

# RAM Technical Support

Global experience on every continent



*Adaptive & culturally diverse – a winning combination for RAM’s technical team*

**Keeping your RAM spreader in service for as long as possible has always been the main consideration of our after-sales and service team.**

Our team has been very busy in the pandemic, balancing the difficult job of reduced ability to visit a customer's site and supporting our customers with new technology.

## New technology

**We have adapted to the challenges faced during the pandemic by continuing to support our customers through our extensive global network of after-sales and service agents.**

Regular conference calls between our global technical managers ensure that any issues on all current and new projects are known and discussed, with strategic plans formulated ensuring our customers receive the best level of care and support.

Video consultations with customers are also possible to discuss maintenance, technical issues or what upgrades are possible.



RAM's Technical Manager Hector Pozo carrying out diagnostic checks

## Diverse and experienced

**The great strength of our technical team is its cultural diversity and range of different experiences.**

Our technical team have a range of skills and cultures that complement each other as a group, with a strong working commitment of *“There is no problem that cannot be solved!”*

With experience and backgrounds covering hydraulic, mechanical and electrical, some having worked in small African bulk terminals with grabs, and others, in huge automated terminals of Dubai and Singapore.



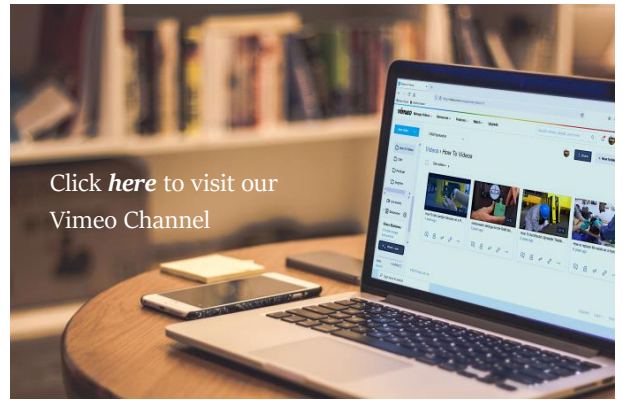
The group talks every day on group chat helping each other solve customer problems. Our team is spread across all time zones, so it is not uncommon for our technical manager in Dubai to be helping a customer in South America at night-time.

12	11	10	9	8	7	6	5	4	3	2	1	<b>GMT</b>	1	2	3	4	5	6	7	8	9	10	11	12
<b>Hector Pozo</b>	<b>Craig Gladwinfield</b>	<b>Louis Du Plessis</b>	<b>Balakrishnan Babuchandran</b>	<b>William Job</b>	<b>Tan Boon Pue</b>	<b>Joe Zhang</b>	<b>Jayawanth Nayak</b>																	
Industry Experience: 15 years	Industry Experience: 18 years	Industry Experience: 37 years	Industry Experience: 12 years	Industry Experience: 24 years	Industry Experience: 14 years	Industry Experience: 8 years	Industry Experience: 25 years																	
Region: America	Region: Europe & America	Region: Africa	Refurb Manager – Middle East & India	Region: Middle East	Region: South Asia	After-Sales Manager	Head of Global After-Sales																	

**Commissioning | Servicing | Refurbishments | Training**

The RAM technical team has been using a remote reporting and diagnostic app for some time now, reducing paperwork and enabling e-logging of reports for commissioning and troubleshooting.

An online chat system has also been introduced, allowing our customers to contact us for any service, spare parts or sales enquiries. Additionally, a set of 'How-To' videos with step-by-step guidance on maintaining RAM spreader equipment is available to view on our Vimeo channel.



Click [here](#) to visit our Vimeo Channel

## Regional and local

With restrictions on global travel, on some occasions, our technical team find it both frustrating and challenging not to be allowed entry into a country to help customers in their hour of need.

This is when RAM's extensive global network of after-sales and service agents play an essential role in allowing after-sales support to continue without further disruption.

Recent projects in Europe, the Americas, and India allowed us to work together with our local agents to complete the commissioning of spreaders.

