

ELE/N3151: Repair of Juicer /Mixer/Grinder Malfunctions	Diagnose Faults and Repair/Replace Dysfunctional Parts	A customer reports that their grinder occasionally stops, but the technician finds no obvious defects. What should they do next?	Check motor and wiring connections	Test all internal modules	Directly send the unit to the service center	Inspect for loose components	A	7	Troubleshooting	Medium
ELE/N3151: Repair of Juicer /Mixer/Grinder Malfunctions	Diagnose Faults and Repair/Replace Dysfunctional Parts	A technician promises to return with a new motor in two days but forgets. What is the impact?	Increased customer appreciation	Immediate resolution	Customer dissatisfaction and loss of trust	Increased service efficiency	C	7	Factual Inference	Medium
ELE/N3151: Repair of Juicer /Mixer/Grinder Malfunctions	Test Appliance Functionality After Job Completion	After reassembling a mixer, a technician must _____ before returning it to the customer.	Ensure all components are secured	Verify power connection	Test the appliance after reassembly	Skip testing and return the unit	A	4	Fill in the blanks	Easy
ELE/N3151: Repair of Juicer /Mixer/Grinder Malfunctions	Test Appliance Functionality After Job Completion	Why is it important for a technician to demonstrate the repaired unit to the customer?	To reduce service time	To ensure customer satisfaction and confirm repairs	To skip extra checks	To avoid customer feedback	B	4	Direct Concept	Easy
ELE/N3151: Repair of Juicer /Mixer/Grinder Malfunctions	Test Appliance Functionality After Job Completion	Why is it necessary for a technician to inform customers about maintenance practices?	To reduce appliance usage	To sell more parts	To increase service charges	To prevent avoidable breakdowns	D	4	Logical Reasoning	Easy
ELE/N3151: Repair of Juicer /Mixer/Grinder Malfunctions	Test Appliance Functionality After Job Completion	What should a technician do if a customer refuses to make payment immediately?	Skip documentation if the issue is resolved	Provide an invoice to the customer	Record complaint resolution details	Collect payment as per guidelines	C	4	Logical Reasoning	Easy
ELE/N3148: Repair of LED Lighting Systems	Diagnosing Faults in LED Lights	During inspection, a technician finds a de-soldered wire inside an LED light. What is the most appropriate action to restore the light's functionality?	Re-solder and secure the wire	Tape wire temporarily	Press wire into terminal	Replace entire light unit	A	7	Troubleshooting	Medium
ELE/N3148: Repair of LED Lighting Systems	Diagnosing Faults in LED Lights	If the LED light engine is working correctly but the light does not turn on, how should the technician inspect the supply unit?	Replace supply without testing	Visually inspect supply casing	Test supply using battery source	Measure AC output using multimeter	B	7	Factual Inferential	Medium
ELE/N3148: Repair of LED Lighting Systems	Diagnosing Faults in LED Lights	Why should the technician compare actual voltage with desired voltage using a multimeter?	To increase brightness level	To confirm LED color output	To speed up repair process	To locate damaged power sections	D	4	Direct Concept	Easy
ELE/N3148: Repair of LED Lighting Systems	Repairing Faulty LED Lights	After replacing a damaged SMPS in an LED light, the technician must verify correct operation. What is the most reliable way to confirm the SMPS is functioning properly before closing the unit?	Measure voltage and current output	Switch on briefly without checks	Touch supply for heat rise	Rely on visual inspection	A	10	Case Study	Hard
ELE/N3148: Repair of LED Lighting Systems	Repairing Faulty LED Lights	Why should the LED array be connected to an AC power source during testing?	To increase brightness level	To confirm LED array works	To stress test components	To warm the LED surface	B	4	Direct Concept	Easy
ELE/N3148: Repair of LED Lighting Systems	Repairing Faulty LED Lights	After repairing components, the technician must reassemble the LED light and _____ before final installation.	pack the unit safely	record repair details	test overall performance	clean outer surface	C	4	Fill in the blanks	Easy
ELE/N3148: Repair of LED Lighting Systems	Repairing Faulty LED Lights	What is the purpose of placing the LED light back into its fixture after repair?	Check real-use performance	Reduce repair time	Improve cosmetic finish	Avoid further testing	A	4	Logical Reasoning	Easy
		While diagnosing a faulty geyser, the technician must disassemble								

