

# SURE FLAP<sup>®</sup>

PETCARE INNOVATION

## Microchip Pet Door

## Instruction Manual



# Contents

Important Notice	3
1. Box Contents	4
2. User Interface	5
3. Introduction	6
4. Microchip Type	7
5. The SureFlap RFID Collar Tag	7
6. Learn Mode	8
7. Installation	9
8. Batteries and Low Battery Indicator	19
9. Operation	20
10. Locking Modes	20
11. Curfew Mode	21
12. Memory Wipe	22
13. Use As A Non-Selective Pet door	22
14. Custom Modes	22
15. Maintenance	24
16. Troubleshooting	25
17. Warranty & Disclaimer	27

## Important Notice

Please read all these instructions BEFORE fitting the SureFlap Microchip Pet Door. Importantly, please check whether there is metal in the substrate the door is to be fitted into. Please follow the metal mount instructions in section 7.4 if this is the case.



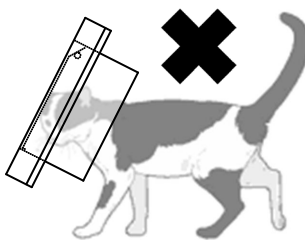
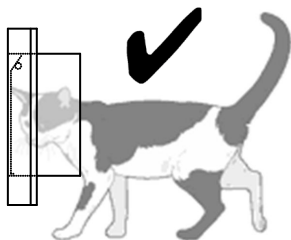
**Under no circumstances should you cut or drill through the tunnel of the main assembly of the unit as this contains the microchip reader and will prevent the unit from working properly.**

The SureFlap Microchip Pet Door operates with all 9, 10, and 15-digit microchips that are commonly used for pet identification. Alternatively, you can use the pet door with the SureFlap RFID Collar Tag (one included – packs of two sold separately), please see section 5 for more information.

Every effort has been made to ensure that the SureFlap Microchip Pet Door operates with all relevant microchips. However, there are a small number of circumstances relating to the position of your pet's microchip and the signal strength of the individual chip, which may mean that the pet door does not operate reliably.

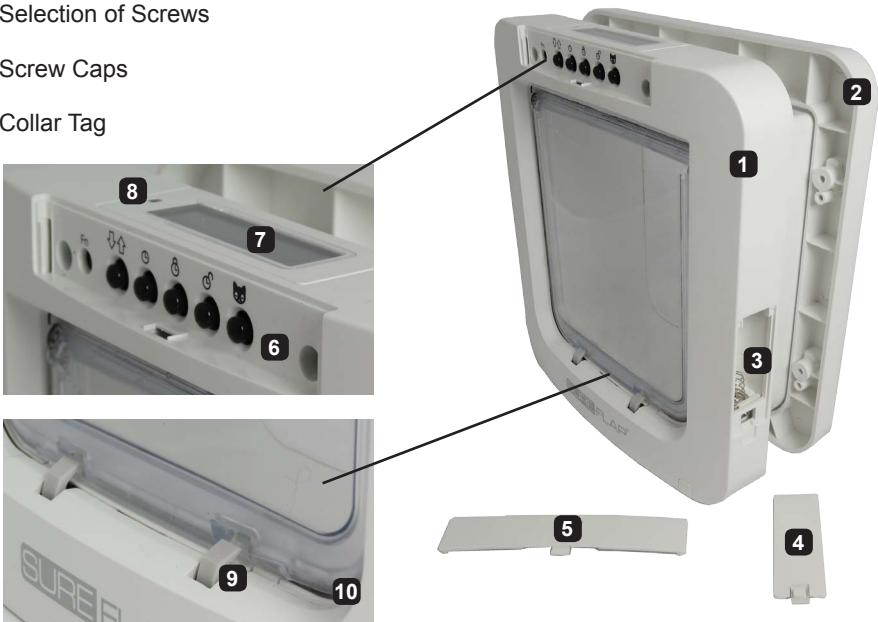
We therefore strongly advise that the following checks are carried out before permanent changes are made to a door to install the pet door:

1. Insert batteries (for instructions see section 8) and leave for 10 seconds with nothing in the tunnel so the sensors can settle.
2. Follow the learn process as in section 6, encouraging your pet to put its head up to the door in order to learn the microchip's number. Once a pet's microchip number has been successfully learnt, the flap reverts to normal operation and the LCD screen will stop flashing. Once your pet moves away from the pet door the locks will close.
3. Finally, test the normal operation of the door. Again persuade your pet to put its head up to the door from the tunnel side. Try to make sure this is similar to how your pet would use it in practice, as shown below. The locks should open.
4. Repeat the learn process for each of your pets.



