SURE PETCARE

SUREFLAP®

microchip cat flap

User Manual

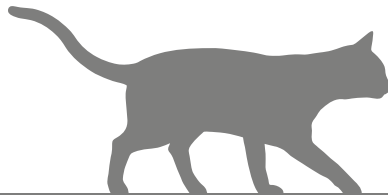EN Welcome to your new Microchip Cat Flap

Thank you for choosing the SureFlap Microchip Cat Flap!

The SureFlap Microchip Cat Flap has been designed to keep intruder animals out of your house, making sure your pets feel safe and happy in their own home.

The cat flap is able to recognise either the microchip already implanted in your cat or the Sure Petcare RFID Collar Tag (sold separately) and will allow entry to your house for your authorised cat(s). The cat flap is selective entry only and allows any animal to exit. You can program and store up to 32 pet identities in the cat flap's memory and it is easy to program at the touch of a button.

Product tour

What's in the box?

Please check that you have all these parts

① Cat Flap

② External Frame

③ 2 x Screw Caps

④ 2 x 30 mm Screws

⑤ 2 x 50 mm Screws

⑥ 2 x 70 mm Screws

Batteries not included - see page 7 for more details
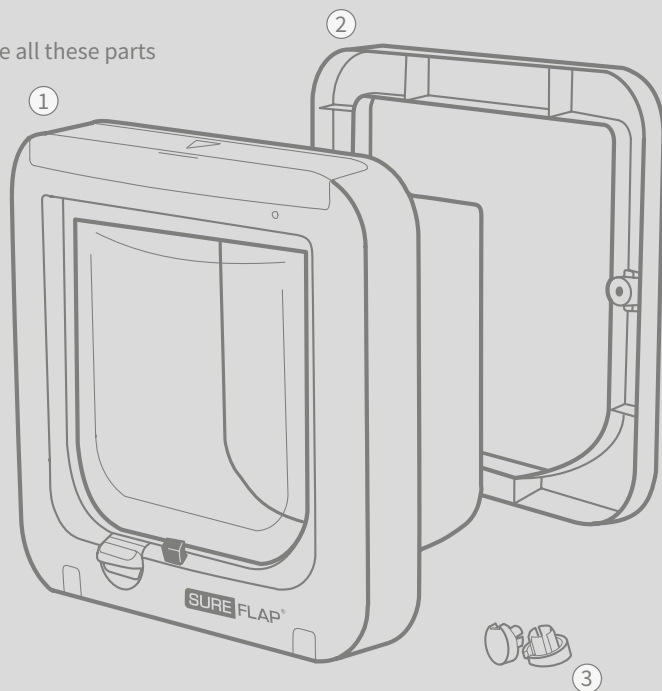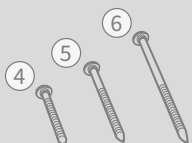
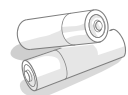# Contents

ℹ️ Important information

⚠️ **PLEASE READ THE FOLLOWING INFORMATION CAREFULLY AND RETAIN THIS MANUAL FOR FUTURE REFERENCE**

This product is intended for **domestic pets only.**

Only use SureFlap accessories to ensure compatibility: **surepetcare.com/accessories**

The cat flap **requires 4 good quality AA 1.5V alkaline batteries** and should be inserted and replaced with caution. **Do not mix different types** of batteries or a combination of **new and used** batteries. If the cat flap is going to be **unused** for several months, **please remove the batteries.** Only use the battery type instructed in this manual (see page 7), use of other batteries **may not be safe.**
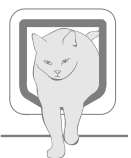
Please make sure your cat(s) can comfortably pass through the flap before fitting. See page 10 for details on the flap size.
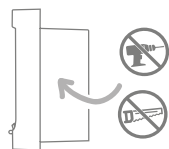
Do **not cut or drill the cat flap's tunnel**.

You can find the **product code** on the back of the cat flap, above the tunnel.

The **serial number label** is on the inside of the battery compartment cover.

Model - XXXXXX

- Please make sure you have all the parts listed on **page 1.**
- Please ensure that this product is correctly installed before use. Details on installation begin on **page 9.**
- After fitting you should check all the fixing screws on the external frame and tighten and inspect them regularly.
- To register your warranty visit: **surepetcare.com/warranty**

Safety warnings for installation

- Do not use this product if parts are missing, damaged or worn.
- Take care when adjusting positions to avoid trapping or pinching of body parts.
- Make sure you use **protective equipment,** such as eye-wear.
- Take care when using power tools and follow **all safety instructions** provided with them.

PETS: Sure Petcare recommends that the SureFlap Microchip Cat Flap is used with your pet's implanted microchip, however it may also be operated using the Sure Petcare RFID Collar Tag. If using the collar tag, it should be used with a safety collar which **incorporates a breakaway buckle** (cats only). Sure Petcare cannot accept liability for any injury or death caused by a pets collar. **This cat flap is to be used only for cats which can fit through the flap opening dimensions as shown on page 10.**

SECURITY: The **motorised locks** are provided **exclusively to prevent the entry of unwelcome animals and are not a security device.** Sure Petcare cannot accept liability for unintended use and the owner of this product accepts full responsibility for supervising the access in and out of the home that it provides.

INSTALLATION: Before installing your cat flap you should consider any **potential hazards present** inside or outside the intended location, as well as the impact that subsequent modifications to your property may have on the use of your cat flap.
If you have any doubts concerning the installation of your cat flap, it is recommended that you consult a professional.

Do not install the SureFlap Microchip Cat Flap in a fire door, as it will render the fire door unfit for purpose.

CAUTION: In rare situations and very extreme weather conditions, water may enter through your door and present a slipping hazard. Take care to clean up any water on the floor.