ELE/N3149: Repair of Faults in Geysers and Fans	Diagnosing Faults in Geysers or Fans	What should the technician do to ensure accurate fault identification?	Inspect only the outer casing	Shake parts to find loose ones	Test each component separately	Replace heater coil directly	C	10	Scenario Based	Hard
ELE/N3149: Repair of Faults in Geysers and Fans	Diagnosing Faults in Geysers or Fans	What should the technician do when finding a loose connection in a faulty fan?	Leave it unchanged	Tighten the joint properly	Add tape temporarily	Replace wires instantly	B	4	Logical Reasoning	Easy
ELE/N3149: Repair of Faults in Geysers and Fans	Repairing Faulty LED Lights	While assisting a colleague during an LED repair process, what is the most effective way to ensure proper skill-sharing and teamwork?	Ask them to finish repair alone	Provide tools without instructions	Observe silently without input	Demonstrate steps clearly and guide them	D	7	Troubleshooting	Medium
ELE/N3149: Repair of Faults in Geysers and Fans	Repairing Faulty LED Lights	When inspecting damaged LED strips, what should the technician primarily focus on?	Identify burnt LEDs and install new strips with matching ratings	Remove entire strip even if only one LED shows mild dimming	Press loose LEDs firmly and reinstall without replacement	Swap strip ends to see if brightness changes temporarily	A	7	Comprehension	Medium
ELE/N3149: Repair of Faults in Geysers and Fans	Repairing Faulty LED Lights	After completing the repair of a geyser or fan, what should the technician do to ensure customer satisfaction?	Leave after repair	Ask customer to test later	Demonstrate unit operation	Avoid running appliance	C	4	Direct Concept	Easy
ELE/N3149: Repair of Faults in Geysers and Fans	Repairing Faulty LED Lights	Why should the technician clean the repair area and dispose of debris properly after completing the job?	Maintain safety and hygiene	Reduce service duration	Improve tool condition	Avoid documentation work	A	2	Logical Reasoning	Easy
ELE/N3149: Repair of Faults in Geysers and Fans	Repairing Faulty LED Lights	After service completion, the technician must complete _____ to close the customer complaint properly.	tool maintenance	inventory planning	route scheduling	service documentation	D	4	Fill in the Blanks	Easy
ELE/N3149: Repair of Faults in Geysers and Fans	Repairing Faulty LED Lights	What should be done with defective components after repairing a geyser or fan?	Return to stores as per process	Dispose at customer site	Keep for personal use	Leave inside appliance	A	2	Direct Concept	Easy
ELE/N3150: Installation and Maintenance of Water Purifiers	Perform Pre-Installation Tasks	Arrange the steps for assessing structural suitability: (i) Check power source (ii) Assess plumbing access (iii) Verify available space (iv) Confirm customer's preferred location	ii → iv → i → iii	iii → ii → i → iv	i → iii → ii → iv	iv → ii → iii → i	C	10	Ranking-based	Hard
ELE/N3150: Installation and Maintenance of Water Purifiers	Perform Pre-Installation Tasks	As a technician, why is it important to evaluate all requirements before installation?	Reschedule installation if requirements are not met	Check if all installation conditions are met	Proceed without checking requirements	Communicate any issues to the customer	B	7	Comprehension	Medium
ELE/N3150: Installation and Maintenance of Water Purifiers	Perform Pre-Installation Tasks	Why a technician should be checked all parts before installation?	Inform the customer if any part is missing	Ensure the purifier matches the order details	Skip verification and proceed with installation	Check all parts and accessories before installation	D	4	Factual Inference	Easy
ELE/N3150: Installation and Maintenance of Water Purifiers	Install and Check the Functionality of the Water Purifier	As a technician, what is the consequence of drilling without marking?	Damage to hidden wiring or improper installation	Faster installation	Easier customer adjustments	No significant issues	A	4	Logical Reasoning	Easy

ELE/N3150: Installation and Maintenance of Water Purifiers	Install and Check the Functionality of the Water Purifier	A customer calls with a problem that could have been prevented with a proper demonstration. What should the technician have done?	Demonstrate the functions to the customer	Skip explaining and let the customer read the manual	Ensure the customer understands key features	Explain the purifier's features and benefits	D	4	Logical Reason	Easy
ELE/N3150: Installation and Maintenance of Water Purifiers	Install and Check the Functionality of the Water Purifier	A technician finds that the purifier is not producing water at the expected rate. What could be the issue?	Check if the filter is clogged	Measure the water pressure at the inlet valve	Ensure water flow is consistent across all taps	Increase water flow by adjusting pipes	B	7	Troubleshooting	Medium
	Diagnose Faults and Fix Dysfunctional Components									
ELE/N3150: Installation and Maintenance of Water Purifiers	Diagnose Faults and Fix Dysfunctional Components	As a technician why is customer approval needed before major component removal?	Transport the unit to the service center if repairs are complex	Perform quick fixes without customer consultation	Seek customer approval before removing major components	Replace faulty components if available on-site	D	4	Direct Concept	Easy