



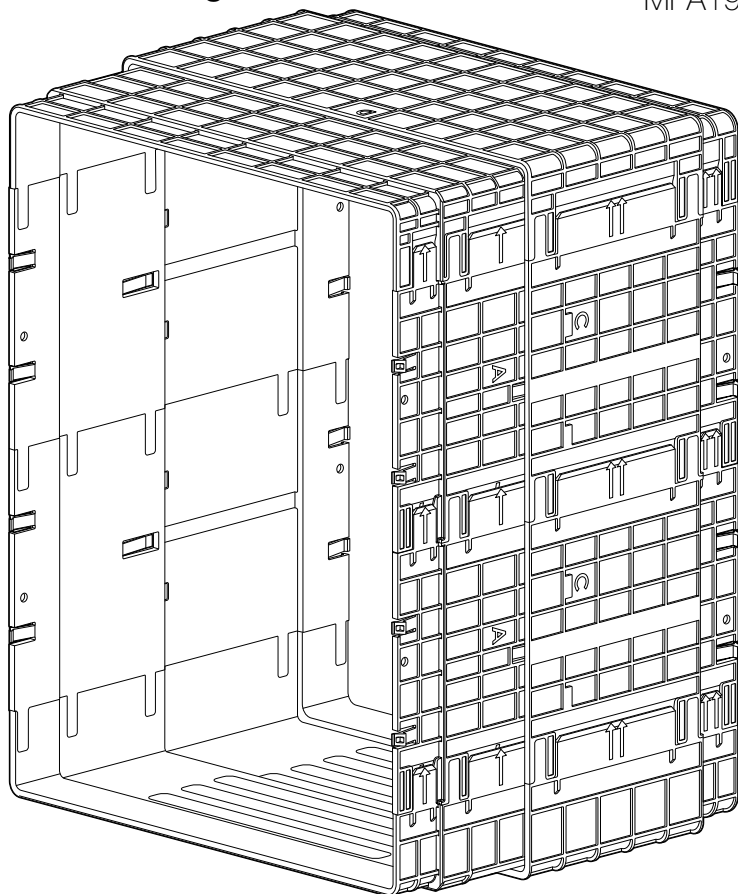
protect. teach. love.™

pass  port™  
Pet Access Smart System

# Wall Entry Kit

installation guide

Model Numbers  
MPA19-13800  
MPA19-13801



PLEASE READ THIS ENTIRE GUIDE BEFORE BEGINNING

# Important Safety Information

## Explanation of Attention Words and Symbols used in this guide



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

**⚠ WARNING** WARNING indicates a hazardous situation which, if not avoided, could result in death or serious injury.

**⚠ CAUTION** CAUTION, used with the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

**CAUTION** CAUTION, used without the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in harm to your pet.

**NOTICE** NOTICE is used to address practices not related to personal injury.

- ⚠ WARNING** :
- When children are present in the home, it is important to consider the pet door during child proofing activities. The pet door may be misused by a child resulting in the child accessing potential hazards that may be on the other side of the pet door. Purchasers/Homeowners with swimming pools should ensure that the pet door is monitored at all times and that the swimming pool has adequate barriers to entry. If a new hazard is created inside or outside of your home, which may be accessed through the pet door, Radio Systems® Corporation recommends that you properly guard access to the hazard or remove the pet door. The closing panel or lock, if applicable, is provided for aesthetic and energy efficiency purposes and is not intended as a security device. Radio Systems® Corporation will not be liable for unintended use, and the purchaser of this product accepts full responsibility for oversight of the opening it creates.
  - : Power Tools. Risk of severe injury; follow all safety instructions for your power tools. Be sure to always wear your safety goggles and other proper safety equipment.
  - : Ensure the power adapter is used only on a standard 120 Volt AC circuit outlet.
  - : Do not unplug by pulling on cord. To unplug, grasp the power adapter plug housing, not the cord.
  - : Inspect the power cord before and periodically during use. Discontinue use if damage or deterioration occur, such as blistering, cracking, chewing or deformation. Continued use may result in injury or property damage.
  - : To avoid tripping, always position the power cord out of the path of foot traffic.

- ⚠ CAUTION** :
- The user, prior to installation, must become familiar with all building codes that may affect the installation of the pet door and determine, along with a licensed contractor, its suitability in a given installation. This pet door is not a fire door. It is important for the owner and contractor to consider any risks that may be present inside or outside of the pet door, any risks that may be created by subsequent changes to your property and, how they may relate to the existence and use, including misuse of the pet door.
  - : If cutting metal surface, be aware of sharp edges to prevent injury.

## CAUTION

- : During pet training while pet door is in Open Mode, make sure to GENTLY lower flap onto pet's back. Also avoid possible injury by making sure your pet is entirely through the pet door opening, including paws and tail, before completely releasing flap.
- : Do not allow your pet to chew on the power cord.

