

SUREFLAP[®]
PETCARE INNOVATION

MICROCHIP CAT FLAP



Instruction Manual

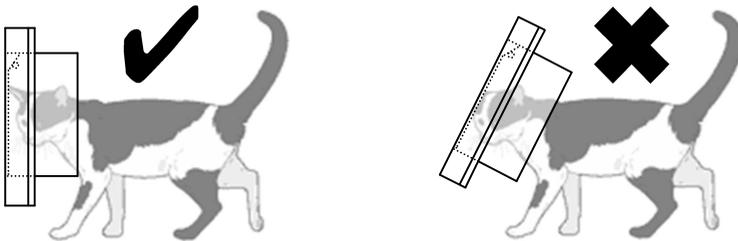
Important Notice

Please read all these instructions BEFORE fitting the SureFlap cat flap. Importantly, please check whether there is metal in the substrate the flap is to be fitted into. Please follow the metal mount instructions if this is the case.

Every effort has been made to ensure the SureFlap will operate with all 9, 10, and 15-digit microchips that are commonly used for pet identification. 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 cat flap does not operate reliably.

We therefore strongly advise that the following checks are carried out before permanent changes are made to a door for mounting the cat flap:

- 1) Insert batteries and leave for 10s with nothing in the tunnel so the sensors can settle.
- 2) Press the 'memory' button and persuade your cat to put their head up to the door from the tunnel side. The indicator light will stop flashing when their chip has been learnt.
- 3) Leave the flap until the lock closes again.
- 4) Finally, test the normal operation of the flap. Again persuade your cat to put their head up to the door from the tunnel side. Try to make sure this is similar to how they would use it in practice, as shown below. The catch should open.
- 5) Repeat the learn process for each of your cats.



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1. Box Contents



1. Main flap assembly
2. Battery Compartment
3. Memory Button
4. Indicator Lamp
5. Catch
6. Manual 4-Way Lock
7. External Frame
8. Battery Cover
9. Selection of Screws
10. Screw Caps

2. Introduction

Congratulations on your purchase of SureFlap®. This cat flap has been designed to recognise the ID chip already implanted in your cat, allowing access to your pet and keeping out marauding intruders. Your home becomes a secure environment for your pet, leading to a happier, more relaxed animal.

Operation of SureFlap® couldn't be simpler. Once the unit is installed and the batteries put in place, the flap can be put into learn mode. The next time your cat passes through the flap, the unique ID code of its chip is put into memory. Now SureFlap® unlocks whenever your cat wants to come into the house.

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

SureFlap® has all the features you would expect from a high quality cat flap, including:

- Robust and elegant design
- Learn mode for programming multiple cats
- 4-way manual lock
- Low battery indicator
- Typical battery lifetime at least 6 months¹

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

3. Microchip Type

SureFlap® is compatible with all the following types of microchip commonly used for pets.

- 15-digit microchips (also known as FDXB)
- 10-digit microchips (also known as FDXA)
- 9-digit microchips (also known as Avid Secure/Encrypted Chip)

Extensive tests have shown that SureFlap® works perfectly with the vast majority of microchips. However a very small percentage of cats have a microchip without the required range for SureFlap® – this does not mean there is a problem with the microchip as your vet can still pick it up with their handheld scanner close to the microchip. In these rare cases SureFlap® can only be used as a normal cat flap without selective entry.

If permanent changes to a door or wall are required for installation we strongly advise testing SureFlap® with your cat(s) first. In order to test that SureFlap® works with your cat please carry out both the learn mode (see section 6) and then test normal operation (see section 7).

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

4. 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.

Note, a simple test for the presence of a steel plate in the door is with a magnet. If the magnet is attracted to the door then there is a steel plate within, and you must follow the instructions for mounting in a metal door. However, even if a magnet is not attracted to the door then still check for the presence of other metals, such as aluminium, which require the same mounting conditions. 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 SureFlap®.

SureFlap® positioning

The ideal height of SureFlap® is such that the base of the tunnel is the same height above the ground as your cat's stomach. In practice, however, mounting is normally dictated by features in the door in which the unit will be installed. In these circumstances, it is usual to mount SureFlap® as low as possible – your cat won't mind a little step up.