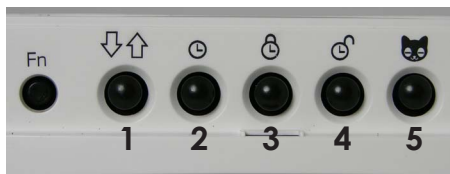
# 1. Box Contents

1. Main Door Assembly (inside house)
2. External Frame (outside house)
3. Battery Compartment (one on each side)
4. Battery Covers x 2
5. Button Cover
6. Buttons (see User Interface for more information)
7. LCD Screen (see User Interface for more information)
8. Indicator Light
9. Double Locking Mechanism
10. Draught Excluder
11. Selection of Screws
12. Screw Caps
13. Collar Tag



## 2. User Interface

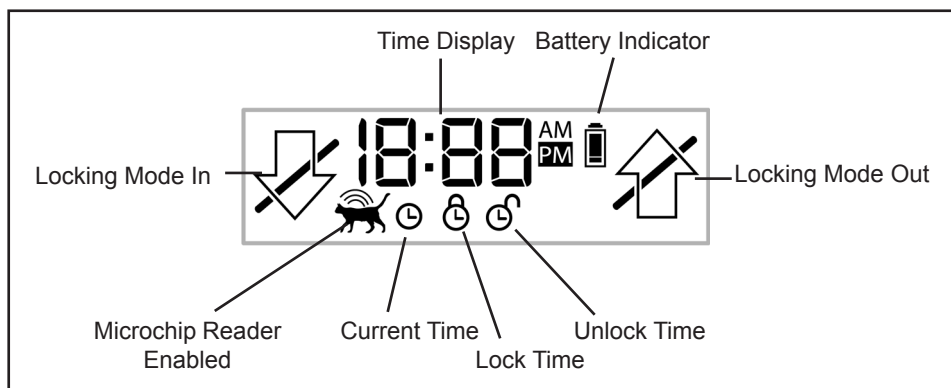
### 2.1 Buttons



1. Lock Mode Button
2. Time Set/Current Time Button
3. Lock Time Button
4. Unlock Time Button
5. Learn Button

Fn (Function) – See Custom Modes (section 14)

### 2.2 LCD Screen



### 3. Introduction

Congratulations on your purchase of the SureFlap Microchip Pet Door. This pet door has been designed to recognise either the microchip already implanted in your pet or the SureFlap RFID Collar Tag (one included – packs of two sold separately), allowing access to your pet whilst keeping out intruder animals. Your home becomes a secure environment for your pet, leading to a happier, more relaxed animal.

Operation of the SureFlap Microchip Pet Door couldn't be simpler. Once the batteries have been inserted, the door can be put into learn mode. The next pet to pass through the door from either direction, or to put its head into the tunnel with its nose up to the door, will have its microchip or collar tag number stored in the memory. Now the pet door is ready to install and will unlock whenever your pet wants to come into the house.

Multiple pets are no problem. Up to 32 pets can be programmed into the pet door at the same time – more than enough for most people's needs!

The SureFlap Microchip Pet Door has all the features you would expect from a high quality pet door, including:

- Robust and elegant design
- Learn mode for programming multiple pets
- Double lock mechanism
- Curfew mode: program the door to lock and unlock at specified times
- Low battery indicator
- Typical battery lifetime at least 6 months <sup>1</sup>

We wish you years of trouble-free operation with your SureFlap Microchip Pet Door and hope you enjoy the benefits it brings to your home and pet.

<sup>1</sup> Based on normal usage. Note that heavy usage by many cats may reduce battery lifetime.

## 4. Microchip Type

The SureFlap Microchip Pet Door is compatible with all microchips commonly used for pets. Specifically this includes:

- 15-digit microchips (also known as FDXB)
- 10-digit microchips (also known as FDXA and Trovan® Unique)
- 9-digit microchips (also known as Avid® Secure/Encrypted)

In addition to this the pet door is also compatible with the SureFlap RFID Collar Tag (one included - packs of two sold separately).

Extensive tests have shown that the SureFlap Microchip Pet Door works perfectly with the vast majority of microchips. However a very small percentage of pets have a microchip without the required range for the pet door. In these rare cases please contact our customer service team for further assistance.



If permanent changes to a door or wall are required for installation we strongly advise testing the SureFlap Microchip Pet Door with your pet(s) first. In order to test that it works with your pet(s) please carry out both the learn process (see section 6) and then test normal operation (see section 9).

## 5. The SureFlap RFID Collar Tag

We recommend microchipping over the use of collar mounted tags, as microchips are a permanent form of identification that cannot become lost.

However, if your pet is not, or cannot, be microchipped and you choose to use the SureFlap RFID Collar Tag, for cats you should always use a safety collar that has a breakaway buckle.

The SureFlap RFID Collar Tag is a small, lightweight tag that can be attached directly to your pet's collar. Like microchips, each collar tag has a unique code, to prevent any non-resident pets, strays or wild animals from entering your home.

One collar tag is included in the box. Additional SureFlap RFID Collar Tags are available via the SureFlap website or from SureFlap retail and veterinary stockists.

