

OPERATION & MAINTENANCE MANUAL



KENNELS



Certificate No. FM 21078
Quality Management
ISO 9001:2008

Certificate No. EMS 45526
Environment Management
ISO 14001:2004

Certificate No. OHS 547679
Occupational Health
& Safety Management
OHSAS 18001:2007





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Introduction

Broxap kennels systems have been supplied to designs that have been proven over years of development and installation.

Kennels can be supplied in a number of different sizes with various run combinations and electric packs to suit every situation and environment.

To aid in ensuring the maximum life can be realised with the product, along with minimising the costs for major refurbishment, this manual has been created to assist in the ongoing maintenance requirements along with identifying important points that should be followed at all times.

Broxap are ISO9001 (Quality), ISO14001 (Environmental) and OHSAS18001 (Health and Safety) certified through the BSI.

These 3 standards have been utilised during the design, manufacture, processing and delivery of the product. Our commitment to providing a service of quality that takes into consideration the effects of the environment during its manufacture and life plus the health and safety of the Customers has been fully considered.

Other standards that have also been considered during product design and manufacture are:

- BS EN ISO 1461:2009 (Hot Dip Galvanized Coatings on Fabricated Iron & Steel Articles)
- BS EN ISO 13920:1997 (General Tolerances for Welded Constructions)
- JSP 315 Scale 14 (Dog Section Accommodation – Military Applications)

Health & Safety Information

The vast majority of products supplied / installed have no specific operating instructions once they have been installed. However, there is a need for certain Health and Safety notes to be considered at all times during its use and ongoing maintenance.

These being:

- Product that has any Broxap electrical installation should be maintained by Broxap personnel or an approved electrician only. **Under no circumstances should water be splashed over electrics or hose pipes directed at them.** Broxap have taken every precaution with respect to installed electrics, by ensuring they have basic protection from damp and water.
- When routine maintenance is being undertaken there is a requirement for the customer to observe the required Health & Safety information for the materials / products being used. Broxap identify that:- **It is the Customer's responsibility to ensure that full care, responsibility, correct operation / use and training are adhered to at all times.**
- Broxap cannot accept any responsibility for any damage or injury to persons or dogs as a result of not working in the proper, correct and intended manner.
- Should any structural concerns, product failure, product quality or issues relating to ongoing maintenance and repair of the product be necessary, then it is strongly recommended that in the first instance contact is made directly with Broxap.

The sleeping area of each unit is constructed from an insulated material that has two external plastic surfaces with Styrofoam and MDF wood liner. The edges of each panel are sealed with an aluminium extrusion.

Materials & Processes

As the product is designed to utilise various customer requirements, the following is a list of materials and processes that could have been used during its processing:

Materials

- Mild steel
- Extruded Aluminium capping
- White uPVC insulated board
- Toughened glass
- Phenolic coated plywood
- Plastic / aluminium guttering and downpipes
- Stainless steel
- Fixings - Grade 8.8
- Proprietary locking mechanisms on doors

Processes used

- Bending, forming, fabrication and welding
- Hot dip galvanizing
- Sandwich bonding of boards
- Toughening of glass
- Extrusion of aluminium
- Resin cross bonding of plywood
- Zinc plating of fasteners

Cleaning, Maintenance & Repair

This section gives a generic overview of the inspection and cleaning regimes, solutions, methods and techniques which will preserve the aesthetic finish of the product.

Inspection & Cleaning

To maximise life expectancy the product should be visually inspected, on a regular basis, for any signs of damage, breakdown of surface finish, reduction in performance, build-up of salt, dirt or atmospheric residue, and loose fixings. During these inspections, should any concerns be noted, then the Customer's attention is brought to the following pages whereby suitable maintenance and repair methods are described for the various materials used.

In the event of serious damage to any main, or structural, component then Broxap should be contacted immediately for detailed technical advice.

In addition to the visual inspection, the sleeping area panels will benefit from a clean down being completed.

The required frequency of visual inspection and cleaning will be governed by the usage:

- In a harsh kennel environment, the cleaning frequency should be weekly, and the inspection frequency should be monthly.
- In a lower usage, or domestic, environment, the cleaning frequency may be pushed out to monthly, with a 3 monthly inspection.