CHILDREN: Children should **not be permitted to play with the SureFlap Microchip Cat Flap**. It is not a toy and should not be treated as such. However, the Microchip Cat Flap can be used by children aged 8 years and above and also by persons with reduced physical, sensory or mental capabilities as long as they are **supervised or have been given instructions on how to use the product in a safe way.** They should always **be made aware of any potential hazards involved.** Do not allow children of any age to **clean the product without supervision.**
There are small components used in the construction of this item. Any loose items should be **kept away from young children** whilst assembling your item to avoid the danger of **choking hazards.**

CHILD PROOFING: In households with children, it is **essential to include the cat flap in childproofing** considerations. **Misuse** of the cat flap by a child may result in the child coming into contact with **potential dangers**. For this reason, **young children should be monitored at all times when in the immediate vicinity of the cat flap.**
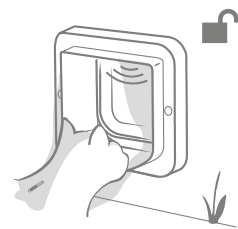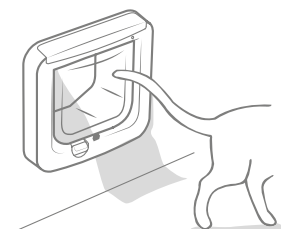
Product overview

How the cat flap works

In standard operating mode the cat flap is locked from the outside.

It unlocks when it detects your authorised cat's microchip or collar tag, when its head enters the tunnel.

Once your cat has fully entered the house, the cat flap will lock.

ⓘ **As the microchip reader is located on the outside of the cat flap, it is selective entry only and any animal can exit.**
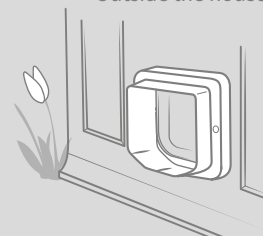
Bear in mind

It's important to know which side of your cat flap is fitted to the inside of the house and which goes outside. The front of the cat flap is where you can see **the SureFlap logo and battery compartment and must be inside.**
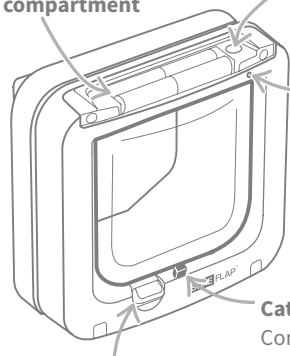
Inside the house
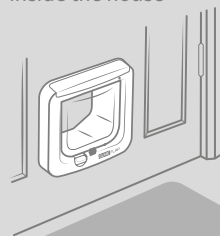
Outside the house

Key features
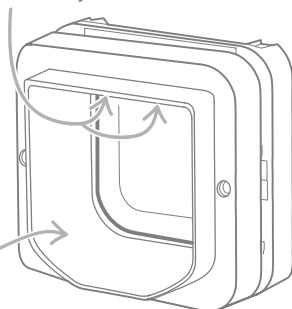
Battery compartment

'Add a Pet' button
Used to programme your cat's microchip (see page 7)

Sensors
Detect your cat

Indicator light
Indicates when the battery level is low and when the cat flap is in 'Add a Pet' mode (see page 7 & 8)
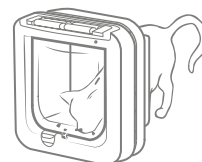
Tunnel

Catch
Controls the inward opening of the flap

Manual lock
Controls the opening of the flap in either direction (see page 21)

Main set up steps

To help you set up, fit and use your new Microchip Cat Flap, the points below highlight the main steps you should follow and where to find them in this manual.

Program your cat flap first
Insert the batteries and program your cat's microchip ID into the cat flap. **We recommend that you do this first before you fit the cat flap.**
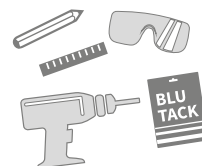
pg 7

Decide where to fit your cat flap
If you have not yet decided on where to fit your cat flap, we have created a guide to help you find the best location as recommended by our cat behaviour experts.
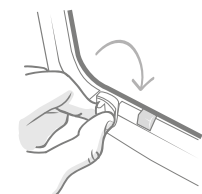
pg 9

Thoroughly read the fitting steps
Make sure that you have all the necessary tools and accessories for your fitting location.
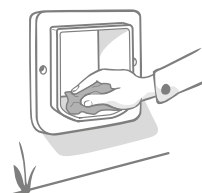
BLU TACK

pg 9

Manual locking modes
The manual lock can be used to stop your cat(s) from leaving or entering your house, giving you more control over the cat flap.

pg 21

Essential product care
For the sensors to work effectively and detect your cat, they need to be free from dirt, so it is important for you to clean the cat flap regularly.

pg 22

AA x4 Batteries

Always use **4 good quality AA 1.5V alkaline batteries** to ensure the best performance of your cat flap. For example the **Energizer** or **Duracell** brands. When the batteries start to run low, the indicator light will flash red **once every 5 seconds.**
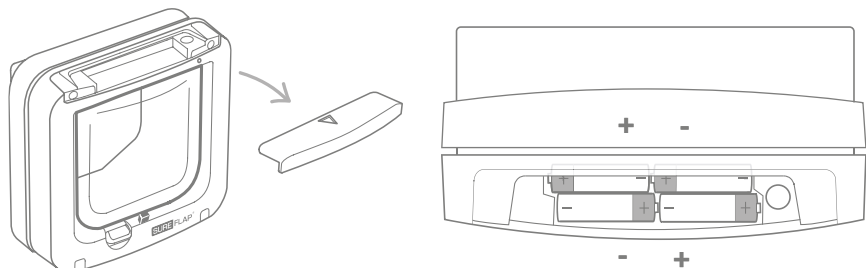
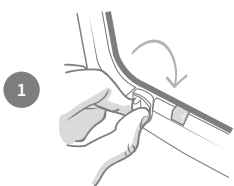To insert the batteries remove the battery compartment cover from the front of the cat flap.

+ -

- +

Insert the batteries into the compartment as shown, with the + and - in the correct orientation. Then replace the compartment cover.

Programming your cat flap

To start using your cat flap, you need to program your cat's microchip ID into the cat flap. This process is only required once for each cat, as their ID will be stored in the cat flap's memory. Follow the simple step-by-step guide to carry out this process. **We strongly advise doing this prior to fitting, however it is possible to program once already fitted following the same steps detailed below.**
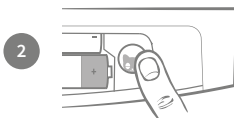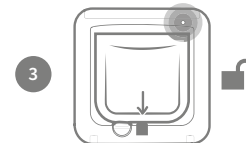
Step-by-step

1

Manual lock - Position 1
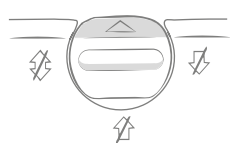
Make sure the manual lock is set to **Position 1** before you begin. See page 21 for more information on the manual lock.
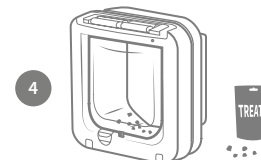
2 Remove the battery compartment cover to reveal the 'Add a Pet' button and press it for 1 second to enter the Add a Pet mode.