## 6. Learn Mode

To start operation, the SureFlap Microchip Pet Door needs to learn the unique ID code of your pet's microchip. This process is only required once for each pet, as the code is permanently stored, even if the batteries are removed. Follow the simple step-by-step guide below to carry out this process:

1. Remove the button cover. Press the learn button (🐱) for around 1 second and release. See Figure 1.
2. The locks will open, allowing a pet to pass through in either direction. A further indication that the unit is in learn mode is the flashing of the icons on the LCD screen.
3. The next pet to pass through the flap from either direction, or to put its head into the tunnel with its nose up to the door, will have its microchip number stored in the memory.
4. Once a pet's microchip number has been successfully learnt, the pet door reverts to normal operation and the LCD screen will stop flashing. Once your pet moves away from the pet door the locks will close.

For multiple pets, repeat the process until all pets' microchip numbers have been learnt. The microchip numbers of up to 32 different pets can be stored in memory at once. Replace the button cover when the learn process has been completed for each pet.

This method of learning is particularly convenient for uncooperative pets! Rather than having to find your pet and pass it through the flap, you can simply set it to learn mode and leave until it next decides to go through or put its head up to the door of its own free will.

To cancel learn mode (e.g. after pressing the learn button accidentally) simply press the learn button (🐱) again for around 1 second and the unit will revert to normal operation.



In order to learn a pet's microchip number, a sensor located in the tunnel must detect a pet's presence to trigger the microchip reader. Therefore it is important to ensure that your pet either puts its head into the tunnel or passes through the flap. No amount of waving your pet in front of the door will have an effect.

To learn the SureFlap RFID Collar Tag carry out steps one to three above. Hold the collar tag in your hand and then place your hand inside the tunnel of the SureFlap Microchip Pet Door making sure that you touch the door. The unique code of the collar tag will be stored in the memory after a few seconds.



Figure 1



## 7. Installation

DIY installation may involve the use of power tools or cut glass. Safety equipment (gloves, eye protection, etc.) should be used and if in doubt consult a professional to carry out the installation.

### *Suitable door types*

Instructions are provided for installation in all door types, including wooden, plastic, glass, and metal. **Before installing in a door with unknown construction please check for a metal plate in case a larger hole is required, as described in the metal door installation section. If you can only be sure of the construction of the door by drilling a hole in it, make a trial hole anywhere covered by the proposed hole for the SureFlap Microchip Pet Door.**

### *Pet door positioning*

The ideal height of the SureFlap Microchip Pet Door is such that the base of the tunnel is the same height above the ground as your pet's stomach. In practice however, mounting is normally dictated by features in the door into which the unit will be installed. In these circumstances, it is usual to mount the pet door as low as possible.

### 7.1 Electrical interference



The SureFlap Microchip Pet Door contains a sensitive radio receiver to pick up the signal from your pet's microchip or collar tag. In rare instances, excessive levels of electrical interference can cause the range of the system to degrade. Avoid the following situations:

- The SureFlap Microchip Pet Door should not be used in the vicinity of other microchip readers or similar low frequency devices. These are particularly detrimental to performance and may prevent normal operation.
- Avoid obvious sources of electrical noise such as faulty, flickering lights.
- Avoid trailing mains cables and DC mains adaptors very close to the SureFlap Microchip Pet Door.

If you suspect electrical interference may be affecting the performance of your SureFlap Microchip Pet Door please contact customer service for assistance.

## 7.2 Installation in wooden doors, plastic doors, or plasterboard walls

1. Place the external frame face down as in Figure 2. Attach a ball of Blu Tack (or similar adhesive putty) in each of the four corners. These should allow you to stick the frame to most doors.
2. Choose the position on the door at which you want to mount the pet door and stick the frame to the door. To ensure that it is level we recommend you use a spirit level as shown in Figure 3.
3. Run a sharpened pencil or pen around the inside edge of the frame where it would touch the door and also mark the four screw holes. You need to make a legible line as this will be used for cutting against.
4. Remove the frame from the door and check you have a solid line and dots where the screw holes are, as in Figure 4. Using a drill with a 6mm (0.25") diameter bit, drill the holes for the screws. It is vital these holes are drilled straight to ensure the two halves of the pet door connect properly.
5. Before you cut out the hole for the tunnel drill holes in all the corners large enough to allow your jigsaw blade through, see figure 5. Cut out the tunnel hole with an electric jigsaw – ensure you cut 2mm (0.078") outside the line you have marked for the hole to allow enough clearance for the tunnel, see Figure 6. Make sure that your jigsaw is sitting flat on the door at all times while cutting.
6. Clean off any loose debris, dust and dirt from the door before you install the SureFlap Microchip Pet Door.
7. Mount the pet door in the hole with the main assembly (battery covers and LCD screen) **inside the house**. See Figure 7.
8. Mount the external frame on the **outside of the house**. Depending on the thickness of the door, the tunnel will protrude through the frame by differing amounts. **Under no circumstances should you cut or drill through the tunnel as this contains the microchip reader and will prevent the unit from working properly.** Three different lengths of screw have been provided for your use. Choose the correct screw length to suit the thickness of your door. If you are not sure, use the smallest first, if this is too short use the next size up. Take care not to use a longer screw than needed, as this may damage the main assembly front face. Screw the external frame to the main assembly. See Figure 8.
9. When the pet door has been mounted correctly, place the screw caps over the screw holes on the external frame. Align the screw caps with the slot pointing outwards and push firmly into place. See Figure 9. To remove the screw caps slide a flat blade screwdriver into the side slot and lever the cap out of the hole.



