



Installation Guide

PPA00-11326

Big Cat 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.

CAUTION

CAUTION, used without the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in harm to your pet.

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 power tools. Be sure to always wear proper safety equipment.

⚠ 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.
- Be sure to use heavy scissors for cutting the core covers.
- If cutting a metal surface, be aware of sharp edges to prevent injury.

NOTICE

- Keep these instructions with important papers; be sure to transfer these instructions to the new owner of the property.
- If homeowner's door or other application is not level, the pet door must be marked level to swing properly.
- When applying cutting template there should be a minimum of 3" between the bottom and sides of the door and the outer edge of the template to maintain the structural integrity of the door.
- Make sure there is nothing underneath the door where you will be drilling the holes or cutting out opening.
- Use a manual screwdriver to tighten screws. Do not overtighten. Overtightening can warp the pet door frame.
- It is not possible to cut holes in tempered or double pane glass except at the time of manufacture. Consult a professional glazier or glass manufacturer to install the pet door in a glass door or window.

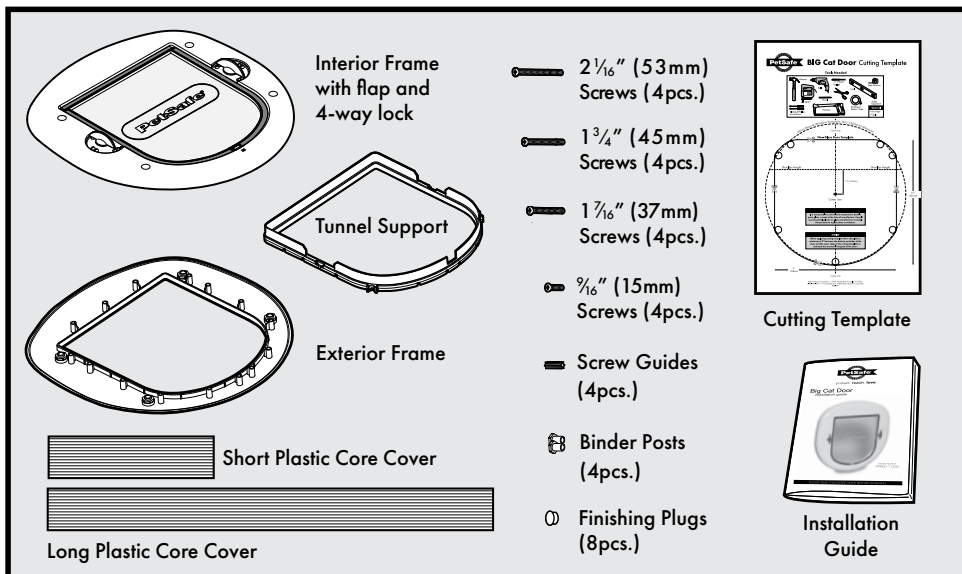
Thank you for choosing the PetSafe® brand. You and your pet deserve a companionship that includes memorable moments and a shared understanding together. Our products and training tools enhance the relationship between pets and their owners. If you have any questions about our products or training your 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.

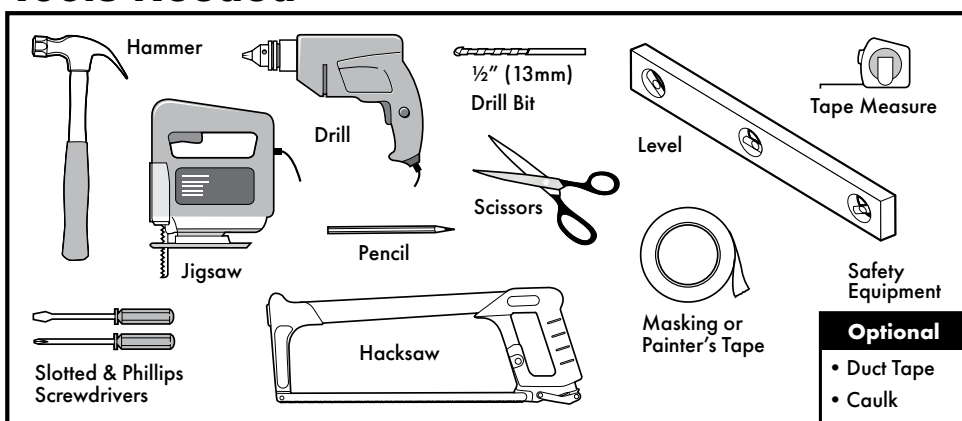
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Kit Includes



Tools Needed



NOTE: The Big Cat Door can be installed in most doors and walls. Installation in thinner or thicker applications may not require the plastic core covers and tunnel support. Additional skills, tools and materials (such as wood framing and hardware) may be required. It is not possible to cut holes in tempered or double pane glass except at the time of manufacture. Consult a professional glazier or glass manufacturer to install the pet door in a glass door or window.

