



protect. teach. love.

# BIG Cat Door

Installation Guide

**Please read this entire guide before beginning.**



Model Number: PPA00-11326

# 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 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**

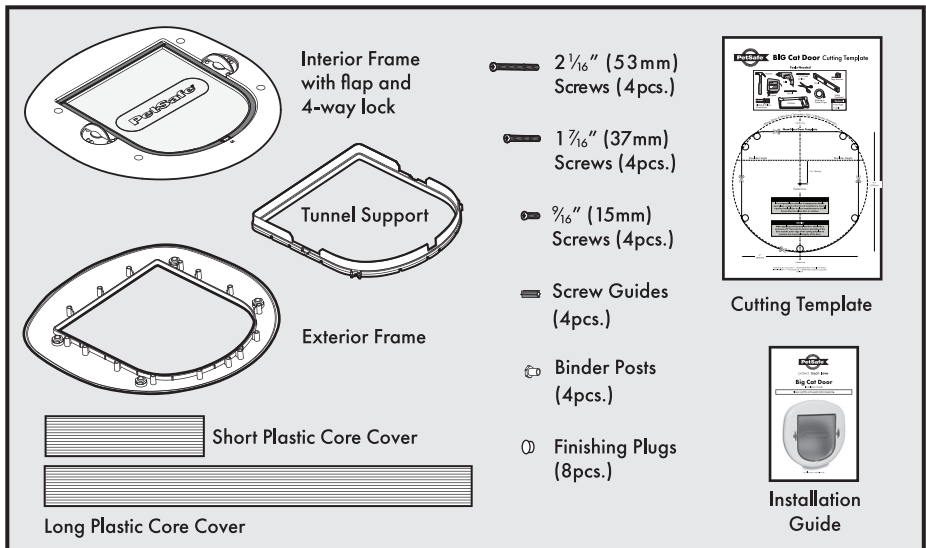
- Keep these instructions with important papers; be sure to transfer these instructions to the new owner of the property.
- If homeowner's door or other application is not level, the pet door must be marked level to swing properly.
- When applying cutting template there should be a minimum of 3" between 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 promote a lifestyle of protection, teaching, and love—essentials that influence memories for a lifetime. If you have any questions about our products or training your pet, please visit our website at [www.petsafe.net](http://www.petsafe.net) or contact our Customer Care Center at **1-800-732-2677**.

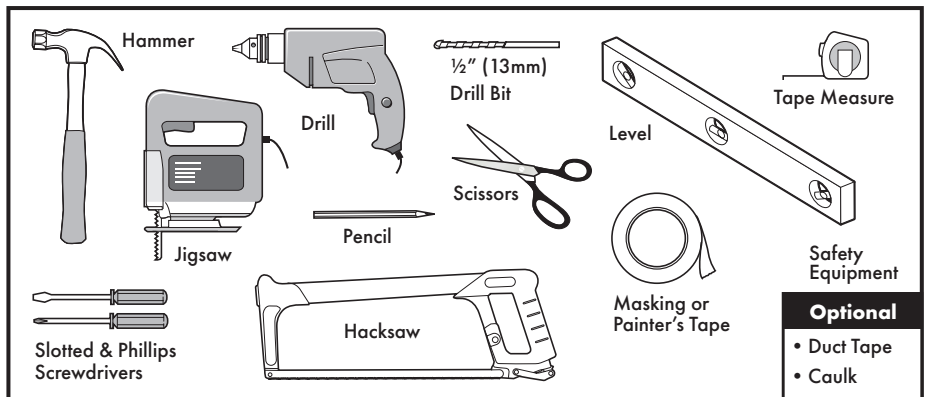
## PRODUCT WARRANTY

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 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](http://www.petsafe.net).

## 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.

## Want Professional Installation Help?

Invisible Fence® Brand installers (where available) may come to your home and install your new PetSafe® Pet Door for an additional cost. Contact the Customer Care Center at **1-877-866-DOGS (3647)** or visit the website at **www.invisiblefence.com** for more information.

## Key Definitions

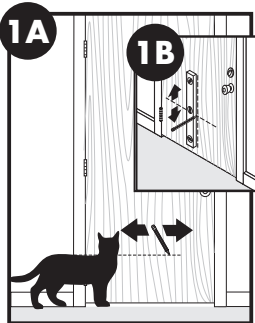
- **Outer Frame Size:** Overall pet door dimensions
- **Cut-Out Size:** Dimensions of opening cut in homeowner's door for proper fit and pet door installation
- **Flap Opening Size:** Usable flap size for pet to enter and exit through pet door
- **Interior Frame:** Pet door frame on the inside of home; 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.