Figure 2



Figure 3



Figure 4



Figure 5



Figure 6



Figure 7



Figure 8



Figure 9

### 7.3 Installation in glass doors or windows

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

The SureFlap Microchip Pet Door is ideal for mounting in single or double-glazed windows. If you need to have a hole cut in a window, please ask a qualified glazier to do it, as cutting glass is a skilled job. If you need to get a hole cut in your window a circular hole with a diameter of 300mm (11.8") is the ideal size. A mounting adaptor (Product Code: GMA101) is available to complete an installation in glass, and is suitable for covering holes from 294mm (11.6") to 320mm (12.6") in diameter, see Figure 10.

For details of where to purchase this adaptor see our website [www.sureflap.com](http://www.sureflap.com).

If you have a double-glazed window you will need to get a replacement unit manufactured with the hole cut in it. If possible you should request the use of a non-metallic spacer bar.



Figure 10

Once your glass has been cut and installed in the door or window you are ready to complete the install.

1. A circular hole 300mm in diameter is required to accommodate the tunnel. See Figure 11.
2. We recommend running a bead of 'All Weather Sealant' around the edge of the mounting adaptor for both sides of the glass, see Figure 12. The sealant will help secure the pet door in place after installation, particularly with larger hole sizes, and also help prevent moisture getting in from outside. This type of sealant can be purchased from a glazing company and most DIY stores.
3. Slide one of the mounting adaptor rings over the main assembly.
4. From inside the house slide the tunnel of the main assembly through the hole in the glass. From outside the assembly should look like that of Figure 13.
5. From outside the house mount the second part of the mounting adaptor and then the external frame, see Figure 14 and 15.
6. Screw the two halves together as in Figure 16. If mounting in a single pane use the shortest of the three pairs of screws. A double glazed panel may require the mid-sized screw, depending on its thickness. Check the assembly is centred with the circular hole before fully tightening the screws.
7. Align the white screw caps with the slot pointing outwards and then push firmly into place.
8. From inside the house you will now see your pet's stylish new entrance as in Figure 17.



Figure 11



Figure 12



Figure 13



Figure 14



Figure 15



Figure 16



Figure 17

## 7.4 Installation in metal doors

The presence of a metal plate in a door can influence the performance of the SureFlap Microchip Pet Door, reducing the range of the microchip reader. This includes the following:

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

For most situations you will not notice anything, as the read range will still be sufficient for the majority of microchips and collar tags. However, if you experience intermittent operation or failure to open for your pet, first check for the presence of a metal plate in the door. Note that 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. If a metal plate or thin metal foil is confirmed, follow the instructions below for improved read range.

If there is metal present you will need to cut a larger hole in your door – leaving a gap of 2-3cm (1-1.2”) between the tunnel of the SureFlap and the metal in your door. To begin with trace around the outer edge of the back frame as a size guide as shown in figure 18. Now mark your cutting line 1cm (0.3”) inside the line you have traced around the back frame, leaving the screw holes in place as shown in figure 19. Cut this hole and reinstall your SureFlap Microchip Pet Door following the instructions in section 7.2.

If you still experience intermittent operation you will need to increase the size of the hole again, in this case you will require the mounting adaptor shown in Figure 10 (Product Code: GMA101). For details of where to purchase this adaptor see our website [www.sureflap.com](http://www.sureflap.com).

First trace around the circumference of the mounting adaptor as a guide. Now mark a circle approximately 2cm inside the line from the mounting adaptor, again leaving the indentations for the screw holes. Cut this hole and then reinstall the pet door again, following the instructions in section 7.3. This will extend the read range further and should resolve any issues with mounting in a metal door.



Figure 18



Figure 19

## 7.5 Installation in walls



Before you install the Microchip Pet Door in the wall of your home please consult a qualified builder about the best location. Remember that there may be electrical wires, gas or water pipes hidden within the wall which if damaged during the installation can cause serious problems.

For installation of the Microchip Pet Door in a wall we recommend that you use SureFlap Pet Door Tunnel Extenders (Product Code: TUN101).

Choose your mounting position on the wall ensuring that your pet will have easy access through the Pet Door in both directions.

