

SHOR-LINE[®]

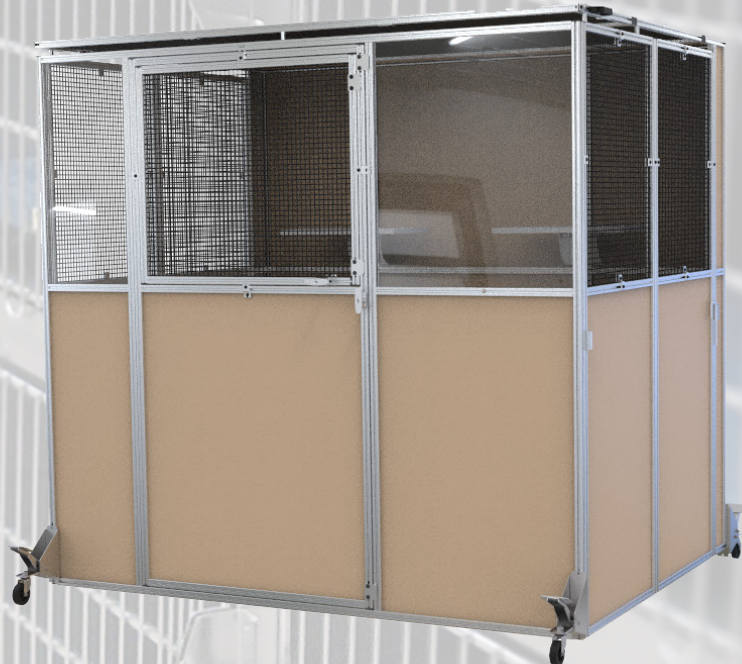
SINCE 1927

Kat Klowder

ASSEMBLY GUIDE



Kat Klowder w/Dual Sliding Doors
PN# 908.0000.01



Kat Klowder w/Dutch Door
PN# 908.0000.02

Introduction

Thank you for purchasing Shor-Line products. As a leader in animal care equipment, our commitment to provide quality products and personable customer service is the same as it was in 1927.

This Guide provides information regarding the installation, use, and care of your Shor-Line product. Keep this Guide in a safe and convenient place for reference.

For further questions, to purchase additional products, or to replace a lost or damaged Guide, please feel free to contact Shor-Line:

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Shor-Line may provide instructions that supplement or supersede this Guide at any time. Contact Shor-Line to ensure the Guide is the latest version.

During installation, if a contradiction between this Guide, existing conditions, or local regulations arise, contact a Shor-Line representative before proceeding with installation.

Visit Shor-line.com for a full list of TERMS AND CONDITIONS.

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DANGER

READ THIS GUIDE COMPLETELY BEFORE INSTALLATION AND USE AND THOROUGHLY UNDERSTAND AND FOLLOW ALL SAFETY INSTRUCTIONS.



WARNING

WEAR PERSONAL PROTECTIVE EQUIPMENT, such as, but not limited to, eye protection, back support brace, and gloves during installation. Failure to do so could result in SERIOUS INJURY.



CAUTION

This product is intended to be used for animals only. Do not use for anything other than the intended purpose.

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General information

Refer to the Guide, images and content to assist with the installation of the product. Throughout the Guide, safety notices provide help for a successful installation.

The Kat Klowder is also referred to as "unit" in this document.

SAFETY FIRST!

Shor-Line uses the following symbols and signal words to identify potential hazards or unsafe practices:

Safety Alerts



Indicates a potential personal injury hazard exists. It is important to heed any safety warning information associated with this alert symbol.

Signal Words for Hazard Alerting Safety Messages



Indicates a hazardous situation which, if not avoided, WILL result in serious injury or death.



Indicates a hazardous situation which, if not avoided, COULD result in serious injury or death.



Indicates a hazardous situation which, if not avoided, COULD result in minor or moderate injury.

Important Information Symbol



Indicates information considered important but not directly hazard related.

Personal Protective Equipment (PPE)

PPE refers to protective clothing or other equipment designed to protect against injury. It is the responsibility of the client/installer to ensure all local and federal codes are adhered to during the installation and assembly of this product. Included is a list of PPE items suggested, but not limited to, protective equipment to help complete the installation safely.

- Eye protection
- Gloves
- Metatarsal, foot protection
- Back Support Brace

Shor-Line makes no guarantee, implied or otherwise, that the information included in this Guide will be complete or failsafe, or that the information will prevent an injury from occurring. Standard measures described may not reflect the full extent of all steps that may need to be taken in any given emergency instance.

California Proposition 65 Warning



This product can expose you to chemicals including chromium, which are known to the state of California to cause cancer. For more information go to: www.P65Warnings.ca.gov

Safety Warnings Included In This Guide



READ ALL WARNINGS AND PROCEDURES COMPLETELY BEFORE USING THE PRODUCT, AND THOROUGHLY UNDERSTAND AND FOLLOW ALL SAFETY INSTRUCTIONS.



WEAR PERSONAL PROTECTIVE EQUIPMENT (PPE), such as, but not limited to, eye protection, protective gloves and Metatarsal/foot protection during installation. Failure to do so could result in SERIOUS INJURY.

Enlist help and USE SAFE LIFTING PRACTICES during assembly, installation and moving equipment.

Ensure the Kat Klowder is level during use and when stowed to prevent possible tipping which, if not avoided, could result in SERIOUS INJURY or DEATH.



This product is intended to be used for animals only. Do NOT use for anything other than the intended purpose.

Keep the area clear of personnel and animals when raising and lowering the unit. Maintain full control of the unit when operating the caster foot operated pedal, which if not avoided, could result in MINOR to MODERATE INJURY.

