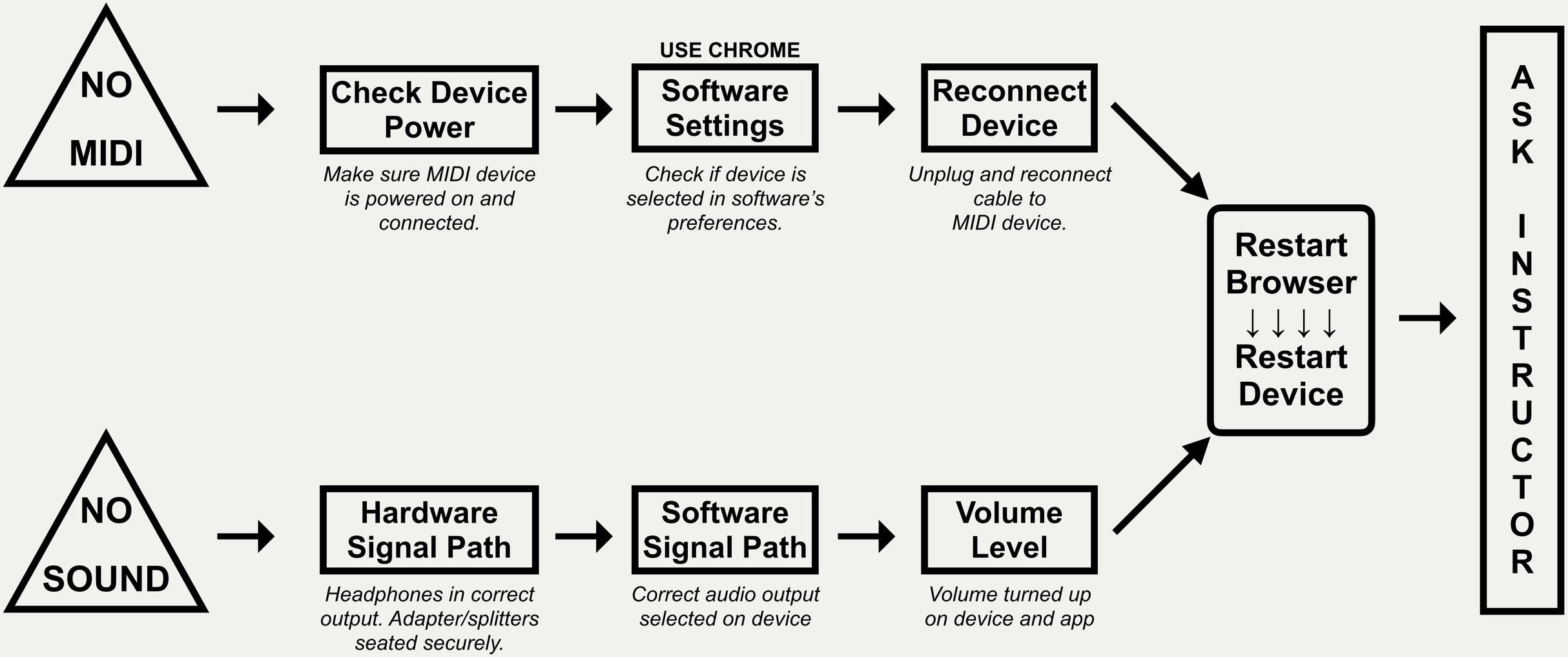Tech Lab Troubleshooting Chart