Step-by-step continued

3 The catch will now open, allowing your cat to pass through the flap and the indicator light will flash once every second. The cat flap is now in Add a Pet mode.

4 Place some dry food or a treat inside the tunnel as close to the clear plastic door as possible. The aim is to encourage your pet to put its head inside the tunnel.

Tip: You could also try using catnip.

TREATS
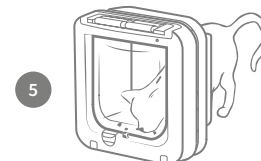
5 When your cat enters the tunnel to eat the food, the sensors activate and the cat flap saves the microchip ID. Please see page 23 - Help and support, for tips to encourage your cat to use the cat flap.
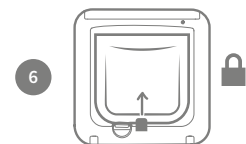
6 Once your cat's microchip ID has been successfully added, the flap reverts to standard operation. The indicator light will stop flashing and the catch will lock (move up) when the cat has moved away from the cat flap.

7 The cat flap can store up to 32 cat IDs so if you want to add more than one just repeat the steps above for each cat. If your cat flap is already installed, but you want to add an additional cat then repeat steps 2-6.

32

The 'Add a Pet' button has some extra features

- Cancel programming your cat's microchip ID into the cat flap (press the button again for 1 second, after starting Add a Pet mode)

- Wipe the cat flap's memory (hold down for 10 seconds. The catch will drop down and come back up once complete)
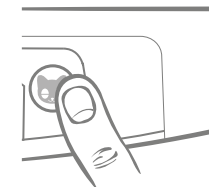
If your cat does not have a microchip, you can buy a Sure Petcare RFID Collar Tag from surepetcare.com/accessories. To add the tag to the cat flap, repeat steps 2,3 and 5 by holding the collar tag inside the tunnel, make sure you push the tag against the flap. Do not wear metal jewellery during this process as it can interfere with the cat flap's sensors.

Fitting your cat flap

Where to fit your cat flap

The cat flap can be fitted in any of the following locations. Please see the specified pages for more information on the tools and supplies you'll need and step-by-step fitting instructions.

- **Wooden**/**plastic doors**, see page 11
- **Glass** (glazier required), see page 13
- **Doors containing metal,** see page 15
- **Walls** (consult a builder), see page 17

⚠️ It's important to check if your door has metal within it, as this can interfere with the cat flap sensors. This can be done by **holding a magnet to the door, however some metals such as Aluminium cannot be detected this way so you may need to cut a small hole to check.** See page 15 for more details.

⚠️ **For glass installation you may need to buy a new pane of glass especially if you have a double or triple glazed unit.** A hole has to be cut through the glass to fit the cat flap and we strongly advice that you contact a glazier to do this. You may need to provide the glazier with dimensions for placement of the hole, details for this can be found on page 13.

Cat behaviour expert's advice

We have provided a few tips on finding the best placement for your cat flap as they can be a point of vulnerability for your pet. Whilst the back door might be the obvious place to fit a cat flap, you need to consider how the layout of your garden might affect your cat.

Use potted plants or garden furniture to try and reduce the risk of neighbourhood cats being able to ambush your cat from elevated places.
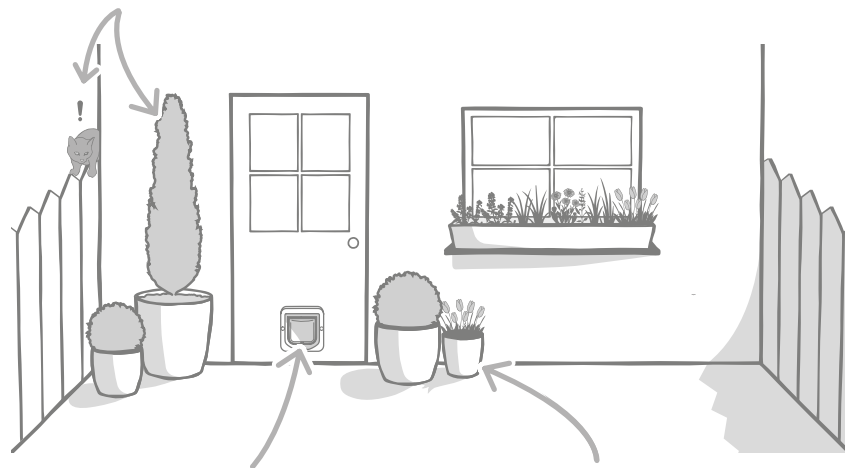
Make sure your cat flap is fitted at the right height for your pets so it's easy for them to get in and out.

Conceal the cat flap with potted plants as entering onto a large open space can be stressful for some pets.
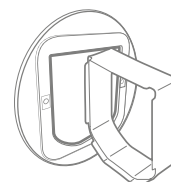
Things to bear in mind

We strongly advise contacting a glazier for glass fitting and a builder for wall fitting.
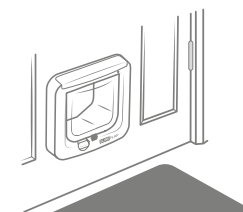
We recommend programming your cat(s) prior to fitting (see page 7).

Make sure you allow enough time to set up and fit your cat flap.

SureFlap accessories are required for wall, glass and metal installation. Visit **surepetcare.com/accessories**
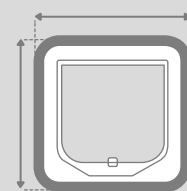
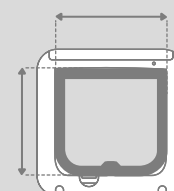Make sure that your cat flap is facing the right way. The side with the SureFlap logo should be inside.

