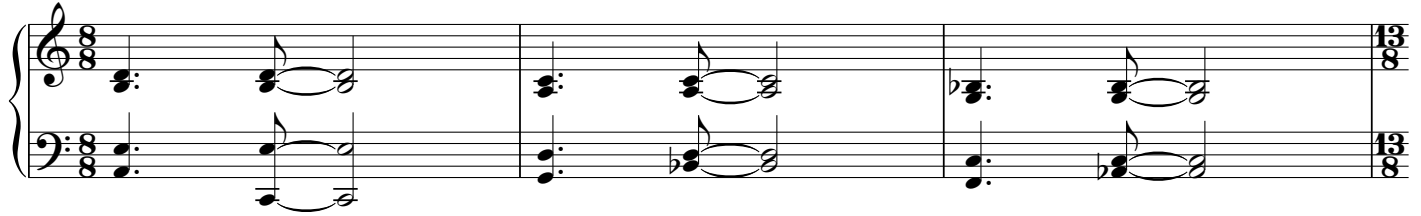


heat complaint



5



8



11

