



protect. teach. **love**®.

Installation Guide  
Guide d'installation  
Montagehandleiding  
Manual de instalación  
Manuale di installazione  
Montageanleitung

**Staywell® Original 2-Way Pet Door**

**Porte Staywell® pour animaux à 2 positions**

**Staywell® Orgineel huisdierluik 2 posities**

**Puerta Staywell® para mascotas con 2 posiciones de cierre**

**Porta Staywell® per cani e gatti con 2 modalità di bloccaggio**

**Staywell® Original 2-Wege Haustiertuere**



Please read this entire guide before beginning.

Veuillez lire ce manuel en entier avant de commencer.

Gelieve deze gids volledig door te lezen voordat u begint.

Por favor, lea detenidamente este manual antes de empezar.

Si prega di leggere attentamente la guida al uso prima di utilizzare il collare.

Bitte lesen Sie die gesamte Betriebsanleitung vor dem Train.

**700**

Series  
Série  
Serie  
Serie  
Serie  
Serie

EN

## 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 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.

### **⚠ 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.

## Your PetSafe® Pet Door...

Thank you for choosing PetSafe®. Our mission is to be the most trusted brand in the pet ownership experience. We want to ensure your pet's safety by providing you with the products and techniques to create the most comfortable lifestyle for your pet. If you have any questions, please contact the Customer Care Centre. For a listing of Customer Care Centre telephone numbers, visit our website at [www.petsafe.net](http://www.petsafe.net).

To get the most protection out of your warranty, please register your product within 30 days at [www.petsafe.net](http://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 Centre, 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](http://www.petsafe.net).

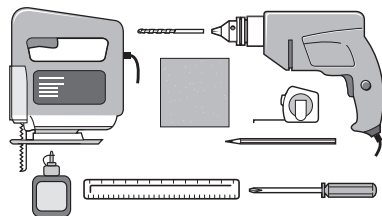
<b>Small</b>							
	Cat	Small Dog	Closing panel	Fits wooden doors	Fits brick walls	Fits PVC/uPVC/Metal	
	<hr/>						
	<b>Medium</b>						
		Medium Dog	Closing panel	Fits wooden doors	Fits brick walls	Fits PVC/uPVC/Metal	Tunnel included is suitable for most thickness of doors
		<hr/>					
<b>Large</b>							
	Large Dog	Closing panel	Fits wooden doors	Fits brick walls	Fits PVC/uPVC/Metal	Tunnel included is suitable for most thickness of doors	

Please note: For Small variants of this pet door, an optional tunnel extension suitable for most thickness of doors upto 50 mm (2") is available to purchase if required. Please contact PetSafe® Customer Care Centre. All PetSafe® pet doors are suitable to fit any door, wall or partition although additional materials and competent DIY skills may be required.

## Before installing your pet door please read the following step-by-step instructions carefully.

### Tools required

- Pencil
- Ruler
- Jig or Keyhole Saw
- Drill
- 5 mm ( $\frac{3}{16}$ " ) drill bit
- Screwdriver
- Tape measure
- Glue
- Sand paper



### Measurement and marking

Measure the belly height of your pet (**Fig. 1**).

Mark this measurement on the outside of your door and draw a straight horizontal line (**Fig. 2**).

Please bear in mind that this line will eventually be the bottom of the hole you will cut in your door and that the frame of the pet door will be slightly lower. If necessary, this line may have to be raised slightly to account for this.

FIG.1

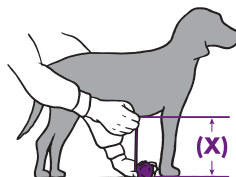
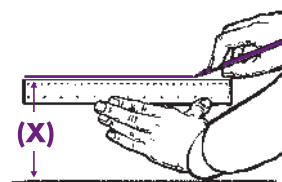


FIG.2



### Cutting a hole for your pet door

#### a) In Wood and PVC/uPVC/Metal

The hole that you cut will depend on the size of pet door you have purchased:

**Small:** 185 mm x 158 mm ( $7 \frac{1}{4}$ " x  $6 \frac{1}{4}$ " )

**Medium:** 281 mm x 237 mm ( $11 \frac{1}{8}$ " x  $9 \frac{3}{8}$ " )

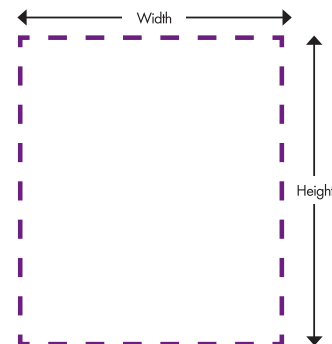
**Large:** 370 mm x 314 mm ( $14 \frac{5}{8}$ " x  $12 \frac{3}{8}$ " )