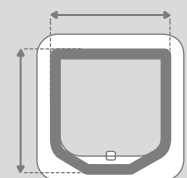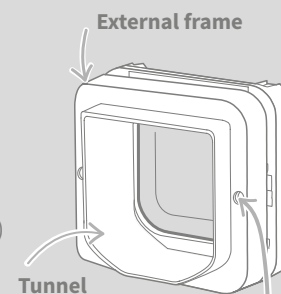Please feel free to watch our online installation videos at **surepetcare.com/support**

Key fitting features

External frame dimensions
210 x 210mm
(8 ¼'' x 8 ¼'')

Flap opening dimensions
142 x 120mm
(5 ⁹⁄₁₆'' x 4 ¾'')

External frame

Tunnel

External screw holes

External tunnel dimensions
165 x 171mm
(6 ½'' x 6 ¾'')

Tunnel depth
75mm
(2 ¹⁵⁄₁₆'')

External screws

External screw caps

Do not under any circumstances drill or cut the tunnel of your cat flap

Fitting your cat flap in wood or plastic

Tools and supplies required

✔ Ruler
✔ Sharp pencil
✔ Electric drill with a 6mm (¼'') drill bit

✔ Spirit level
✔ Electric jigsaw
✔ Cross head screwdriver

✔ Blu Tack
✔ Protective eye-wear
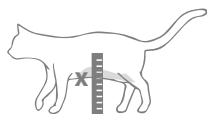✔ The screws and caps provided

▶ **Installation video tutorials (English speaking) can be found at surepetcare.com/support**
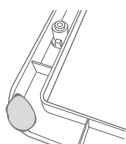
Step-by-step guide

Before you begin, we advise that you program your cat(s) ID prior to fitting, see page 7.

1 To ensure your cat has unhindered access through the cat flap, measure the height from their **tummy to the floor**. Mark this height on your door, as this is where the **bottom of the hole** should be cut through the door.

2 Attach a ball of Blu Tack (or similar adhesive putty) to each rear corner of the external frame so that you can stick it to the door and use it as a template.
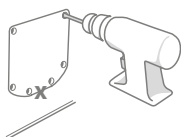
3 Stick the external frame to the door using the mark you made for the height of your cat's tummy **to align the bottom edge of the hole**. Use a spirit level to ensure the frame is level, then run a sharp pencil around the **inside edge** of the frame.
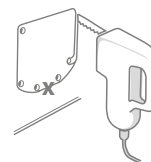
⚠ **When using power tools, please follow all safety instructions provided with the product.**

4 Now it's time to prepare for cutting. We strongly advise that you drill large holes in all the corners of the outline to make it easier to cut the hole with a jigsaw. **Make sure these holes are touching the line and that they are big enough for the blade of the jigsaw to fit through.**

5 Using the jigsaw, cut around the **outer edge** of the line you have marked. By doing this, the cat flap should fit through the hole first time. However, if you cut on, or inside the line, the hole is likely to be too small. If this is the case, please take the time to carefully file the hole until the cat flap fits through easily.

⚠ **Once the main hole is cut, check whether there is any metal within your door. If you can see metal, go to page 15 and follow the instructions for fitting in a metal door.**
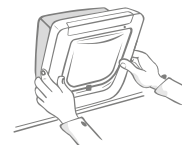
6 Now check that the cat flap fits through the hole. Remember the SureFlap logo must be inside the house. We advise that you have two people for this, one inside the house and one outside to help hold the product firmly in place.
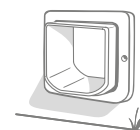
7 On the outside of the house, make sure the tunnel of the cat flap is securely pushed through the hole and then slide the external frame over it. **When the external frame is in place, using a sharp pencil mark through the two holes.**
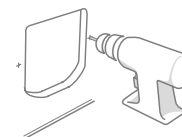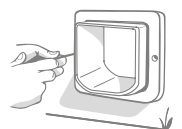
8 Remove the external frame and the cat flap from the door then drill the two screw holes using a 6mm ($^1/_4$'') drill bit, remembering to hold the drill horizontally. We recommend that you choose the correct length of screw to attach the cat flap to your door at this stage. See the next step.
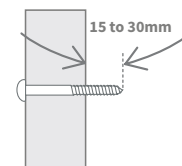
9 15 to 30mm
To choose the correct length of screw, from the sets provided you need to compare the screw lengths to the thickness of your door. The screw needs to be between 15 to 30mm ($^{19}/_{32}$ to 1 $^3/_{16}$'') longer than the thickness of your door.

10 Put the cat flap back through the door and slide the external frame over the tunnel. Holding the product firmly in place, use a cross head screwdriver and the screws you selected previously, to attach the external frame. Fasten the first screw until it is secure, but not too tight, then do the same to the last one. Once all the screws are secure, tighten them.
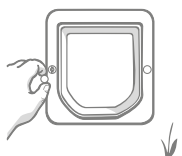
11 Now, insert the two screw caps into the external frame.

⊞ Fitting your cat flap in glass

Tools and supplies required

✔ Ruler
✔ Cross head screwdriver

✔ Glazier
✔ Clear all-weather sealant

SURE FLAP® accessory
✔ Cat Flap Mounting Adaptor

✔ The screws and screw caps provided

▶ **Installation video tutorials (English speaking) can be found at surepetcare.com/support**

Step-by-step guide for cutting the hole in glass

🛠 **If you do not have a hole in your glass door to fit the cat flap you will need to contact a glazier to visit your home and measure up for the new pane of glass. In most cases it is not possible to cut a pane of glass in situ, especially if you have a double or triple glazed unit.**

🐱 **Before you begin, we advise that you program your cat(s) ID prior to fitting, see page 7.**

1 To fit your cat flap into glass, you will require a **circular hole to be cut measuring 212 mm (8 ⅜'') in diameter.** This will need to be done by a professional glazier. To ensure your cat has unhindered access through the cat flap, you will need to make sure that this circular hole is cut at the appropriate height. Do this by first measuring the height from your **cat's tummy to the floor**.
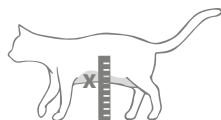
2 Take this height and add 56mm (2 ³⁄₁₆'') to it, this will give you the total distance from the floor to the centre of the circle you need cutting. Make sure this point is at least 200mm (7 ⅞'') from the bottom of the window frame to allow room for the mounting adaptor.

