WHAT TO EXPECT
KENNEL RUN SYSTEM ORDER PROCESS

It all starts with you.

This will be a much more individual purchase than it is for many of the other items in your veterinary hospital. You don’t just open a catalog and select from a couple of options like you would for a table, tub, or scale. While all kennel gates and panels are made to standard design parameters they are configured to meet your individual needs.

It is important to remember that the building is part of the Kennel Run design. Things like wall construction, window and door locations, drainage and floor slopes are all part of your kennel considerations. For most people this is a long-term investment. Cutting corners on the design and construction now will most likely result in higher costs for maintenance and repairs later. Good drainage and airflow along with a well-lighted kennel will provide a safe, comfortable environment for both the client and the staff. It is also important to choose materials that do not absorb water or harbor bacteria.

Common steps in the order process for any installation type:

1. We will require a sketch or drawing of your new or existing Kennel Run area. It should include room size measurements along with door, window, and drain locations. It is also helpful to know the planned use of kennels (i.e., boarding, hospital patient, ICU and recovery, etc.). This will assist with selecting the best options.

2. Choose the options that are right for your needs:
   - Grill or glass gate
   - Food or water bowls
   - Transfer doors
   - Partition panels
   - Grill or glass above 48” height on partitions

3. Get a quote based on the number of Kennel Runs and configuration with the options you have chosen.

4. You will receive drawings for approval. These will illustrate the options you have chosen, show how they are installed and indicate the sizes and space requirements for your installation. This is a critical step in the process. Your kennels will be manufactured per these drawings. Also, the correct hardware needed for a successful installation will be determined from these drawings.

5. Once we have approved drawings your order can be finalized. This is also when all credit terms must be agreed upon and any down payments applied.

6. The lead time for your order is determined on an individual basis. We make every attempt to meet your schedule. However, things like current shop capacity, other items on your order, the size of your order and amount of custom work required all affect your lead time.

Once your order is complete you must be prepared to receive your shipment. Your order will be shipped to you by truck line. Your components will be on pallets that can be moved both in our warehouse and by the shipper by forklift. Depending on the size and type of gates and panels you have ordered each piece may weigh 50 – 100 lbs. Unless other arrangements have been made it will be your responsibility to unload the truck and bring the gates and panels into your facility. Knowing what to expect, and the steps involved, should help the process go smoothly and alleviate at least some of the stresses involved with a project of this type.

As always, feel free to call us at 855.757.6527 at any time during your order with any questions or concerns. We are happy to help.