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## The Crate Escape

*Catering To Both Large & Small Dogs  
Thanks To Mason Company*



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*“The Ultrabase kennels are easy to clean and there are no cracks and crevices so they always look great.”*

– Ms. CHRIS RAGOZZINO

## Background

*The Crate Escape is a doggy daycare, kennel (overnight boarding), self-serve dog wash, and dog grooming facility in Wallingford, CT that serves the Greater New Haven area. Ms. Chris Ragozzino opened the original location in 2006 and moved in 2010 to the expanded current location.*

## Challenge

A self-proclaimed dog lover, Chris Ragozzino fulfilled her lifelong dream of caring for dogs after several years in another profession. Her goal for The Crate Escape was to create a fun and safe environment for doggie day care, boarding and grooming services. Her first location did not have plumbing, and Chris needed a kennel solution that would allow her to board dogs with their own drainage option.

Chris initially opened The Crate Escape using about one dozen AKC crates for boarding. It wasn't long before she realized she needed a more permanent and better quality solution.

“I was looking for an effective way to board dogs, as the crates I had originally were hard to clean and rusted easily,” said Chris.

Chris conducted research to compare price options, the level of customer service provided and overall feedback from others in the industry.

## Solution

Chris found Mason Company's Ultrabase to be rated a superior product by customers for an above the floor kennel solutions. Because the original location of The Crate Escape was a 5,000 square foot building that did not have the option for in-floor drains, Chris ordered 30 Ultrabase units. Mason's UltraBase features an anti-slip floor base unit and adjustable legs that enables installation on uneven floors that do not have drains.

The one-piece floor of the Ultrabase extends six to eight inches on the side where the panel attaches and does not have a seal to flex that can crack or break. Other systems use a floor board that is glued or sealed to a side panel, so as dogs and people flex the floor over time, the seal may crack or break, resulting in leaks.

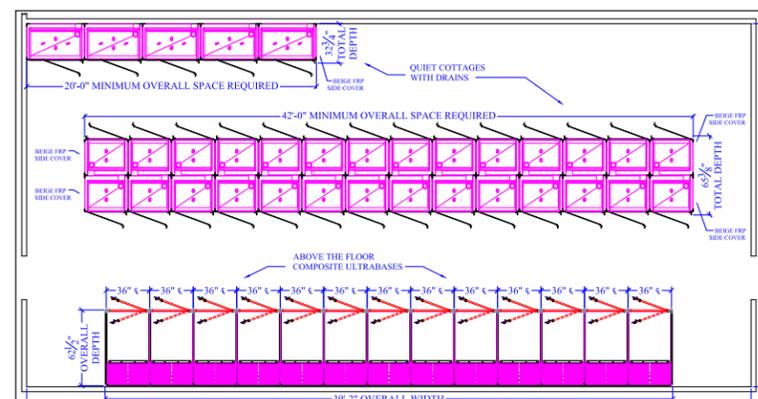
In October 2010, about four years after opening, The Crate Escape expanded to a new 10,000 square foot building. The new facility allows the option of individual floor drains for each of the dog kennels and includes 4,000 square feet of open indoor space and 5,000 square feet of outdoor space for the Doggie Day Care and dogs staying overnight.

Chris ordered additional Ultrabase units, for a total of 43, to continue to provide the best kennel solution for large dogs at the new facility. In The Crate Escape's new location, the Mason Company Ultrabase created private 8' X 3' runs that now each have their own individual drain. The FRP isolation side panels ensure privacy for the dogs for a good nights rest.

“Our customers love that each of the runs are equipped with an orthopedic cot, fresh water for their pets and an individual drain that keeps the kennel clean,” said Chris. “The Mason Ultrabase looks great and provides a lot of privacy for the dogs.”

To provide daycare and boarding for smaller dogs, The Crate Escape also has 25 Quiet Cottage fiberglass cages. Chris ordered 12 fiberglass stacked units stacked either two or three high when she moved into the new facility and loved them so much she doubled her capacity by ordering an additional 13.

“The fiberglass cages for small dogs are warm and inviting,” Chris said. “The dogs are very comfortable and they work great for daycare and boarding.”



## Results

Chris has been so happy with Mason Company that she has placed three orders since opening her business. Today, The Crate Escape has capacity for approximately 100 to 120 dogs for boarding and daycare. Chris worked closely with the Mason Company design team to ensure the kennels fit her facility space.

“I provided Mason Company with the dimensions of my facilities and they fit the design to ensure I could include the maximum amount of runs,” Chris said. “The Mason Company design team did all of the work to create the most efficient layout and the results speak for themselves.”

Because Mason's Ultrabase is carefully engineered with an easy-to-clean special permanent texture, the Crate Escape staff simply clean the kennels twice pre day and pressure wash them once a week.

“The Ultrabase kennels are easy to clean and there are no cracks and crevices so they always look great,” Chris said. “Nothing ever gets stuck underneath the kennels and there is never a bad smell.”

The Crate Escape has not experienced any leaks with the Ultrabase system. The unique design of the individual drain prevents cross contamination and leaks. Other models use a trench drain that is crimped together run by run so each run shares a drain, which can lead to cross contamination. Additionally, any failure in the crimping can cause leaks in those other systems.

Chris loves that all of the Mason Company products still look brand new, including both the stainless steel and chain link gates. When minor repairs were needed for chipping on an Ultrabase unit, she said it was easy to work with Mason Company.

As happy as Chris is with the Mason Company equipment, it is the customer service that sets the company apart from any other.

“I would only recommend Mason Company as they kennel solution for daycare and boarding needs. Responsiveness goes a long way and Mason Company's customer service is wonderful. I am always able to speak with someone on the telephone and my email messages receive a response the same day. Other companies I have worked with can take more than a week to hear back.”



*Beautiful and Roomy!*

