

Apple Warranty Service

Joe Parsons - July 21, 2004

Topics

- Apple Technician Training / Certification
- Global Service Exchange
- AppleCare Service Source
- Working with AASPs

Apple Technician Training / Certification

- 2 tests - Desktop and Portable
- Annual Re-certification
- Annual fees for GSX subscription and to be an Authorized Service Center
- Apple can change pay rate

Global Service Exchange

The screenshot shows the Global Service Exchange (GSX) website. At the top is a navigation bar with links: GSX Home, Service Source, Knowledge Base, Service News, Training & Certification, and Log Out. The main content area is divided into several sections. On the left is the AppleCare section with a 'Smart Search' box and a list of links: Parts Lookup, Repair Lookup, Order Lookup, Repair/Support History, Billing Inquiry Lookup, Returns, Good Parts, Repair Parts DOA, Stock Parts DOA, Print Return Labels, Account Management, Invoice Lookup, Statements Online, Service Excellence, Administer Access, and Update Account Profile. The center section is titled 'Repairs and Orders' and features a 'Serial #' input field, a 'Coverage Check' button, and a globe icon. Below this is the 'AppleCare Products' section with links to AppleCare Protection Plan, AppleCare Premium Service/Support, AppleCare Help Desk Tools, AppleCare Help Desk Support, AppleCare Mac OS X Server SW Support - Select, and AppleCare Technician Training. The bottom section is the 'Message Center' with links to GSX 2.5 is Coming, GSX Help, Expanded iBook REA, iBook Logic Board Repairs, and More News... On the right side of the page is a user profile section for 'Welcome, Joseph' with links to User Info, My Privileges, My Profile, Company Info, Repair Activity, and The Badge. The company info shows 'UNIVERSITY OF UTAH' with ID '0000032976'. The repair activity shows 8 Active Repairs, 1 Saved Repair, 5 Mail-In Dispatches, and 8 Parts Pending Return. At the bottom of the page is a copyright notice: 'Copyright © 2004 Apple Computer, Inc. All rights reserved.'

Global Service Exchange

GSX Home | Service Source | Knowledge Base | Service News | Training & Certification | Log Out

AppleCare

Smart Search
Enter Criteria and select below:

Parts Lookup
Repair Lookup
Order Lookup
Repair/Support History
Billing Inquiry Lookup
[Learn More](#)

Returns
Good Parts
Repair Parts DOA
Stock Parts DOA
Print Return Labels
[Learn More](#)

Account Management
Invoice Lookup
Statements Online
Service Excellence
Administer Access
Update Account Profile
[Learn More](#)

Repairs and Orders

Serial #

Coverage Check
Carry In
Mail In
On-Site
Fulfillment Orders
Upload Repairs
Stocking Orders

[Learn More](#)

AppleCare Products

AppleCare Protection Plan
AppleCare Premium Service/Support
AppleCare Help Desk Tools
AppleCare Help Desk Support
AppleCare Mac OS X Server SW Support - Select
AppleCare Technician Training

[Learn More](#)

Message Center

GSX 2.5 is Coming
GSX Help
Expanded iBook REA
iBook Logic Board Repairs
More News...

[Learn More](#)

Welcome, Joseph

User Info
My Privileges
My Profile
[Learn More](#)

Company Info
UNIVERSITY OF UTAH
0000032976
Repair Activity
8 Active Repairs
1 Saved Repair
5 Mail-In Dispatches
8 Parts Pending Return
The Badge: [Learn More](#)

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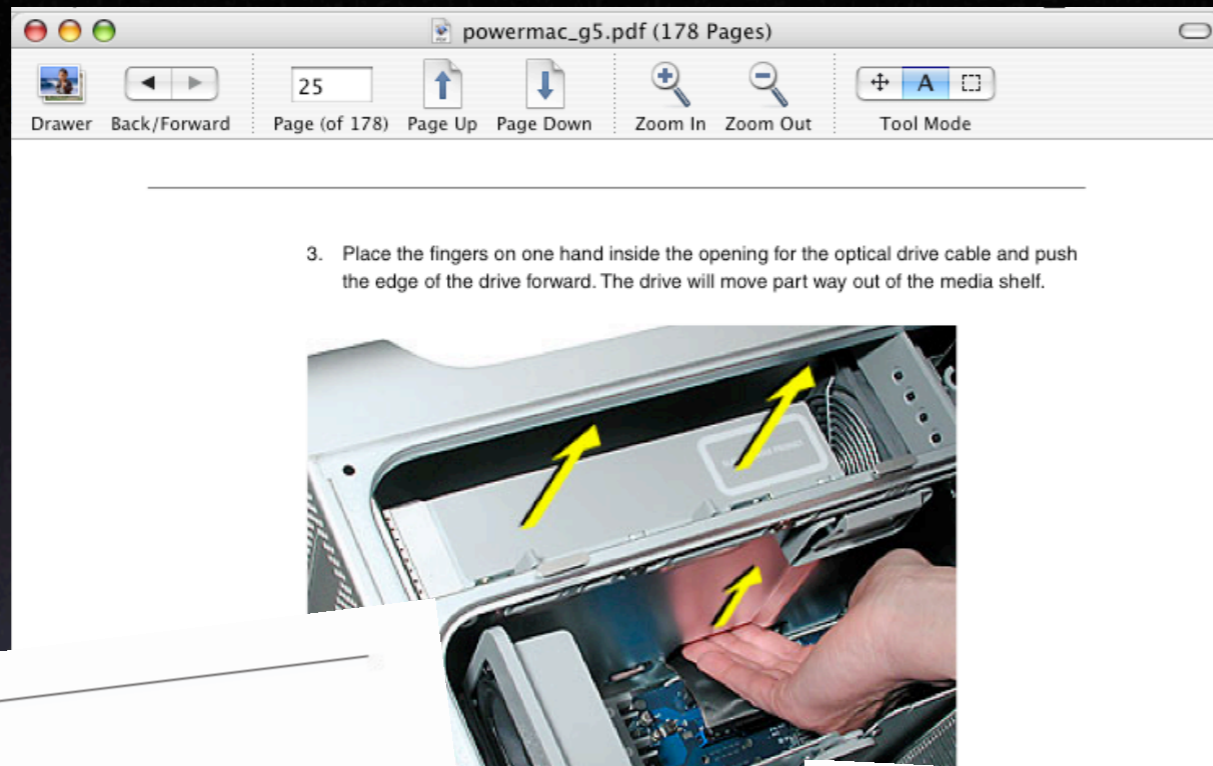
- Check Warranty Coverage
- Set Up Carry-In / Mail-In Repairs
- Order Service Parts
- Purchase AppleCare Products
- Check mail-in status

