



**Vendor:** Apple

**Exam Code:** 9L0-314

**Exam Name:** Apple Hardware Recertification Exam

**Version:** DEMO

**QUESTION 1**

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

- A. Metal work surface
- B. CRT discharge tool
- C. Grounded work mat
- D. Wrist strap and cord
- E. Wireless wrist strap
- F. Static-shielding bags

**Answer:** CDF

**QUESTION 2**

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 components 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

**Answer:** AE

**QUESTION 3**

You are removing the main battery from a MacBook Pro (17-inch, Early 2009). Which of the following is a best practice when handling this battery?

- A. Handle the battery with one hand, pressing between the soft side and the hard side.
- B. Re-cover any punctures or tears in the soft mylar covering with Kapton tape.
- C. Handle the battery any way; it does not matter.
- D. Hold the battery carefully by its edges only.

**Answer:** D

**QUESTION 4**

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. Flyback transformer
- F. Outer plastic housing

**Answer:** ABCE

**QUESTION 5**

Which of the following is a valid precaution you should take when you begin working inside a MacBook Pro (13-inch, Mid 2010)?

- A. Reset the SMC.
- B. Remove the hard drive.
- C. Disconnect the optical drive.
- D. Disconnect the main battery.

**Answer: D**