



Ultra Clear  
**PET DOOR**  
**INSTRUCTIONS**



**IMPORTANT!**  
**KEEP FOR FUTURE REFERENCE**



# Warranty Certificate



## **Congratulations!**

You have made an excellent choice of this quality product. Our commitment to quality also includes our service. Should you, contrary to expectations, experience defects due to manufacturing faults, we will provide you with a warranty against defects as follows:

## **Warranty**

The product is guaranteed to be free from defects in workmanship and parts for a period of 3 years from the date of purchase. Defects that occur within this warranty period, under normal use and care, will be repaired, replaced or refunded at our discretion. The benefits conferred by this warranty are in addition to all rights and remedies in respect of the product that the consumer has under the Competition and Consumer Act 2010 and similar state and territory laws.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## **Proof of Purchase**

This warranty is valid for the original purchase and is not transferable. Please keep your purchase docket, tax invoice or receipt as the best proof of purchase, and as proof of date on which the purchase was made.

## **Extent of Warranty**

This warranty is limited to defects in workmanship or parts. All defective products or parts will be repaired or replaced. This warranty does not cover batteries or any other consumable items.

## **Normal Wear and Tear**

This warranty does not cover normal wear and tear to the products or parts.

## **Exclusions**

This warranty does not cover:

- Any defects caused by an accident, misuse, abuse, improper installation or operation, lack of reasonable care, unauthorised modification, loss of parts, tampering or attempted repair by a person not authorised by the distributor.
- Any product that has not been installed, operated or maintained in accordance with the manufacturer's operating instructions provided with the product.
- Any product that has been used for purposes other than domestic use.

## **To Make a Claim**

If a defect in the goods appears within 3 years, you are entitled to claim a warranty, please contact via phone or email before you send any warranty claims to:

Perma Products  
35 Paringa Road, Murarrie QLD, Australia  
Phone: 1300 467 068  
[www.permaproducts.com](http://www.permaproducts.com)

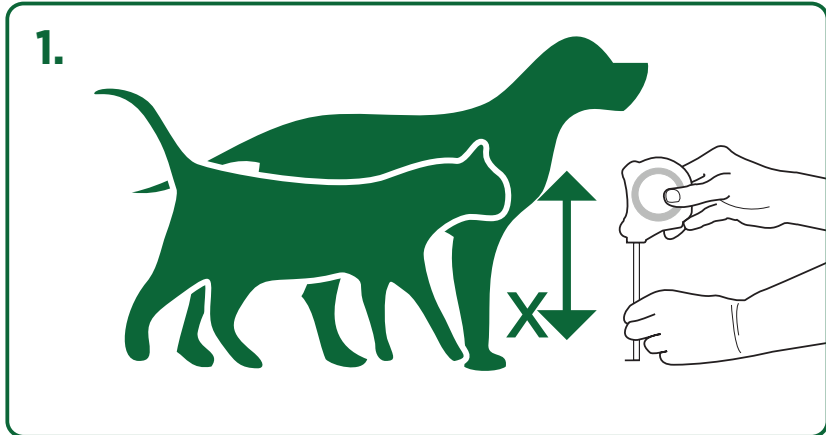
## **When making a return**

- Please ensure the product is properly packaged so as to ensure that no damage occurs to the product during transit.
- Please provide the original or a copy of the proof of purchase. Also please make sure you have included an explanation of the problem.
- Please note that the costs of making a warranty claim, including any returned package, will be covered by the supplier identified above.
- Please note upon receiving your warranty claim, the supplier will send, via the post or email, a repair and refurbished goods or parts notice. Please provide your email address and advise the supplier, if you wish to obtain a repair and refurbished goods or parts notice via email.

