



## 2<sup>nd</sup> Family Dogs



*Mason Kennels Provide  
A Home Away From Home*



**MASON  
COMPANY**



A Tradition of Trusted Animal Enclosures Since 1892





**2<sup>ND</sup> FAMILY DOGS**  
where your dog is family!

## Background

*2nd Family Dogs is a family owned and operated business in McKinney, TX established by Carol and Bill Barnett. The facility offers high quality, convenient dog daycare, boarding and grooming services for dogs.*

## Challenge

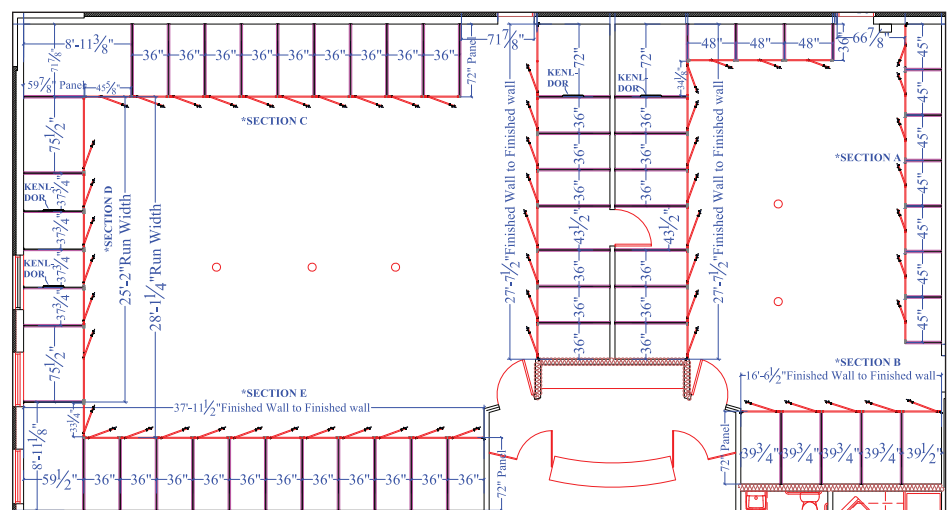
As dog lovers and dog owners, Carol and her family believe in providing a clean and safe environment for dogs. The premier facility had to be designed for the safety, health and comfort of the dogs. Quality and safety were considered in every aspect of the business, and the selection of the kennel manufacturer was no exception. 2nd Family Dogs also wanted a non-standard sized gate that was  $\frac{3}{4}$ " taller than normal. They also wanted to have a unique use of color by constructing the kennels using yellow and green side panels.

## Solution

Carol conducted research for nearly a year before opening the facility. She interviewed dog day cares, pet resorts, veterinarian hospitals, others in the animal care industry and read customer testimonials to select the animal enclosure manufacturer.

"Mason Company stood above the rest in its feedback regarding the quality of the products," Carol said. "My brother and I spoke with staff at about 50 different facilities and every facility with Mason Company products was happy with the equipment, the support and the meticulous installation. I did not get that feedback from those who had products from other manufacturers. Mason Company was by far the best rated."

The facility has about 60 Mason Sani-Kennels with FRP side panels and glass fronts with the exclusive patent-pending Silvis Seal barrier to prevent cross contamination. There are also 20 K-9 Cabins. The kennels are used primarily for boarding and also for naps during doggie daycare. They are designed in a square around the outside of the walls. This avoids hallways between the kennels, maximizes the use of available floor space and creates a large open playroom for the dogs to use when not utilizing their kennel. Mason Company also provided a customized gate solution by manufacturing gates that were  $\frac{3}{4}$ " taller than a standard gate.



The facility has a 1,400-foot room for large dogs and a 1,100-foot room for small dogs. The area for small dogs includes two walls with Mason's Sani-Kennel and two walls with Mason's K-9 Cabin to provide a variety of boarding options for smaller dogs. Transfer doors allow access to the 16,000-foot outside play yard.

*“Mason Company did everything they said, when they said and to the high standard they set. They were easy to work with and were patient with questions. They delivered on all of their commitments, were responsive and had great communication.”*

– CAROL BARNETT

## Results

2nd Family Dogs opened on March 8, 2013 and was at about 50 percent capacity with 35 dogs on the first day. Carol and her staff feel the Mason Company kennels enhance the facility, contributing to its instant success.

“In addition to being so well made, the Mason kennels are beautiful,” Carol said.

Customers comment on how great the kennels look and how much space they have for their dogs. The K-9 Cabins have been well received by small dog customers as they comfortably fit a bed or cot as well as food and water bowls and are cozy for the dogs.

The staff feedback is that the gates are well designed, the latches are easy to use and Mason’s products are very easy to clean. “We use alpha pet tech cleaner and squeegee the glass doors on the Mason Sani-Kennels and they look great,” Carol said.

Carol’s brother, Steve Baum, manages the day-to-day operation of the facility and oversaw the installation process.

“Mason’s installation team kept us informed, answered all the questions we had throughout the process, were very professional and left our facility clean when they left,” said Steve.

The team at 2nd Family Dogs couldn’t be happier with their partnership with Mason Company.

“Mason Company did everything they said, when they said and to the high standard they set. They were easy to work with and were patient with questions. They delivered on all of their commitments, were responsive and had great communication,” Carol said.

Steve agrees. “The kennels look and work great, are high quality and everyone here loves them. We at 2nd Family Dogs are very pleased with every aspect of our relationship with Mason Company for possibly the most critical element of our new business.”



Beautiful  
and  
Roomy!



With more than 120 years of experience in designing the finest animal enclosures in the world, Mason Company has more experience in animal enclosure design than anyone else in the industry. We are known for our ability to customize products and solve design and manufacturing challenges. Mason Company offers the broadest product line in the industry - many with patented, innovative features - and customizes solutions to meet your specific needs.

Mason Company's experienced staff provides design advice, price quotations and computerized layout drawings free of charge. Contact us today to learn more about how we can help you!



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