Installation in wooden doors, plastic doors, or plasterboard walls

1. Place the external frame face down as in figure 1. Attach a ball of Blu Tack 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 SureFlap and stick the frame to the door. To ensure that SureFlap is level we recommend you use a spirit level as shown in figure 2.
3. Use a sharpened pencil or pen to mark where the inside of the frame touches the door as well as the two 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 3. Using a drill with a 6mm (0.25") diameter bit, drill the two holes for the screws. It is vital these holes are drilled straight to ensure the two halves of SureFlap 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. Cut out the tunnel hole with an electric jigsaw – ensure you **cut 3mm (0.125") outside the line** you have marked for the hole to allow enough clearance for the tunnel. Make sure that your jigsaw is sitting flat on the door at all times while cutting. See figure 4.



Figure 1

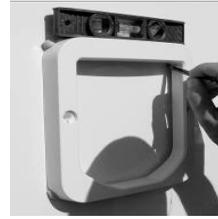


Figure 2

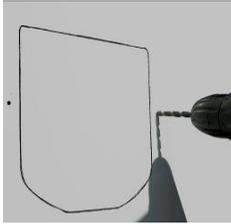


Figure 3



Figure 4

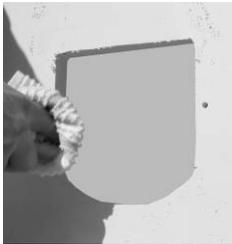


Figure 5



Figure 6



Figure 7



Figure 8

6. Clean off any loose debris, dust and dirt from the door before you install SureFlap, see figure 5.
7. Mount SureFlap® in the hole with the main assembly (battery cover) **inside** the house. See figure 6.
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 7.
9. When SureFlap® has been mounted correctly, place the screw caps over the screw holes on the external frame. Align the screw caps with the slot pointing inwards and then push firmly into place. To remove the screw caps slide a flat blade screwdriver into the side slot and lever the cap out of the hole. See figure 8.

Installation in glass doors or windows



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

SureFlap® 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 the ideal size is 212mm (8.5") in diameter. A **mounting adaptor** is available to complete an installation in glass, and is suitable for covering holes from 210mm (8.5") to 260mm (10.25") in diameter, see figures 9 & 10.

For details of where to purchase this adaptor see our website 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.



Figure 9



Figure 10

Installation in metal doors

The presence of a metal plate in a door can influence the performance of SureFlap[®], 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. However, if you experience intermittent operation or failure to open for your cat then 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 is confirmed then follow the instructions below for improved read range.

Improved installation in metal doors requires the mounting adaptor shown in figure 9. For details of where to purchase this adaptor see our website www.sureflap.com.

1. Cut a circular hole in the door 212mm (8.5") in diameter. Install the SureFlap in this circular hole according to the instructions included with the mounting adaptor. The circular hole removes some metal in the vicinity of the reader antenna, which sits within the tunnel. The result will be improved read range and more reliable performance
2. If you still experience intermittent operation then increase the diameter of the hole from 212mm (8.5") to the maximum diameter of 260mm (10.25") that can be accommodated with the mounting adaptor. This will extend the read range further and should resolve any issues with mounting in a metal door.

Installation in walls



Where you are making holes through the wall of your property please consult a qualified builder. Protective clothing (gloves, eye & ear protection etc.) should be worn when carrying out the installation.

Note: When planning the installation of SureFlap into a wall remember that you may need to remove SureFlap in the future to replace the door or upgrade to a newer model. With this in mind **do not glue the main assembly** of SureFlap to the wall as removing it will be difficult and could damage the surface of your wall.

For installation of SureFlap in your wall we recommend using the following accessories:
SureFlap – Mounting Adaptor
SureFlap – Tunnel Extender