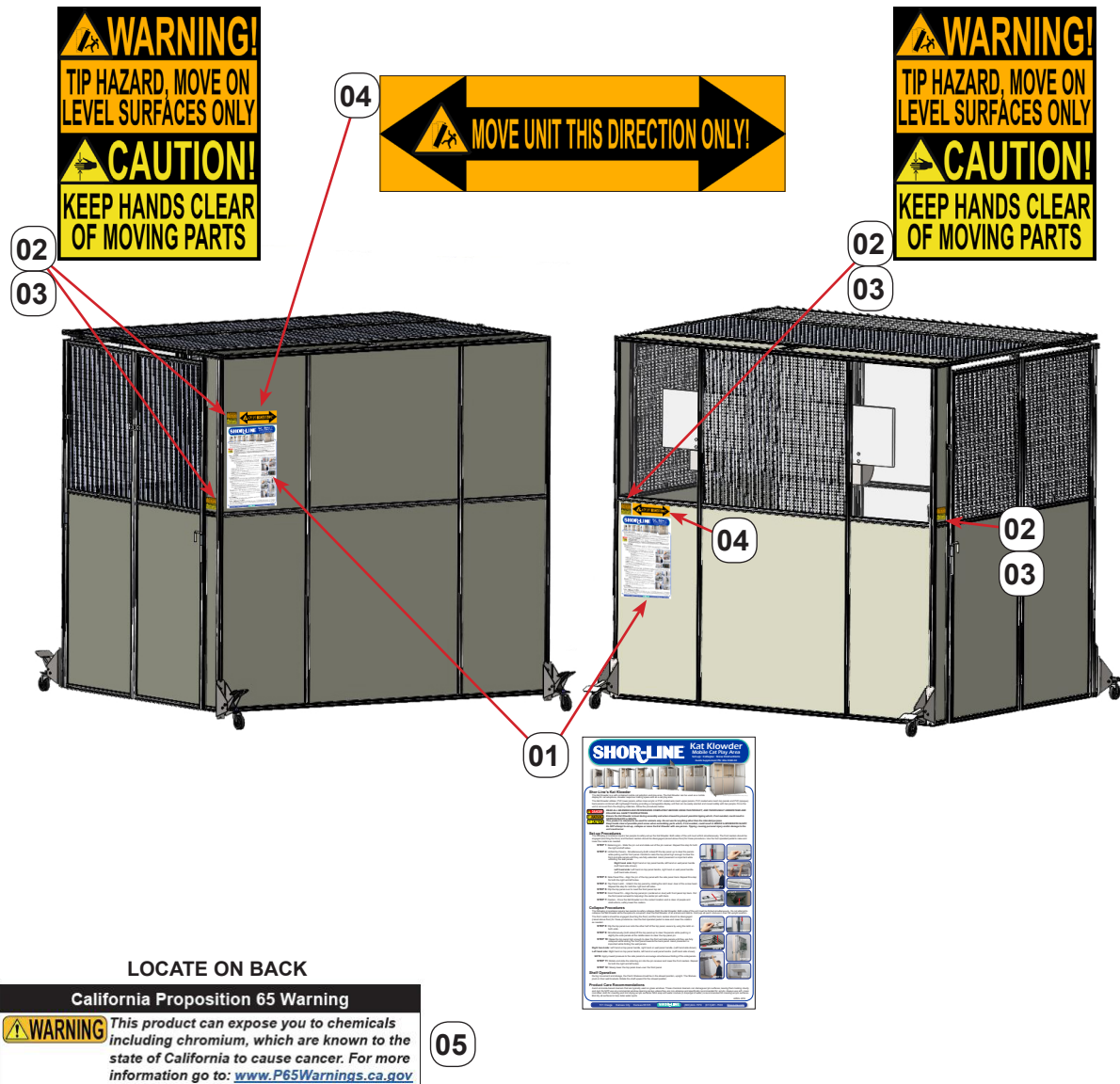
Do NOT attempt to set-up, collapse or move the Kat Klowder with one person; the unit could tip causing personal injury and/or damage to the product could occur.

ALWAYS use at least two people to move the Kat Klowder, safely maintaining control from each end of the unit.

ONLY move the Kat Klowder in the directions indicated on the warning label located on the back of the unit. The unit could tip causing personal injury and/or damage to the product could occur.

Keep hands clear of possible pinch areas when moving parts which, if not avoided, could result in MINOR to MODERATE INJURY.

Safety Decal Locations



Kat Klowder Safety Decal Locations

| Item | Part # | Description | Qty |
|-----------|-------------|---|-----|
| 01 | 006.9080.00 | INSTRUCTION SHEET, Set-up And Use | 1 |
| 02 | - | SAFETY DECAL, Caution - Keep Hands Clear | 3 |
| 03 | - | SAFETY DECAL, Warning - Tip Hazard | 3 |
| 04 | - | SAFETY DECAL, Warning - Unit Path Of Travel | 1 |
| 05 | - | SAFETY DECAL, Warning - Proposition 65 | 1 |

NOTE 1 - Contact Shor-Line Technical Service Department (1.800.444.1579)

NOTE 2 - Quantities reflect decal count per unit.

Read all warning, danger and caution decals before equipment is operated. Never use equipment if decals are missing, hidden, improperly placed, damaged or altered. Keep safety decals clean and legible.

Contact Shor-Line (800.444.1579) for replacement safety decals.

Shipment Inventory And Inspection

Shipment Inventory

At arrival, unpack and inspect the shipment to ensure it is complete and free of damages that may have occurred during shipping. Compare the packing list with the shipment to ensure all parts/components have been received in good condition. See FIGURES 1.1 & 1.3

NOTICE *Avoid using razor blade or cutting devices, product surfaces scratch easily.*

Shipment Inspection

While verifying the shipment contents, take a moment to inspect each component for damage. This should be done before the shipment is signed received and accepted. If damaged components are apparent, follow the claim procedures set forth by the carrier.

Damage Reporting

Follow the instructions within Shor-Line's Damage and Freight Procedures. Contact Shor-Line (800.444.1579) immediately to expedite the process.

NOTICE *After fifteen (15) calendar days of receipt of merchandise, policies become void.*

Shor-Line's Kat Klowder

The Kat Klowder is a self-contained mobile cat adoption and play area. The Kat Klowder can be used as a mobile display for cat adoptions, disaster response holding space and as a cat play area.

The Kat Klowder utilizes: PVC lower panels, either clear acrylic or PVC coated wire mesh upper panels, PVC coated wire mesh top panels and PVC (opaque) back panels combined with lightweight framing providing a manageable display unit that can be easily erected and moved safely with two people.

**DANGER**

READ ALL WARNINGS AND PROCEDURES COMPLETELY BEFORE USING THE PRODUCT, AND THOROUGHLY UNDERSTAND AND FOLLOW ALL SAFETY INSTRUCTIONS.

**WARNING**

Ensure the Kat Klowder is level during assembly and when stowed to prevent possible tipping which, if not avoided, could result in SERIOUS INJURY or DEATH.

**CAUTION**

Keep hands clear of possible pinch areas when moving parts which, if not avoided, could result in MINOR to MODERATE INJURY.

Do NOT attempt to set-up, collapse or move the Kat Klowder with one person; the unit could tip causing personal injury and/or damage to the product could occur.

ALWAYS use at least two people to move the Kat Klowder, safely maintaining control from each end of the unit.

ONLY move the Kat Klowder in the directions indicated on the warning label located on the back of the unit. The unit could tip causing personal injury and/or damage to the product could occur.

NOTICE

When the Kat Klowder is left unattended and in the collapsed position, always disengage the casters to prevent the unit from unintentional movement.

Once the unit is removed from the shipping materials, follow the set-up procedures.

