

Frequently Asked Questions

What if I already have my own appliances? Can you make an outdoor kitchen for me using my own appliances?

Yes, we make custom outdoor kitchens using appliances we supply or ones you already own.

I need a special size to fit in my limited space, can you do that?

Yes, we make custom outdoor kitchens based on your needs. We offer free design assistance.

I have a pergola and need to go around poles, can you do that?

Yes, we make custom outdoor kitchens based on your needs. We offer free design assistance.

Do I have to use a insulating liner around my grill with your product?

No, we use only non-combustable materials which do not require the use of insulating liners.

Do you offer additional services like stone?

Yes, we can offer the intallation of stone. However, due to shipping it is likely to be less expensive if done on site by a contractor. If you would like more information on pricing just give us a call.

How long will it take me to put my kit together?

It varies based on which kit you purchase and the complexity of the outdoor kitchen. A standard 10 foot Rapid Panel™ kit with cement board will take about 30 to 45 minutes to assemble, level, and be prepared to apply your finish materials. See our video at www.bigridge-outdoorkitchens.com/shop to see a 10 foot outdoor kitchen assembled in under 10 minutes.

Are the kits complete? What extras do I have to buy?

Our kits include everything you need to assemble the outdoor kitchen kits. Cutout Kits Are Included And Installed Free Of Charge. Composite Decking Under The Frames Is Included and Insalled Free Of Charge. Depending on which kit you purchase (with or without cement board) you will need cement board. All hardware is included.

When comparison shopping, keep in mind we are the only compay to offer everything you need and we intall it for you. You will quickly see there is no comparison!

We also offer vents which are required for gas appliance installation, as well as GFCI installation. The wiring, related materials, and connection are to be done on site and are not included.

Of course you will need to purchahse your appliances, finish materials, etc. We woud be happy to answer any questions.



Rapid Panel™ System Your Outdoor Kitchen Solution!

Will these frames support the weight of concrete counter tops and real stone? How about a pizza oven?

Yes, we use heavy duty load bearing structural steel. The same steel used in commercial building construction. It will hold concrete, granite, natural stone, and heavy appliances with no issue. It will also support Pizza Ovens. We tested our standard 4 foot module by setting a 2,500lb bunk of steel studs on it and it held it with no issues. Call us for more information.

What if I have problems with the assembly of my outdoor kitchen?

Here is where you will see a major difference between us and our competitors. We are available 6 days a week and during peak times 7 days a week. Call or email us and a live person will walk you through anything you need assistance with.

Can I send you a hand drawn sketch of my project?

Napkins accepted! Yes, please send your sketch, don't worry what it looks like. We will walk you through the process and make the outdoor kitchen of your dreams. Send it to sales@bigridgeoutdoorkitchens.com or call us and we will help you.

Do you really build every outdoor kitchen fully prior to shipping it?

Yes, we are the only manufacturer to build the entire outdoor kitchen in our factory on level platforms. We assemble every module completely. If you purchase your appliances from us, we test fit every appliance. Otherwise, we use the dimensions you provide us. All you do is put it back the way we had it! Compare our service, you will see why we are the manufacturer of choice for DIY Outdoor Kitchens.

This way we know your outdoor kitchen will work as promised. In fact this is one of the reasons you will be able to assemble your outdoor kitchen in minutes rather than weeks.

How long after I order will I get my outdoor kitchen?

Shipping times vary depending on current production volume. Our normal turnaround time is between 7 - 10 days. If you are concerned about timing, give us a call, we will do what we can to get it to you when you need it.

In a hurry? Our stock Rapid Panel™ can ship within 72 hours when you purchase your appliances are purchased from us (some exclusions apply). Call us for more information on our stock kits.

Do you offer Contractor and Dealer Discounts?

Yes, we work with many contractors and dealers and welcome the opportunity to work with you. Call us and we will get you started in our contractor partner program. There are many advantages to our system. Give us a call today to find out more.

Why Shoud I Buy From Big Ridge?

Easy, we offer the best value for your hard earned money. We are the only manufacturer to fully build your kits and include everything you need, delivered to your doorstep. We think of the little things for you so your project goes smoothly. Our customer service doesn't stop when the sale is made. If you look closely at our competitors, there is a reason their prices are typically lower on the surface. When you cut costs, you have to cut something along the way. Just ask yourself what are they not giving me that Big Ridge provides standard. Just give us a call and you will see the difference!



Rapid Panel™ System Your Outdoor Kitchen Solution

We Have Everything You Need Our Package Prices Can't Be Beat!



Top quality and amazing looks don't have to kill the bank. We offer everything you need for an amazing outdoor kitchen. We offer many amazing brands and offer them at competitive prices.

But you will save even more when you purchase your appliances and the outdoor kitchen from us. Package prices are lower than our already normally low published price.

Just try us, you will see why our non-published package prices can't be beat! If you don't see it on our website, there is a good chance we carry it. Just ask us, we would be happy to assist.



Give Us A Call Today!

Rapid Panels™ DIY Done Right

Make the most of your free time. Enjoy the outdoors with family and friends. With Big Ridge, your outdoor living area will be the focal point of your home. Relax, Big Ridge will help you realize the outdoor kitchen of your dreams.



BIG RIDGE™



Outdoor Kitchens

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