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Installation Guide

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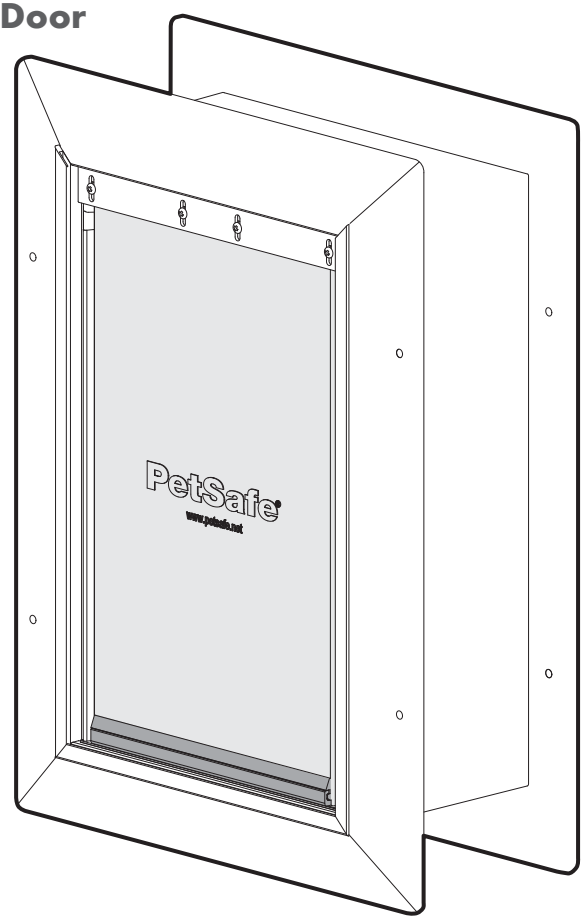
Wall Entry Pet Door



Please read this entire guide before beginning

IMPORTANT SAFETY INFORMATION

Explanation of Attention Words and Symbols used in this guide

This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

WARNING **WARNING** indicates a hazardous situation which, if not avoided, could result in death or serious injury.

CAUTION **CAUTION,** used with the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

NOTICE **NOTICE** is used to address safe use practices not related to personal injury.

WARNING

- When children are present in the home, it is important to consider the pet door during child proofing activities. The pet door may be misused by a child resulting in the child accessing potential hazards that may be on the other side of the pet door. Purchasers/Homeowners with swimming pools should ensure that the pet door is monitored at all times and that the swimming pool has adequate barriers to entry. If a new hazard is created inside or outside of your home, which may be accessed through the pet door, Radio Systems® Corporation recommends that you properly guard access to the hazard or remove the pet door. The closing panel or lock, if applicable, is provided for aesthetic and energy efficiency purposes and is not intended as a security device. Radio Systems® Corporation will not be liable for unintended use and the purchaser of this product accepts full responsibility for oversight of the opening it creates.
- Power Tools. Risk of severe injury; follow all safety instructions for your power tools. Be sure to always wear your safety goggles.

CAUTION

- The user, prior to installation, must become familiar with all building codes that may affect the installation of the pet door and determine, along with a licensed contractor, its suitability in a given installation. This pet door is not a fire door. It is important for the owner and contractor to consider any risks that may be present inside or outside of the pet door, and any risks that may be created by subsequent changes to your property and how they may relate to the existence and use, including misuse of the pet door.

NOTICE

- Keep these instructions with important papers; be sure to transfer these instructions to the new owner of the property.
- Check for electrical/plumbing fixtures that could be in the wall where you wish to place the pet door.
- Make sure the support fits snug and that it is not too long or too short. In either instance, damage to the wall can occur.

If placing screws into vinyl siding it may be necessary to drill a hole through the siding slightly larger than the heads of the screws. This will allow the screws to tighten flush with plywood and not buckle the vinyl siding.

Thank you for choosing the PetSafe® brand. You and your pet deserve a companionship that includes memorable moments and a shared understanding together. Our products and training tools enhance the relationship between pets and their owners. If you have any questions about our products or training your pet, please visit our website at www.petsafe.net or contact our Customer Care Center at 1-800-732-2677.

To get the most protection out of your warranty, please register your product within 30 days at www.petsafe.net. By registering and keeping your receipt, you will enjoy the product's full warranty and should you ever need to call the Customer Care Center, we will be able to help you faster. Most importantly, PetSafe® will never give or sell your valuable information to anyone. Complete warranty information is available online at www.petsafe.net.