AppleCare Service Source



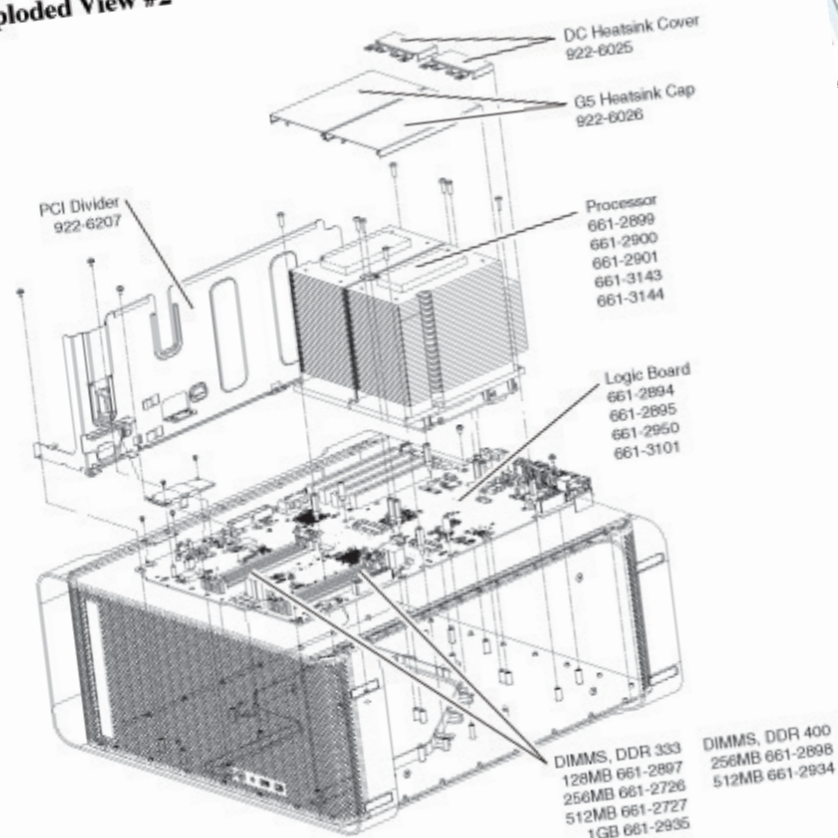
- Accessed through GSX
- Service Manuals
- Diagnostic Software
- Tech News
- AppleCare Knowledge Base / Discussions

Service Manuals



- Detailed take-apart instructions
- Troubleshooting / Symptom Charts
- Exploded Views

Exploded View #2



power cable from the drive.



cable out through the opening from the computer.

Fans

Individual fan failure

1. Replace fan

Exception: The drive fan and blower located between the optical and hard drives cannot be replaced. You must replace the enclosure for these two parts.

2. Replace logic board

All fans run at high speed

Run Apple Service Diagnostic (refer to "Thermal Calibration" earlier in this chapter).

Media bay fans run at high speed

Note: If any of the following three conditions cannot be verified, the red LED on the logic board near the front panel board will be lit.

1. Verify that the clear plastic air deflector door is in place.
2. Verify that the white sensor label is not damaged and is in place on the lower right tab of the air deflector door.
3. Verify that the air deflector sensor board is operating properly.

Diagnostic Software

- Apple Service Diagnostic CDs -

- Boot-able CDs - similar to Apple Hardware Test (runs in Open Firmware)
- Several model specific versions available (CD images obtained through AppleCare Service Source)
- Replaced Mac Test Pro series
- More comprehensive set of tests than AHT
- Enable/Disable specific tests
- Test looping
- Thermal Calibration (PowerMac G5)

Working with AASPs

- Before you go:
 - Call Ahead
 - Attempt various reset procedures (PRAM, NVRAM, PMU, Firmware)
 - Swap parts with same model (if available)
 - Make backups

PowerMac G5

- Fans / Thermal Calibration
- Processors
- Power Supply
- Video Cards