**All dimensions are displayed height x width (Fig. 3).**

**Not to scale - for best results you should refer to the enclosed cutting template.**



FIG.3



## b) In Walls Fits brick walls

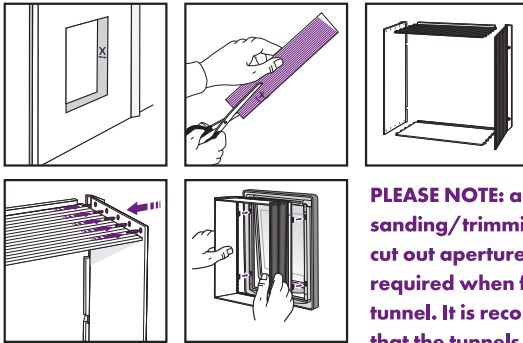
Follow the instructions for "Wood and PVC/uPVC/Metal", by using the enclosed cutting template. Please note that additional tools, materials and competent DIY skills may be required.

**FOR SAFETY REASONS IT IS NOT RECOMMENDED TO FIT THIS PRODUCT IN GLASS.**

## Optional tunnel fitting Optional tunnel

For **Small** variants of this pet door, an optional tunnel extension suitable for most thickness of doors up to 50 mm (2") is available to purchase if required. Please contact PetSafe® Customer Care Centre.

Measure the depth of the hole cut in your door and cut the 4 tunnel pieces to this depth (X). Connect the 4 tunnel pieces together in a square shape as indicated and fix the tunnel onto the external frame (with flap) of the pet door.



**PLEASE NOTE: additional sanding/trimming of the cut out aperture may be required when fitting the tunnel. It is recommended that the tunnels be glued on to the frame and each other.**

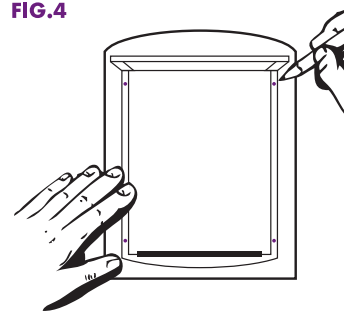
## Fitting your pet door

**Your PetSafe® pet door is fitted with the closing panel on the inside of your house.**

If using the optional tunnel, it should be fitted at this stage - please refer to the details on the previous page.

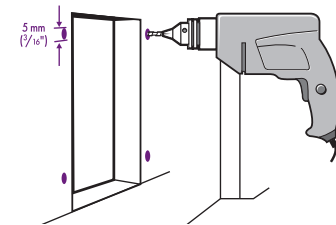
From the outside of the house, temporarily place the external frame (with flap) into the hole and mark the screw holes as indicated (**Fig. 4**).

**FIG.4**



Remove the pet door and drill the holes with a 5 mm ( $3/16$ " ) drill bit (**Fig. 5**).

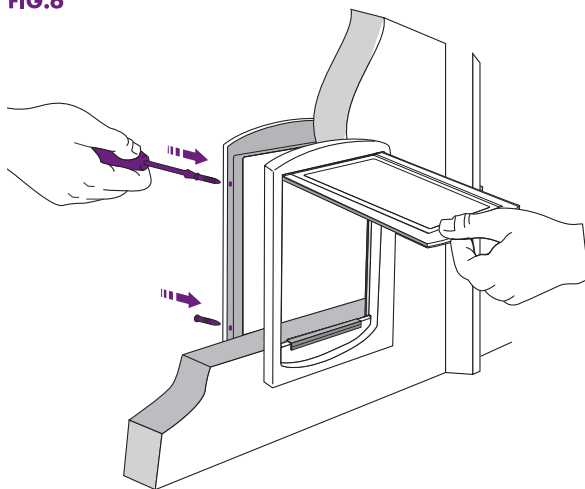
**FIG.5**



Position the internal and external frames onto the door and use 4 screws and nuts to screw into place through the holes drilled previously. Be sure not to over tighten the screws (**Fig. 6**).

If the screws are too long they may need to be cut down to match the depth of your door. Using over long screws may damage the pet door. The screws should be removed from the pet door before cutting. File down to ensure there are no sharp edges.

**FIG.6**



**Your PetSafe® pet door is now ready to use.**

## Training your pet to use the pet door

Most pets will learn to use the pet door almost at once but there are a few who may be a little nervous at first. The following tips will help your pet to take full advantage of the outdoor freedom and indoor comfort - which you want for your pet – and which your new pet door provides.

The most important rule is to be patient with your pet. Don't be in a hurry. Let your pet work out for itself that it can go in and out of doors. Don't force it through the flap or it may become frightened.