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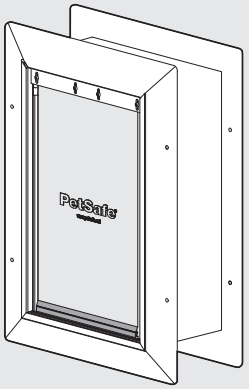
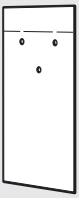
Components

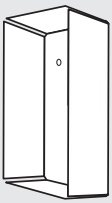


Wall Entry Pet Door with Flaps

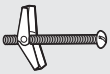
Closing Panel



Template



Center Locator



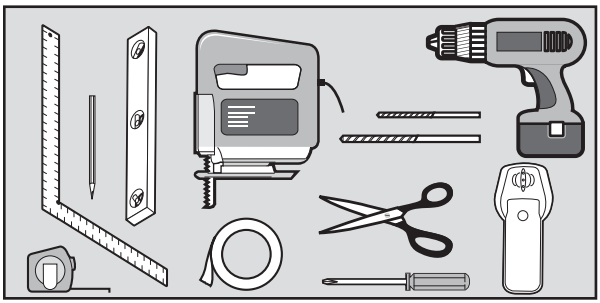
Toggle Bolt 8 pcs.

Screw Caps 8 pcs.

Washer 8 pcs.

Drywall Screws 8 pcs.

Tools Needed



- Framing Square
- Jigsaw
- Drill
- 5⁄16" (8 mm) & ½" (13 mm) Drill Bits
- Phillips Screwdriver
- Tape Measure
- Tape
- Pencil
- Level
- Scissors
- Stud Finder

NOTE: Some applications may require the Wall Entry Extension Tunnel (sold separately). See "Replacement Parts and Accessories" on page 10.

Key Definitions

Outer Frame Size: Overall pet door dimensions

Cut-out Size: Opening cut in homeowner's wall for proper fit and pet door installation

Replacement Flap Size: Overall flap size when removed from pet door

Flap Opening Size: Usable flap space for pet to enter and exit through the pet door

Interior Frame: Pet door frame on the inside of home

Exterior Frame: Pet door frame on the outside of home

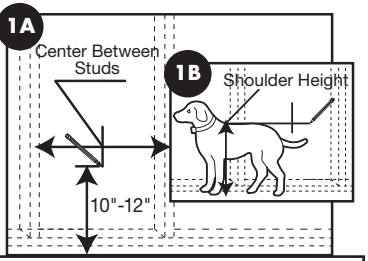
Installing Your Wall Entry Pet Door

Step 1

Measure

1A. Locate the site for the Wall Entry Pet Door. Locate the studs in the proposed area. Locate the center between the two studs. Using a pencil, draw a 5" (12.7 cm) vertical line on center about 10" to 12" (25.4 cm to 30.5 cm) above the floor.

1B. Mark the shoulder height of your pet on the vertical line. Draw a horizontal line through your mark.



NOTICE Check for electrical and plumbing fixtures that could be in the wall where you wish to place the pet door.

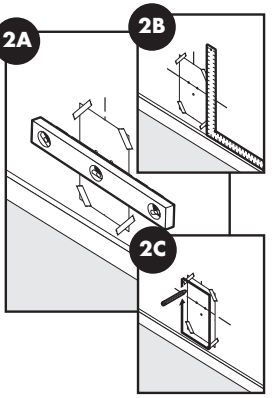
Step 2

Tape

2A. Place the template against the wall. Align the lines on the template with the lines on the wall. Tape in place.

2B. Check that the template is square.

2C. Carefully trace the template with a pencil. Remove the template from the wall. Take a moment to review the hole location to ensure that the template is level and that this is the best possible location for the pet door.



Step 3

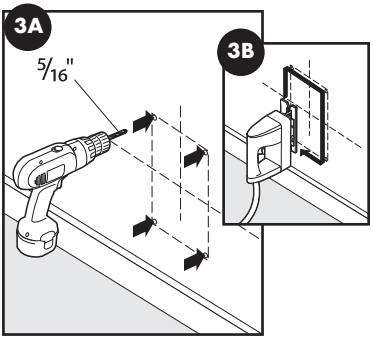
Cut Interior Wall

3A. Drill out the four corners of the rectangular hole with a 5⁄16" (8 mm) drill bit.