The clean down should be undertaken with a mild detergent in warm water. The cleaning should be undertaken on all galvanized surfaces using a soft cloth or sponge, at no time should any kind of abrasive be used.

Note – the above recommendations are over and above the normal expected daily cleaning routines that are required to maintain the kennel cleanliness and hygiene. This regime is in accordance with the known practices employed by the individual kennel owner/manager. **Broxap draw the users attention to the fact that all cleaners and disinfectants must be compatible with the materials used for the kennel. Broxap cannot be held responsible for any discolouration or galvanizing oxidisation as a result of the cleaners used.**

All cleaning and maintenance should be recorded, detailing the method of cleaning, what products have been used, and what repair work has been undertaken. In the case of a warranty claim against Broxap, this information will be requested.

Galvanized Coating

The Galvanizing used on the product has been processed in accordance with the requirements specified in BS EN ISO 1461:2009.

Galvanizing is a hot dip chemical reaction of molten zinc onto a steel substrate.

At the time of the process taking place the appearance will be one of shiny silver, however, this will not last and over a period of several weeks this will dull off to a grey colour. This is the natural finish of the Galvanized surface.

Note - due to the nature of the Galvanizing process some surface irregularities may occur on the surface of finished products. Although these will be finished flat, where possible, this will not be undertaken where it may breach the zinc coating. Some visual irregularities may therefore be present on galvanized products – these do not compromise the durability and performance of either the product or the coatings in any way.

Scourers, wire brushes, and abrasive cleaners must not be used during cleaning as they may compromise the protective surface and result in premature rusting.

After cleaning ensure the product is rinsed thoroughly.

Galvanizing has the ability to “self-heal” any minor knocks or scratches.

However, there will be occasions whereby the coating has been damaged to base steel at a size that will not allow for self healing. Based on this there are several proprietary repair paints on the market. In Broxap’s experience we have found 2 that give a satisfactory repair and finish for ongoing use. The 2 methods are either Galvafruid or Zinga with both being available in either a paste / brush application or an aerosol spray.

- Where the surface is scratched or damaged through to base steel, a check should be made to establish if rusting has occurred.
- Where rusting is present, then the area should be wire brushed / sanded to bring back to a bright steel surface.
- The system used for repair will state the required precautions that should be taken along with the application method, however, a build up of coating should be such that the thickness will be capable of giving ongoing protection as required. The coating thickness on renovated areas should be at least 100 microns.

It is important that before any rework takes place, the dogs are removed from the area. Once the rework has been completed, and the repair medium has fully dried, they may be brought back.

Plastic Wall Panels

The white plastic panels will benefit from a periodic clean down.

The required frequency will be governed by the usage:

- In a harsh kennel environment, the cleaning of the walls and floors should be weekly, and the inspection frequency should be monthly.
- In a lower usage, or domestic, environment, the cleaning frequency may be pushed out to suit the individual unit.

Where a continual change of dogs takes place we recommend an increased frequency of cleans.

External panels, or areas where the dogs have no access, should be cleaned every 3 months.

Prior to cleaning the wall panels, it is strongly recommended that the electricity supply, where fitted, is fully isolated. This is to prevent electric shock from using water when undertaking a full clean down. Cleaning should be undertaken with a mild detergent in warm water and the use of a soft cloth or sponge. After cleaning, the walls should be thoroughly dried. Under no circumstances should any hosepipes be directed at the internal surfaces.

Where small stains or scratches have appeared on the surfaces, then a proprietary car paint "T-Cut" product may assist in lessening the appearance of the mark. The surface should be fully wiped afterwards to remove any residue that could pose a risk to the dogs.

On an annual basis the wall panels would benefit from a light application of a proprietary car wax. This would improve the aesthetic appearance of the panels.

If a panel becomes cracked or excessively scratched then the panel will need to be replaced. To ensure correct alignment, match and compatibility, this process can be undertaken by Broxap. This would be chargeable.

Flooring

The flooring installed in the kennel sleeping area is phenolic coated. This gives the wood a certain amount of resistance to moisture damage. The surface has a hexagon-style raised pattern which acts as a non-slip surface for the dogs to walk on.

