: 6

Which key should be held at startup on an Intel-based Mac to select a different startup disk?

A. Option

B. Command-R

C. Shift

D. Command-V

ANSWER: A

Explanation:

Option is correct. Holding the Option key immediately after starting an Intel-based Mac opens Startup Manager. Startup Manager displays available bootable volumes, such as the internal startup disk, a bootable external drive, or a supported macOS installer, so the technician can select the volume from which the Mac should start.

This is useful when isolating a startup-volume issue or when starting the Mac from a known-good installer or external system. The selected startup disk applies to the current startup unless it is subsequently selected as the default startup disk in Startup Disk settings. See Apple Support: Mac startup key combinations.

QUESTION NO: 7

To remove the bottom case of the MacBook Air (11-inch, Mid 2013), you must unscrew eight 2.48 mm screws and two additional screws. What is the size of the two additional screws?

A. 7.00 mm

B. 7.9 mm

C. 9.00 mm

D. 9.2 mm.

ANSWER: C

Explanation:

The two additional bottom-case screws are 9.00 mm screws. The MacBook Air (11-inch, Mid 2013) bottom case uses ten P5 pentalobe screws in two lengths: eight short screws, specified in the question as 2.48 mm, and two substantially longer screws at the rear edge near the display hinge. The longer 9.00 mm screws are required because that portion of the enclosure attaches through a deeper mounting area. During reassembly, keeping these screws separated and returning the 9.00 mm screws to their original rear locations is important; using an incorrect screw length can prevent proper case seating or damage internal mounting features. The 11-inch Mid 2013 model identification and hardware specifications can be confirmed through Apple's technical specifications. A step-by-step bottom-case removal guide for this exact model also identifies the two long bottom-case screws as 9 mm: iFixit's MacBook Air 11-inch Mid 2013 Lower Case Replacement guide.

QUESTION NO: 8

Which two components inside an iMac are energized if the computer is plugged in, even when the computer is turned off? SELECT TWO.

A. Logic board

B. Hard drive

C. Memory

D. Speakers

E. Power supply

F. LCD

ANSWER: A E

Explanation:

Logic board and **Power supply** are energized whenever an iMac remains connected to AC power, including when the computer has been shut down. The power supply receives mains power from the wall outlet and provides the standby power rail needed for the system to detect a power-button press and perform power-management functions. That standby voltage reaches portions of the logic board, which contain the circuitry responsible for those always-available functions. Consequently, shutdown does not make these internal areas electrically safe to service; disconnecting the AC power cord is required before opening or working inside the iMac. Apple's iMac safety guidance instructs users to disconnect power before installing memory or performing service-related internal access, reflecting the presence of power while the machine is connected to an outlet. Apple also states in its general safety information that service should be performed only after disconnecting the product from its power source. See Apple's iMac Safety Information and iMac memory-installation guidance.

QUESTION NO: 9

When preparing a desktop Mac for Apple Diagnostics, which of the following devices may remain connected? SELECT THREE.

A. Keyboard

B. Mouse or trackpad

C. Display

D. External backup drive

E. USB hub

F. Printer

ANSWER: A B C

Explanation:

The **keyboard**, **mouse or trackpad**, and **display** may remain connected when preparing a desktop Mac for Apple Diagnostics. These devices allow the technician to view diagnostic prompts and provide any required input during testing.

Other external devices should be disconnected unless they are required for the diagnostic procedure. Removing external storage, hubs, printers, audio devices, and other accessories helps isolate the Mac from possible peripheral, cable, or power-related causes of the symptom. See Apple Support: Use Apple Diagnostics to test your Mac.

QUESTION NO: 10

Which S.M.A.R.T. status in Disk Utility indicates that a supported internal drive has reported a hardware problem?

A. Failing

B. Verified

C. Mounted

D. Encrypted

ANSWER: A

Explanation:

Failing is correct. S.M.A.R.T. status is supplied by supported storage hardware to report certain drive-health conditions. A Failing status indicates that the drive has reported a condition associated with possible hardware failure and should be treated as a service concern.

A technician should protect customer data before performing further troubleshooting that could place data at risk. S.M.A.R.T. reporting is not available for every storage type or connection method, so the absence of a S.M.A.R.T. status does not prove that a drive is healthy. See Apple Support: Repair a storage device in Disk Utility.

QUESTION NO: 11

If the computer is experiencing any power issue, such as not starting up, not displaying video, sleep issues, or fan noise issues, which of the following would help further isolate the issue?

A. Reinstall OS X

B. Reset the System Management Controller (SMC)

C. Reset NVRAM

D. Startup in Safe Mode

ANSWER: B

Explanation:

Reset the System Management Controller (SMC) is the appropriate isolation step because the SMC is responsible for low-level hardware-management functions on Intel-based Macs. These functions include power-button behavior, startup and shutdown handling, battery charging and status indicators, thermal management, fan operation, sleep and wake behavior, and certain display-related power functions. When symptoms involve failure to start, unexpected sleep behavior, abnormal fan activity, charging or power irregularities, or no video in a power-management context, resetting the SMC returns that

controller’s managed state to its default configuration. This helps determine whether the condition is caused by a temporary power-management state rather than by macOS, user data, or a hardware component failure.

Apple’s service guidance has historically included an SMC reset after a normal restart when investigating these categories of symptoms. The precise reset method depends on the model and whether it is an Intel-based notebook, desktop, or a Mac with Apple silicon. On Macs with Apple silicon, a normal shutdown followed by a brief wait and restart performs the relevant power-management initialization; Apple notes that a separate manual SMC reset is not required. See Apple’s Reset the SMC of your Mac guidance and its If your Mac doesn’t turn on troubleshooting information.