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SYSTEMSHIELD™ CORRECTIVE ACTION PROCEDURE

PURPOSE

This procedure outlines the required steps to resolve any field-identified defect or noncompliance during SystemShield™ Grounding Kit installation. It applies to product issues (missing or defective parts), field errors (installation faults), or test failures (torque, resistance, or bonding verification). All actions must be logged and signed off before the system is returned to service.

WHEN TO INITIATE THIS PROCEDURE

Initiate this process if **any** of the following occur:

- Resistance test value exceeds 1.0 ohm
 - Hardware fails torque verification
 - Wire or lug installation is noncompliant
 - Kit is missing parts or contains incorrect components
 - Visible damage or deformation of any part
 - Report submitted via the **Defect Report Form**
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STEP-BY-STEP CORRECTIVE ACTION PROCESS

1. ISOLATE THE SYSTEM

- De-energize any nearby or related systems
 - Apply Lockout/Tagout (LOTO) if electrical power is present
 - Mark the affected kit or area for corrective work
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2. INSPECT AND IDENTIFY ROOT CAUSE

- Verify exact point of failure or nonconformance

- Use checklist or reference guide to revalidate installation
 - If caused by shipping or handling, document damage with photos
 - If caused by improper torque or wiring, trace back to installer steps
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3. CORRECT THE CONDITION

Perform the required corrective action:

Condition	Corrective Action
Loose lug or bus bar	Retorque to proper specification
Wire too short or crimped improperly	Replace with backup wire from authorized inventory
Missing or incorrect fastener	Replace with matched fastener from same spec group
Damaged terminal or screw	Replace using SystemShield support inventory
Surface contamination	Clean surface and reseal hardware with bonding contact
High resistance	Remove, inspect, and reterminate affected connection

4. RETEST THE SYSTEM

- Perform a new resistance test and log the reading
 - Recheck torque with calibrated tool
 - Visually confirm that all parts are reinstalled correctly
 - Use the **Resistance Testing Record Sheet** and **Final Inspection Sign-Off Sheet** to document results
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5. COMPLETE SIGN-OFF

Once the issue is resolved:

- Installer must initial correction made
 - Supervisor must verify resolution and authorize system return to service
 - Submit any updated documentation to your field lead or upload via portal
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NOTES

- Never bypass or skip corrective steps

- Do not re-energize any grounded system without verified retest
 - Do not substitute hardware or wire without SystemShield authorization
 - Always follow current NEC, UL, and safety standards when correcting any issue
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SUPPORT AND REPORTING

For technical support or replacement part authorization, contact:

Email: systemshieldgrounding@gmail.com

Secure Access Portal: <https://systemshield.tech/distributor-access>