



NANTE

Industrial Products (PTY) LTD

The De-Risking Buyer's Guide

How to evaluate a crane supplier and buy on value, not origin.

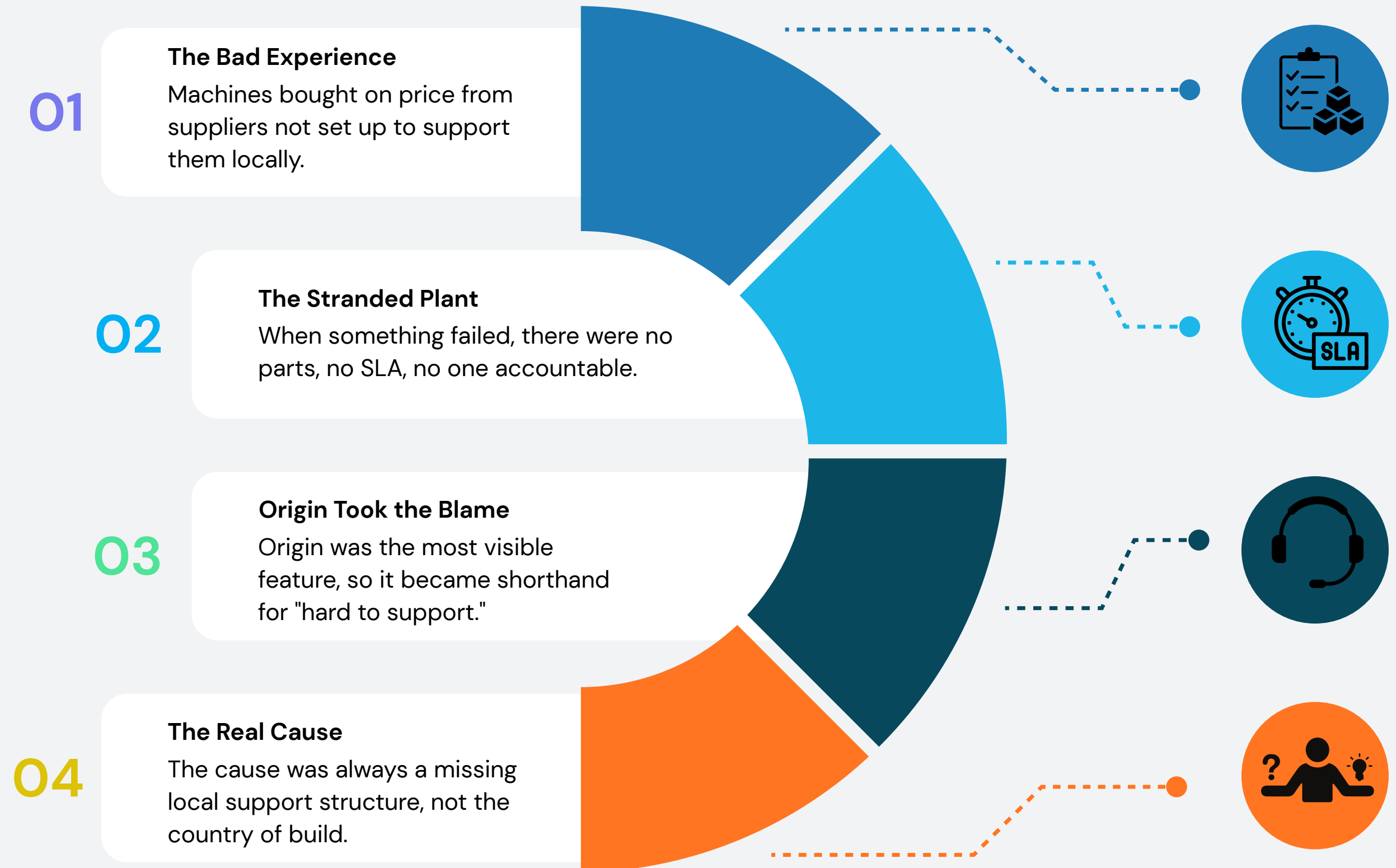
The Real Cost of the Wrong Crane

Why the cheapest quote is often the most expensive decision



Why "Imported" Became a Proxy for "Risky"

The reputation is real, but pointed
at the wrong target



1. Parts Availability

Confirm what is physically stocked in-country and the lead time for anything that is not.