Many pet owners install pet doors when they move house. If this applies to you, make sure that your pet is familiar with his or her surroundings before you fit the pet door. Take it on supervised trips outdoors on a lead and make sure it also feels secure and comfortable in its new indoor environment. Cats especially can develop long lasting fears in unfamiliar surroundings.

Once you have installed your pet door, leave the flap open for some time. You can do this by using a long strip of masking tape; open the flap and use the tape to keep it held open by fixing the other end of the tape to the surface above. Make sure that the fixing is secure so that the flap can not fall down accidentally. Let your pet become familiar with it and go in and out freely.

Establish a motive for your pet to use the door. For cats, a good one is food. First feed the cat near the door, inside and then near the door outside. Repeat as often as you need to. Most cats, especially kittens, also have a strong urge for freedom, perhaps to hunt. Cats are also social creatures - they enjoy the company of other cats. This can be another reason for them to explore outside.

Dogs can be trained to use the pet door in a matter of hours. Dogs respond to encouragement, repetition and especially play, so why not use the door as part of a game? E.g. throwing a ball through the pet door. Pat and congratulate the dog when the pet door is used appropriately. Repeat several times congratulating the dog every time he uses the pet door.

If this is something new to your pet, it may take some patience to teach your pet how to use it. When your pet makes progress give them a lot of praise - they've earned it!

## Replacement Flap Fitting Instructions

1. From the inside of the house, remove the closing panel (if in use).
2. From the outside of the house, lift up the u-shape of plastic to reveal the four screw heads.
3. Using a cross-head screwdriver, remove the screws from the outside and the nuts on the inside. The internal and external frames should now come away from the door.
4. Firmly but carefully prise the flap and u-shape assembly from the external frame.
5. Remove the flap from the u-shape by taking the flap hinges out of the u-shape bearings.
6. Replace the new flap into the u-shape ensuring that the word PetSafe® reads from left to right.
7. Re-position the flap and the u-shape assembly back into the external frame.
8. Align the internal and external frames back onto the door and re-fit using the four screws and nuts. Replace closing panel if appropriate.

Replacement flaps are available online at [www.petsafe.net](http://www.petsafe.net) or by contacting the Customer Care Centre. For a listing of Customer Care Centre telephone numbers, visit our website at [www.petsafe.net](http://www.petsafe.net).

## Cleaning the pet door

Your pet door is constructed in the highest quality material with a toughened flap and has been designed to last for many years. To maintain its appearance, occasional wiping with a damp cloth is all that is necessary.

## Terms of Use and Limitation of Liability

### 1. Terms of Use

Use of this Product is subject to your acceptance without modification of the terms, conditions and notices contained herein. Use of this Product implies acceptance of all such terms, conditions and notices. If you do not wish to accept these terms, conditions and notices, please return the Product, unused, in its original packaging and at your own cost and risk to the relevant customer care centre together with proof of purchase for a full refund.

### 2. Proper Use

This Product is designed for use with pets where training is desired. The specific temperament or size/weight of your pet may not be suitable for this Product (please refer to this Installation Guide for details). Radio Systems Corporation recommends that this Product is not used if your pet is aggressive and accepts no liability for determining suitability in individual cases. If you are unsure whether this Product is appropriate for your pet, please consult your veterinarian or certified trainer prior to use. Proper use includes, without limitation, reviewing the entire Installation Guide 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 or any of its associated companies be liable for (i) any indirect, punitive, incidental, special or consequential damage and/or (ii) any loss or damages whatsoever arising out of or connected with the misuse of this Product. The Purchaser assumes all risks and liability from the use of this Product to the fullest extent permissible by law.

### 5. Modification of Terms and Conditions

Radio Systems Corporation reserves the right to change the terms, conditions and notices governing this Product from time to time. If such changes have been notified to you prior to your use of this Product, they shall be binding on you as if incorporated herein.

## Warranty

### Three 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](http://www.petsafe.net) and/ or are available by contacting your local Customer Care Centre.

**Europe** – Radio Systems PetSafe Europe Ltd., 2nd Floor, Elgee Building, Market Square, Dundalk, Co. Louth, Ireland

**Canada** –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: 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 three (3) years 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 labour and parts for the first three years of ownership; after the first three years, 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 unauthorised 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 for 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 7266, Gold Coast Mail Centre QLD 9726, Australia  
Australia Residents: 1800 786 608  
New Zealand Residents: 0800 543 054  
Email: [info@petsafeaustralia.com.au](mailto: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 organise 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 Centre on 1800 786 608 (Australia) or 0800 543 054 (New Zealand).