SECTION ONE

Sliding Door Model - Component List

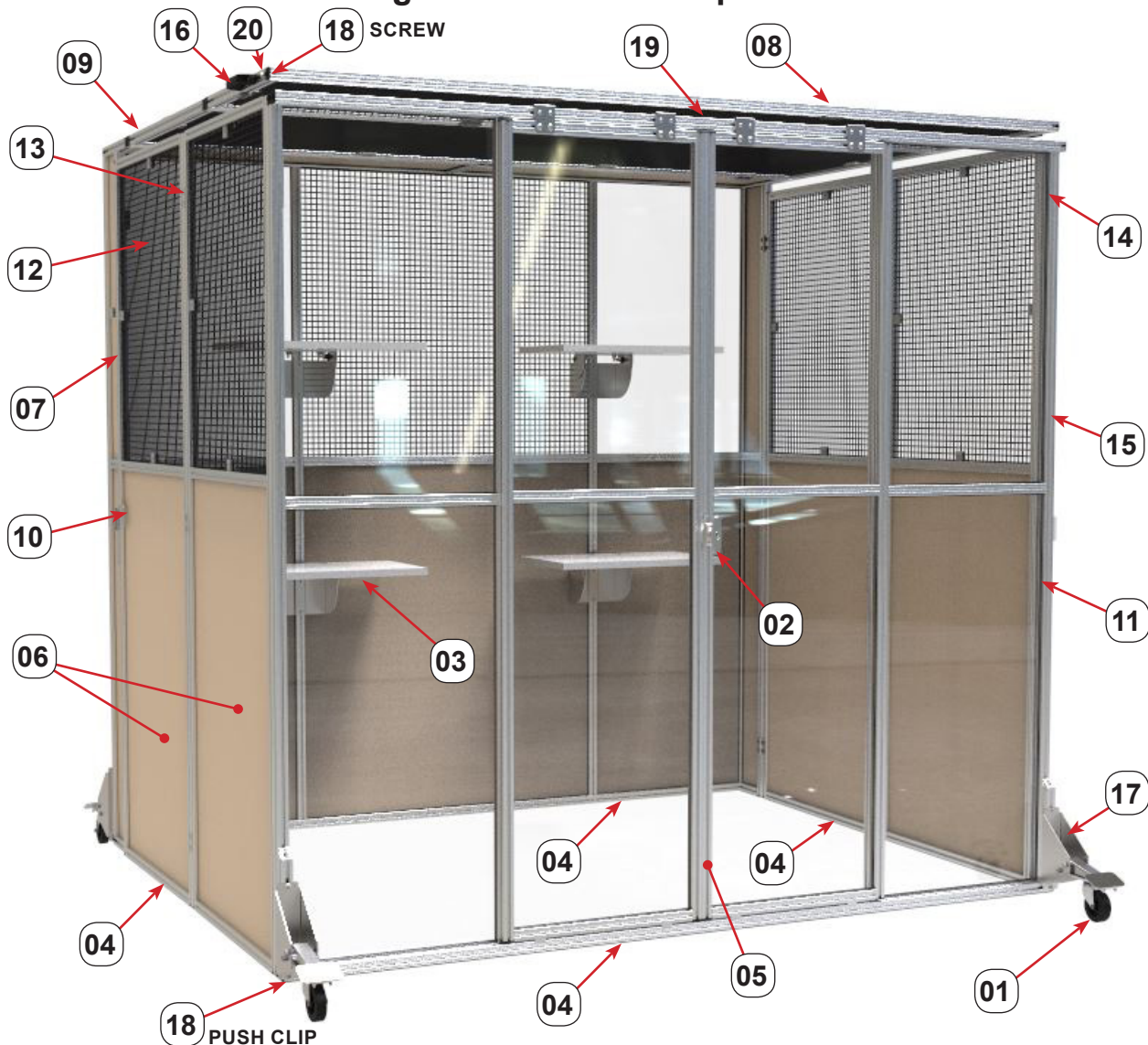


FIGURE 1.1 - Sliding Door Kat Klowder (908.0000.01)

| Item | Part Number | Description |
|-----------|---------------|---|
| 01 | | CASTER, w/LOCK NUT |
| 02 | | DOOR HANDLE, w/LOCK (2 KEYS) |
| 03 | 808.0000.02 | SHELF ASSEMBLY |
| | • 062.3110.05 | • SCREW 5/16-18x1.00 BUTTON HEAD |
| | • 062.2503.12 | • SCREW 1/4-20x3/8" TRUSS HEAD |
| 04 | 2828 | PANEL TREAD STRIP |
| 05 | | SLIDING DOOR FRONT PANEL ASSEMBLY |
| | • 708.0000.05 | • SLIDE HINGE ASSEMBLY |
| | • 071.0014.00 | • SLIDE BEARING PAD |
| | • 062.0803.02 | • SCREW 8-32x3/8" TRUSS HEAD (BEARING PAD) |
| | • 062.2502.01 | • SCREW 1/4"-20x1/2" TRUSS HEAD (DOOR PANEL TUBE) |

| Item | Part Number | Description |
|--|---------------|---|
| 06 | | SIDE PANEL |
| 07 | | BACK PANEL |
| 08 | | TOP PANEL - FRONT |
| 09 | | TOP PANEL - BACK |
| 10 | 708.0000.06 | PANEL LATCH PIN ASSEMBLY (RIGHT HAND) |
| | 708.0000.07 | PANEL LATCH PIN ASSEMBLY (LEFT HAND) |
| | • 062.2503.12 | • SCREW 1/4-20x3/8" TRUSS HEAD |
| 11 | | PVC/ACRYLIC PANEL INSERT SEAL |
| 12 | | WIRE MESH PANEL |
| | • 2491 | • MESH RETAINER w/BACKPLATE (SINGLE, SIDE PANELS) |
| | • 2494 | • MESH RETAINER w/BACKPLATE (DOUBLE, TOP PANELS) |
| | • 3061 | • SCREW 1/4"-20x5/8" BUTTON HEAD (MESH SIDE) |
| | • 3342 | • SCREW 1/4"-20x1/2" BUTTON HEAD (TUBE SIDE) |
| 13 | 2086 | STANDARD PANEL HINGE |
| | • 3342 | • SCREW 1/4"-20x1/2" BUTTON HEAD |
| 14 | 2325 | CONCEALED PANEL HINGE |
| | • 6710 | • SCREW M6x10mm FLAT HEAD SOCKET CAP |
| 15 | 276071112 | RUBBER STOP |
| | • 3061 | • SCREW 1/4"-20x5/8" BUTTON HEAD |
| 16 | 2052 | PANEL HANDLE |
| | • 3080 | • SCREW 1/4"-20x1 1/2" SOCKET HEAD CAP |
| 17 | 808.0000.01 | CASTER FOOT ASSEMBLY |
| | • 062.3110.05 | • SCREW 5/16-18x1.00 BUTTON HEAD |
| | • 062.2503.12 | • SCREW 1/4-20x3/8" TRUSS HEAD |
| 18 | 2015 | TUBE END CAP (SINGLE) |
| | 2025 | TUBE END CAP (DOUBLE) |
| | • 3272 | • PUSH CLIP (BOTTOM TUBE ENDS) |
| | • 3266 | • SELF TAP SCREW (ALL OTHER TUBE ENDS) |
| 19 | 310.1185.00 | STANDOFF, THREADED PIN |
| 20 | 300.2443.00 | LATCH, TOP SWIVEL (RIGHT HAND) |
| | 300.2442.00 | LATCH, TOP SWIVEL (LEFT HAND) |
| | • 065.2500.00 | • WASHER 1/4" FLAT (3ea BOTH ENDS) |
| | • 3266 | • SELF TAP SCREW |
| | • 92196A533 | • SCREW, 18-8 SOCKET HEAD CAP |
| MISCELLANEOUS PARTS | | |
| | 064.2500.34 | 1/4-20 T-NUT, BLACK |
| | 25-1961 | 1/4-20 T-NUT, SILVER |
| | 3376 | 1/4-20 INSERT NUT |
| NOTE 1 - Contact Shor-Line Technical Service Department (1.800.444.1579) | | |

