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

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

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

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

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).

Medium 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