- 1) Choose your mounting position on the wall so that your cat has easy access through the flap and into the tunnel from outside.
- 2) Mark a 170mm x 170mm (6.7" x 6.7") square on the wall at the position of the tunnel.
- 3) Make the hole through the wall using appropriate tools and ensure that the tunnel is horizontal. A slight slope downwards from the inside of the house to the outside will ensure any rain runs out of the tunnel.
- 4) Apply superglue to the four tabs of the tunnel extender as shown in figure 11 and fit the tunnel extenders together. When the glue has dried apply weatherproof tape to the outside of the tunnel as shown in figure 12.
- 5) Follow step 4 to bond all of the tunnel extenders together –**Remember do not glue the tunnel extender to the tunnel of SureFlap[®], just use tape for this joint when you come to it.**
- 6) Take one of the mounting adaptors and drill 4 holes in it using a 4mm (0.15") drill bit – these four holes are for the screws that will hold SureFlap[®] to the inside wall of your house. You can put the four screws where you like around the perimeter of the mounting adaptor. See figure 13.
- 7) Now take the two shortest screws from the SureFlap[®] box and using a washer screw the mounting adaptor to SureFlap as shown in figure 14.
- 8) Place SureFlap[®] (with the mounting adaptor) in the hole in your wall on the inside of your house.
- 9) Mark the positions for the four screws through the holes you have made in the mounting adaptor. You will also need to remove some material from the wall to allow for the screw and washer which hold the mounting adaptor to the main assembly – this will ensure that the mounting adaptor fits flush with the wall. See figure 15.
- 10) Drill the four holes in your wall using an appropriate drill bit to suit the construction of your wall and your chosen screws.
- 11) Tape the tunnel extender to the end of SureFlap's tunnel as shown in figure 16.
- 12) Place SureFlap and the tunnel through the hole in your wall and screw it in place using the four screws through the mounting adaptor – see figure 17.
- 13) On the outside of your house you will now have the tunnel sticking out of the wall – take the external frame and other mounting adaptor and place these over the end of the tunnel.
- 14) Mark the position of the two screw holes required to mount the external frame and then drill appropriate holes in the wall.
- 15) Screw the external frame and mounting adaptor to your external wall

- 16) To hold the end of the tunnel in position we recommend using small screws to secure the tunnel to the external frame as shown in figure 18.
- 17) We recommend putting some waterproof sealant between the tunnel and the external frame to prevent water getting into the wall cavity.



Figure 11



Figure 12



Figure 13



Figure 14



Figure 15

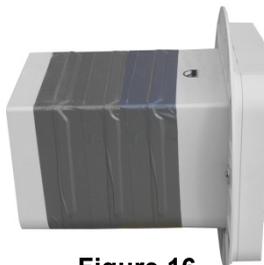


Figure 16



Figure 17



Figure 18

Electrical Interference



SureFlap® contains a sensitive radio receiver to pick up the signal from your cat's microchip. Excessive levels of electrical interference can cause the range of the system to degrade. Avoid the following situations:

1. SureFlap® 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.
2. Avoid obvious sources of electrical noise such as faulty, flickering lights.
3. Avoid trailing mains cables and dc mains adaptors very close to SureFlap®.

5. Batteries

Now your flap is installed, insert the batteries to start operation. The unit requires 4x AA 1.5V batteries. With normal usage, one set of batteries will typically last for at least 6 months². A low battery indicator tells you when the batteries have run out and is described in section 8.

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

We recommend the use of good quality, alkaline batteries with SureFlap® in order to give the longest lifetime. Rechargeable batteries may also be used, however they generally produce a lower voltage and will not last as long. You may need to recharge such batteries every few months.



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

6. Learn Mode

To start operation, first SureFlap® needs to learn the unique ID code of your cat's microchip. This process is only required once for each cat, 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) Initially the unit will be locked and no cat will be allowed to enter the house. Make sure the manual lock is set to position 1, allowing the door to open freely. See figure 19.
- 2) Remove the battery cover. Press the memory button for around 1 second and release. See figure 20.
- 3) The catch will open, allowing a cat to pass through the flap in either direction. A further indication that the unit is in learn mode is the indicator lamp which will flash every second. See figure 21.
- 4) The next cat to pass through the flap from either direction will be remembered if they have a microchip implant.
- 5) Once a cat has been successfully learnt, the flap reverts back to normal operation. The indicator lamp stops flashing and the catch will close a couple of seconds after they have passed through the flap.

For multiple cats, repeat the process until all cats have been learnt. Up to 32 different cats may be held in memory at once. Replace the battery cover after all cats have been learnt.

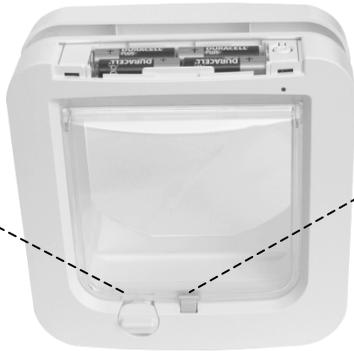
This method of learning is particularly convenient for uncooperative cats! Rather than having to find your cat and pass them through the flap, you can simply set to learn mode and leave until he next decides to go through of his own free will.