SECTION ONE

Dutch Door Model - Component List

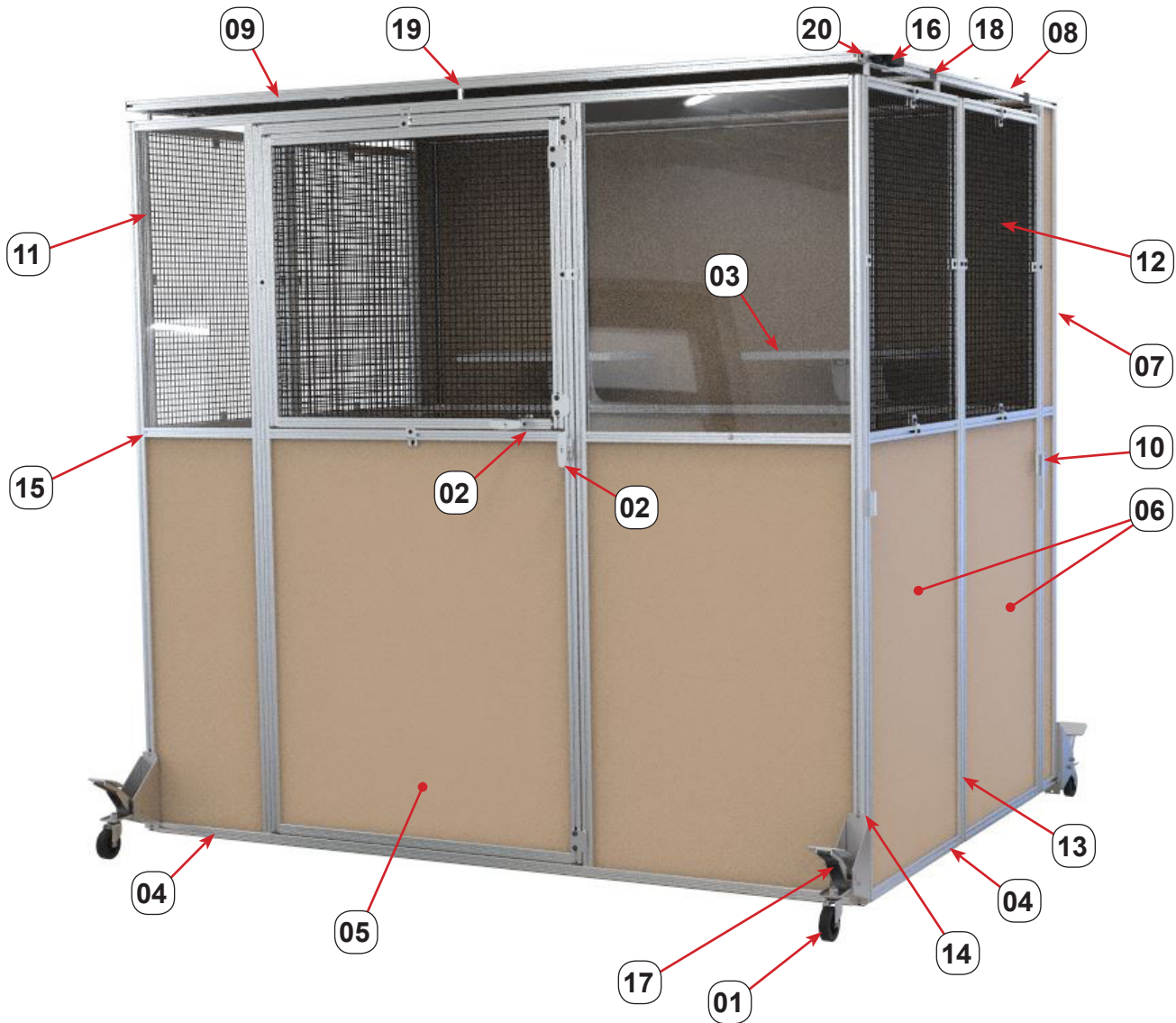


FIGURE 1.2 - Dutch Door Kat Klowder (908.0000.02)

| Item | Part Number | Description |
|-----------|---------------|------------------------------------|
| 01 | | CASTER, w/LOCK NUT |
| 02 | | DOOR HANDLE, w/LOCK (2 KEYS) |
| 03 | 808.0000.02 | SHELF ASSEMBLY |
| | • 062.3110.05 | • SCREW 5/16-18x1.00 BUTTON HEAD |
| | • 062.2503.12 | • SCREW 1/4-20x3/8" TRUSS HEAD |
| 04 | 2828 | PANEL TREAD STRIP |
| 05 | | DUTCH DOOR FRONT PANEL ASSEMBLY |
| | 2086 | STANDARD PANEL HINGE |
| | • 3342 | • SCREW 1/4"-20x1 1/2" BUTTON HEAD |
| | 3061 | DOOR-STOP PLATE |
| | • 3342 | • SCREW 1/4"-20x1 1/2" BUTTON HEAD |

| Item | Part Number | Description |
|--|---------------|---|
| 06 | | SIDE PANEL |
| 07 | | BACK PANEL |
| 08 | | TOP PANEL - FRONT |
| 09 | | TOP PANEL - BACK |
| 10 | 708.0000.06 | PANEL LATCH PIN ASSEMBLY (RIGHT HAND) |
| | 708.0000.07 | PANEL LATCH PIN ASSEMBLY (LEFT HAND) |
| | • 062.2503.12 | • SCREW 1/4-20x3/8" TRUSS HEAD |
| 11 | | PVC/ACRYLIC PANEL INSERT SEAL |
| 12 | | WIRE MESH PANEL |
| | • 2491 | • MESH RETAINER w/BACKPLATE (SINGLE, SIDE PANELS) |
| | • 2494 | • MESH RETAINER w/BACKPLATE (DOUBLE, TOP PANELS) |
| | • 3061 | • SCREW 1/4"-20x5/8" BUTTON HEAD (MESH SIDE) |
| | • 3342 | • SCREW 1/4"-20x1/2" BUTTON HEAD (TUBE SIDE) |
| 13 | 2086 | STANDARD PANEL HINGE |
| | • 3342 | • SCREW 1/4"-20x1/2" BUTTON HEAD |
| 14 | 2325 | CONCEALED PANEL HINGE |
| | • 6710 | • SCREW M6x10mm FLAT HEAD SOCKET CAP |
| 15 | 276071112 | RUBBER STOP |
| | • 3061 | • SCREW 1/4"-20x5/8" BUTTON HEAD |
| 16 | 2052 | PANEL HANDLE |
| | • 3080 | • SCREW 1/4"-20x1 1/2" SOCKET HEAD CAP |
| 17 | 808.0000.01 | CASTER FOOT ASSEMBLY |
| | • 062.3110.05 | • SCREW 5/16-18x1.00 BUTTON HEAD |
| | • 062.2503.12 | • SCREW 1/4-20x3/8" TRUSS HEAD |
| 18 | 2015 | TUBE END CAP (SINGLE) |
| | 2025 | TUBE END CAP (DOUBLE) |
| | • 3272 | • PUSH CLIP (BOTTOM TUBE ENDS) |
| | • 3266 | • SELF TAP SCREW (ALL OTHER TUBE ENDS) |
| 19 | 310.1185.00 | STANDOFF, THREADED PIN |
| 20 | 300.2443.00 | LATCH, TOP SWIVEL (RIGHT HAND) |
| | 300.2442.00 | LATCH, TOP SWIVEL (LEFT HAND) |
| | • 065.2500.00 | • WASHER 1/4" FLAT (3ea BOTH ENDS) |
| | • 3266 | • SELF TAP SCREW |
| | • 92196A533 | • SCREW, 18-8 SOCKET HEAD CAP |
| MISCELLANEOUS PARTS | | |
| | 064.2500.34 | 1/4-20 T-NUT, BLACK |
| | 25-1961 | 1/4-20 T-NUT, SILVER |
| | 3376 | 1/4-20 INSERT NUT |
| NOTE 1 - Contact Shor-Line Technical Service Department (1.800.444.1579) | | |