4. Accountability

Secure a single local owner of the problem and a clear escalation path.



5. Track Record

Ask for named, comparable installs and references you can actually call.



The Five Risks of an Imported Crane

What actually puts your production at risk, and how to close each gap

2. Service Response

Require written response times: hours to phone support and to a technician on site.



3. Build & Safety Standards

Verify the crane is certified to the named standards for your duty cycle, with documents.



The Real Risk

None of these is about origin. Every one is about whether local support is real.



What "Supported Like a Local" Requires

Five commitments that turn a slogan into a standard you can test



Parts held locally

Stock for your crane class kept in-country, with published quantities and lead times.



Service in writing

A service-level agreement with response times by region, written into the contract.



Trained technicians

Local technicians trained on your specific equipment, not a generalist sent to learn on your machine.



Local commercial terms

Invoicing and payment terms that fit your procurement process and currency.



Clear accountability

A named account and service contact, with a defined escalation path when first response doesn't resolve the issue.

What a Real Support Model Looks Like

The interconnected elements that keep your crane running



Parts Support

In-country holding for your crane class so downtime is measured in hours.

Design Support

Engineering input from application through to duty-cycle specification.

Technical Support

Direct access to engineers who know your specific equipment.

Single Point of Contact

A named owner and escalation path so accountability is never in doubt.

Maintenance & Certification

Scheduled servicing and certification that keep you compliant and running.

Your Due-Diligence Checklist

A simple framework you can apply to any supplier, imported or local

01

Parts In Country

Ask for a real stock list with numbers and lead times, not "we can get it."

02

Response In Writing

Ask for response times in hours, written into the contract by region.

03

Named Certification

Ask for certification covering your duty cycle, with the documents to prove it.

04

A Person, Not A Portal

Ask for a named local owner and a defined escalation path.



Targeting

Service

Standards

Accountability



How to Evaluate a Crane Supplier

Four steps that turn a risky purchase into an evidence-based decision

Define Exposure

Treat the purchase as a downtime-exposure decision, not a sticker-price one.

Separate Origin from Support

The risk to manage is supplier-support risk, not country-of-origin risk.

Demand Evidence

Make parts holding, SLAs, standards, accountability and track record your criteria.

Score and Decide

Run every shortlisted supplier through the same five checks and buy on value.

From Caution to Confidence

How evidence moves you from doubt to a rational decision



Third Level: Verify

Compare evidence: stock lists, SLAs, certifications, references.

Second Level: Question

Ask every supplier the five checks and demand documentation.