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



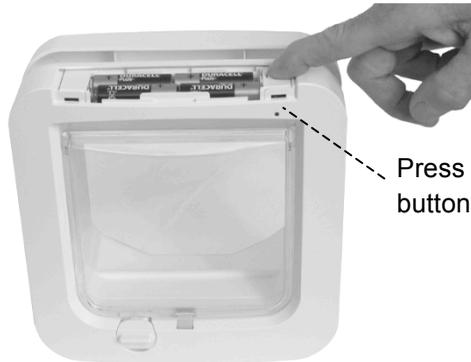
In order to learn a cat, it is important that they pass through the flap. There is a sensor that detects the cat's presence in the tunnel that needs to be triggered and no amount of waving your cat in front of the flap will have an effect.

Manual lock set to position 1 (open both ways)



Catch closed

Figure 19



Press memory button once

Figure 20

Catch opens



Indicator lamp flashes every second

Figure 21

7. Normal Operation

Normal operation couldn't be simpler. Once programmed, SureFlap® will only allow entry for your cat(s), denying access to intruder animals.

To enter the house, the cat puts their head in the tunnel to push the flap open. A sensor detects the cat's presence and then quickly reads the microchip, opening the catch if required. Note that SureFlap® does not activate if your cat is just wandering in front of the flap, inside or outside the house.

SureFlap® is designed for one-way operation only. Any animal inside the house is allowed to leave, but only your animals are allowed to enter. This is a useful fail-safe to allow exit under rare circumstances - if your cat is followed inside before the flap has time to close, you don't want the intruder trapped inside! If you need to control exit from the house then use the 4-way manual lock described in section 8.

After the SureFlap® has opened, it will stay unlocked until after your cat has passed through the tunnel. The catch will close a couple of seconds later. Note that the catch will also open when your cat 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.



If testing SureFlap® before installation, your cat will need to push their head against the flap from the tunnel side of the unit. There is a sensor that detects the cat's presence in the tunnel that needs to be triggered and no amount of waving your cat in front of the flap will have an effect.

8. 4-way Manual Lock

The manual lock has 4 positions which control the opening of the flap in either direction. The unit is shipped in position 4 (locked both directions) to keep the flap secure in transit. This should be changed to position 1 after installation.



Note that the door of SureFlap must hang straight down when you move the lock as it engages with the bottom of the door.

Position 1 – Fully Open

Cat is allowed to enter and exit the house. This is the standard position for normal operation of the flap.



Position 2 – Exit only

Cat is allowed to exit the house, but prevented from entering the house.



Position 3 – Enter only

Cat is allowed to enter the house, but prevented from exiting the house. This mode is useful if you need to keep your cat in e.g. to take him to the vet.



Position 4 – Fully locked

Cat is prevented from entering or exiting the house.



9. Low Battery Indicator

Batteries last typically for at least 6 months under normal levels of use. When the batteries are nearing the end of their life, the low battery indicator comes on. This is a slow flash of the indicator lamp, once every 5 seconds. The unit will continue to operate when the low battery indicator is on, however the batteries should be replaced at the earliest opportunity.

Note the slow flash of the lamp (every 5s) for the low battery indicator is different from the fast flashing (every 1s) in learn mode. Learn mode should not be used when the batteries are low – replace the batteries before learning a new cat.

10. Memory Wipe

You are very unlikely to need to wipe a cat's ID code from the memory of SureFlap[®]. Up to 32 different codes may 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 program for next door's cat!) then follow the process below.

1. Press and hold the memory button for at least 10s.
2. The Indicator lamp will stay on for the duration that the button is held down.
3. When the memory is wiped, the catch will open and close once.
4. At this point the memory is clear and SureFlap[®] can re-learn your cat(s), as required. See section 6.

11. Turning SureFlap[®] Off

In the event that you want to turn SureFlap[®] off and revert to a standard cat flap then follow the four steps below:

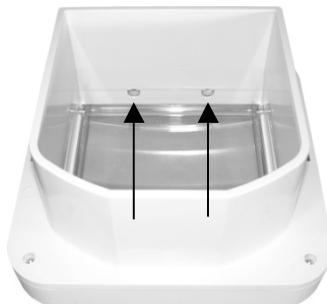
1. Remove the battery cover and make sure batteries are installed.
2. Press the memory button once to put the SureFlap[®] into learn mode. The catch will open and the indicator lamp will flash.
3. Remove the batteries and replace the battery cover.
4. The catch will stay open and SureFlap[®] can now be used as a standard cat flap.