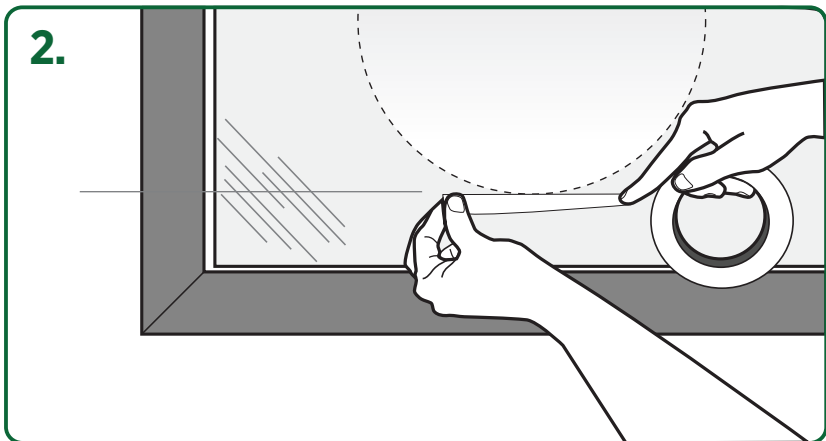
# Installation Instructions

3

**Important:** Installation only to be completed by professional glazier



Measure the height (x) from the underside of your cat or dog's stomach to the floor.

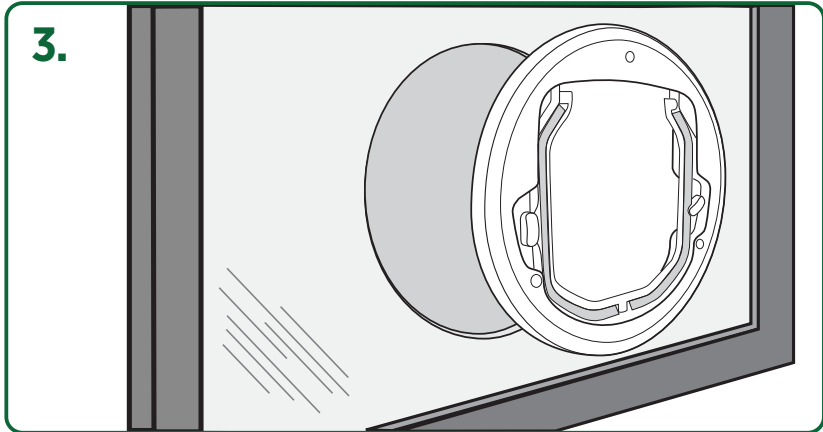


Mark height (x) on glass panel with tape or similar, and cut required hole out above. Hole sizes below

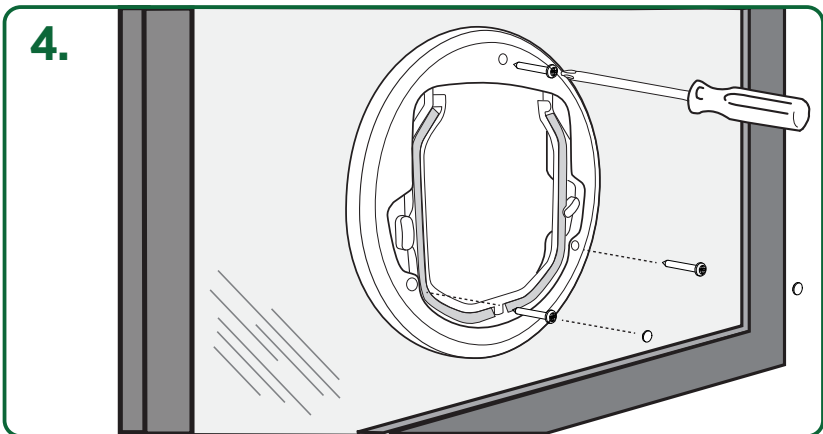
**1124 Small:** 267mm (10 4/8")

**1141 Medium:** 385mm (15 1/8")





Install exterior frame into hole and slide interior frame over top to required fit.



Ensure door is level, secure using the 3 screws provided. Cover screws with plastic caps.