Kat Klowder Dimensions

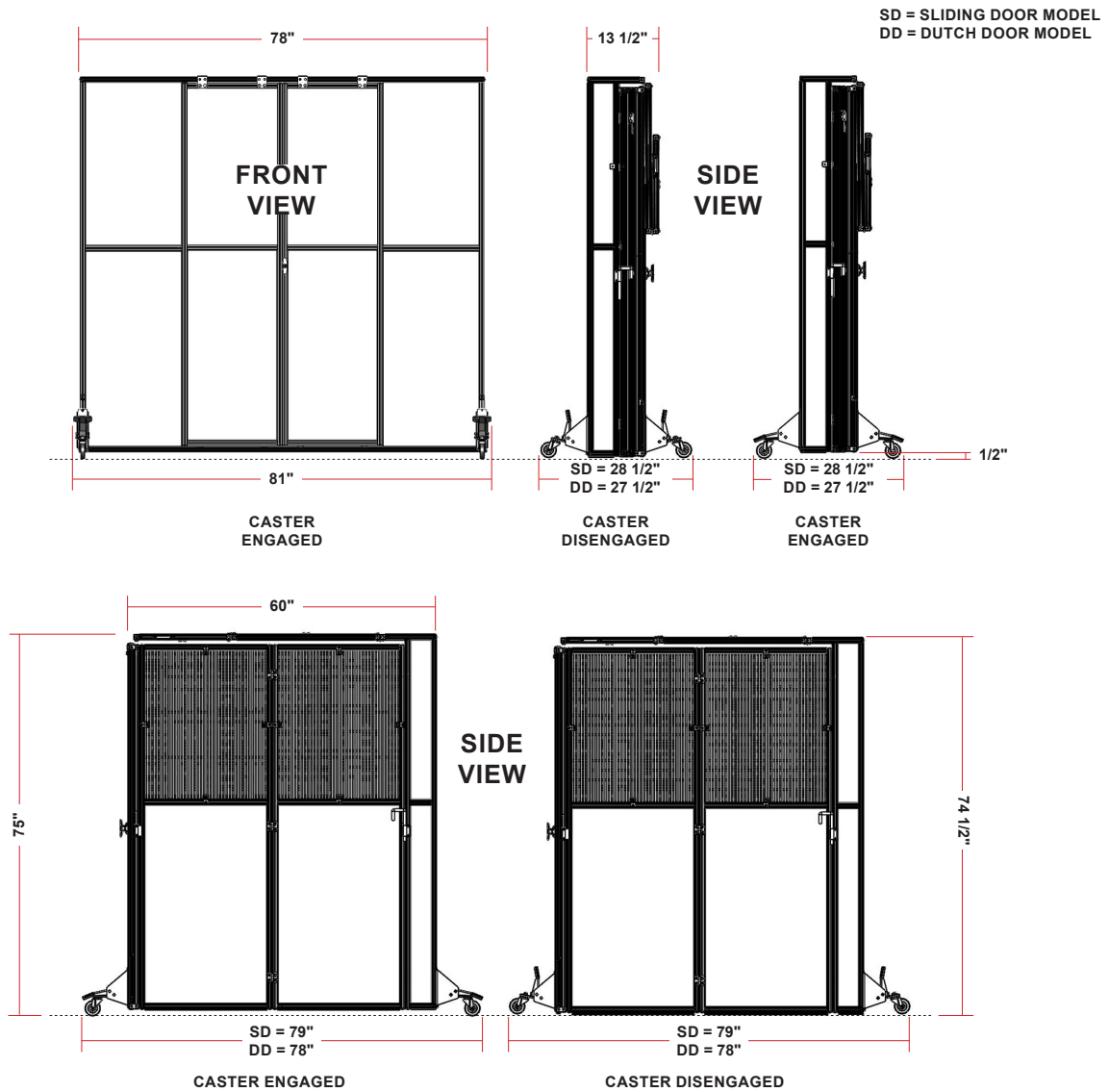


FIGURE 1.3 - Kat Klowder Dimensions

Safe Use Procedures

Kat Klowder Models

Shor-Line's Kat Klowder is available with a sliding door or with a Dutch door. Both models are designed to collapse (fold) into itself to free up floor space when not in use and while moving the unit to different locations.

Safe Moving And Handling Practices

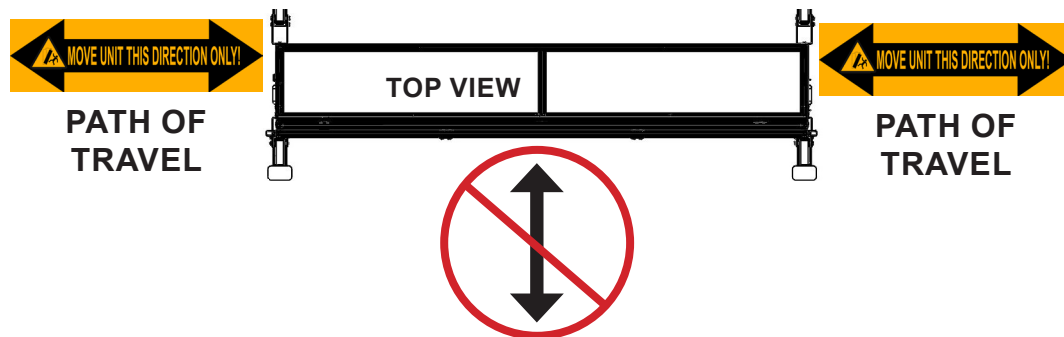


FIGURE 2.1 - Proper Moving Direction (Top View)

NOTICE

When the Kat Klowder is left unattended and in the collapsed position, always disengage the casters to prevent the unit from unintentional movement.