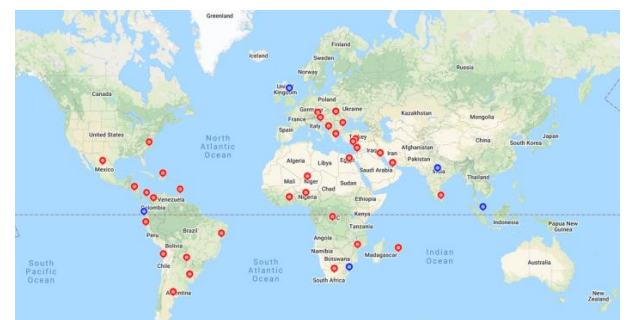


On site local support in India for commissioning during the pandemic



RAM's Technical Manager William Job during commissioning of a SingFlex tandem project in the Middle East

We have a global network of over 40 service agents able to offer the best level of service and support to customers in their hour of need, especially supporting them during the pandemic when travel restrictions are difficult.



Click [here](#) for a comprehensive list of our service agents and get in touch.



During a recent commissioning project, Frank van Laarhoven, our regional sales manager for Europe, commented, *“Working closely with our local service agent in Europe, we commissioned a number of SingFlex tandem systems, and were able to work on several refurbishment projects in Italy”.*



## Experts On Call - Help and support when needed

Listening to our customers has paid off, as we developed a new heavy-duty MHC spreader adding simple upgrades leading to improved performances at ports & terminals in Africa.



RAM's new MHC spreader at Sogester



### A new heavy-duty spreader

A recent service call to terminal operator Sogester helped us create a new heavy-duty twin-lift MHC spreader, the RAM 2750.

Our Technical Manager for Africa, Louis Du Plessis (pictured left), and the terminal's technical team set to work to develop improvements to their RAM MHC spreader, which had been subjected to heavy impacts from an increased throughput at the terminal.

Improvements included structural design upgrades, heavy-duty thicker profile telescopic arms, bigger bash/side plates, wireless diagnostics and our 'ShockAbsorb' impact suppression system. These improvements are now helping Sogester and other terminals, such as GPHA, increase throughput demand.

### Lights, camera, action

For customer LCT, including a lighting and camera system to their new RAM RTG spreader has resulted in proposals to retrofit their existing RTG RAM spreader fleet with the same systems. The lighting and camera system is designed to help the operator navigate and locate containers in high stacked areas where visibility is compromised.

## Refurbs & upgrades are on the increase



Bala performing diagnostic checks

Many customers consider refurbishments to extend the lifespan of their spreader, but the primary purpose is to ensure continued high reliability and efficiency by replacing worn components.

Manager in charge of RAM's refurbishments and upgrades, Balakrishnan Babuchandran, has experienced an increase in requests from customers for refurbishment proposals since the pandemic.

Inspecting a customer's spreader is essential, as it can quickly determine what level of refurbishments are available to the customer, depending on the spreader's service life condition.

An inspection shows where and how a customer's spreader can benefit from refurbishment and upgrades, giving better performance.

### Popular upgrades include:

- Height Indication System
- High-Torque Rotary Actuators
- Fault Diagnostic Screen

### Or safety upgrades such as:

- Anti-Fall-Away System
- Virtual HMI Diagnostic System



Bala commented during the completion of a refurbishment project in India, *“With refurbishments on the increase, customers are not only increasing the service life of their spreaders but also benefitting from new technologies available.”*

Bala added, *“Our customers have access to over 20 different types of upgrade options available.”*

Click [here](#) to view & download our upgrade options brochure, and get in touch with Bala today!



## Spreader health checks are also available

Bala is also instrumental in working with our team of expert engineers in consulting on spreader health checks for our customers.

A detailed report will be produced showing the current condition of the spreader and what is available to enhance performance and increase the spreaders service life.