1. Measure the height of your pet's stomach from the floor when your pet is standing. This height is the level at which the bottom of the hole should be cut through the wall. Make a mark on the wall at this height. 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. Take the external frame as you will need to use this as a template to mark the hole in the wall. Firstly make a small pencil mark at the bottom of the external frame in the centre – see figure 20.
3. Put a piece of Blu-tack or similar low tack putty on the four corners of the frame. See figure 21.
4. Stick the external frame to the wall on the inside of the house, lining up the pencil mark and bottom of the frame with the mark you have made on the wall. Use a spirit level to ensure that the frame is level. See figure 22.
5. Using a pen or pencil draw around the inside of the frame on the wall so you have a clearly visible cutting line. You can now remove the frame from the wall.
6. Before you start to cut the hole through the wall remove the Pet Door from the area to minimise the amount of dust and debris the product is subjected to.
7. We do not recommend that you cut through the inside and the outside surface of the wall in one go – cut the hole on the inside of the house first and then move outside to cut the hole there. You may want to drill one hole straight through the wall in the centre of the tunnel as a guide.
8. Whether you are cutting through brick, wood, tiles or plaster you should drill some pilot holes first around the perimeter of the line you have drawn. These holes should go slightly over the line by no more than 1 or 2mm (0.04 - 0.07"). Then remove all of the material in the centre using the most suitable tools for the material you are cutting. See figure 23.
9. It is important not to make the hole too large or you will not be able to screw the Pet Door to the wall .
10. Once you have made the hole on the inside of the house you can move to cutting the hole on the outside of the house. Remember to make the hole on the outside of the house slightly lower than the inside so that rain can run out of the tunnel. Clear away any dust and debris from inside the hole
11. Fix the tunnel extenders together and to the end of the Pet Door tunnel using an All-Weather



adhesive tape. Do not use glue in case you have to make adjustments or remove the Pet Door – see figure 24.

12. From the inside of the house put the tunnel extenders and Pet Door into the hole through the wall until the Pet Door is flush against the wall. At this point you can tell whether the holes are large enough or need adjusting. If no adjustment is necessary you are at the point where you can make the holes for screwing the Pet Door to the wall.
13. The screw holes for mounting the Pet Door to the wall are underneath the front panel. To remove the front panel you need to remove the button cover and the two screw caps at the bottom of the Pet Door. Unscrew the four screws and remove the front panel. See figure 25.
14. There are four screw mounting positions for the Pet Door, mark on the wall at the four positions using a pencil or pen (do not drill through the hole as this will get debris and dirt in the locking mechanism of the Pet Door). See figure 26.
15. Remove the Pet Door and tunnel extenders from the hole in the wall and away from the area while you drill the four holes in the wall.
16. Replace the Pet Door and tunnel extenders in the hole and use any of the screws that came with the Pet Door to fix the product to the wall. We recommend screwing to the wall by hand so you do not overtighten the screws. See figure 27.
17. Replace the front panel using the four screws, push in the screw caps and replace the button cover.
18. On the outside of the house you will have the tunnel extenders exiting the wall. Place the external frame over the extender and using a pencil or pen mark the location for the four screws.
19. Remove the frame and drill the four holes for the screws.
20. Replace the external frame and screw in position. Insert the screw caps.
21. Use a silicone sealant around the joint between the tunnel extenders and the external frame and around the top and two side of the frame where it meets the wall. See figure 28.



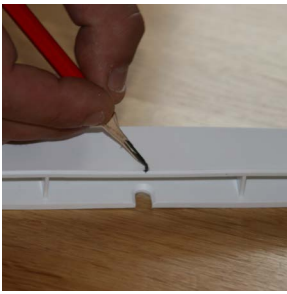


Figure 20



Figure 21



Figure 22



Figure 23



Figure 24



Figure 25



Figure 26



Figure 27



Figure 28

## 7.6 Fixing the SureFlap Microchip Pet Door from the inside of the home

For most installations screwing the unit from the inside is not necessary. For those particularly concerned about security there is the option to go to the additional effort of fixing the unit to the door from the inside during the installation process by following the steps below.

### For door installations -

1. Install the pet door as per the instructions in section 7.2.
2. Remove the front panel of the unit as described in step 13 of the wall installation instructions.
3. Using a small drill bit drill part way into the door (as shown in figure 29) through the four holes below the normal installation screw holes (shown in Figure 30).
4. Screw the unit into the door from the inside using the appropriate length of screw. See figure 31.
5. Replace the front panel of the pet door and screw it back into place.
6. Replace the screw caps and button cover.

### For glass installations -

1. Install the pet door as per the instructions in section 7.3.
2. Remove the front panel of the unit as described in step 13 of the wall installation instructions.
3. Screw the unit into the external frame and mounting adaptor from inside the house using the second set of screw holes as shown in figure 30. Please ensure you use the correct length of screw to ensure they do not protrude from the unit.
4. Replace the front panel of the pet door and screw it back into place.
5. Replace the screw caps and button cover.