H= cat's tummy height + 56mm = the centre of the circle.

212mm

H

3 If you are fitting in a double or triple glazed unit, the glazier should use a **non-metallic spacer bar** around the hole, as a metal spacer could affect the cat flap's ability to read microchips. (The spacer bar is needed to fill the gap between the panes of glass.)

⚠ **When working with cut glass always wear protective gloves as the edges may be sharp.**

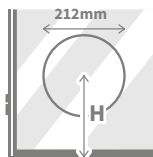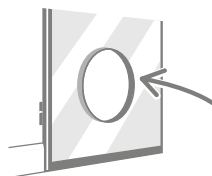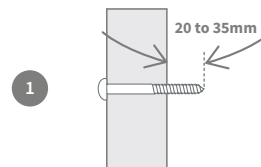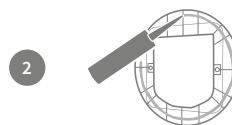### Step-by-step guide for fitting

1 20 to 35mm
Firstly, to select the correct length of screw from the sets provided, you need to compare the screw lengths to the thickness of your door. The screw length needs to be between 20 to 35mm (²⁵⁄₃₂ to 2 ⅜'') longer than the thickness of the glass.

2 We advise that there are two people present for glass fitting; one person inside the house and one outside. Firstly, apply a strip of clear all-weather sealant to the back of both mounting adaptors, about 15mm (⁹⁄₁₆'') from the edge. Make sure your cat flap is nearby and ready to be fitted.
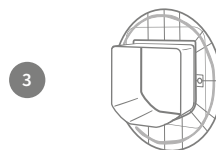
3 Place one of the mounting adaptors (it doesn't matter which) over the tunnel of the cat flap so that the side with the sealant is facing outwards and is not touching any surfaces.
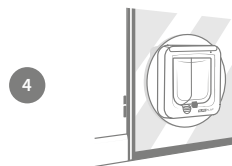
4 From inside the house, put the tunnel through the hole in the glass, making sure the cat flap is positioned centrally within the hole. Press firmly on both the cat flap and the mounting adaptor so that you compress the sealant against the glass. Remember the SureFlap logo must be inside the house.
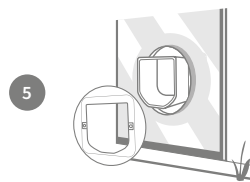
5 From the outside of the house, take the second mounting adaptor and slide it over the tunnel with the sealant facing the window. You may need the person on the inside of the house to keep pressure on the cat flap to make sure it stays in place.
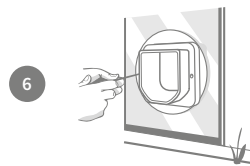
6 Next, slide the external frame over the tunnel. Using a cross head screwdriver and the screws you selected previously, secure the external frame in place. Fasten the first screw until it is secure, but not too tight, then do the same to the last one. Once all the screws are secure, tighten them.
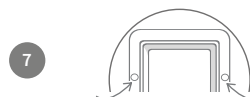
7 Now, insert the two screw caps into the external frame.

Fitting your cat flap in a metal door

Before you begin

It's important to check whether your door contains a metal plate or thin metal foil before fitting. This is because the presence of metal can effect the performance of the cat flap.

Doors containing metal include:

- Metal skin doors   - Metal garage doors   - Security doors   - uPVC coated metal doors

⚠ **uPVC coated metal doors often look the same as standard uPVC doors and you may need to look carefully where the panel has been cut.**

Metal door handles or letter boxes should not cause a problem and for most cases any interference from doors containing metal will be unnoticeable as the read range will still be sufficient. To reduce the risk of interference we recommend cutting a slightly bigger hole for the cat flap. The step-by-step guide will explain how to do this.

Tools and supplies required

✔ Ruler	✔ Sharp pencil	**SURE FLAP® accessory**
✔ Spirit level	✔ Electric jigsaw	✔ Cat Flap Mounting Adaptor
✔ Blu Tack	✔ Protective eye-wear	✔ Electric drill with a 6mm (¼'') drill bit
✔ The screws and screw caps provided		✔ Cross head screwdriver

Step-by-step guide
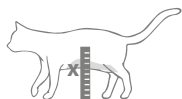
1 To ensure your cat has unhindered access through the cat flap, measure the height from their **tummy to the floor**. Mark this height on your door, as this will help you to align the hole.
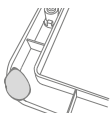
2 Attach a ball of Blu Tack (or similar adhesive putty) to each rear corner of the external frame so that you can attach it to the door and use it as a template.
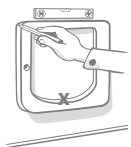
3 Stick the external frame to the door and use the mark you made for the height of your cat's tummy to **align the inside bottom edge of external frame**. Use a spirit level to ensure it is level, then run a sharp pencil around the **outside of the frame.**
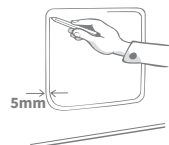
4 Now mark your cutting line 5mm ($^3/_{16}$'') inside the line you just traced. Once complete, rub out the original traced line if you can so that you don't get confused.

⚠ **When using power tools, please follow all safety instructions provided with the product.**
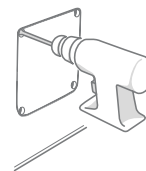
5 Now it's time to prepare for cutting. We strongly advise that you drill large holes in all the corners of the outline to make it easier to cut the hole with a jigsaw. **Make sure these holes are touching the line and that they are big enough for the blade of the jigsaw to fit through.**
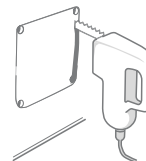
6 Using a jigsaw, cut around the **inner edge** of the line you have marked. Once the hole is cut, to select the correct length of screw from the sets provided, you need to compare the screw lengths to the thickness of your door. The screw length needs to be between 20 to 35mm ($^{25}/_{32}$ to 2 $^3/_8$'') longer than the thickness of your door.