## NOTICE

- : Read this entire guide prior to cutting or modifying an opening in your door or wall. Do not proceed with cut-out or installation until your Passport™ is assembled, powered up, programmed for your pet and all steps under "Prepare, Setup and Test" have been completed.
- : Keep these instructions with important papers; be sure to transfer these instructions to the new owner of the property.
- : Unauthorized changes or modifications may void the user's authority to operate this equipment, and void the warranty.
- : We do not accept any responsibility for openings that are cut or modified in doors or walls or any damage caused to doors or walls in forming or modification of such openings, including any costs associated with the repair or replacement.
- : The unit only operates properly while outside temperatures are greater than -5°F (-20.5° C) and less than 131° F (55° C). If operating from the optional rechargeable lithium-ion battery, the battery and battery compartment cannot be exposed to temperatures below 32° F (0° C).
- : Do not install in a location where the Passport™ interior frame, including the LCD screen and battery compartment, and the power adapter are exposed to damp or wet conditions or to water or outside elements, such as rain or snow.
- : Only use designated power adapter with the product.
- : Do not use power adapter in temperatures below 32° F (0° C) or above 104° F (40° C). Power adapter for inside use only.
- : If homeowner's door or other application is not level, the pet door must be installed level to swing properly.
- : When applying the cutting template, there should be a minimum of 3" between the bottom and sides of the door and the outer edge of the template to maintain the structural integrity of the door.
- : Make sure there is nothing underneath the door where you will be drilling holes or cutting out the opening.
- : Use a manual screwdriver to tighten screws. Do not over-tighten. Over-tightening can strip the screws or warp the pet door frame.

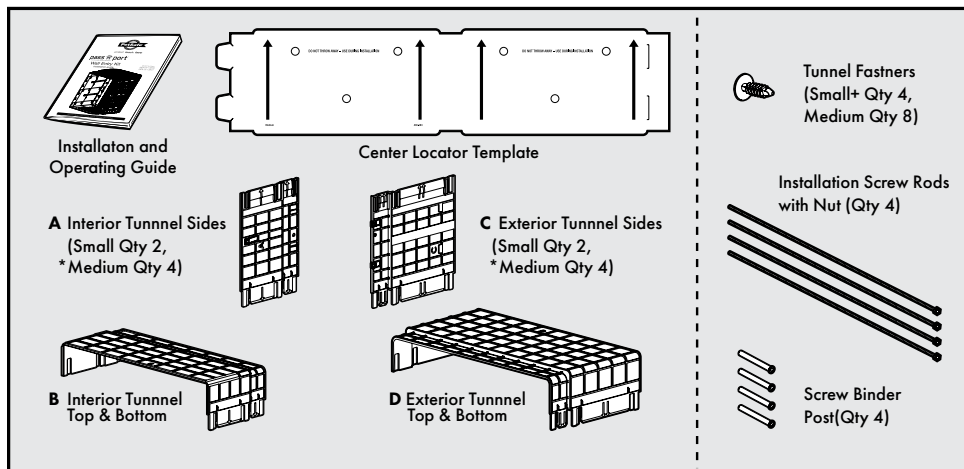
Thank you for choosing the PetSafe® brand. You and your pet deserve a companionship that includes memorable moments and a shared understanding together. Our products and training tools enhance the relationship between pets and their owners. If you have any questions about our products or training your pet, please visit our website at [www.petsafe.net](http://www.petsafe.net) or contact our Customer Care Center at 1-800-732-2677.

To get the most protection out of your warranty, please register your product within 30 days at [www.petsafe.net](http://www.petsafe.net). By registering and keeping your receipt, you will enjoy the product's full warranty and should you ever need to call the Customer Care Center, we will be able to help you faster. Most importantly, PetSafe® will never give or sell your valuable information to anyone. Complete warranty information is available online at [www.petsafe.net](http://www.petsafe.net).

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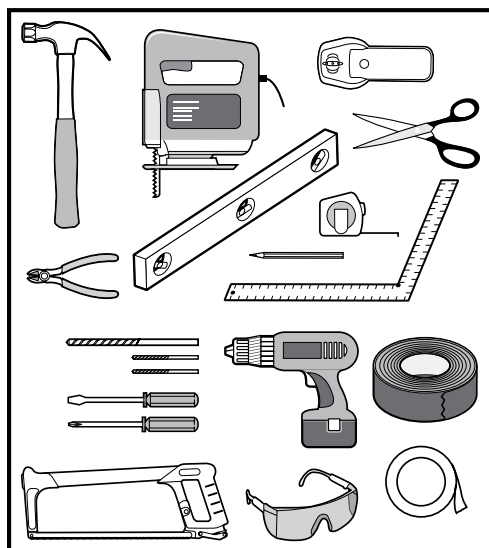
# Components



*\*Parts may be preassembled.*

*Note: The Passport Wall Entry Kit can be used for wall or applications 3 ¾" to 12" thick. Applications thicker than 12" require a second Wall Entry Kit (sold separately).*

## Tools Needed



- : Framing Square
- : Hacksaw
- : Jigsaw or other appropriate cutting device to cut through wall
- : Drill
- : ½", ¾", 7/32" Drill Bits
- : Phillips Screwdriver
- : Slotted Screwdriver
- : Tape Measure
- : Masking Tape
- : Duct Tape
- : Pencil
- : Level
- : Scissors
- : Stud Finder
- : Side-cutting Pliers
- : Safety Equipment

### Optional:

- : Dry Wall Saw
- : Caulk

## Other Items You May Need

- Passport Pet Access Smart System™ (sold separately)
- Passport Pet Access Smart System™ Cutting Template
- Passport Pet Access Smart System™ Installation and Operating Guide

# Installation

## Checklist Before Installation

Before installing the Passport Pet Access Smart System™, it is important to consider the following:

- ☐ Clock battery is installed.
- ☐ If using the power adapter, you have located a power outlet in planned location on inside of home where power adapter can plug in. If not, you have a power cord extension to reach the outlet or are using the optional Passport™ Rechargeable Battery instead (sold separately) as the power source.
- ☐ Planned location has been checked for possible radio-frequency interference by ensuring all common household appliances and electronic devices are at least 2 feet away (60 cm).
- ☐ Power adapter and motion sensor wire have been disconnected or if using optional Passport™ Rechargeable Battery, it has been removed.
- ☐ “Initial User Setup” steps to set the language, time and date have been completed.
- ☐ Each pet to use the Passport™ has a Passport Key™ and is successfully programmed to the pet door.
- ☐ Each Passport Key™ has been tested in the installation location on both interior and exterior side and the Passport™ can read each key.
- ☐ If installing in a door, will any components of the Passport Pet Access Smart System™ be obstructed by the door opening and closing?
- ☐ If installing in a wall, are there any objects (such as doors, shrubs, heat pump, etc.) that could obstruct the Passport™ once installed?
- ☐ If installing in a wall, have you checked for electrical and plumbing fixtures in the wall where you plan to install the Passport™?
- ☐ You have read the entire Passport Pet Access Smart System™ Installation and Operating Guide.
- ☐ All steps under “Prepare, Setup and Test” in the Passport™ Installation and Operating Guide have been followed and completed.