First Level: Reframe

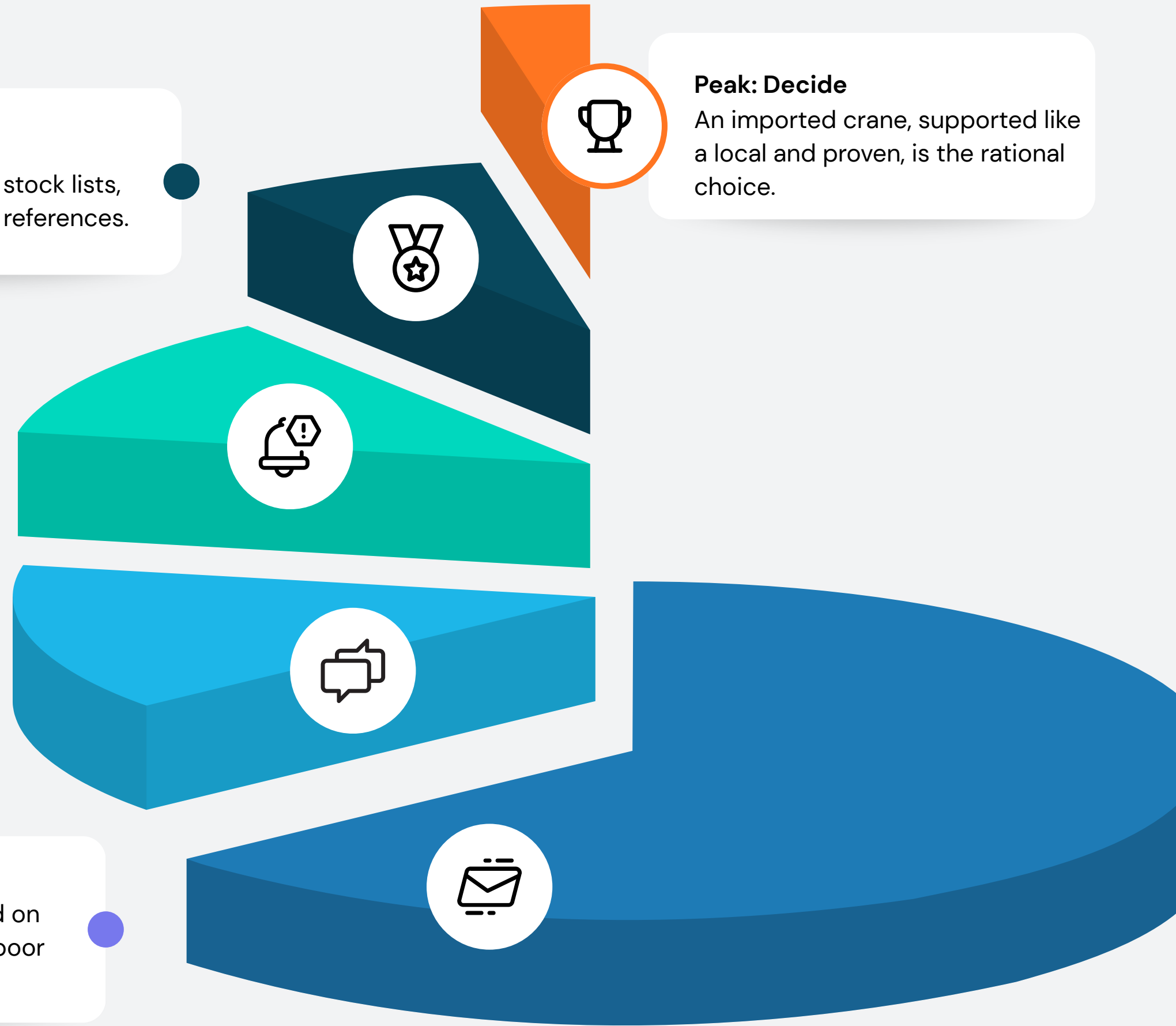
Recognise the risk is the support model, not the country of origin.

Foundation: Caution

Imported feels risky, based on real past experience with poor support.

Peak: Decide

An imported crane, supported like a local and proven, is the rational choice.