Key Definitions

Outer Frame Size: Overall pet door dimensions

Cut-Out Size: Dimensions of opening cut in homeowner's door for proper fit and pet door installation

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

Interior Frame: Pet door frame on the inside of home; frame with flap and 4-way lock

Exterior Frame: Pet door frame on the outside of home

Plastic Core Covers: Plastic pieces that cover the cut-out or "core" of the homeowner's door

4-Way Lock: Red knobs on sides of interior frame used to control the pet's access to the pet door

Screw Guide: Plastic tube that helps guide the screw through the screw hole from the interior frame to the exterior frame

Tunnel Support: U-shaped piece that holds the plastic core covers to create a tunnel between the interior and exterior frames

Installation in Non-Glass Doors

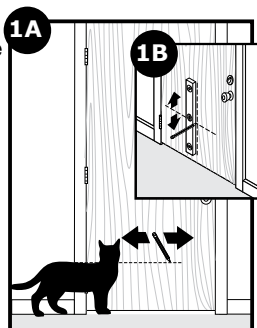
Step 1

Determine Pet Door Location

- 1A.** Measure and mark your pet's shoulder height on the interior side of door.
- 1B.** Determine location for the pet door. Draw a vertical center line through the shoulder height line using a level.

NOTICE

If homeowner's door or other application is not level, the pet door must be marked level to swing properly.



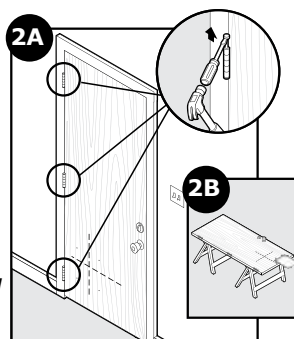
Step 2

Prepare Door

- 2A.** Remove door by removing door hinge pins.
- 2B.** Place on a raised level surface such as saw horses. Place interior side of door facing up.

Helpful Tip: Clamp down the door to prevent it from moving.

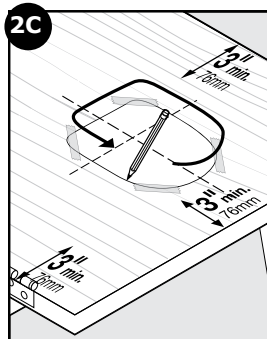
NOTE: The Pet Door can be installed with the door hanging based on your skill level.



- 2C.** Cut out template for **Non-Glass Doors**. Match the marked lines on the door with the shoulder and center lines on the template. Tape template in place and trace template. Make sure to trace underneath tape and connect the corners. Remove the template and any excess tape from the door.

NOTICE

When applying cutting template there should be a minimum of 3" between the bottom and sides of the door and the outer edge of the cutting template to maintain the structural integrity of the door.



Step 3

Cut Pet Door Opening

- 3A.** Drill $\frac{1}{2}$ " (13mm) holes in inside corners and center of bottom curve of drawn template.

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

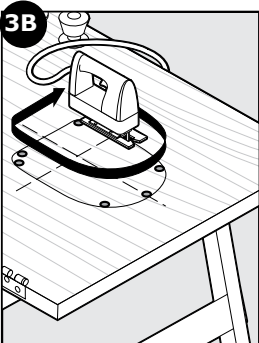
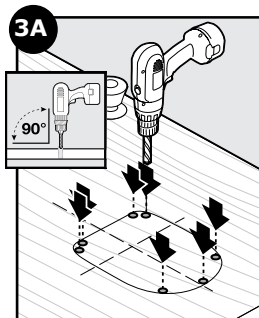
- 3B.** Beginning in one of the holes just drilled, cut along the drawn template lines. After cutting out the opening, you may need to recut to square the opening. This is necessary for the pet door frame to fit correctly.