## Want Professional Installation Help?

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

# Installation in a Wall

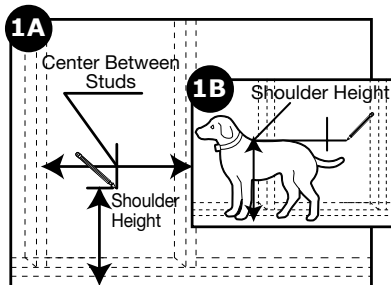
- NOTICE** : Read this entire guide prior to cutting or modifying an opening in your door or wall. Do not proceed with cut-out or installation until your Passport™ is assembled, powered up, programmed for your pet, and all steps under “Prepare, Setup and Test” have been completed.
- : If homeowner’s door or other application is not level, the pet door must be installed level to swing properly.

*Note: This wall entry kit is designed to be used with the Passport Pet Access Smart System™. This installation will be easier with two people. Prior to installation, set pet door to **Open Mode** (see “Door Operational Modes” in the Passport Pet Access Smart System™ Installation and Operating Guide). After setting to Open Mode, make sure the power adapter is disconnected (or optional battery is removed if using) and motion sensor wire is disconnected from exterior frame.*

## Step 1

### Determine Pet Door Location

- 1A.** Locate the wall studs in selected installation area. Locate the center between the studs. Using a pencil, draw a level vertical line on wall through the center.
- 1B.** Measure and mark your pet’s shoulder height on the vertical line. Draw a level horizontal line through the shoulder height line.



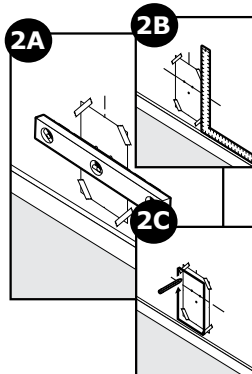
- NOTICE** Check for electrical and plumbing fixtures that could be inside the wall where you wish to install the pet door. If utilities are in the wall, additional preparation will be required to re-route or relocate these utilities or a different installation location should be selected. Review exterior wall area of chosen location for pet traffic obstacles or features which could prevent the pet door installation, such as utilities and landscaping features.

If unable to install pet door between studs, the cutting of a stud may be required for the wall kit to fit properly. A support above the cut stud should be installed to maintain wall integrity.

## Step 2

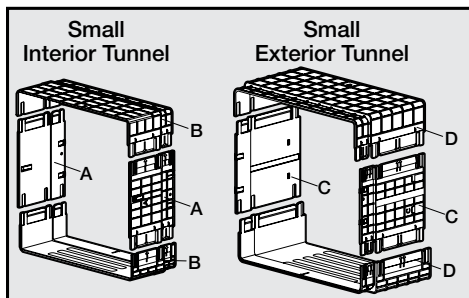
### Prepare Wall

- 2A.** Match the center and shoulder height lines on cutting template with the marked lines on wall. Tape template into place.
- 2B.** Check that the template is square. Adjust as needed.
- 2C.** Trace template with a pencil. Carefully remove template to reuse for exterior wall cut-out. Review cut-out location on both interior and exterior to ensure it is the best possible location for the pet door.

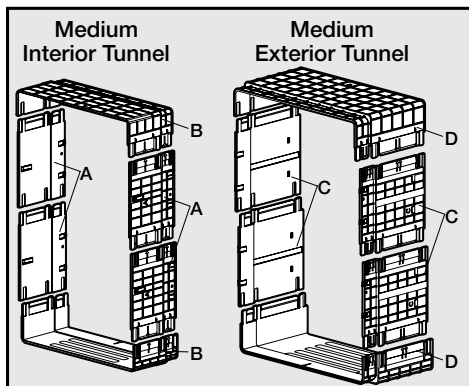


## Step 3

# Assemble Tunnels



*Note: Small Wall Entry Kit assembly does not require Step 3A. The tunnel sides (component A) of the Medium Passport™ Wall Entry Kit **may** be preassembled at the factory and **may** not require step 3A.*



**3A.** For the Medium Passport™ Wall Entry Tunnel Kit, assemble two interior tunnel side panels (A) together by aligning arrows and snapping together. Repeat with remaining side panels. These are the sides of interior tunnel frame.

**3B.** Assemble one tunnel side onto each side of an interior top/bottom (B) as shown. Align arrows and snap together to create bottom and sides of interior tunnel frame.

**3C.** Assemble second interior top/bottom (B) on top by aligning arrows and snapping together to complete assembly of interior tunnel frame.