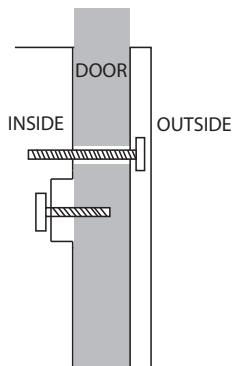


Figure 29



Figure 30



Figure 31

## 8. Batteries and Low Battery Indicator

The SureFlap Microchip Pet Door requires four C type batteries. With normal usage, one set of batteries will typically last for at least 6 months<sup>2</sup>. There are battery compartments on each side of the pet door, each hold two batteries. The batteries should be inserted with the positive terminal at the top. To insert the batteries place the first battery in and push it to the top of the compartment. Whilst holding this battery up place the other battery in and push it down (see figures 32 - 35 below).

After inserting the batteries, leave the unit for about 10 seconds before allowing a pet into the tunnel - this allows the electronic sensors to settle properly.

We recommend the use of good quality, alkaline batteries with the SureFlap Microchip Pet Door in order to give the longest lifetime. If using re-chargeable batteries please select custom mode two (see section 14).

### 8.1 Low Battery Indicator

Batteries last typically for at least 6 months with normal levels of use. When the batteries are nearing the end of their life, the low battery indicator activates. The battery level indicator on the LCD screen will show as low and the indicator light will blink red. The unit will continue to operate when the low battery indicator is on, however the batteries should be replaced at the earliest opportunity.



Figure 32



Figure 33



Figure 34



Figure 35

<sup>2</sup> Based on normal usage. Note that heavy usage by many cats may reduce battery lifetime.

## 9. Operation

Normal operation couldn't be simpler. Once programmed, the SureFlap Microchip Pet Door will only allow entry for your pet(s), denying access to intruder animals.

To enter the house, the pet puts its head in the tunnel to push the flap open. A sensor detects the pet's presence and quickly reads the microchip or collar tag, opening the locks if required. Note that the SureFlap Microchip Pet Door does not activate if your pet is just wandering in front of the flap, inside or outside the house.



The SureFlap Microchip Pet Door is designed for one-way operation only. Any animal inside the house is allowed to leave, but only your animals are allowed to enter.

After the pet door has opened, it will stay unlocked until after your pet has passed through the tunnel. The locks will close around one second later. Note that the locks will also open when your pet leaves the house, although this is not absolutely necessary.

One further feature of the flap is a magnetic catch that keeps the door closed when not in use.

When testing the SureFlap Microchip Pet Door before installation, your pet will need to put its head against the flap from the tunnel side of the unit or pass all the way through the flap. There is a sensor that detects the pet's presence in the tunnel that needs to be triggered and no amount of waving your pet in front of the door will have an effect.

## 10. Locking Modes

In addition to normal operation there are several other locking modes that can be controlled using the lock mode button  . The current locking mode is shown by icons on the LCD screen as pictured below.



Mode 1 – Normal operation – your pet can leave and exit at all times.



Mode 2 – In only – the pet is allowed to enter the house, but prevented from exiting the house. This mode is useful if you need to keep your pet in the house (e.g. to take it to the vet).



Mode 3 – Out only – the pet is allowed to exit the house but prevented from entering the house.



Mode 4 – Fully locked – The pet is prevented from entering or exiting the house.



Mode 5 – Curfew Mode – the pet is allowed to exit during certain times of day (details in section 11). In this mode the current time will be shown on the LCD screen.

## 11. Curfew Mode

Curfew mode allows you to set a lock and unlock time for the SureFlap Microchip Pet Door, giving your pet access to the outdoors during a set period of the day (for example unlocking in the morning and locking at night). In order to set the times follow the steps below. At the selected lock time the pet door will be set to **“in only”**, meaning the cat is still able to enter the house after the lock time but can not leave again.

**1. Set the current time** - In order to use curfew mode you must first set the current time. To do this press and hold the current time button (⌚, see figure 36) for around 3 seconds and the time on the LCD screen will flash. To change the time press ⌚ repeatedly or press and hold for faster increments. Once you reach the correct time release the button for a couple of seconds and the unit will store the time and stop flashing.

**2. Set the lock time** - Repeat the process of setting the time as above, this time pressing the lock time button (🔒, see figure 37).

**3. Set the unlock time** - This is set using the unlock time button (🔓, see figure 38).



Figure 36



Figure 37



Figure 38

**4. Activate curfew mode** - To activate curfew mode press the locking mode button (🔒🔓) until the current time is displayed on the LCD screen (as shown in figure 39).

To subsequently deactivate curfew mode, press the locking time button (🔒🔓) once and the current time should disappear from the LCD screen.

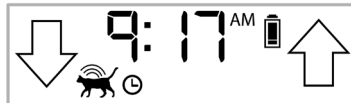



Figure 39

You can view the lock/unlock times that have been set on the LCD screen by pressing the relevant timer button once. You only need to set the time once (unless of course it requires changing e.g. daylight saving time), the pet door will remember the time whether you are using curfew mode or not. However the pet door will not remember the time if the batteries are changed or run out, in this case you will need to reset the time.