Helpful Tip: Use both hands to hold drill steady and straight at a 90° angle.

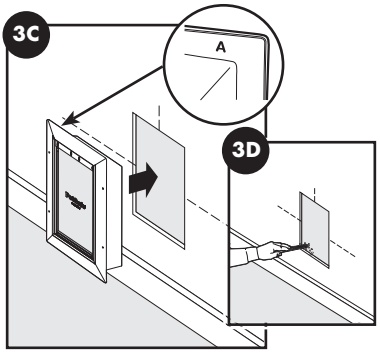
3B. Carefully cut the hole out using a jigsaw or other appropriate cutting device. Cut on line.

Helpful Tip: When cutting use both hands to hold the saw slow, steady and straight at a 90° angle.



3C. **Fit Check** Using the A side of the pet door, check the fit. Do not force fit if it is tight.

3D. If the hole is too small, simply remove the pet door and re-cut or file the hole slightly to enlarge. Do not cut more than 1⁄8" (3.2 mm) from your previous cut. Once the pet door properly goes into the hole, adjust to ensure the unit is square.

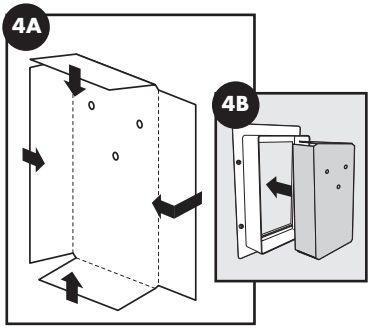


Step 4

Cut Exterior

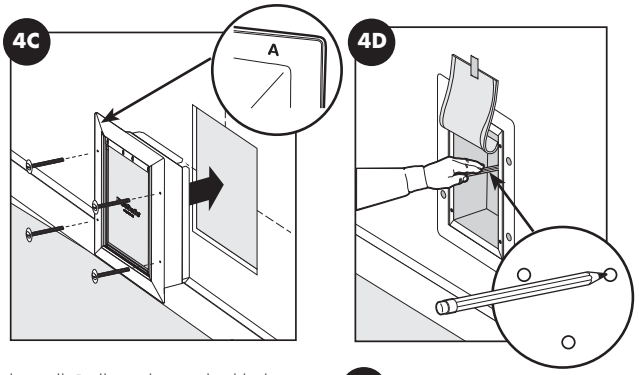
4A. Remove the pet door from the wall. Fold up the Center Locator.

4B. Slide the folded piece into the back of A side as shown.



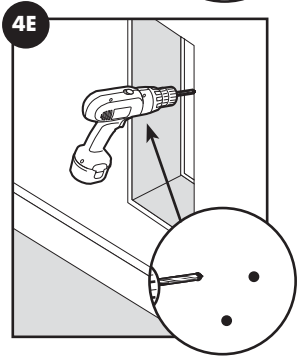
4C. Place A side of pet door back into wall and use the drywall screws to hold unit in place temporarily.

4D. Lift the flap and push the Center Locator until it is touching the outside wall. Make sure all the folded flaps are resting flush on the inside of tunnel and that you have not completely pushed Center Locator out of pet door. Mark the holes on the Center Locator.



4E. Remove the pet door from the inside wall. Drill out the marked holes with your 5⁄16" (8mm) drill bit. Be careful to keep these holes as straight as possible.

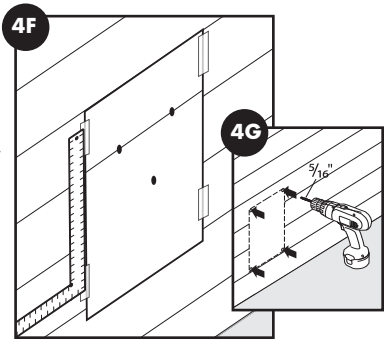
Helpful Tip: Use both hands to hold drill steady and straight at a 90° angle.



4F. You are now ready to work from the outside wall. Line up the three holes on the template with the three holes that you just drilled. Check for square and tape in position.

4G. Drill out the four corners of the rectangular hole with a 5⁄16" (8 mm) drill bit.

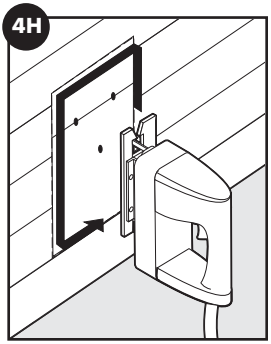
Helpful Tip: Use both hands to hold drill steady and straight at a 90° angle.