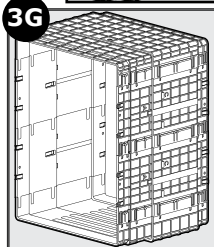
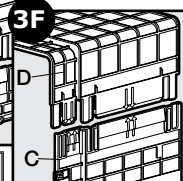
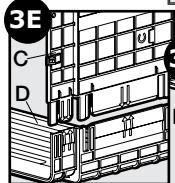
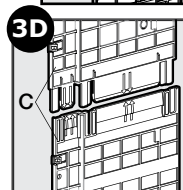
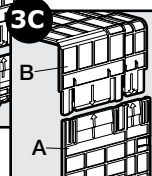
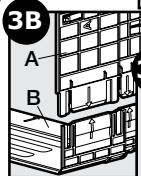
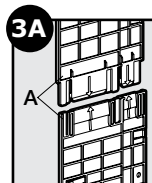
*Note Small Passport™ Wall Entry Kit does not require step 3D. The exterior tunnel sides (component C) of the Medium Passport™ Wall Entry Kit **may** be preassembled at the factory and **may not** require step 3D.*

**3D.** For the Medium Passport™ Wall Entry Tunnel Kit, assemble two exterior tunnel side panels (C) together by aligning arrows and snapping together. Repeat with remaining side panels. These are the sides of exterior tunnel frame.

**3E.** Assemble one tunnel side (component C) onto each side of an exterior top/bottom (component D) as shown. Align arrows and snap together to create bottom and sides of exterior tunnel frame.

**3F.** Assemble second exterior top/bottom (component D) on top by aligning arrows and snapping together. This completes the assembly of exterior tunnel frame.

**3G.** Slide interior tunnel frame into exterior tunnel frame.



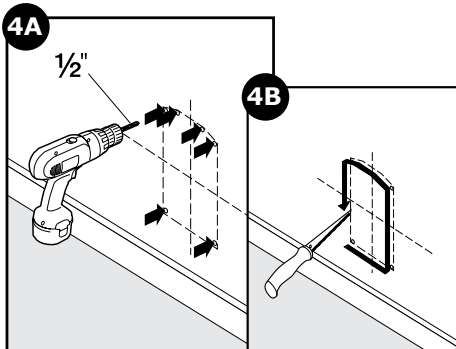
## Step 4

### Cut Pet Door Opening

- 4A.** Drill  $\frac{1}{2}$ " holes in inside corners and top angle of drawn template on interior wall. **DO NOT DRILL THROUGH EXTERIOR WALL.**

**Helpful Tip:** Use both hands to hold drill steady and straight at a 90 degree angle.

**Helpful Tip:** Before cutting pet door opening, apply painter's or masking tape on jigsaw blade guide and along outer edges of drawn template to help protect wall surface from marks and scratches during cutting.



- 4B.** Beginning in one of the holes you just drilled, carefully cut along drawn template lines using a jigsaw or other appropriate cutting device.

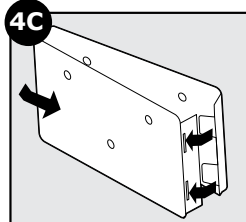
**Helpful Tip:** When cutting use both hands to hold the saw slow, steady and straight at a 90 degree angle to the wall.

*Note: From interior side, remove any insulation or debris to expose exterior wall. Seek guidance or help from a professional to adjust or re-route utilities, such as plumbing, if interfering with access to exterior wall.*



**Fit Check** Place assembled tunnel frames into cutout with interior frame facing interior side. Align arrow inside tunnel top and bottom or center rib on outside of tunnel with drawn center line on wall. The width of cutout should be wider than tunnel frame to allow room for installation hardware which will be installed in a later step. The height should allow tunnel frame to move freely. If cut-out is too small, remove tunnel frame and recut slightly to enlarge for tunnel to fit freely.

- 4C.** Assemble center locator template with arrows on outside. Insert tabs into open slots.

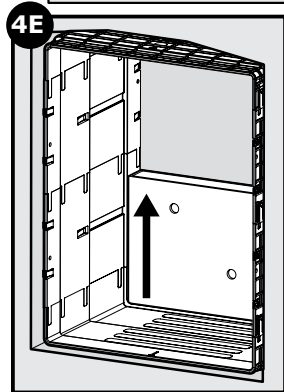
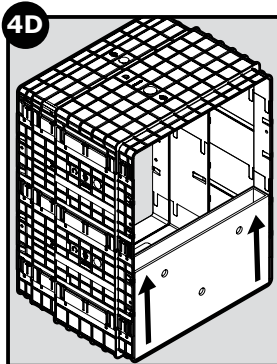


- 4D.** With arrows pointed up, place assembled center locator into assembled tunnel frames until flush with bottom and exterior side of frames.

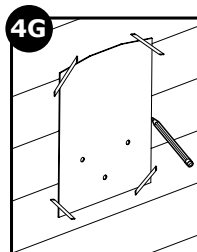
- 4E.** Place tunnel frames with center locator into cut-out. Push flush against exterior wall. Center assembled tunnel in cut-out by aligning arrows inside tunnel frames or the center rib on outside of tunnel with drawn center line on wall.

- 4F.** Using a  $\frac{1}{2}$ " drill bit, drill through the three holes in the center locator template through exterior wall. Remove tunnel frames with center locator.

**Helpful Tip:** Using the center locator as a guide, hold the drill steady and straight at a 90 degree angle.



**4G.** Move to exterior side. Align the three holes on the cutting template with the three holes you just drilled. Tape template to exterior wall. Check to ensure template is square. Realign if necessary. Using a pencil carefully trace template. Remove template.



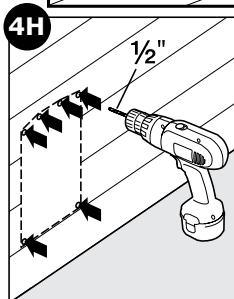
**4H.** Drill  $\frac{1}{2}$ " holes in inside corners and top angle of drawn template on exterior wall.