7 Apply a line of clear all-weather sealant to the back of both mounting adaptors, about 15mm ($^9/_{16}$'') from the edge. Make sure your cat flap is nearby and ready to be fitted. Place one of the mounting adaptors (it doesn't matter which) over the tunnel of the cat flap so that the patterned side with the ribs is facing outwards and is not touching any surfaces.
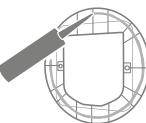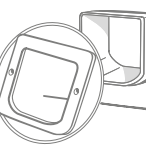
8 We advise that there are two people present for this step; one person inside the house and one outside. From inside the house, put the tunnel through the hole in the door. **Remember the SureFlap logo must be inside the house.**

9 From the outside of the house, **check that the tunnel is in the centre of the hole and not resting on the edge of the hole,** then take the second mounting adaptor and side it over the tunnel with the sealant facing the door. You may need the person inside the house to keep pressure on the cat flap to make sure it stays in place.
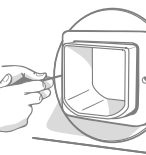
10 Next, slide the external frame over the tunnel. The person on the inside of the house should keep pressure on the cat flap and hold it so that the tunnel is in the centre of the hole. Using a cross head screwdriver and the length of screw you'd chosen, secure the external frame in place. Fasten the first screw until it is secure, but not too tight, then do the same to the last one. Once all the screws are secure, tighten them.
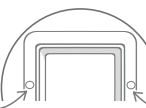
11 Now, insert the two screw caps into the external frame.

Fitting your cat flap in a wall

Before you begin

Please contact a qualified builder to discuss the best location to fit your cat flap. Remember some walls can be structural or there may be electrical wires, gas or water pipes hidden within them which, if damaged, can cause serious problems.
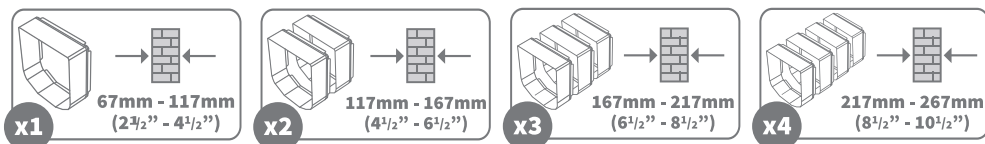
We recommend that you do not attempt the work yourself unless you have relevant experience. The job will be messy so protective clothing and eye-wear is a must and when using power tools, please follow all safety instructions provided.

Tools and supplies required

SURE FLAP® accessory

✔ Ruler
✔ All-weather tape
✔ Cat Flap Tunnel Extenders

✔ Blu tack
✔ Wall plugs & screws
✔ Electric drill & masonry bits

✔ Sharp pencil
✔ Cross head screwdriver
✔ Protective clothing & eye-wear

✔ Vacuum cleaner
✔ Clear all-weather sealant
✔ Appropriate power tools for your wall

For wall installations, tunnel extenders can be stacked together to create a longer tunnel for the Cat Flap. The existing tunnel is 70mm (2 ¾") long. Each tunnel extender adds 50mm (2") to the length of the tunnel.

x1 67mm - 117mm (2³/₂" – 4¹/₂")

x2 117mm - 167mm (4¹/₂" – 6¹/₂")

x3 167mm - 217mm (6¹/₂" – 8¹/₂")

x4 217mm - 267mm (8¹/₂" – 10¹/₂")

▶ **Installation video tutorials can be found at surepetcare.com/support**

Wall fitting features
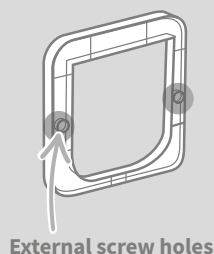
External frame

External screw holes

Tunnel
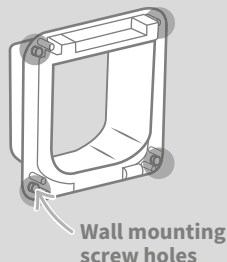
Wall mounting screw holes

Front frame

Internal screw holes
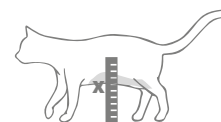Behind the battery compartment cover
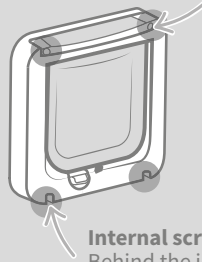
Internal screw holes
Behind the internal screw covers

Step-by-step guide

Before you begin, we advise that you program your cat(s) ID prior to fitting, see page 7.

1 To ensure your cat has unhindered access through the cat flap, measure the height from their **tummy to the floor**. Mark this height on your wall, as this is where the **bottom of the hole** should be cut through the wall. **Note: If there is a large drop on the outside of the house you will need to place a step outside for your pet to access the tunnel.**
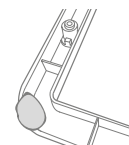
2 Attach a ball of Blu Tack (or similar adhesive putty) to each rear corner of the external frame so that you can stick it to the wall and use it as a template.
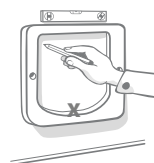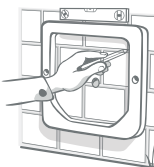
3 Stick the external frame to the wall using the mark you made for the height of your cat's tummy **to align the bottom edge of the hole**. Use a spirit level to ensure the frame is level, then run a sharp pencil around the **inside edge** of the frame. Now mark the centre of the drawn area, this will be used as a reference point. Before you start to cut the hole **remove the cat flap from the area** to minimise the amount of dust the product is subjected to.
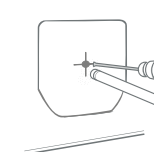
4 Using the appropriate power tool and drill bit for your wall (please consult a builder to identify the appropriate tools), drill a hole all the way through the wall at the centre point you marked. We advise you have somebody assisting you with a vacuum cleaner, so as not to fill the room with dust.

5 Now, from the outside of your house, use the drilled hole as a reference and stick the external frame to the wall. **We advise that you stick the external frame a few millimetres lower than the inside to allow for any rain collected in the tunnel to run back outside.**
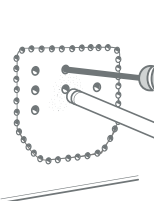
6 Back on the inside of the house; whether you are cutting through brick, wood, tiles or plaster, you should drill some pilot holes, firstly around the perimeter of the line you have drawn and then in the middle of the marked area. **The holes around the perimeter should be touching the inside of the line** and the holes in the centre should go **all the way through the wall** to help with the cutting process.
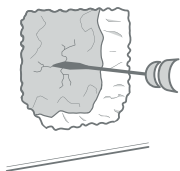
7 Now remove all of the material in the centre using the most suitable tools for the material you're cutting. **We do not recommend that you cut through to the outside in one go.** Cut away material on the inside of the house first and then move outside to cut the remainder of the hole. **Try to keep the hole within the outlined area otherwise it will be too big.**

8 We recommend using one of the tunnel extenders to make sure you have a clear path through the wall. Once this is the case, clear away any dust and debris.