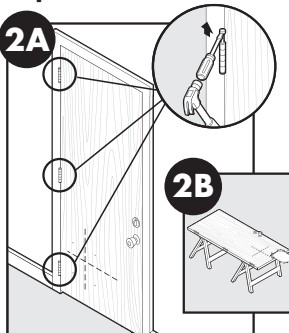
### NOTICE

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

Step

2

### Prepare Door

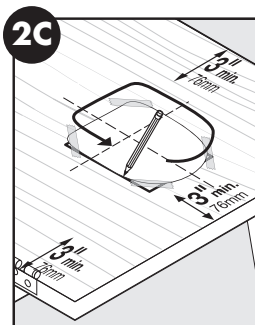


**2A** Remove door by removing door hinge pins.

**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 lines on the template. Make sure to trace underneath tape and connect the corners. Remove the template and any excess tape from the door.

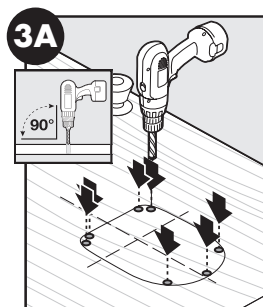
### NOTICE

**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

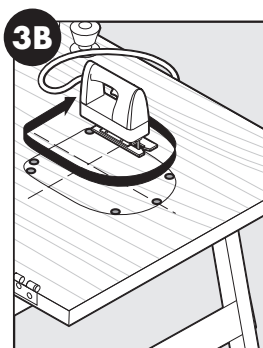
# 3

### 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  $90^\circ$  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.

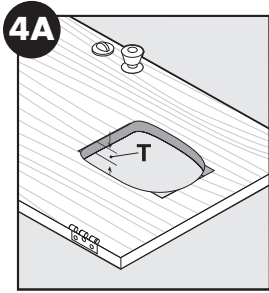
**Helpful Tip:** Use proper saw blade length and type according to door thickness and material (for example a wood blade for a wood door and a metal blade for a metal door). Cut slowly using both hands to hold the saw steady and straight at a  $90^\circ$  angle. This will help prevent the blade from 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.**

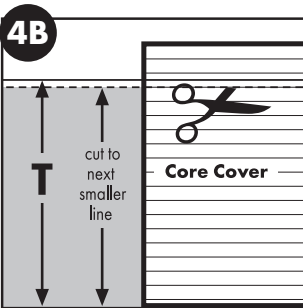
# Step 4

## Fit Core Covers



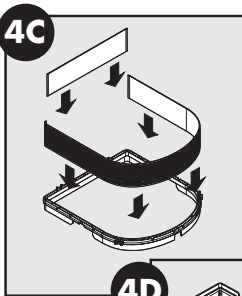
**4A** Measure the thickest part (**T**) of your cut-out. Note this measurement.

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

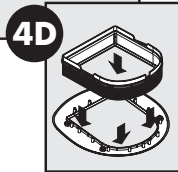


**Chart 1**

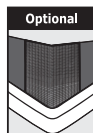
Plastic Core Covers Cutting Guide	
Cut-Out Thickness (T)	Plastic Core Cover Cutting Instructions
3/8" - 1/2" (5 mm - 13 mm)	DO NOT use plastic core covers and tunnel support. Go to Step 5.
1/2" - 1 3/4" (13mm - 44 mm)	If cut-out thickness ( <b>T</b> ) does not line up with a groove on the plastic core cover, then cut to next groove that is smaller than the cut-out thickness ( <b>T</b> ). See illustration 4B. Use tunnel support. Cut and go to Step 4C.
1 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.

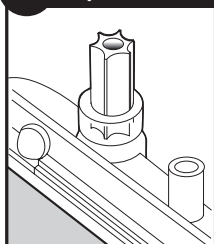


**Optional:** Use duct tape in the corners of core covers to help secure in place and to improve weather resistance.

# Step 5

## Install Pet Door

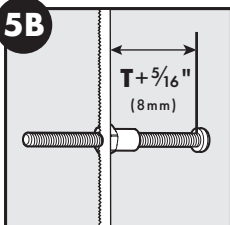
### 5A Optional



**5A Optional:** If the door cut-out thickness (**T**) is 1" (25mm) 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.




**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

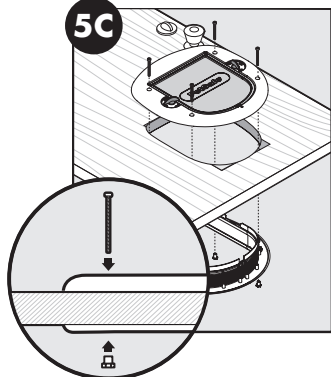


**5B** Before installing the pet door, you need to determine which screw length is needed for your installation. Depending on your door thickness, the screws may need to be trimmed with a hacksaw or screw cutter. If the screws are too long, the finishing plugs will not fit. Use the Screw Selection Guide (**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.