**Helpful Tip:** Use both hands to hold drill steady and straight at a 90 degree angle.

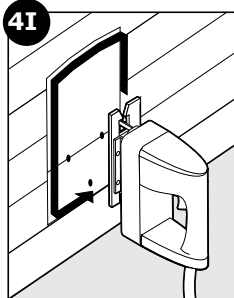
**4I.** Starting in one of the holes you just drilled, carefully cut along drawn template line using a jigsaw or other appropriate cutting device.

**Helpful Tip:** When cutting use both hands to hold the saw slow, steady and straight at a 90 degree angle to the wall.

**Helpful Tip:** If you are cutting through vinyl siding, carefully score and cut the siding before cutting through plywood.



**Fit Check** Place assembled tunnel frames into cutout with exterior frame facing outside. The width of cutout should be wider than tunnel frame to allow room for installation hardware which will be installed in a later step. The height should allow tunnel frame to move freely with no tight areas. If cut-out is too small, remove tunnel frame and recut slightly to enlarge for tunnel to fit freely.



## Step 5

# Install Pet Door

### Optional Support Installation:

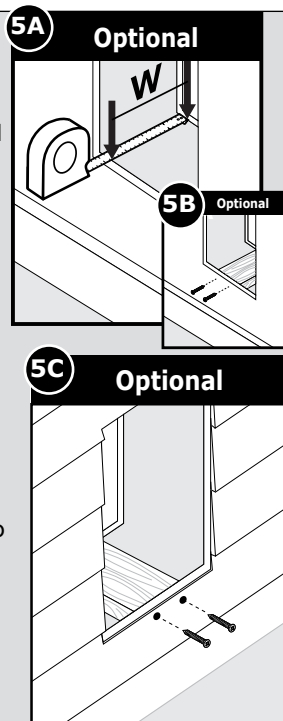
- 5A. Optional:** Measure from inside of exterior wall to inside of interior wall. Cut a 2 x 4 to the measured length (W), making sure cut is square. Remove any debris inside wall where support will be installed.

**NOTICE** Make sure support fits snug and is not too long or too short to prevent damage to wall.

- 5B. Optional:** Place cut 2 x 4 support inside wall so top of support is flush with bottom of interior and exterior cut-outs. Use 2 drywall or wood screws (not included) to fasten support to interior wall.

**NOTICE** If installing screws into vinyl siding, it may be necessary to drill a hole slightly larger than screw head so screw tightens flush and does not buckle the vinyl siding.

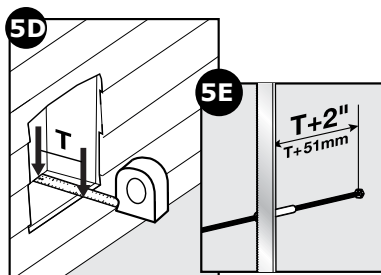
- 5C. Optional:** Use 2 drywall or wood screws (not included) to fasten support to exterior wall.



- 5D.** Measure cut-out from outside of exterior wall to outside of interior wall (T). Note the measurement.

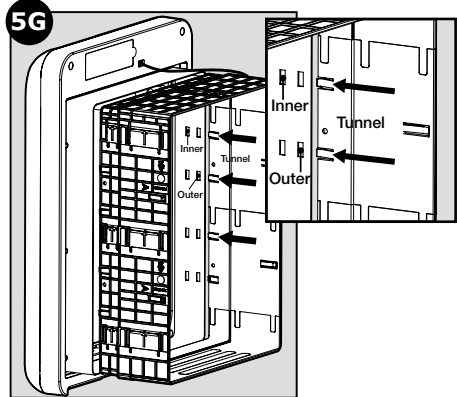
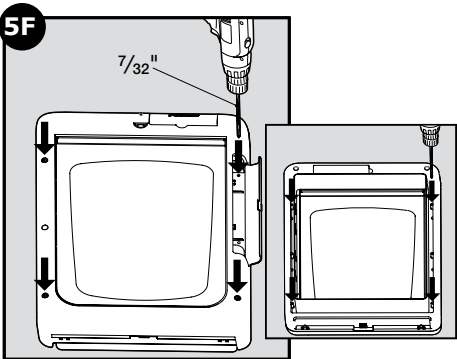
- 5E.** Screw a binder post onto screw rod end without the nut. Use the binder post as a guide and cut screw rod to a length of (T) + 2". After the cut, remove the binder post to help straighten the threads. Repeat with each screw rod.

*Note: After cutting the screw rods ensure the threads are smooth. If there are burrs use sandpaper or a file to remove the burrs so the screw binders screw easily over the threads.*



**5F.** Using a  $\frac{7}{32}$ " drill bit, drill through the four outer screw holes from front side of interior frame. Do not forget the screw hole(s) inside battery compartment. Turn frame over and drill through back side of same screw holes on interior frame.

**5G.** Before installing interior tunnel frame onto interior door frame, you need to determine which tunnel position is needed for your wall thickness. Use the "Wall Entry Kit Tunnel Frame Guide" (Chart 1) to determine this. Place interior tunnel frame (A-B) onto interior pet door frame (frame with flap) with tabs in tunnel position listed in chart (Chart 1) for your wall thickness.