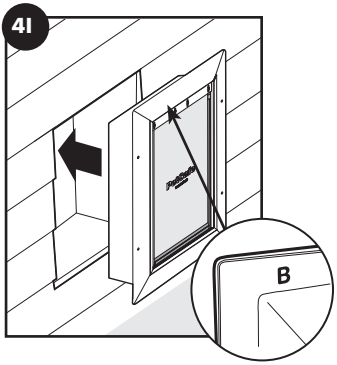
4H. Carefully cut the hole out using a jigsaw or other appropriate cutting device. Cut on line.

Helpful Tip: When cutting use both hands to hold the saw slow, steady and straight at a 90° angle.

Helpful Tip: If you are going through vinyl siding it is best to carefully score and cut the siding before cutting through plywood.



4I. Fit Check Using the B side of the pet door, check the fit. Do not force fit if it is tight. If the hole is too small, simply remove the pet door and re-cut or file the hole slightly to enlarge. Do not cut more than 1⁄8" (3.2 mm) from your previous cut. Once the pet door properly goes into the hole, adjust to ensure the unit is square.

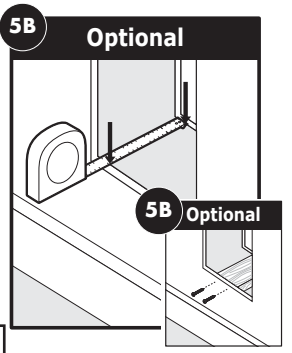


Install and Attach Interior

Optional Support Installation:

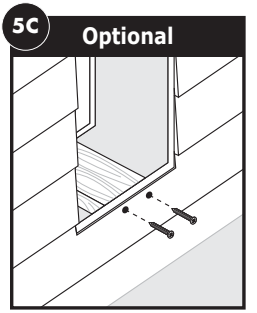
5A. **Optional:** Measure from the inside of outer wall to the inside of inner wall as shown. Cut a 2X4 to the measured length, making sure that the cut is square. Remove any debris that may be inside the wall where the support will be located.

5B. **Optional:** Place support inside wall so that the top of support is flush with the bottom of cut-outs. Use 2 drywall screws (supplied) or 2 wood screws (optional) to fasten the inner side of support as shown. Check again to make sure that the support is flush with bottom of cut-outs.



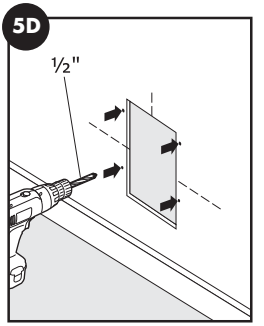
NOTICE	Make sure the support fits snug and that it is not too long or too short. In either instance, damage to the wall can occur.

5C. **Optional:** Use the 2 drywall screws (supplied) or 2 wood screws (optional) to fasten the outer portion of the support.



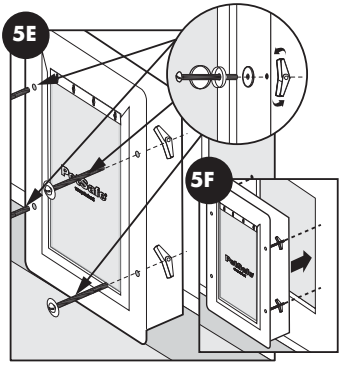
NOTICE	If placing screws into vinyl siding it may be necessary to drill a hole through the siding slightly larger than the heads of the screws. This will allow the screws to tighten flush with plywood and not buckle the vinyl siding.

5D. Using the holes left by the drywall screws on the A side of pet door as pilot holes, drill a ½" (13 mm) hole for the toggle bolts.



5E. Install the toggle bolts and screw caps into the A side of the Pet Door as shown.

5F. Place the A side of the pet door back into the cut hole and tighten the bolts. Be careful not to overtighten. Snap screw caps into place.



Helpful Tip: You may need to start the toggle bolt into the hole. Be careful not to overtighten. Sometimes you need to hold the screw out so the toggle is locked while you tighten the screw until the toggle is tight enough that it will hold itself in place while you finish tightening.