Helpful Tip: Apply masking or painter's tape on bottom of jigsaw and outer edges of drawn template to protect door finish. Use a file to remove burrs after drilling and cutting to make cutting and installation easier.

Helpful Tip: Use proper saw blade length and type according to door thickness and material (for example a wood blade for a wood door and a metal blade for a metal door). Cut slowly using both hands to hold the saw steady and straight at a 90° angle. This will help prevent the blade from cutting unevenly between interior and exterior sides of the door.

NOTICE

Make sure there is nothing underneath the door where you will be drilling the holes or cutting out opening.



Step 4

Fit Core Covers

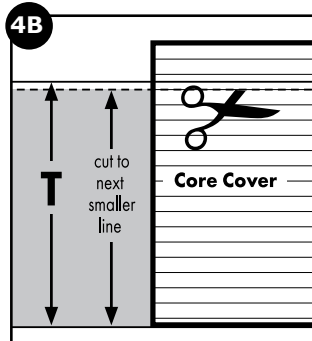
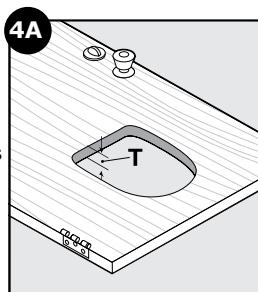
4A. Measure the thickest part (**T**) of your cut-out. Note this measurement.

4B. Depending on the thickness of your door, you may not need the tunnel support and plastic core covers or the plastic core covers may need to be trimmed for your installation. Use the “Plastic Core Covers Cutting Guide” (**Chart 1**) to determine this. If you are using the plastic core covers and tunnel support, go to **Step 5**.

4C. If you are NOT using the plastic core covers and tunnel support, go to **Fit Check** under **Step 5**.

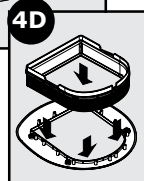
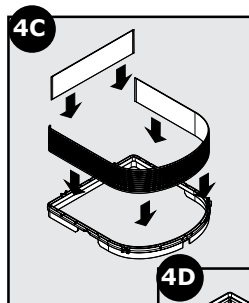
Chart 1

Plastic Core Covers Cutting Guide	
Cut-Out Thickness (T)	Plastic Core Cover Cutting Instructions
$\frac{3}{16}$ " - $\frac{1}{2}$ " (5 mm - 13 mm)	DO NOT use plastic core covers and tunnel support. Go to Step 5 .
$\frac{1}{2}$ " - $1 \frac{3}{4}$ " (13 mm - 44 mm)	If cut-out thickness (T) does not line up with a groove on the plastic core cover, then cut to next groove that is smaller than the cut-out thickness (T). (See illustration 4B) Use tunnel support. Cut and go to Step 4C .
$1 \frac{3}{4}$ " - 2" (44 mm - 51 mm)	No cutting of plastic core covers is needed. Use tunnel support. Go to Step 4C .

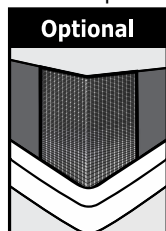


4C. Insert the long plastic core cover into channel of “U”-shaped section of tunnel support. Insert the short plastic core cover into channel of straight section of tunnel support.

4D. Turn over assembled tunnel and insert plastic core covers of assembled tunnel between frame posts and lip on flap opening of exterior frame (frame without the flap). Tunnel support should be facing up.



Optional: Use duct tape in the corners of core covers to help secure in place and to improve weather resistance.

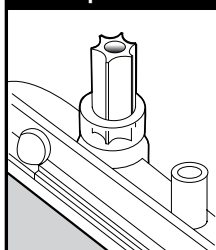


Step 5

Install Pet Door

- 5A. Optional:** If the door cut-out thickness (**T**) is 1" (25 mm) or more, insert the screw guides into the screw holes on the backside of the interior frame (frame with flap and 4-way lock). The screw guides help guide the screws through the screw holes from the interior frame to the exterior frame.

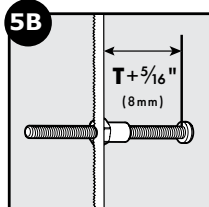
5A Optional







Fit Check Before putting away your jigsaw, place the interior frame (frame with flap and 4-way lock) inside the cut-out and check the fit. Then place the exterior frame (with assembled tunnel if needed for your installation) into the underside of the cut-out to check the fit. If the frames do not fit inside the opening, you may need to recut opening before proceeding with installation.