Chart 2

Screw Selection Guide		
Screw Length	Cut-Out Thickness (T)	Trimming Instructions
 3/16" screw (15mm)	3/16" - 9/16" (5mm - 14mm)	No trimming needed.
 1 1/16" screw (37mm)	9/16" - 1 1/16" (14mm - 27mm)	Trim screw to door thickness ( <b>T</b> ) + 5/16" (8mm). (See Illustration 5B)
	1 1/16" - 1 7/16" (27mm - 36mm)	No trimming needed.
 2 1/16" screw (53mm)	1 7/16" - 1 11/16" (36mm - 43mm)	Trim screw to door thickness ( <b>T</b> ) + 5/16" (8mm). (See Illustration 5B)
	1 11/16" - 2" (43mm - 51mm)	No trimming needed.

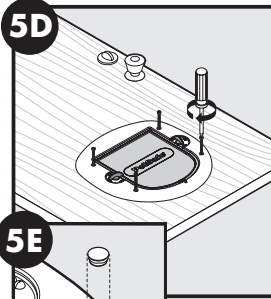
### 5C



**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.

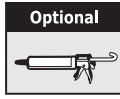
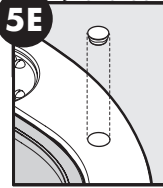
**Helpful Tip:** Look through screw holes to help align interior and exterior frames.



**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.**

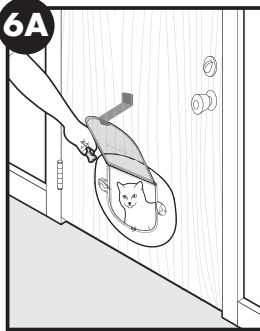


**5E** Insert finishing plugs into screw holes in interior and exterior frames for a polished look.

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

## 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.**

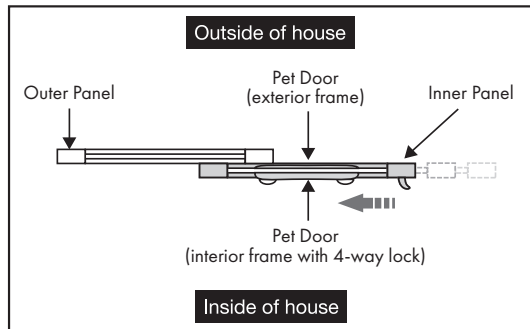
The Big Cat Door is also designed for installation in glass windows and doors. Cutting glass is a skilled job and should be done by a professional glazier or glass manufacturer. To install the pet door in glass, mark your pet's shoulder height and location for the pet door using instructions listed in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

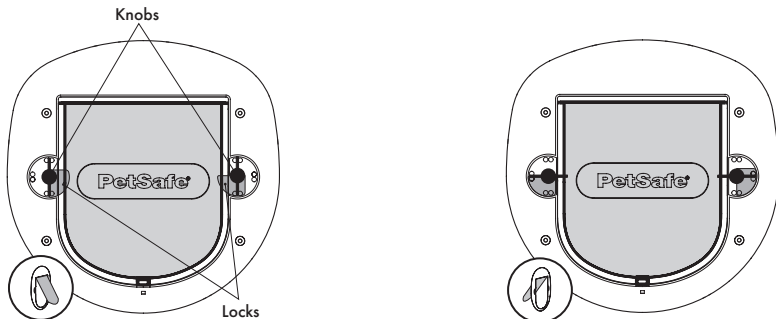


## Installation in Walls

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.

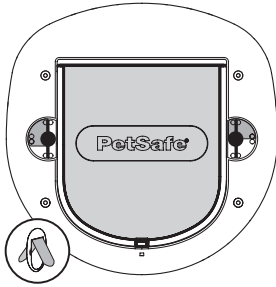
## 4-Way Locking System

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.

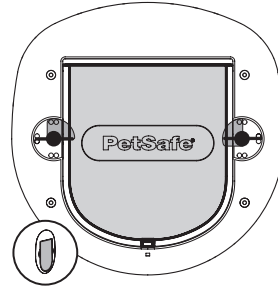


**In-Only:** The in-only access option allows your pet to enter the pet door but does not allow your pet to exit. This access option is useful at nighttime or if you need to take your pet to the vet. To set the pet door to in-only access, turn the right and left knobs to the upright position with the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

## TERMS OF USE AND LIMITATIONS OF LIABILITY

- 1. Terms of Use-** This product is offered to you conditioned upon your acceptance without modifications of the terms, conditions and notices contained herein. Use 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 safety information.
- 3. Limitations of Liability-** In no event shall Radio Systems® Corporation be liable for any direct, indirect, punitive, incidental, special or consequential damages whatsoever arising out of or connected with the use or misuse of this product. Buyer assumes all risks and liabilities from the use of this product.
- 4. Modifications of Terms and Conditions-** Radio Systems® Corporation reserves the right to change the terms, conditions and notices under which this product is offered.



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