The Kat Klowder should only be moved in the collapsed (folded) configuration with all four casters engaged and the panel retaining pin in the locked position holding the closed assembly together.

The unit is raised 1/2 inch above the floor surface when the casters are engaged, only move along level paths. Take special care to maintain control of the unit when passing over floor transition and through doorways. Verify width and height requirements.

Use other personnel to clear the path-ahead prior to moving through populated areas. Clear the pathway of extensions cords or any obstructions.

During set-up, leave an accessible gap between the unit back panel and the wall surface. The unit will tilt backwards once the back panel is lowered to the floor, take care not to damage wall surfaces or the unit. The gap between the back panel and the wall is also important to have access to the foot operated casters.

WARNING

Enlist help and USE SAFE LIFTING PRACTICES during assembly, installation and moving equipment.

Ensure the Kat Klowder is level during use and when stowed to prevent possible tipping which, if not avoided, could result in SERIOUS INJURY or DEATH.

CAUTION

Keep the area clear of personnel and animals when raising and lowering the unit. Maintain full control of the unit when operating the caster foot operated pedal, which if not avoided, could result in MINOR to MODERATE INJURY.

Do NOT attempt to set-up, collapse or move the Kat Klowder with one person; the unit could tip causing personal injury and/or damage to the product could occur.

ALWAYS use at least two people to move the Kat Klowder, safely maintaining control from each end of the unit.

ONLY move the Kat Klowder in the directions indicated on the warning label located on the back of the unit. The unit could tip causing personal injury and/or damage to the product could occur.

SECTION TWO

Set-up Procedures



The following procedures require two people to safely set-up the Kat Klowder. Both sides of the unit must unfold simultaneously.

The Kat Klowder unfolds like an accordion, but the back panel must be stabilized by resting on the floor. Lowering the unit disengages the back panel casters and will prevent the back panel from moving during the set-up procedures.

The front casters should be engaged (touching the floor) and the back casters should be disengaged (raised above floor) for these procedures.

Use the foot operated pedal to lower the rear casters on the back panel during the set-up and collapsing procedures. Refer to Caster Operation to control the caster position.



WARNING Enlist help and **USE SAFE LIFTING PRACTICES** during assembly, installation and moving unit.

*Ensure the Kat Klowder is level during use and when stowed to prevent possible tipping which, if not avoided, could result in **SERIOUS INJURY** or **DEATH**.*



CAUTION Keep the area clear of personnel and animals when raising and lowering the unit. Maintain full control of the unit when operating the caster foot operated pedal, which if not avoided, could result in **MINOR** to **MODERATE INJURY**.

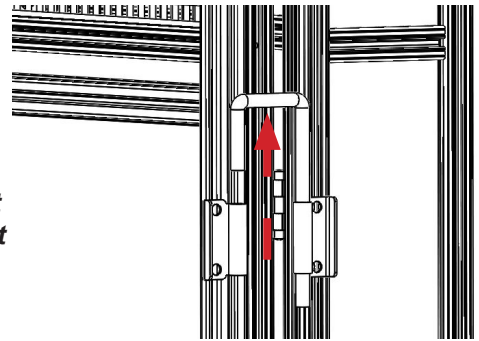


FIGURE 2.2 - Retaining Pin

STEP 1: Retaining pin - Slide the pin out of the pin receiver. Repeat this step for each side. See FIGURE 2.2

STEP 2: Unfold the Panels - Simultaneously (both sides) lift the top panel up to clear the panels while pulling out the front panel. Careful to raise the top panel high enough to clear the front and side panels as they slide out from under the top panel, until the unit is fully extended. Hand placement is important while unfolding the wall panels. See FIGURE 2.3



Right hand side: Right hand on top panel handle, left hand on wall panel handle. (Left hand side shown)

Left hand side: Left hand on top panel handle, right hand on wall panel handle. (Left hand side shown)

STEP 3: Side Panel Pins - Align the pin of the top panel with the side panel track. Repeat this step for both the right and left sides.



SLIDE-OUT THE DOOR PANEL



FIGURE 2.3 - Unfolding The Panels

STEP 4: Top Panel Latch - Unlatch the top panel by rotating the latch lever clear of the screw head. Repeat this step for both the right and left sides.



STEP 5: Flip the top panel over to meet the front panel top rail. See FIGURE 2.4



NOTE: Maintain full control of the top panel on both sides during this step. Do NOT allow the top to slam down.

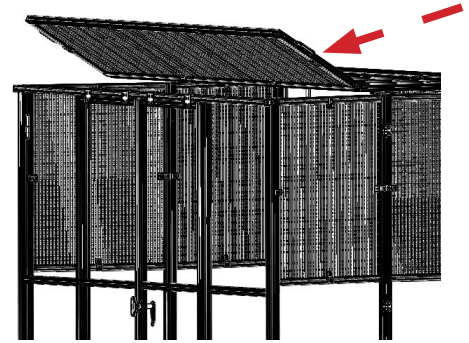


FIGURE 2.4 - Top Panel



CAUTION Keep hands clear of possible pinch areas when moving parts which, if not avoided, could result in MINOR to MODERATE INJURY.

STEP 6: Front Pin - Align the top panel pin (panel center) with front panel top track.



NOTE: Pull the front panel frame outward to help align the center pin with track. The pin rests inside the door frame track, preventing the door panel from sliding in or out during use.

STEP 7: Casters - Once the Kat Klowder is in the correct location and is clear of people and obstructions, safely disengage the front panel casters.

Collapse Procedures

The following procedures require two people to safely collapse (fold) the Kat Klowder. Both sides of the unit must be folded simultaneously. Do not attempt to collapse the Kat Klowder while the space is occupied. Clear the unit of all animals and debris and fold-up all perch shelves in their full upright position.

The front casters should be engaged (touching the floor) and the back casters should be disengaged (raised above floor) for these procedures. Use the foot operated pedal to raise and lower the casters as needed.

NOTICE

When the Kat Klowder is left unattended and in the collapsed position, always disengage the casters to prevent the unit from unintentional movement.



WARNING Ensure the Kat Klowder is level during use and when stowed to prevent possible tipping which, if not avoided, could result in SERIOUS INJURY or DEATH.



CAUTION Keep the area clear of personnel and animals when raising and lowering the unit. Maintain full control of the unit when operating the caster foot operated pedal, which if not avoided, could result in MINOR to MODERATE INJURY.

STEP 1: Flip the top panel over onto the other half of the top panel, secure by using the latch on both ends. See FIGURE 2.5



Keep hands clear of possible pinch areas when moving parts which, if not avoided, could result in MINOR to MODERATE INJURY.