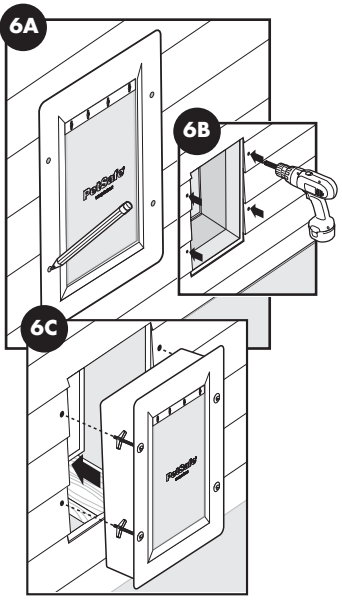
Step 6

Install and Attach Exterior

6A. You are now ready to work from the outside wall. With B side in position, mark location of 4 toggle bolt holes. Remove B side of the pet door.

6B. Drill marked locations with ½" (13 mm) drill bit.

6C. Install the toggle bolts and screw caps into the B side. Slide the B side of the Pet Door into the A side that is already installed on the inside. The unit will slide together just like it was in the package.



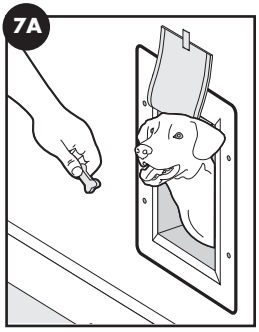
Fit Check Inspect the unit for a snug fit and any gaps that could cause a draft or water penetration. Either tighten the fit or use closed cell foam and/or silicone caulk in these areas.

Helpful Tip: If installing in a vinyl siding application, you may want to place closed cell foam and/or silicone caulk between the pet door flange and the siding.

Step 7

Train Your Pet

7A. Bring your pet to the pet door. Temporarily tape both flaps up and try to talk your pet into going through. If your pet will not go through the door do not force him through the door, simply wait for your pet to go through on his own.

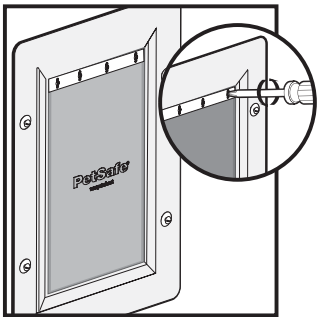


Helpful Tip: Sometimes it helps for you to be on one side of the door and your pet on the other. You may try persuading your pet through the door using a small piece of food or a treat.

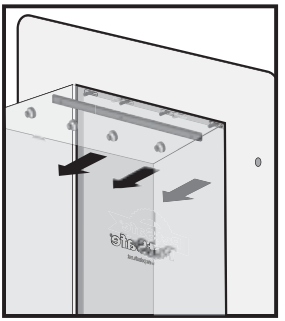
Replacement Flaps

Replace & Adjust

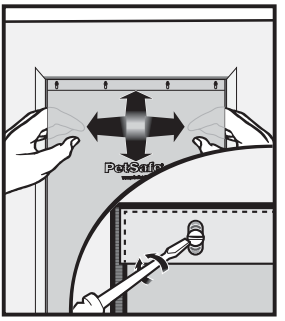
During extreme changes in weather, vinyl flaps can shrink during cold months and stretch in warmer months. Easily replace or adjust to ensure a snug fit during seasonal changes.



To Replace: Remove screws from the frame of pet door.



Remove bar and flap.



Replace new vinyl flap and position horizontally and vertically to fit into door frame. Replace existing bar and tighten screws in place.

To Adjust: Slightly loosen screws from frame of pet door.

Slightly move bar away from flap.

Adjust flap horizontally and/or vertically to fit into door frame. Push bar towards flap and tighten screws in place.

Replacement Parts and Accessories

To purchase replacement parts for your PetSafe® Wall Entry Pet Door, contact our Customer Care Center at 1-800-732-2677 or visit our website at www.petsafe.net.

Component	Replacement Part Number
Small Replacement Flap	PAC11-11037
Medium Replacement Flap	PAC11-11038
Large Replacement Flap	PAC11-11039
Small Closing Panel	MPA00-12831
Medium Closing Panel	MPA00-12832
Large Closing Panel	MPA00-12833
Installation Hardware Kit	MPA00-12641