This mode may be useful if you have purchased SureFlap[®] before your cat has been microchipped or while your cat is getting used the presence of their new cat flap (see trouble shooting guide).

12. Maintenance

The sensor that detects the presence of a cat 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 then 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.



13. Trouble shooting

Symptom: SureFlap® does not learn your cat correctly or fails to open for your cat

- Check batteries are fitted the right way round and are not run down. Ensure batteries are good quality alkaline batteries.
- Check if SureFlap® is mounted in a metal door. If this is the case then follow the instructions in section 4 for improved mounting.
- Ensure the tunnel and sensor lenses are reasonably clean (see section 12).
- After inserting batteries did you leave SureFlap® for around 10s before allowing a cat into the tunnel? If not then 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 4)
- Check the learning process was carried out correctly for each of the cats you own. For example, when you have put SureFlap® into learn mode for the second of two cats make sure that the first cat doesn't go through the flap instead. If in doubt repeat the learn process for your cats.
- Under rare circumstances the microchip range is not enough for SureFlap® to operate. If all other trouble shooting has been carried out without finding the source of the problem then this is likely to be the remaining cause. In this situation SureFlap can only be used as a normal cat flap without selective entry.

Symptom: Short battery lifetime

- Ensure the tunnel and sensor lenses are clean (see section 12).
- Check that there are no obvious sources of electrical noise in the area e.g. faulty flickering lights, etc (see section 4).

Symptom: Catch takes about 10 seconds to close

- Occasionally the sensor that detects the presence of the cat 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 then check that the lenses and tunnel are clean (see section 12).

Symptom: Cat is put off by the noise of the catch

- Your cat will learn to love their SureFlap[®], however a small proportion are initially put off by the noise of the catch opening, particularly if they are not used to using a selective entry flap. If they do not adjust immediately to the use of SureFlap[®] then use the following process to coax them into using it. With a bit of persistence all cats will learn to use the flap.
- First follow the instructions in section 11 and leave SureFlap[®] turned off. This will allow them to start using it without any noise from the catch.
- Once your cats are used to SureFlap[®] being there insert the batteries. If they are still unwilling to use it then prop the flap open with the door facing *inside* the house. A simple method here is to use tape between the bottom of the flap and the top of the main assembly. This will allow them to get used to the opening click while also having an inviting open hole to go through.
- Finally let the door swing shut and allow them to start using the flap. Strategic positioning of food inside/outside the house can also help encourage the initial use of the flap.

Symptom: Flap does not lock quickly enough

- A very persistent and intelligent intruder can occasionally learn to follow your cat inside before the lock has a chance to close. In order to help avoid this happening there is a built in mode with a faster closing lock. Details are given below.
- Remove the batteries and leave the unit for 2 minutes to power down. Before re-installing the batteries, press and hold the memory button. Next install the batteries while holding down the memory button. Finally release the memory button and the unit will be in the mode with a faster closing lock. Note that you will need to carry out this process every time the batteries are replaced.

Factory Reset

In the unlikely event that the unit needs resetting to a known state then follow the following instructions to reset back to the factory settings.

- Carry out the memory wipe function from section 10.
- Remove the batteries for at least 2 minutes.
- The unit is now completely reset.

14. Guarantee & Disclaimer

Guarantee: SureFlap microchip cat flaps carry a 2-year guarantee from the date of purchase, subject to proof of purchase date. The guarantee is restricted to any fault caused by defective materials, components or manufacture. This guarantee 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 guarantee 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 cat flap 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 Ltd cannot accept liability for any damage or inconvenience which may be incurred.

Warning: The motorised catch and manual lock are provided exclusively to prevent the entry of unwanted animals and is a security device. SureFlap Ltd 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 cat flap in child proofing 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.

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

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

FCC Notice

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

Modifications: Any modifications made to this device are not permitted by SureFlap® and may void the authority granted to the user by the FCC to operate this equipment.

Industry Canada Notice

This Category II radiocommunication device complies with Industry Canada Standard RSS-310.

Ce dispositif de radiocommunication de catégorie II respecte la norme CNR-310 d'Industrie Canada.

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.

Carrier Frequency	132.8kHz/126.0kHz
Output field	82 dB μ A/m @ 10m

