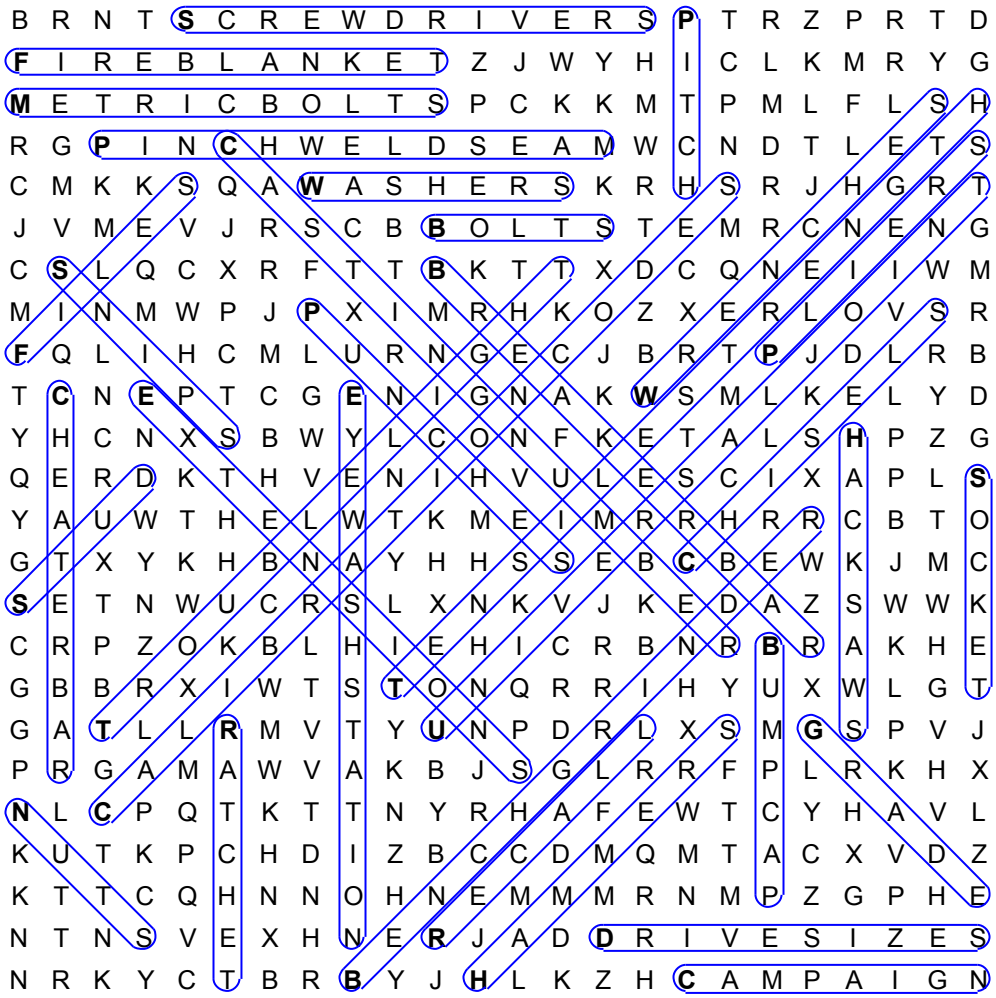Chapter 1 Service Information, Tools, and Safety