If in the rare instance you need to keep your pets out at certain times (e.g. to prevent them from bringing prey into the house at night) you can select custom mode 6 (see section 14).

## 12. Memory Wipe

It is very unlikely that you will need to wipe a pet's ID code from the pet door's memory. Up to 32 different codes can be stored in memory, and if more additional codes are learnt these simply replace the earliest ones stored. However, in the unlikely circumstance that you need to wipe the memory (e.g. you accidentally programme for a neighbour's pet!), follow the process below.

1. Press and hold the memory button () for at least 10 seconds.
2. When the memory is wiped, the locks will open and close once.
3. At this point the memory is clear and the pet door can re-learn your pet(s) microchip numbers, as required. See section 6. Wiping the memory also wipes any custom modes you may have selected (see section 14).

## 13. Use As A Non-Selective Pet door

In the event that you want to use your SureFlap Microchip Pet Door as a standard non-selective pet door, follow the instructions in custom modes (section 14) and choose custom mode 1.

This mode may be useful if you have purchased the SureFlap Microchip Pet Door before your pet has been microchipped or while your pet is getting used to the presence of its new pet door (see troubleshooting guide). As an alternative, the SureFlap RFID Collar Tag is available if your pet is not microchipped.





This mode will also allow you to use the curfew mode and other features of the SureFlap Microchip Pet Door if your pet is not microchipped and does not wear a collar.

## 14. Custom Modes

The SureFlap Microchip Pet Door has a number of custom modes to accommodate less common requirements. This section shows you how to enter and exit these custom modes and what some are used for. Note: our customer service department may also make use of other modes in order to assist in diagnosing or fixing problems.


**To set a custom mode follow the steps below:**

Press and hold the Fn (Function) button for 10 seconds. You will need to use a pen or pencil as the button is recessed. The custom mode display will appear on the LCD screen. This display shows the most recently stored custom mode, or Custom Mode 0 (C00) if none are already in use.

To select a mode use buttons one () () and two () to cycle through the options and select the desired custom mode. Press button 5 () to choose the custom mode, which will then be stored into memory until cleared (even if the batteries are removed). Once stored the indicator light will flash green for a couple of seconds. Note that you can exit the custom mode menu at any time by pressing the Fn button, and no additional custom mode will be stored.

To clear all custom modes then select custom mode 0 (C00) or completely wipe the pet door memory (see section 12).

## Custom Mode 1

Select to use as a non-selective pet door, as described in section 13. This will deactivate the microchip reader of the SureFlap Microchip Pet Door. This will allow any animal to enter the home whilst retaining other features (e.g. curfew mode, and other locking modes). The reader icon () is not displayed when used as a non-selective pet door.

## Custom Mode 2

Select if using re-chargeable batteries. The low battery indicator will now be reset to the lower voltage level required for rechargeable batteries.

## Custom Mode 3

Select to help timid pets get used to operation of the pet door. This mode waits longer before locking the door after opening for the pet, which can be useful if they back off in response to the slight click of the lock. Once they are used to the operation of the pet door, this mode can be cancelled by selecting custom mode 0.

## Custom Mode 4

As Custom Mode 3, but with a further increase in the time to lock.

## Custom Mode 5

Select to provide further protection against intruder animals. This mode registers the presence of an intruder trying to enter the house and closes the outer lock to prevent the door being pulled open outwards. This mode is only needed in very rare cases of very persistent and very dextrous intruder animals.

## Custom Mode 6

Select as an alternative use of curfew mode to lock your pets out of the house at certain times. This mode is only needed for the rare cases where you would want to keep your pets out, for example to prevent them from bringing prey into the home. This is an alternative use of curfew mode and allows you to select a time period in which the pet door is set to “**out only**”.

## 15. Maintenance

The sensor that detects the presence of a pet in the tunnel is optical and is situated on the inside roof of the tunnel, close to the flap. If these lenses become obscured by dirt, unreliable operation and/or shortened battery lifetime may result. Wipe these lenses with a damp cloth every couple of months.

Operation of the sensor relies on a reflection from the base of the tunnel, which should also be kept reasonably clean. If you have a brown SureFlap Microchip Pet Door, please ensure the silver reflective sticker is kept free from dirt. If you notice that the sticker is missing please contact SureFlap customer service.

When cleaning your SureFlap Microchip Pet Door– please ensure to remove all hair from the top draught excluder on the door. A build-up of pet hair on this area of the door can obstruct the lenses of the pet door, causing the unit to be permanently scanning, and therefore drain the batteries.

After cleaning, leave the SureFlap Microchip Pet Door for approximately 10 seconds for the unit to settle before normal operation returns.