10mm

50mm

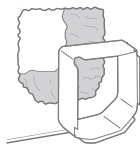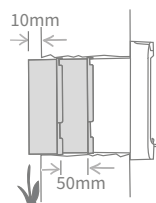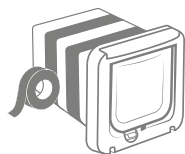**9** To extend the cat flap's tunnel through to the outside wall, you need to use the **tunnel extender accessories** to make up this length. **To calculate how many extenders you will need,** please go to **page 17.** It is important to remember that **the end has to stick out by at least 10mm (⅜") for the external frame to rest on.**

10 Stack the tunnel extenders together and then attach them to the end of the cat flap's tunnel, using all weather tape between each join to hold them together. **Do not glue the tunnel extenders or cat flap together.** From the inside of the house, feed the extended tunnel into the hole in the wall until the cat flap is flush against the wall. If no adjustment to the hole shape or size is needed then you are at the point where you can attach **the cat flap to the inside of the house.**
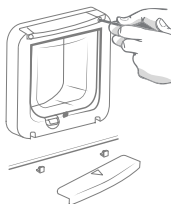
11 The cat flap can be secured directly to your inside wall. To access the screw holes needed, you have to unscrew the front frame from the tunnel. To do this, first remove the battery cover and screw covers, then unscrew the 4 screws and lastly pull the tunnel and front frame apart.
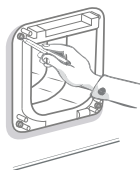
12 Now locate the 4 screw holes, they are the larger holes in the corners of the cat flap. Mark the hole positions using a sharp pencil.
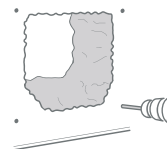
13 Remove the cat flap from the wall and place it away from the work area. Drill the four holes using the appropriate drill bits to suit the construction of your wall, being careful not to break through the edge of the main hole. Once drilled, put the wall plugs into each of the holes.
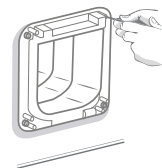
14 Replace the cat flap, with its extended tunnel, back into the hole. Then, using the appropriate screws for your wall plugs, screw the cat flap to the wall - see the diagram.
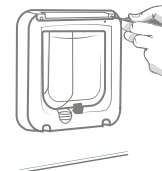
15 Screw the front frame back onto the tunnel. It is important that these parts are fitted together correctly, please ensure that the gap between the parts is no bigger than a credit card thickness. Once screwed together put battery cover and internal screw covers back onto your cat flap.
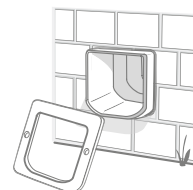
16 Now you can move to the outside of the house. The extended tunnel should be poking out of the hole. Place the external frame over the tunnel.
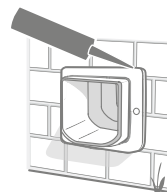
17 Lastly, use an All-Weather sealant to seal the gap between the tunnel and the external frame. We also recommend putting some sealant around the join between the external frame and the wall.
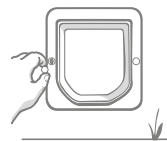
18 Now, insert the two screw caps into the external frame.

🔒 Manual locking modes

4-way manual lock

The manual lock has 4 positions which control the opening of the flap in both directions, allowing you to control the entry and exit of your cats.

⚠ **The flap must be vertical before changing the rotary lock position.**
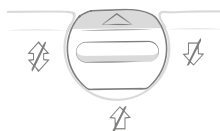
Position 1 – Enter and exit
Standard operation position. Authorised cats are allowed to enter and all cats can exit.

Position 2 – Exit only
All cats are allowed to exit the house, and all cats are prevented from entering the house.

Position 3 – Enter only
Your authorised cats are allowed to enter, but are prevented from exiting the house. This is useful if you need to keep your cat inside eg. for a vet trip.

Position 4 – Fully locked
All cats are prevented from entering and exiting the house.

Turning off the microchip reader

In the event that you want to turn off the microchip reader in your cat flap and revert to using it as a standard cat flap, follow the three steps below:

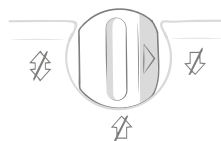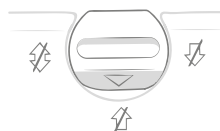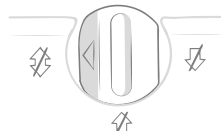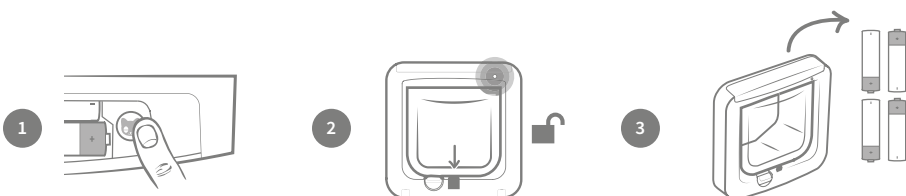**1** Remove the battery compartment cover and press the 'Add a Pet' button once.

2 The catch will open and the indicator light will flash, as the cat flap starts Add a Pet mode.

3 Remove the batteries and replace the cover. The catch will stay open and your cat flap can now be used as a standard cat flap.
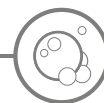
⦿ Product care

It is important you keep your cat flap clean and tidy to ensure it continues to function reliably. We recommend you give it a clean every couple of months to avoid the build up of excess mud, dirt, or cat hair. This way you can avoid any reliability issues dirt build up can cause.