- 5B.** Before installing the pet door, you need to determine which screw length is needed for your installation. Depending on your door thickness, the screws may need to be trimmed with a hacksaw or screw cutter. If the screws are too long, the finishing plugs will not fit. Use the Screw Selection Guide (**Chart 2**) to select which screw to use and if it needs to be trimmed for your installation. To trim screw, insert binder post onto end of screw to protect thread. Using the binder post as a guide, cut screw to correct length with a hacksaw. After cutting to length, remove the binder post to clean screw threads. Repeat process with remaining screws.

5B

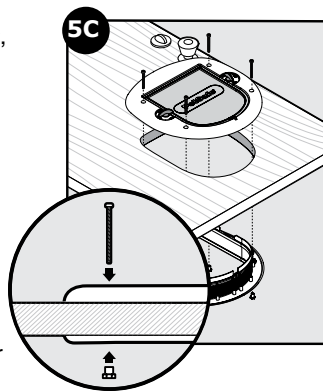


Screw Selection Guide		
Screw Length	Cut-Out Thickness (T)	Trimming Instructions
$\frac{9}{16}$ " screw (15 mm) 	$\frac{3}{16}$ " - $\frac{9}{16}$ " (5 mm - 14 mm)	No trimming needed.
$1 \frac{1}{16}$ " screw (37 mm) 	$\frac{9}{16}$ " - $1 \frac{1}{16}$ " (14 mm - 27 mm)	Trim screw to door thickness (T) + $\frac{5}{16}$ " (8 mm). (See illustration 5B)
	$1 \frac{1}{16}$ " - $1 \frac{7}{16}$ " (27 mm - 36 mm)	No trimming needed.
$1 \frac{3}{4}$ " screw (45 mm) 	$1 \frac{7}{16}$ " - $1 \frac{11}{16}$ " (36 mm - 43 mm)	No trimming needed.
$2 \frac{1}{16}$ " screw (53 mm) 	$1 \frac{11}{16}$ " - 2" (43 mm - 51 mm)	No trimming needed.

- 5C.** Place exterior frame (with assembled tunnel if needed for your installation) into cut-out from underside of door. Next, place interior frame into cut-out aligning with exterior frame. Insert binder posts into screw holes in exterior frame from underside of door. Hold binder post in place and insert appropriate length screw into screw holes in interior frame.

Helpful Tip: Use saw horses, table or other work surface to hold exterior frame in position while installing the pet door.

Helpful Tip: Look through screw holes to help align interior and exterior frames.



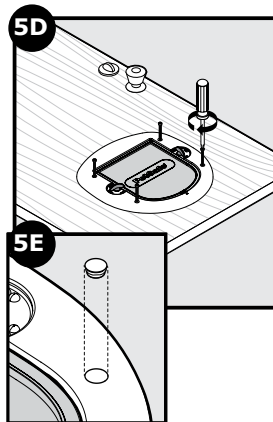
- 5D.** Use a screwdriver to evenly tighten screws throughout frame. After tightening screws, check to make sure flap swings freely and moves back to the center to meet magnet on bottom of interior frame. It may be necessary to adjust screws to make sure frames cover cut-out and the flap swings freely.

NOTICE Use a manual screwdriver to tighten screws. Do not overtighten. Overtightening can warp the pet door frame.

- 5E.** Insert finishing plugs into screw holes in interior and exterior frames for a polished look.

Optional: Caulk inside threshold where frames, core covers, and tunnel support meet for weather resistance.

Optional

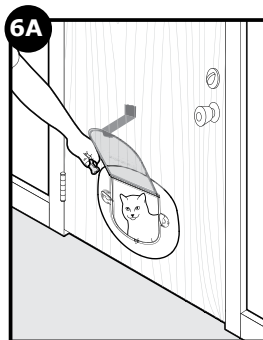


Step 6

Training Pet

- 6A.** Rehang your door and begin training your pet. It may help for you to be on one side of the door and your pet on the other. Lift or tape open flap and try to talk your pet through the pet door. After your pet has gone through a few times, allow the flap to touch your pet's back so they will become comfortable using the pet door. If your pet will not go through the door, tape the flap open until they use it on their own. Do not use the 4-way lock until your pet is familiar with using the pet door.

Helpful Tip: Try treats or toys to encourage your pet to go through the pet door and become comfortable using it.