Due to its nature, the flooring should be swept daily to remove fur and other contaminants. A light wash down should be undertaken weekly using a semi-dry mop. **Under no circumstances should the floor area be subject to water being poured on it or scrubbed when wet.**

Should the floor surface become damaged through the phenolic non clip coating, then this can be repaired / replaced at a charge by contacting Broxap.

Windows

In the case of a fixed window, this can be cleaned by the use of any proprietary window cleaning solution.

Where opening windows are used then:

- Clean using a proprietary window cleaner
- Ensure the slide tracks are kept free of dust, fur and other debris
- Ensure the window closure catch is easily movable and can lock/release the window

Where a proprietary window cleaning solution is used, then please ensure that any overspray is wiped immediately from the white panels. Any solution that is not wiped from the panels immediately may result in run marks being visible, that do not clean off.

Also, care should be taken to ensure that any cleaning solution is fully removed / dried before the re-introduction of dogs back into the area.

Doors

The doors have bolt type catches and are also secured to the main frame by the use of hinges.

The bolt type catches should be checked for alignment and also damage that may have occurred, as this could result in user injury.

With the door open, an inspection can take place of the hinges used. It is important that at a 3 month minimum frequency:

- The hinges are wiped clean of any dirt and residue that may foul smooth movement.
- A light spray of WD40 is used to maintain their mobility. The spray should be directed at the hinge pin only and not anywhere else. Where there is overspray then this should be wiped away immediately, and all excesses that have dripped from the hinge pins should be wiped up and dried before the re-introduction of dogs back into the area.

When the door is opened to the sleeping area, it is important to protect the hinges and white wall panels by ensuring the door stay hook is fully engaged. To do this the door should be opened carefully and held with one hand, with the other hand the door stay hook should be fully engaged into the location eye provided. To close the door, please reverse the process and ensure the hook is fully retracted and pivoted flat to the panel. Following this process will ensure that any draughts or breezes cannot catch the door and cause injury to the user, or result in the hardware on the door damaging the white panel.

Where fitted, upon opening the door to the sleeping area, a security gate may be present. This gate should be opened carefully so as to prevent damage to the inside walls of the sleeping area. Any damage could result in sharp edges that would be dangerous to the dogs.

In the event that the kennel system forms part of a block that has an external entrance door fitted by Broxap installers, then the following applies:

- The door will have been fitted with a restrictor. The purpose of this is to prevent damage being caused by wind forcing the door open. The restrictor must never be used as a way of keeping the door open.
- The hinges and catches should be maintained as per the instructions and identified points on the door itself.
- The uPVC surface can be cleaned using a proprietary cleaner. The frequency of this is to be based on the external environmental contaminants. ie. Suggested frequency would be every 6 months.

Pulley System

So access to the “pop hatch” can be obtained, without access to the kennel or run area, a pulley latch system is installed.

When operating the cable to open or close the hatch, the following must be adhered to:

- Ensure a smooth and consistent action so as to prevent cable jumping from the pulley.
- Ensure a suitable and stable grip is used on the cable handle.
- Be careful to locate the handle correctly onto the hook provided before letting go of the handle. A hook is provided for the handle storage when the pop hatch is open or closed.
- **DO NOT** under any circumstances release the handle or drop the drop-hatch under its own weight. This could cause serious damage to the kennel or “pop hatch”; and in extreme circumstances cause injury or death to a dog passing through.
- Under no circumstances should any grease be applied to the pulley cable.
- **Complete monthly checks on the pulley fixings, hook fixings and cable / connections to ensure any weaknesses or looseness are addressed at the earliest convenience.**

Fixings

The white panelled sleeping area along with the galvanized run panels, are all fixed together using a fastener or fixing of some type. On a 6 monthly basis it is recommended that each of the fasteners is checked for tightness so as to retain the intended stability and security of the kennel and run areas. The fixings have no specified torque value, and should only be tightened to a point of internal clamping.

General Observations

The kennel system when installed, is suitable for the intended use of housing dogs. A few user points need to be noted, with these being:

- The top of the sleeping area white box is considered fragile.
- Any electrics installed will be routed across the top of the sleeping area. Care should be taken if storing on top.
- The sleeping area has a low ceiling and when lights or heaters are fitted, the user must be mindful of not hitting their head on them.



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Additional Information

Additional information on maintenance can be found on the Broxap website:

www.broxap.com/maintenance

