

Crane**Safe** & Green sticker FAQ

Does my crane need to have an annual inspection?

Yes. Under the Australian Standards **AS1418 & AS2550**, all cranes must have an annual inspection completed by a competent independent third party.

Does my crane need to have a Crane**Safe** inspection?

Annual inspections are required to be completed by an independent third party. Crane**Safe** meets this requirement with the endorsed Crane**Safe** Assessors independent of the service repairs and maintenance company. The Crane**Safe** Assessors are independent of the Crane**Safe** Program. Crane**Safe** is also the only NATA-accredited crane inspection program.

Is there a grace period after my green sticker expires?

Crane**Safe** doesn't issue extensions on the annual inspection. Therefore, the NEXT INSPECTION date on the report and/or green sticker will be the date the crane will need to be re-inspected.

Why does my green sticker have a 'Next Inspection' date of 13, 14, or 15 months instead of 12?

Crane**Safe** acknowledges the logistical constraints of a project schedule or maintenance shutdown window. The benefits to site safety and optimal inspection conditions warrant flexibility with the Crane**Safe** Assessment schedule to a time when the Crane can be assessed while not performing lifting operations for clients.

For these reasons, Crane**Safe** will revise its policy to allow inspections within three months of the previous assessment expiration. The updated policy aligns Crane**Safe** with the NSW State roadworthy inspections that enable cranes to be inspected within three months before the last assessment's next inspection date.

How do I book an inspection/find a suitable assessor?

Please use this link to book an inspection with our assessors

<https://www.cranesafe.com.au/find-an-assessor>

How does CraneSafe choose its assessors?

Please see the assessor minimum requirements page.

<https://www.cranesafe.com.au/minimum-requirements>

Can I be a CraneSafe assessor?

Go to the assessor requirements page and endorsement page to see the requirements. <https://www.cranesafe.com.au/minimum-requirements>

I have a problem with an assessor. How do I report this to CraneSafe?

We are sorry that you are having an issue with one of our endorsed assessors.

Please use this link (<https://www.cranesafe.com.au/problem-notification>) to submit a problem notification, and this problem report will be sent to the CraneSafe & CrewSafe Technical Advisor and CICA CEO.

How do I pay for a CraneSafe sticker/report?

You should receive an email with a "PAY NOW" link at the bottom. This is the most convenient way to pay via credit card. You can also contact our office to pay with a card over the phone.

If you require an invoice for payment, please email our team. **DO NOT** use the "PAY NOW" link if you have requested an invoice, as this will cause a duplication of invoices and potentially cause an overcharge to you.

I have already paid the assessor. So why is there another fee?

Some assessors include the cost of CraneSafe in their invoicing, while others choose not to. Prior to the assessment, please discuss this with the assessor and your accounts department/representative.

Can I receive my CraneSafe sticker/report without payment?

NO. CraneSafe requires payment to be made before the green sticker and report are issued.

I have paid for the sticker/report. Where is it?

If you have paid for your sticker/report, there is a chance that our team is currently reviewing it. Please don't hesitate to contact us if you are concerned about delays in receiving stickers/reports.

How long will it take to get the green sticker to me?

In almost all cases, the stickers are sent from our office in Mulgrave, Victoria (NB: Occasionally they will be sent from Brisbane).

Please refer to the AusPost link below to check the estimated time for packages to reach their destination.

If the sticker is required faster than regular Australia Post delivery, CraneSafe at the point of purchase of the green sticker, offers the ability to purchase express post at an additional fee.

<https://auspost.com.au/service-updates/domestic-delivery-times>

Can I track my green sticker delivery?

Yes, but you must request **express** post or select the express post option when paying for stickers through the “PAY NOW” link. Stickers sent through standard post cannot be tracked.

Can I have a digital copy of the green sticker while waiting for the physical?

NO. CraneSafe's policy is not to issue digital copies of the stickers. However, if a sticker is required urgently, CraneSafe has an express post option.

How do I get into a site without the physical green sticker?

You should be able to access a site with the CraneSafe report. If this isn't enough, you can also check the validity of a sticker using this link

(<https://www.cranesafe.com.au/>) or by returning to the front page. Using the make and model of your crane, you can check its status.

Don't hesitate to contact our team if you experience further issues.

Why is my CraneSafe status still saying expired?

Likely, the team has yet to process the inspection report for your crane. Please don't hesitate to get in touch with our team with any concerns.

My green sticker was lost/damaged. Do I need to pay for a new one?

NO. Once you have purchased the CraneSafe sticker/report, you can have it reprinted and resent for the entirety of the sticker's validity.

Can I change the details on a valid CraneSafe sticker/report?

This is possible but has some requirements.

If you are purchasing a crane with a valid sticker in the previous owner's name, you must provide one of the following to the CraneSafe admin:

- Invoice/proof of purchase of the crane
- Email from an appropriate representative of the previous owners

Let our team know what details require amending, to transfer the CraneSafe to the new owner.