Top and left: Health check being carried out and typical feedback report

Bala commented during a recent health check,

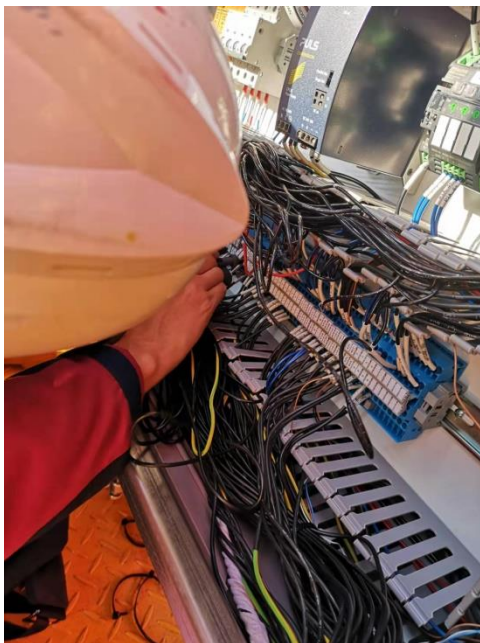
*“A RAM ‘Spreader-Health-Check’ guides customers into deciding whether to refurb or replace their existing spreader.”*

*The health check report describes the existing condition of the spreader, recommended repairs, required parts, and recommended training options.”*

## Closing the gap from China

Our after-sales manager, Joe Zhang (*pictured below right*), located in China, oversees commissioning projects in the crane OEM’s facilities in China before delivery to customers worldwide. Joe is also instrumental in supporting the port customers in China.

With over 8 years of experience in the port industry, Joe has a keen eye for detecting potential problems that could occur at the ports and ensuring they are addressed before shipment from the crane OEMs facility.



Joe carrying out routine spreader electrical tests at RAM facility in China before shipment

Joe commented, *“My job is to ensure that our equipment is ‘operation ready’ before it leaves the crane OEM facility. This can include final quality checks, further lubrication and also paint correction, following endurance testing”.*



Joe also provides additional after commissioning support to our customers in China, especially when customers are using new types of equipment, such as our tandem SingFlex system.

Joe also added, *“It is important to ensure our customers have full knowledge and an understanding in using new equipment such as tandem SingFlex, and for them to get the most out of their equipment.”*

*I am in regular contact with these customers to offer guidance and support and troubleshooting sessions.”*

## A surge in demand for genuine spare parts

With the increase in demand for spare parts due to the consequences of the pandemic, ports and terminals are working harder than ever to move more containers.

At RAM, we are keen to educate customers on the importance of buying genuine RAM spare parts.

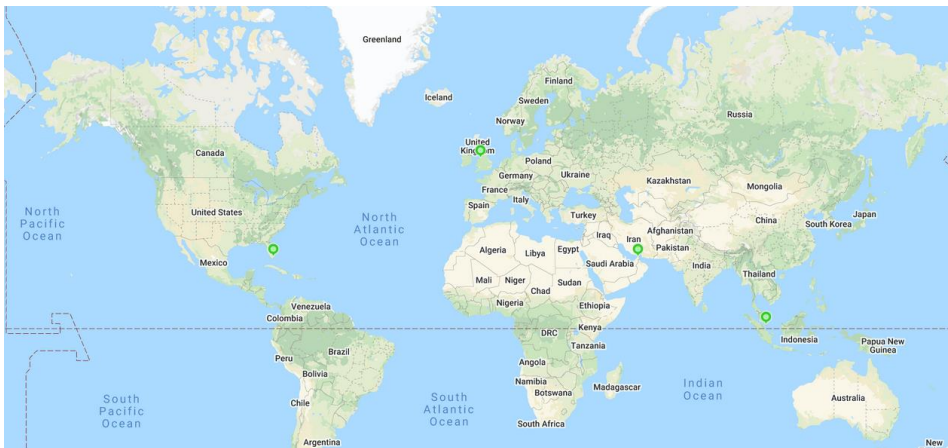


RAM's Spare Parts Manager, Steven Lee, commented, *"Replacing spare parts, especially twistlocks not supplied by RAM, is a dangerous and risky practise for customers as it voids insurance claims and invalidates the spreaders warranty".*



Steven checking twistlock's before sending out to customer

We have several spare parts hubs located at strategic locations worldwide to ensure access to genuine RAM spare parts are sourced and readily available to customers.



**RAM  
Spare Part Hubs**

**AMERICA  
UK  
UAE  
SINGAPORE**

## RAM AFTER-SALES & SERVICE SUPPORT



After care & support  
**when needed**