Installation in Glass Doors and Windows

NOTICE

It is not possible to cut holes in tempered or double pane glass except at the time of manufacture. Consult a professional glazier or glass manufacturer to install the pet door in a glass door or window.

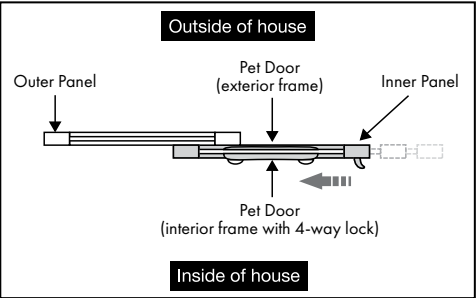
The Big Cat Door is also designed for installation in glass windows and doors. Cutting glass is a skilled job and should be done by a professional glazier or glass manufacturer. To install the pet door in glass, mark your pet's shoulder height and location for the pet door using instructions listed in **Step 1** under **Non-Glass Doors**. Your glazier will need to cut a circular hole with a diameter of 10 ³/₈" (263 mm) with the center of the circle 1 ¹³/₁₆" (46 mm) below the shoulder height mark. After the cut-out is made, then the pet door can be installed using the installation instructions under **Non-Glass Doors** starting with **Step 5B**.

Sliding Glass Door or Window Installation:

If installing the pet door in a sliding glass door or window, the pet door should be installed on the inner panel with the interior frame on the inside of the house so the 4-way lock does not prevent your door or window from working properly.

(See Figure 1)

Figure 1

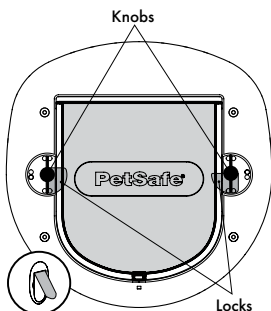


Installation in Walls

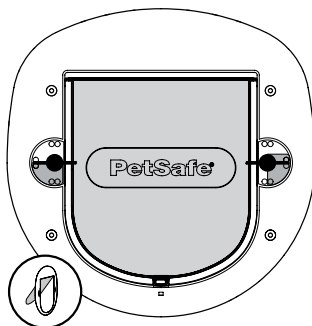
Follow the instructions for **Non-Glass Doors** using the enclosed cutting template. Additional skills, tools and materials (such as wood framing and hardware) will be required.

4-Way Locking System

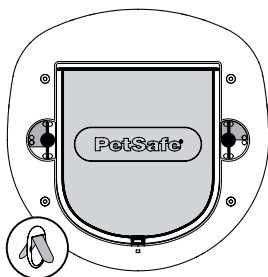
The 4-way lock is fitted on the inside of your door and allows you to control your pet's access in and out of your home. Do not use the 4-way lock until your pet is familiar with using the pet door.



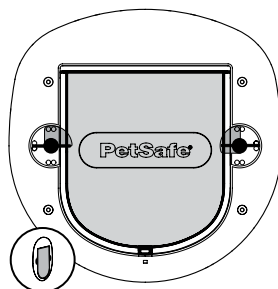
In-Only: The in-only access option allows your pet to enter the pet door but does not allow your pet to exit. This access option is useful at nighttime or if you need to take your pet to the vet. To set the pet door to in-only access, turn the right and left knobs to the upright position with the locks inside the flap opening.



Out-Only: The out-only access option allows your pet to exit the pet door but does not allow your pet to enter. To set the pet door to out-only access, turn the right and left knobs until positioned over the interior side of the flap with the locks positioned away from the flap opening.



Opened: Setting the pet door to the opened position allows your pet full access in and out of your home to come and go as they please. Turn the right and left knobs to the upright position with the locks positioned away from the flap opening.



Locked: To keep your pet from using the pet door, set the 4-way locks to the locked position. Turn the right and left knobs so both the knobs and locks are positioned over the flap opening.

Replacement Parts and Accessories

Replacement parts can be purchased by visiting www.petsafe.net or by contacting our Customer Care Center at 1-800-732-2677.

Part Description	Part Number
Hardware, Finishing Plugs and Weather Stripping Kit	MPA00-13803

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

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 Installation Guide provided with your product including any specific Caution statements.

3. No Unlawful or Prohibited Use

This Product is designed for use with pets only. This Product 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.

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 Centre 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).

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