1. Use a handful of your dog's favourite treats, get your dog excited about the treats by letting him sniff and lick the treats without actually giving him one.
2. Before starting your training, assess whether your dog would be more motivated to come in through the dog door or go out through it. If your dog loves being inside the house, you should start this training with him outside. If he's always excited to get a chance to get outside, start with him inside the house.
3. With your dog on one side of the pet door and you on the other, lift the flap of the pet door all the way up and call him, using an excited voice and lots of animation. Wave the treats so he can see them on the other side of the pet door. Reward any attempt to come toward or through the door with lots of verbal encouragement, but don't let him have the treat until he makes it the whole way through.
4. When he comes all the way through, pet him, praise him and let him have some treats! Then, leaving him where he is, go to the other side of the pet door, lift the flap and repeat the same exercise. Do a few repetitions going each way then take a break. This training can be stressful and exciting for your dog, so you should do short sessions to avoid burning him out.
5. After your dog has had a break, repeat the exercise. If he's coming through with no hesitation, repeat the exercise holding the flap up only halfway. Your dog may be troubled by feeling the flap touching him, so you'll need to use lots of verbal encouragement to convince him that's no big deal.
6. Once he's going through with the flap halfway up, continue doing short sessions with him, gradually lifting the flap up less and less, until you're to the point where he's pushing through the door on his own.
7. Now try to get him to do it without you calling him and offering him treats. You can do this by leaving him on one side of the door and scattering some treats on the ground on the other side of the door. If your dog comes out on his own, you'll know he's getting the idea. Repeat this for a few sessions, and you'll soon find that your dog's using the pet door on his own.

1. Cats are smart when it comes to finding food so this is a great motive to get your cat to start using the cat flap. Start by using some tape to hold the flap completely open.
2. First feed your cat next to the cat flap, then try putting some food or tasty treats on the other side of the flap. Let your cat watch you place the treats on the other side of the flap.
3. When your cat starts to consistently peek through without hesitation, you can go to the next step, which is to throw the treats a little further. In no time, your cat should be going all the way through the open flap to retrieve its rewards.
4. Now remove the tape holding the flap open. To get your cat used to pushing the door open, hold the door part way open and repeat the food and treats progression. Gradually, over many trials, make the opening smaller and smaller so that your cat has to push more and more to get through.
5. If your cat is hungry enough training should go quickly. Once he figures it's safe to push the flap he'll be going in and out at will. During the training sessions make sure the door never smacks your cat in the rear, a startle could slow the progress you have both worked to achieve.



## **WARNING**

If your home has children as well as pets it is important to remember that children can misuse the pet door and gain access to potential hazards on the other side. You would certainly contravene municipal laws and be found guilty of an offence if there was a swimming pool on the other side of the pet door. You are further advised to be very alert to any future hazards which may occur from time to time on the other side of the pet door such as garden chemicals or insecticides which, even if only put down for a few minutes, would be dangerous to children. Remember that any closing panel or lock provided by Permaproducts with this product is for simple convenience and is certainly not a security device furthermore we will not be responsible or liable for unintended use or misuse. Please remember it is you the purchaser who must at all times be aware of what you have allowed access to by the installation of this pet door. Please think safety and remain vigilant throughout the life of this product as it is you the purchaser who is responsible for any oversight this installation creates.

## **CAUTION**

Before you install this door you must check all your building codes or body corporate rules that could affect the installation of a pet door. You should also check with a qualified builder or tradesperson that the installation you intend is suitable and safe within the chosen location. This is neither a fire door or security door and it is imperative that you the purchaser consider any risks that may be created both inside and outside after installation of your pet door. Please think safety and don't forget to consider future risks that could be brought about by changes elsewhere on your property.

## **NOTE**

Keep these warnings and cautions with any other important documents within your home and give them to any new owner, tenant or guest so that they too can be made aware of the responsibilities that come with having a pet door within the premises.

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35 Paringa Road, Murarrie QLD, Australia.

Phone: 1300 467 068

[www.permaproducts.com](http://www.permaproducts.com)

Made in China to Perma quality standards

**Product Codes**

**#1124, #1141**