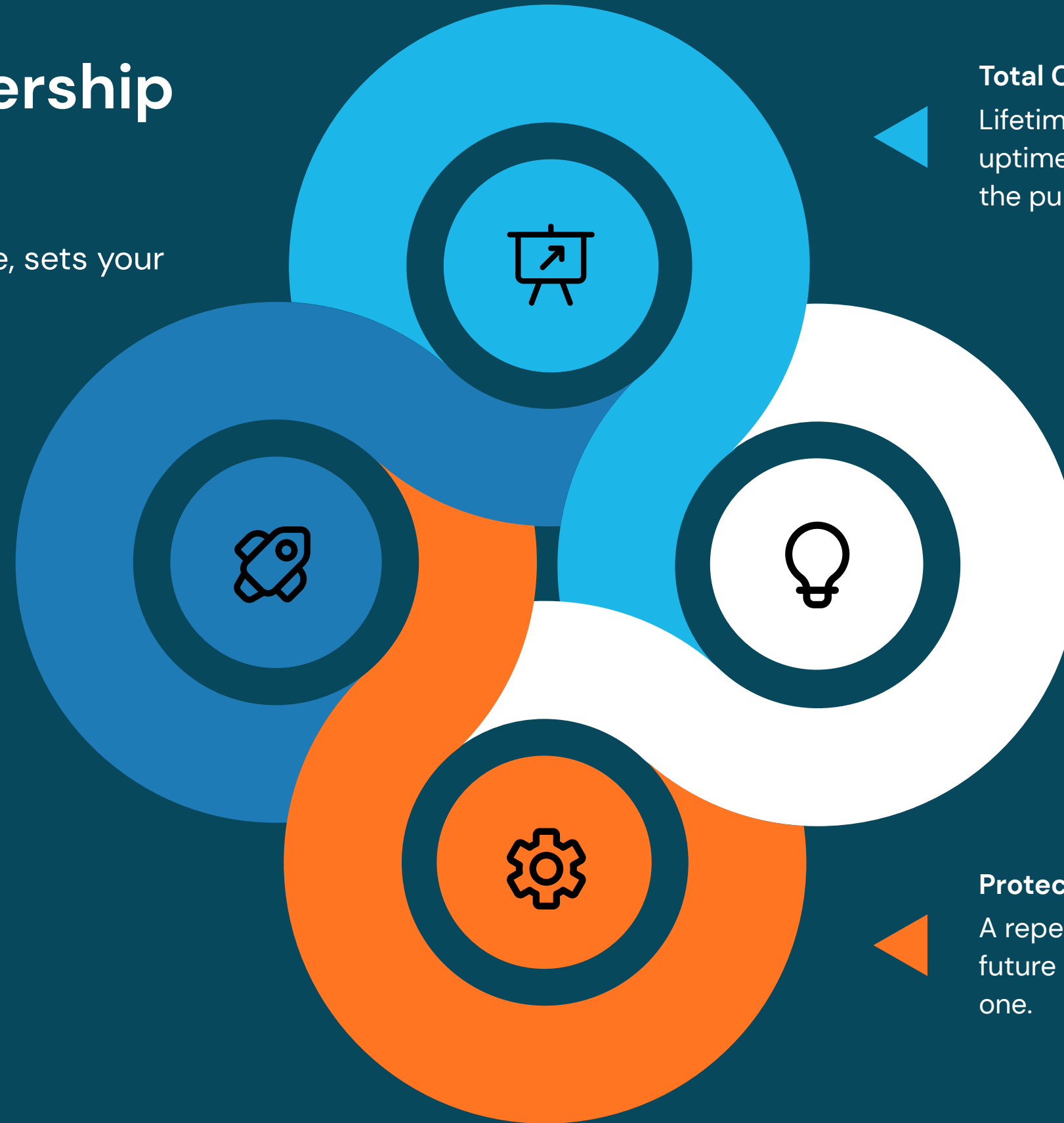


The Ten-Year Ownership View

Why the support model, not the price, sets your true cost

Capital Asset

A crane is a multi-year asset; the support model determines its real cost.



Total Cost Of Ownership

Lifetime cost is driven by uptime and parts speed, not the purchase price.

Standardise The Standard

Apply one documented de-risking standard to every purchase and every site.

Protect Every Site

A repeatable standard protects future purchases, not just this one.

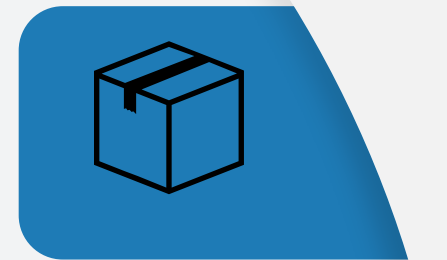
De-Risk Before You Buy

The essential checks for any imported crane purchase

01

Parts In Country:

Real stock list with numbers and lead times.



02

Written SLAs:

Response times in hours, in the contract.



03

Named Standards:

Certification covering your duty cycle.



04

Local Accountability:

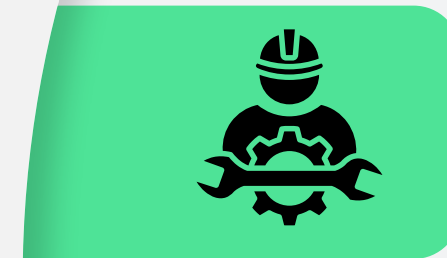
A named owner and escalation path.



Proven Track Record:

Comparable installs and live references.

05



Local Technicians:

Trained on your specific equipment.

06



Local Commercial Terms:

Invoicing and currency that fit procurement.

07



Book the Test:

A free technical site assessment from NANTE.

08

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