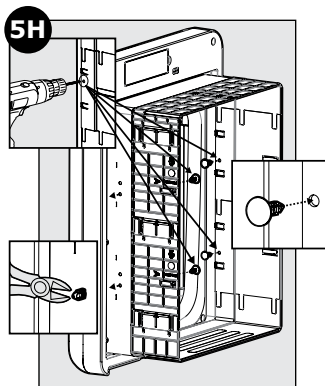
**Chart 1**

Passport™ Wall Entry Kit Tunnel Frame Guide			
Wall Thickness (T)		Tunnel Frame(s) Needed	Tunnel Position
min (in)	max (in)		
3 $\frac{3}{4}$ "	5 $\frac{1}{8}$ "	Interior only (A-B)	Interior Tunnel in Inner Tunnel Slot
5 $\frac{1}{8}$ "	5 $\frac{7}{8}$ "	Interior only (A-B)	Interior Tunnel in Outer Tunnel Slot
5 $\frac{7}{8}$ "	10 $\frac{7}{16}$ "	Interior (A-B) and Exterior (C-D)	Interior and Exterior Tunnel in Inner Tunnel Slot
10 $\frac{7}{16}$ "	11 $\frac{3}{16}$ "	Interior (A-B) and Exterior (C-D)	Interior Tunnel in Outer Tunnel Slot, Exterior Tunnel in Inner Tunnel Slot
11 $\frac{3}{16}$ "	12"	Interior (A-B) and Exterior (C-D)	Interior Tunnel and Exterior Tunnel in Outer Tunnel Slot

- 5H.** Using a  $\frac{3}{16}$ " drill bit, drill through side holes located inside interior tunnel frame through interior pet door frame.

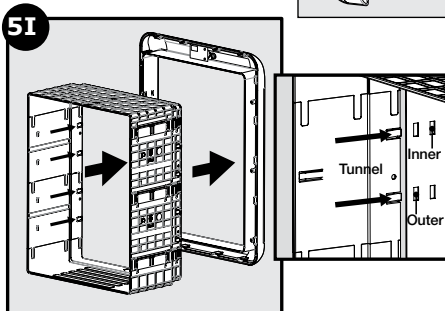
*Note: Small+ has 2 holes and Medium has 4 holes.*

From inside of tunnel, push to insert a tunnel fastener into each hole you just drilled until head of fastener is flush with tunnel side. Trim off any excess tunnel fastener using side-cutting pliers.



- 5I.** Depending on your wall thickness, you may not need the exterior tunnel frame for your installation. If the exterior tunnel frame is needed for your installation, you need to determine which tunnel position is needed for your wall thickness. Use the "Wall Entry Kit Tunnel Frame Guide"

(Chart 1 on page 12) to determine this. If you are NOT using the exterior tunnel frame, go to Step 5K. If you are using the exterior tunnel frame, place exterior tunnel frame (C-D) onto exterior pet door frame with tabs in tunnel position listed in Chart 1 for your wall thickness. Go to next step.



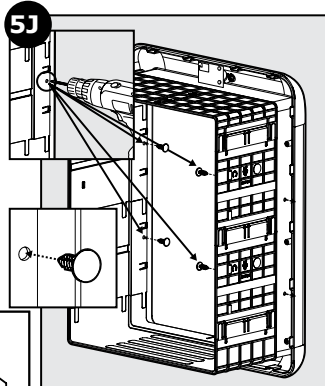
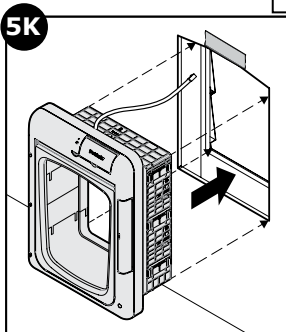
- 5J.** Using a  $\frac{3}{16}$ " drill bit, drill through side holes located inside exterior tunnel frame through exterior pet door frame. From inside of tunnel, push to insert a tunnel fastener into each hole you just drilled until head of fastener is flush with tunnel side.

*Note: Small+ has 2 holes and Medium has 4 holes.*

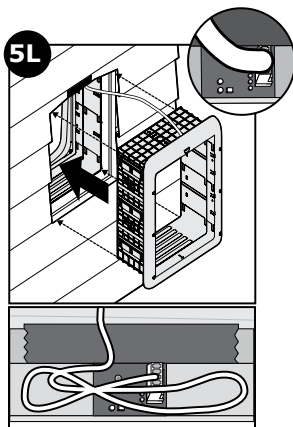
- 5K.** Apply duct tape along top edge of interior and exterior cut-out. Leave approximately 2" uncovered on either side of tape and make sure no excess tape will show outside of pet door frame. This is to cover raw edge of cut-out to keep it from pinching or cutting motion sensor wire.

Place interior pet door frame, with motion sensor wire on top of tunnel, in interior side of cut-out.

**Helpful Tip:** If working alone, tape interior frame in place while installing exterior frame and installation hardware.



- 5L.** From exterior side of cut-out, plug motion sensor wire from interior frame into connector on exterior frame. Without pinching wire, guide any excess wire into space between top edge of wall cut-out and tunnel on exterior frame. Align exterior frame into cut-out. View both sides to ensure the exterior and interior telescoping tunnels are aligned.



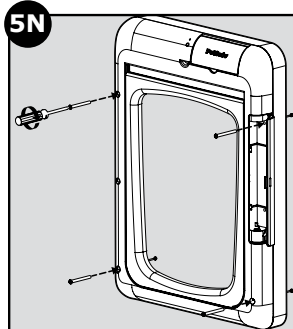
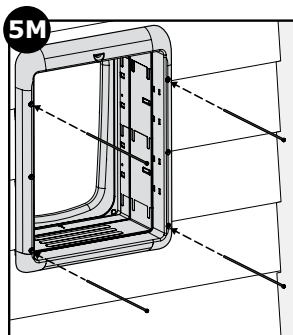
- 5M.** Insert screw rods with hex nut completely through the four outer screw holes on exterior frame until hex nut is flush within screw hole.