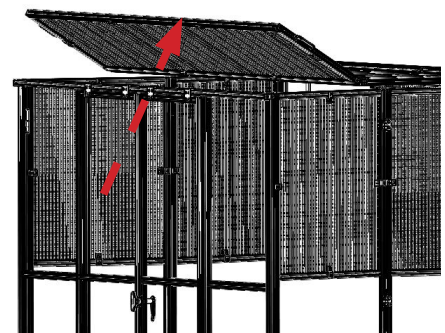
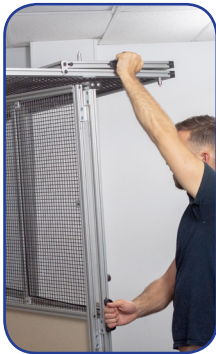


FIGURE 2.5 - Top Panel

SECTION TWO

STEP 2: Simultaneously (both sides) lift the top panel to clear the panels while pushing the side panels at the middle seam to clear the top panel pin. See FIGURE 2.6

STEP 3: Raise the top panel high enough to clear the front and side panels until they are fully collapsed while sliding the front panel towards the back panel. Hand placement is important while folding the wall panels.



Right hand side: Left hand on top panel handle, right hand on wall panel handle. (Left hand side shown)

Left hand side: Right hand on top panel handle, left hand on wall panel handle. (Left hand side shown)

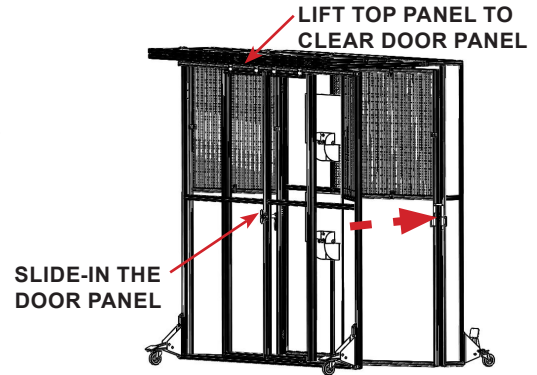


FIGURE 2.6 - Unfolding The Panels

NOTE: Apply inward pressure to the side panels to encourage simultaneous folding of the side panels.

STEP 4: Rotate and slide the retaining pin into the pin receiver and lower the front casters. Repeat for both the right and left sides. See FIGURE 2.7

STEP 5: Slowly lower the top panel down-over the front panel.



Keep hands clear of possible pinch areas when moving parts which, if not avoided, could result in MINOR to MODERATE INJURY.

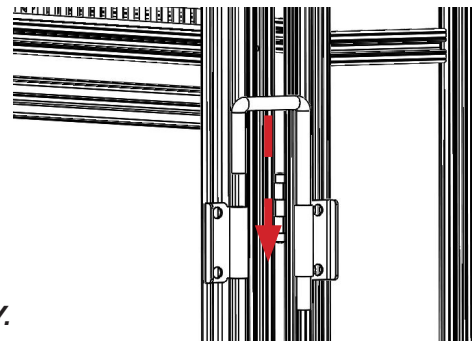


FIGURE 2.7 - Retaining Pin

Shelf Operation



During movement and storage, the shelves should be in the stowed position, upright. The shelves pivot on their wall brackets. Rotate the shelf upward for the stowed position.

The shelves must be in the upright, stowed position when collapsing the unit. Collapsing the unit with the shelves in the down position WILL damage the unit.

Caster Operation

The front panel casters should be operated simultaneously and the back panel casters should be operated simultaneously. Hold the unit when raising or lowering the casters, a slight lift of the unit lessens the load while depressing or releasing the caster foot operated pedal. See FIGURE 2.8



Keep the area clear of personnel and animals when raising and lowering the unit. Maintain full control of the unit when operating the caster foot operated pedal, which if not avoided, could result in MINOR to MODERATE INJURY.

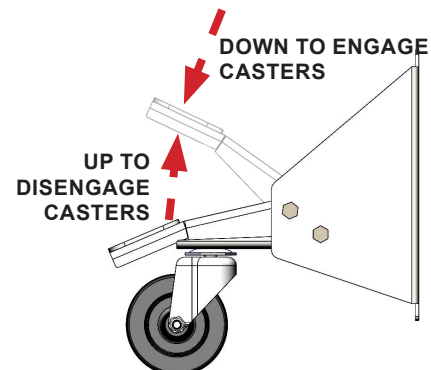


FIGURE 2.8 - Caster Foot Pedal

NOTICE

When the Kat Klowder is left unattended and in the collapsed position, always disengage the casters to prevent the unit from unintentional movement.

Maintenance And Care

General Maintenance & Care

Maintenance Recommendations

NOTICE *Routine maintenance will extend the quality and life of Shor-Line products.*

It is the owners responsibility to set-up scheduled maintenance programs, depending on use of the equipment. Scheduled preventive maintenance should include, but not limited to daily or weekly inspections and maintenance of products to prolong its longevity and to help maintain proper product functions.

- Follow manufacturers cleaning and maintenance recommendations outlined in product literature provided for components not included in these recommendations. Configurations/component parts may vary.
- Check alignment of operable panels, doors and components to ensure operation is free of obstructions. Adjust as required.

Care Recommendations

NOTICE *Routine product care will extend the quality and life of Shor-Line products and aids in protecting animals from transmittable diseases and infections.*

Avoid ammonia-based cleaners that are typically used on glass windows. These chemical cleaners can damage acrylic surfaces, leaving them looking cloudy and dull. Do NOT use any commercial window cleaning sprays unless they are non-abrasive and specifically recommended for acrylic.

Always use soft, clean microfiber cloth for cleaning and blot drying acrylic surfaces. Mild soap and water mixture (3 drops per gallon of water) is recommended for cleaning acrylic surfaces. Blot dry all surfaces to help deter water spots.

Safe Cleaning Practices

- Use the mildest cleaning procedure that will complete the job effectively. Ordinary waste deposits and fluids can usually be removed with soap and water, using a soft cloth or sponge. Rinse thoroughly with clear water and dry completely with a soft cloth to discourage hard-water spotting.
- Minor scale build up and some hard water spotting can be removed by washing with a vinegar diluted mixture followed by a clear water rinse and thorough drying.
- Bleach, deodorizing agents, disinfectants, and sanitizers can corrode stainless steel, thoroughly rinse all surfaces treated with these chemicals with a clear water rinse and dry with a soft cloth.
- If scrubbing is required, use only polymer or nylon fiber products made for use with polymer or nylon materials.
- Always rinse with clear water and dry of all surfaces treated with cleaning, sterilization solutions.

Unsafe Cleaning Practices (NOT Recommended)

- Do NOT use a dry cloth or wipe clear polymer surfaces which can scratch if dust/dirt is wiped with the hand or dry cloth.
- Polymer materials can discolor if exposed to sunlight, ultraviolet rays. Avoid direct sun exposure.
- Do NOT use ammonia or bleaches to clean polymer surfaces.
- Do NOT allow fluids to accumulate, puddle without removing and completely drying the surfaces and components. Standing water/fluids are a hazard and can cause damage to component materials.
- Do NOT use scouring powders that will scratch polymer finishes.