Terms of Use and Limitation of Liability

1. **Terms of Use**
   This Product is offered to you conditioned upon your acceptance without modification of the terms, conditions and notices contained herein. Usage of this Product implies acceptance of all such terms, conditions, and notices.
2. **Proper Use**
   This Product is designed for use with pets where training is desired. The specific temperament of your pet may not work with this Product. If you are unsure whether this is appropriate for your pet, please consult your veterinarian or certified trainer. Proper use includes reviewing the entire Operating Guide provided with your Product and any specific Caution statements.
3. **No Unlawful or Prohibited Use**
   This Product is designed for use with pets only. This pet training device is not intended to harm, injure, or provoke. Using this Product in a way that is not intended could result in violation of Federal, State or local laws.
4. **Limitation of Liability**
   In no event shall Radio Systems® Corporation be liable for any direct, indirect, punitive, incidental, special or consequential damages, or any damages whatsoever arising out of or connected with the use or misuse of this Product. Buyer assumes all risks and liability from the use of this Product.
5. **Modification of Terms and Conditions**
   Radio Systems Corporation reserves the right to change the terms, conditions and notices under which this Product is offered.

Customer Care International

USA & Canada - Tel: 800-732-2677

Monday - Friday 8 AM - 8 PM / Saturday 9 AM – 5 PM

Australia - Tel: 1800 786 608

Monday - Friday 8:30 AM - 5 PM

New Zealand - Tel: 0800 543 054

Monday - Friday 10:30 AM - 7 PM

Warranty

One Year Non-Transferrable Limited Warranty

This Product has the benefit of a limited manufacturer's warranty. Complete details of the warranty applicable to this Product and its terms can be found at www.petsafe.net and/or are available by contacting your local Customer Care Center:

Radio Systems PetSafe Europe Ltd, 2nd Floor, Elgee Building, Market Square Dundalk, Co. Louth, Ireland
Radio Systems Corporation, 10427 PetSafe Way, Knoxville, TN 37932 USA
Australia/New Zealand – In compliance with the Australian Consumer Law, Warranties Against Defects, effective January 1, 2012, warranty details of this Product are as follows:

One Year Non-Transferrable Limited Warranty

What is covered: Radio Systems Australia Pty Ltd (hereinafter referred to as "Radio Systems") warrants to the original retail purchaser, and not any other purchaser or subsequent owner, that its Product, when subject to normal and proper residential use, will be free from defects in material or workmanship for a period of one (1) year from the purchase date. An "original retail consumer purchaser" is a person or entity who originally purchases the Product, or a gift recipient of a new Product that is unopened and in its original packaging. When serviced by Radio Systems Customer Service, Radio Systems covers labor and parts for the first year of ownership; after the first year, a service or upgrade charge will apply relative to replacement of the Product with new or refurbished items at Radio Systems' sole discretion.

The limited warranty is non-transferrable and shall automatically terminate if the original retail consumer purchaser resells the Radio Systems Product or transfers the property on which the Radio Systems Product is installed. This Limited Warranty excludes accidental damage due to dog chews; lightning damage; or neglect, alteration, and misuse. Consumers who purchase products outside of Australia, New Zealand, or from an unauthorized dealer will need to return the Product to the original place of purchase for any warranty issues. Please note that Radio Systems does not provide refunds, replacements, or upgrades for change of mind, or any other reason outside of these Warranty terms.

Claims Procedure

Any claim made under this Warranty should be made directly to Radio Systems Australia Pty Ltd Customer Care Centre at:

Radio Systems Australia Pty Ltd

PO Box 765, Mudgeeraba QLD 4213

Australia Residents: 1800 786 608

New Zealand Residents: 0800 543 054

Email: info@petsafeaustralia.com.au

To file a claim, a proof of purchase must be provided. Without a proof of purchase, Radio Systems will not repair or replace faulty components. Radio Systems requests the Consumer to contact the Radio Systems Customer Care Center to obtain a Warranty Return Number, prior to sending the Product. Failure to do so may delay in the repair or replacement of the Product.

If the Product is deemed to be faulty within 30 days from date of original purchase, Radio Systems will organize for a replacement to be sent in advance of returning the faulty Product. A Post Bag will be included with the replacement Product for the return of the faulty Product. The Product must be returned within 7 days of receiving the replacement. If the Product is deemed to be faulty after 30 days from the date of original purchase, the consumer will be required to return the Product to Radio Systems at the consumer's own expense. Radio Systems will test and replace the faulty unit or its components and return to the consumer free of charge, provided the Product is within its said warranty period. This warranty is in addition to other rights and remedies available to you under the law. Radio Systems goods come with guarantees that cannot be excluded under the Australia Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Should you have any queries or require any further information, please contact our Customer Care Center on 1800 786 608 (Australia) or 0800 543 054 (New Zealand).