Areas to keep clean
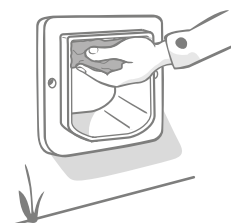
The sensors

The sensors that are used to detect your cat are located on the ceiling the tunnel. If they become obscured by dirt or cat hair, then there is a risk that your cat flap will not work correctly. Obscured sensors may result in abnormal locking functions that can lead to battery drainage. You should clean the sensors every 2 - 3 months or if you notice dirt build up.

The draught excluders

When cleaning your cat flap, also make sure to remove any build up of cat hair from the draught excluders surrounding the clear plastic door, as this can sometimes block the sensors.
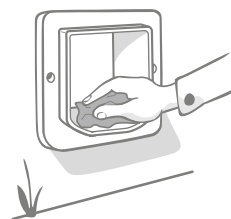
The floor of the tunnel

Operation of the sensors also relies on the reflectivity of the tunnel floor. This therefore should also be kept reasonably clean. We advise you clean the tunnel every 2 - 3 months or if you notice dirt build up.

Problem with your product?

If you notice any physical problems with your cat flap, please do not attempt to fix these yourself. Our customer care team are very friendly and happy to offer you assistance or provide servicing if your product is damaged in any way. Please see the reverse page for the telephone number or for more guidance, videos and customer help forums visit **surepetcare.com/support**

? Help & support

My cat won't use the cat flap

Your cat(s) may initially be wary of their new cat flap, this is why we recommend programming your cat's ID prior to fitting, to give them time to become comfortable using it.
For tips on encouraging your cat to use the flap visit **surepetcare.com/cat-flap-advice** or try some of the examples below:

• Prop the clear flap open using tape. Do this for a while so that your cat can move freely through the cat flap.

• Try rubbing your cat's scent around the cat flap.

• The noise of the catch locking and unlocking could be off putting for your cat(s). See page 21 on how turn off the microchip reader so that the catch will stay down and revert the product to a standard cat flap.

The cat flap won't unlock for my cat

• Make sure your cat's microchip ID has been programmed in successfully - **see page 7.**

• Check that you have installed good quality **alkaline** AA batteries and that they are not running low - **see page 7.**

• Is your cat flap fitted in a metal door? Check your door specifications as this can cause interference - **see page 15.**

• Check that there are no obvious sources of electrical interference in the area e.g. faulty flickering lights etc. If you suspect there is, please call our Customer Care team.

Short battery life

• Ensure that the tunnel is clean and that there is no dirt or pet hair obscuring the sensors on the roof of the tunnel - **see page 22.**

• Make sure you have used good quality **alkaline** AA batteries and that they are fitted correctly - **see page 7.**

• Check that there are no obvious sources of electrical interference in the area e.g. faulty flickering lights etc. If you suspect there are, please call our Customer Care team.

The catch won't go down or is making a loud noise

• Make sure that the front frame and tunnel are securely fastened to each-other. The spacing between the front frame and tunnel should be **no bigger then a credit card thickness apart.** This can be reduced by tightening the four screws in the front frame.

Still in need of assistance?

More comprehensive troubleshooting is available online. As well as more detailed guidance, videos and customer help forums. Simply visit: **surepetcare.com/support**
Alternatively, you can call our friendly customer care team, see reverse page for the telephone number or contact us at: **surepetcare.com/contact**

i Warranty & disclaimer

Warranty: The SureFlap Microchip Cat Flap carries a 3-year warranty from the date of purchase, subject to proof of purchase date. The warranty is restricted to any fault caused by defective materials, components or manufacture. This warranty does not apply to products whose defect has been caused by normal wear and tear, misuse, neglect or intentional damage.

In the event of a part failure due to faulty parts or workmanship, the part will be replaced free of charge during the warranty period only. At the manufacturer's discretion, a replacement product may be provided free of charge in the case of a more serious malfunction. Your statutory rights are not affected.

To register your warranty visit: **surepetcare.com/warranty**

Disclaimer: The SureFlap Microchip Cat Flap incorporates selective entry features which have been designed to minimise the risk of intruder pets entering your house. However, it is not possible to fully guarantee the exclusion of all other animals in all circumstances.

In the rare event of an unauthorised pet gaining access to the house, or any pets experiencing an unintended exit, Sure Petcare cannot accept liability for any damage, harm or inconvenience which may be incurred.

Disposal of products and used batteries: This icon indicates that this products is subject to the following legislation:

The Waste Electrical and Electronic Equipment Directive 2012/19/EU (WEEE Directive) & The Battery Directive 2006/66/EC and Amendment 2013/56/EU places an obligation on households to dispose of the waste batteries and products that have reached the end of their life, in an environmentally responsible manner as this will reduce the impact the waste will have on the environment, therefore these cannot be placed in household waste bins and should be recycled at an appropriate recycling facility. Further information on recycling can be found at: www.recycle-more.co.uk

Ensure batteries are replaced before the expiry date shown on the packaging or battery itself, and disposed of safely and appropriately.

In cases of battery leaks, wear appropriate protective clothing to protect yourself from any exposure to harmful chemicals before disposing of the batteries and cleaning any spillage. When cleaning a spillage, avoid contact with skin. Battery chemicals shouldn't be placed near the eyes or ingested. Contact a medical professional immediately if this should occur.

FCC warning: Changes or modification not expressly approved by the party responsible for compliance could void user's authority to operate the equipment.

Industry Canada Notice: This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Customer care

UNITED KINGDOM 0800 012 4511	**SCHWEIZ** 031 528 0158	**NORTH AMERICA** 1-855-461-4740
IRELAND 1800 948 235	**SUISSE** 031 528 0405	**BELGIQUE** 0800 395 26
DEUTSCHLAND 0800 000 6885 (+49 (0)6933 296 166)	**NEDERLAND** 0800 020 6197 (020 794 8569)	**NEW ZEALAND** 0800 787 335 (0800-SUREFLAP)
ÖSTERREICH 0800 28 67 37	**FRANCE** 0800 945 786 (portable) 0805 080 431 (fixe)	**AUSTRALIA** 1-800 824-142

OTHER COUNTRIES: +44(0)1954 211664 (Ext. 2) English speaking

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Hereby, Sure Petcare as a trading name of SureFlap Ltd, declares that this Microchip Cat Flap is in compliance with the essential requirements and other relevant provisions of EC Directives. The up-to-date Declaration of Conformity (DoC) may be consulted at surepetcare.com/ecdoc