NOTICE *Steel wool or steel brushes should never be used to clean stainless steel or polymer surfaces, avoid abrasive cleaning techniques/supplies.*

SECTION FOUR

Terms And Conditions

Shor-Line's [TERMS AND CONDITIONS](#) can be found at shor-line.com

Damaged Freight Procedures

Freight Claim - Contact the technical services department toll-free at 1.800.444.1579

To file a freight claim:

Inspect ALL packages upon arrival. If containers show evidence of damage when delivered, the packages should be opened and inspected before the carrier leaves. The shipment should be inventoried and inspected jointly by the customer and the carrier. The driver will then make proper notation on the delivery receipt.

Customer must inspect all materials for shortages, damages, conformity with the order, and defects before signing any documentation requested by the carrier. Customer must immediately complete such inspection and shall not accept delivery of goods that are damaged or not in accordance with the bill of lading or packing slip without proper notification to the carrier and Shor-Line. If products are damaged, defective, shorted or appear not to conform to the order, Customer shall discontinue their use and immediately notify the carrier and Shor-Line of such condition and afford a reasonable opportunity to inspect the same.

Customer shall make, or provide Shor-Line in writing with all information necessary to make a claim against such carrier for any shortage, damage, or discrepancy of the shipment within fifteen (15) days after receipt of the products. Claims or written information thereon not so presented within fifteen (15) days after receipt of the products will not be allowed. No returned products will be accepted, credited or replaced, unless arrangements for their return have been made in compliance with Shor-Line's Return Policy.

If containers do not show evidence of damage, there may be "concealed damage". Customer must report any concealed damage within 15 days after receipt of the shipment. Such report is to be made directly to Shor-Line's Traffic Department who will file a claim with the carrier. All packaging and contents must be held for this inspection.

STEP 1: Customer must check goods, contents against packing slip, weight against bill of lading, containers, etc.

STEP 2: Customer fills out "Inspection Report of Loss or Damage Discovered After Delivery".

STEP 3: Customer is to sign the report form. A copy is left with the customer and should be forwarded to Shor-Line's traffic department to file a claim.

STEP 4: Call Shor-Line's Traffic Department to file a claim (1.800.444.1579). Shor-Line will arrange pick-up, return shipment, and replacement of the product.

Return Policy & Repairs - All products being returned for any reason or delivered for repair service (whether or not pursuant to the Limited Warranty) must receive advance authorization from Shor-Line. Customer must contact Shor-Line's Technical Service Department at 1.800.444.1579 to receive a Return Authorization Number. All products returned, except for warranty service or pursuant to the Product Satisfaction policy, are subject to a minimum 15% restocking charge. Customer will be responsible for all freight charges on returns.

Return Product Authorization - To assure efficient handling on damaged or defective equipment, or repairs, please contact our Technical Service Department for Return Product Authorization (1.800.444.1579). Failure to obtain Return Product Authorization will only delay processing and may result in the denial of any repair, replacement or credit.

Repairs - It is mandatory to contact Technical Service Department at 1.800.444.1579 prior to sending product for repair.

Limited Warranty

In the event the Customer is not fully satisfied with the quality or workmanship of a product, Shor-Line in its sole discretion may arrange either to credit Customer's account (excluding shipping and handling costs) or replace the product. However, Customer must notify Shor-Line in writing of its dissatisfaction within fifteen (15) days of receipt of the product from Shor-Line. Customer must also return the rejected product to Shor-Line (freight paid) within thirty (30) days of its receipt in compliance with Shor-Line's Return Policy (See Section 4). Shor-Line's obligation is limited to providing the applicable credit or product replacement, which will be processed only after receipt of the returned product. In addition, this Product Satisfaction Policy does not apply to specially designed, discontinued, used, factory second or repaired products.

SHOR-LINE warrants to the initial purchaser only of products manufactured by it that such products are free from defects in materials or labor for varying periods depending on the particular product and subject to the limitations and conditions set forth herein. SHOR-LINE's stainless steel products are warranted to be free from such defects for their normal useful life. SHOR-LINE's mechanical and electrical products, parts, devices and components (including such parts, devices and components of stainless steel products), and other non-stainless steel products are warranted to be free from such defects for one year. SHOR-LINE disclaims any express or implied warranty for products not manufactured by SHOR-LINE and the only warranty available therefor to customer is that offered by the products' manufacturers.

The warranty period shall run from the date of delivery to customer. If within the applicable warranty period a product proves to be defective as described herein, SHOR-LINE will repair or replace the product, at SHOR-LINE's sole discretion, conditional upon customer's written notice of the defect within fifteen (15) days after its discovery and compliance with applicable return procedures. Upon receipt of customer's notice including substantiation of customer's status as the initial purchaser and details of the defect, SHOR-LINE shall advise customer whether it plans to repair or replace the product. SHOR-LINE's obligation is solely limited to repair or replacement of a defective product and in no event shall SHOR-LINE be liable for transportation from or to SHOR-LINE's offices or any other expense which may arise in connection with this limited warranty or the aforementioned product satisfaction policy.

SHOR-LINE makes no other warranty or guarantee of any kind whatsoever, whether expressed or implied, statutory or otherwise including, but not limited to implied warranties of fitness and or merchantability. The above limited warranty constitutes SHOR-LINE's only warranty and no person or entity is authorized, on behalf of SHOR-LINE, to modify or expand upon the provisions expressed in the limited warranty statement. SHOR-LINE's liability under this limited warranty shall be limited as provided for above and the foregoing shall be the customers sole remedy and recourse under this contract. There are no warranties, which extend beyond the description on the face hereof and goods are sold as-is. SHOR-LINE's limited warranty is only available to the initial purchaser of its products.

Customer agrees to comply with all instructions and specifications furnished by SHOR-LINE relating to installation, care and application of products sold. Customer agrees that it will not modify, misapply, or misuse such products in any manner including one that would deviate from the products' intended use. Any repairs, alterations or service provided by parties other than SHOR-LINE, or its authorized representative may void this limited warranty. This limited warranty shall not apply to normal wear and tear, damage caused by accident, negligence, improper operation, or the use of the corrosive material (including without limitation bleach-sodium hypochlorite) on stainless steel surfaces. SHOR-LINE's limited warranty made in connection with this sale shall not be effective and shall be void unless such goods are applied and used in accordance with SHOR-LINE's instructions.

Limitation Of Liability

Under no circumstances shall SHOR-LINE be liable to buyer or any other person for any special liquidated, incidental or consequential damages, including, without limitation, damages based upon lost goodwill, lost sales or profits, work stoppage, delay, product failure, impairment of goods or otherwise and whether arising out of breach of warranty, breach of contract, negligence or otherwise, and in any case, SHOR-LINE's liability for any and all losses and damages sustained by buyer and others, rising out of or by reason of this contract, shall not exceed the original purchase price of the products upon which liability is founded. In no event shall any action be commenced against SHOR-LINE more than one year after the cause of action with respect to which the claim is made has occurred. SHOR-LINE shall not be responsible for expenses for repairs not made by SHOR-LINE without the prior written consent of SHOR-LINE. Product specifications are subject to change without any notice or obligation on the part of SHOR-LINE.

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