**Helpful Tip:** Tape interior frame tunnel to exterior frame inside flap opening to help hold frames together while inserting screw rods.

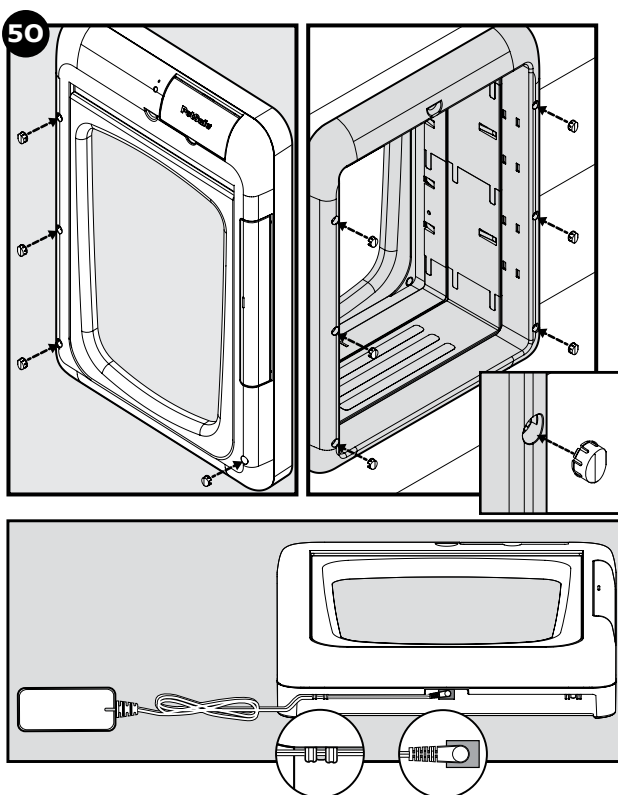
- 5N.** Insert binder posts into four outer screw holes on interior frame and align with screw rods. Be sure to insert binder post in screw hole(s) inside battery compartment. Reach through flap opening to push hex nut end of screw rod. While pushing hex nut, use screw driver to tighten binder posts.

**Helpful Tip:** Pull interior frame slightly away from cut-out to view screw rods and binder posts to help align.

**NOTICE** Use a manual screw driver to tighten binder posts. Do not over-tighten. Over-tightening can strip installation hardware or warp the pet door frame and prevent it from working properly.



**50.** Insert finishing plugs into screw holes on interior and exterior frames. Align flat edge of plugs with outer edges of frame. Plugs will only fit one direction. Plug power adapter into connector on underside of interior frame. Route power adapter wire through wire guides in desired direction towards nearest power outlet.



**Optional:** Caulk around exterior frame and in between tunnels, where tunnels meet, for improved weather resistance.

**Optional**



**⚠ WARNING** To avoid tripping, always position the power cord out of the path of foot traffic.

**CAUTION** Do not allow your pet to chew on the power cord.

**NOTICE** Only use designated power adapter with the product. Do not use power adapter in temperatures below 32° F (0° C) or above 104° F (40° C). Power adapter for indoor use only.

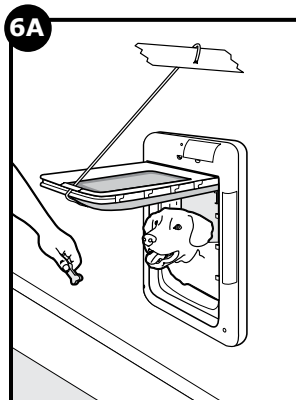
## Train Pet

### CAUTION

During pet training while pet door is in Open Mode, make sure to GENTLY lower flap onto pet's back. Also avoid possible injury by making sure your pet is entirely through the pet door opening, including paws and tail, before completely releasing flap.

*Note: For training you will also need to refer to the Installation and Operating Guide that came with your Passport Pet Access Smart System™.*

*Note: The Passport™ is designed with an electric motor to release and unlock the flap system when a Passport Key™ is detected. Do not allow your pet to run or charge through the Passport™. Due to variable radio-frequency interferences and the location where your Passport™ is installed, it could take several seconds for the unique code of the Passport Key™ to be read and the flap system to unlock.*



**6A.** To train your pet, set the Passport™ to **Open Mode** (see “Door Operational Modes”). Lift or tape main flap and interior U-flap open using string to help your pet become familiar with the pet door opening. **MAKE SURE TAPED FLAP IS SECURE AND WILL NOT FALL DURING TRAINING.** Try to encourage your pet to come through the pet door. DO NOT FORCE your pet through the door or they may become frightened. If your pet is timid, it might be helpful to lock the exterior U-flap so it does not move and scare your pet. To lock exterior U-flap, make sure interior U-flap and main flap are securely taped open while in **Open Mode**. Next, change Door Operational Mode to **Locked Mode** (see “Door Operational Modes”). This will lock the exterior U-flap in place. Please be aware you may receive the “Flap Held Open” error message on the LCD screen. This message will go away once you lower the flaps after your pet is trained. Establish a motive for your pet to use the Passport™. A good motivator is usually food. First feed your pet close to pet door on inside. Once your pet is comfortable approaching the door, move food to outside to try to get your pet to go through the pet door. After your pet has used the pet door a few times, lower flaps and change door back to **Open Mode**. Hold flaps open and try to get your pet to go through door while gently lowering flaps so they can touch your pet's back. This will help your pet become familiar with the flaps. Encourage your pet to push through the flaps on their own.