### 15.1 Removing the front panel of the SureFlap Microchip Pet Door

In the event that you need to access the inside of the pet door, for example to fit spare parts, you can do this without removing the unit from its installation location by following the steps below (as detailed in step 13 of the wall installation instructions, see section 7.5) –

1. Remove the button cover and the two screw caps at the bottom of the unit
2. Remove the four screws holding the front cover of the unit



## 16. Troubleshooting

### ***Symptom: The SureFlap Microchip Pet Door does not learn your pet's microchip number or collar tag correctly or fails to open for your pet***

- Check batteries are fitted the right way round and are not run down. Ensure batteries are good quality alkaline batteries.
- Check if the SureFlap Microchip Pet Door is mounted in a metal door. If this is the case, follow the instructions in section 7.4 for improved mounting.
- Ensure the tunnel and sensor lenses are reasonably clean (see section 15).
- After inserting batteries did you leave the pet door for around 10 seconds before allowing a pet into the tunnel? If not, remove batteries for at least 2 minutes to reset the unit.
- Check that there are no obvious sources of electrical noise in the area e.g. faulty flickering lights, other similar microchip readers, etc. (see section 7.1).
- Check the learn process was carried out correctly for each of the pets you own. For example, when you have put the SureFlap Microchip Pet Door into learn mode for the second of two pets, make sure that the first pet doesn't go through the flap instead. If in doubt, repeat the learn process for your pets.
- Under rare circumstances the microchip range is not enough for the SureFlap Microchip Pet Door to operate. If all other troubleshooting has been carried out without finding the source of the problem, please contact SureFlap customer service for further assistance.

### ***Symptom: Short battery lifetime***

- Ensure the tunnel and sensor lenses are clean (see section 15).
- If you are experiencing short battery life (less than 6 months), please check the top draught excluder for a build-up of fur (see section 15).
- Check that there are no obvious sources of electrical noise in the area e.g. faulty flickering lights, etc. (see section 7.1).
- If you have a brown SureFlap Microchip Pet Door please check that the silver reflective sticker is in place on the bottom of the tunnel and is free from dirt. If the sticker is missing please contact SureFlap customer service.

### ***Symptom: Locks takes about 10 seconds to close***

- Occasionally the sensor that detects the presence of the pet in the tunnel needs to reset itself, which takes approximately 10 seconds to register. This is quite normal, however if this starts to happen often check that the lenses and tunnel are clean (see section 15).

### ***Symptom: Pet is put off by the noise of the locks***

- Your pet will learn to love its SureFlap Microchip Pet Door, however a small proportion of pets are initially put off by the noise of the locks opening, particularly if they are not used to using a selective entry pet door. If your pet does not adjust immediately to the use of the

SureFlap Microchip Pet Door then use the following process to coax it into using it. With a bit of persistence all pets will learn to use the pet door.

- First follow the instructions in section 14 and put the pet door in custom mode 1 (use as a non-selective pet door). This will allow it to start using the pet door without any noise from the locks.
- Once your pet is used to the SureFlap Microchip Pet Door being there insert the batteries. If it is still unwilling to use it, prop the flap open with the door facing inside the house. A simple method is to use tape between the bottom of the flap and the top of the main assembly. This will allow it to get used to the opening click while also having an inviting open hole to go through.
- Finally let the flap swing shut and allow it to start using the pet door. Strategic positioning of food inside/outside the house can also help encourage the initial use of the pet door.

### ***Symptom: Constant clicking sound***

- A constant clicking sound can be caused by faulty batteries or poor contact with the batteries.
- Firstly, clean the end of the batteries and the connectors on the pet door with a dry cloth.
- If this does not resolve the issue replace the batteries with good quality alkaline batteries.

### ***Factory Reset***

In the unlikely event that the unit needs resetting to a known state, follow the instructions below to revert to the factory settings.

- Carry out the memory wipe function from section 12.
- Remove the batteries for at least 2 minutes.
- The unit is now completely reset.

## 17. Warranty & Disclaimer

**Warranty:** The SureFlap Microchip Pet Door 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.

**Disclaimer:** The SureFlap Microchip Pet Door incorporates selective entry features which have been designed to minimise the risk of unwanted animals entering your home. However, it is not possible to fully guarantee the exclusion of all other animals in all circumstances.

In the rare event of an unwanted animal gaining access to your home, SureFlap cannot accept liability for any damage or inconvenience which may be incurred.

**Warning:** The motorised locks and manual lock are provided exclusively to prevent the entry of unwanted animals and is a security device. SureFlap 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.

In households with children, it is essential to include the pet door in child proofing considerations. Misuse of the pet door 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 pet door.

**Caution:** Prior to installation, it is the responsibility of the user to consult all building codes which may influence the fitting of the pet door and assess the suitability of a given installation. The user must also consider potential hazards present inside or outside the pet door as well as the impact that subsequent modifications to your property may have on the existence and use of your pet door. It is recommended that these assessments are conducted in consultation with a construction professional.

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

SureFlap recommends that the SureFlap Microchip Pet Door is used with your pet's implanted microchip, however it may also be operated using the SureFlap RFID Collar Tag. If using the collar tag, it should only be used with a safety collar which incorporates a breakaway buckle (cats only). SureFlap cannot accept liability for any injury or death caused by a pet's collar.