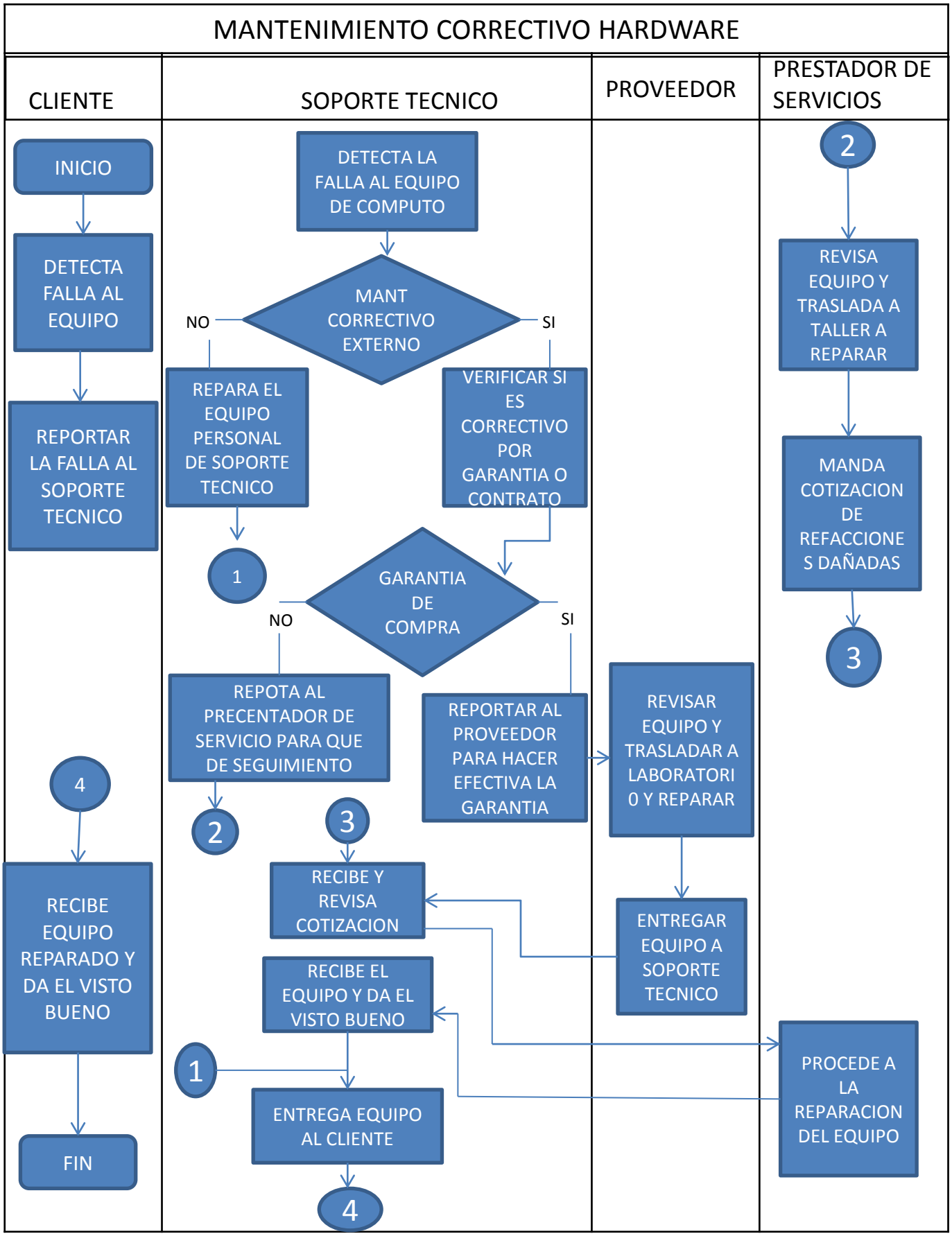PROCEDIMIENTOS DE MANTENIMIENTO CORRECTIVO DE HARDWARE