Once your pet is comfortable entering and exiting through the closed flaps in Open Mode, change the Passport™ Door Operational Mode to Smart Mode to operate with your pet's Passport Key™. Walk your pet to the Passport™ until the Passport Key™ is detected and the flap system unlocks. Encourage your pet to push through the flaps to the other side. Repeat training your pet to walk to the Passport™ and push through to the other side until they do it on their own. It is recommended NOT to use any other pet access modes (In-Only, Out-Only or Timer) until your pet is completely comfortable using the Passport™ in In/Out Mode (see “Master Access Modes” and “Pet Access Mode”).

Most pets will learn to use the Passport with a few short training sessions. However, some pets can take a little longer to become comfortable and more confident with the Passport™. The most important rule is to be patient with your pet. Let your pet work out for itself that it can go through the pet door. With a little patience and training, you and your pet will soon enjoy the freedom your new pet door provides.

**Helpful Tip:** Try treats or toys to encourage your pet to go through the pet door and become comfortable using it.

# Customer Care International

USA & Canada - Tel: 800-732-2677

Monday - Friday 8 AM - 8 PM / Saturday 9 AM - 5 PM

Australia - Tel: 1800 786 608

Monday - Friday 8:30 AM - 5 PM

New Zealand - Tel: 0800 543 054

Monday - Friday 10:30 AM - 7 PM

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## Terms of Use and Limitation of Liability

### 1. Terms of Use

This Product is offered to you conditioned upon your acceptance without modification of the terms, conditions and notices contained herein. Usage of this Product implies acceptance of all such terms, conditions, and notices.

### 2. Proper Use

This Product is designed as a system for programmable pet access. The specific temperament of your pet may not work with this Product. If you are unsure whether this is appropriate for your pet, please consult your veterinarian or certified trainer. Proper use includes reviewing the entire Operating Guide provided with your Product and any specific Caution statements.

### 3. No Unlawful or Prohibited Use

This Product is designed for use with pets only. This training device is not intended to harm, injure, or provoke. Using this Product in a way that is not intended could result in violation of Federal, State or local laws.

### 4. Limitation of Liability

In no event shall Radio Systems® Corporation be liable for any direct, indirect, punitive, incidental, special or consequential damages, or any damages whatsoever arising out of or connected with the use or misuse of this Product. Buyer assumes all risks and liability from the use of this Product.

### 5. Modification of Terms and Conditions

Radio Systems® Corporation reserves the right to change the terms, conditions and notices under which this Product is offered.

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## Warranty

### One Year Non-Transferrable Limited Warranty

This Product has the benefit of a limited manufacturer's warranty. Complete details of the warranty applicable to this Product and its terms can be found at [www.petsafe.net](http://www.petsafe.net) and/or are available by contacting your local Customer Care Center:

Radio Systems PetSafe Europe Ltd, 2nd Floor, Elgee Building, Market Square, Dundalk, Co. Louth. Ireland

Radio Systems Corporation, 10427 PetSafe Way, Knoxville, TN 37932 USA

**Australia/New Zealand – In compliance with the Australian Consumer Law, Warranties Against Defects, effective January 1, 2012, warranty details of this Product are as follows:**

### One Year Non-Transferrable Limited Warranty

**What is covered:** Radio Systems Australia Pty Ltd (hereinafter referred to as "Radio Systems") warrants to the original retail purchaser, and not any other purchaser or subsequent owner, that its Product, when subject to normal and proper residential use, will be free from defects in material or workmanship for a period of one (1) year from the purchase date. An "original retail consumer purchaser" is a person or entity who originally purchases the Product, or a gift recipient of a new Product that is unopened and in its original packaging. When serviced by Radio Systems Customer Service, Radio Systems

covers labor and parts for the first year of ownership; after the first year, a service or upgrade charge will apply relative to replacement of the Product with new or refurbished items at Radio Systems' sole discretion.

The limited warranty is non-transferrable and shall automatically terminate if the original retail consumer purchaser resells the Radio Systems Product or transfers the property on which the Radio Systems Product is installed. This Limited Warranty excludes accidental damage due to dog chews; lightning damage; or neglect, alteration, and misuse. Consumers who purchase products outside of Australia, New Zealand, or from an unauthorized dealer will need to return the Product to the original place of purchase for any warranty issues. Please note that Radio Systems does not provide refunds, replacements, or upgrades for change of mind, or any other reason outside of these Warranty terms.

### **Claims Procedure**

Any claim made under this Warranty should be made directly to Radio Systems Australia Pty Ltd Customer Care Centre at:

Radio Systems Australia Pty Ltd  
PO Box 765, Mudgeeraba QLD 4213  
Australia Residents: 1800 786 608  
New Zealand Residents: 0800 543 054  
Email: [info@petsafeaustralia.com.au](mailto:info@petsafeaustralia.com.au)

To file a claim, a proof of purchase must be provided. Without a proof of purchase, Radio Systems will not repair or replace faulty components. Radio Systems requests the Consumer to contact the Radio Systems Customer Care Centre to obtain a Warranty Return Number, prior to sending the Product. Failure to do so may delay in the repair or replacement of the Product. If the Product is deemed to be faulty within 30 days from date of original purchase, Radio Systems will organize for a replacement to be sent in advance of returning the faulty Product. A Post Bag will be included with the replacement Product for the return of the faulty Product. The Product must be returned within 7 days of receiving the replacement. If the Product is deemed to be faulty after 30 days from the date of original purchase, the consumer will be required to return the Product to Radio Systems at the consumer's own expense. Radio Systems will test and replace the faulty unit or its components and return to the consumer free of charge, provided the Product is within its said warranty period. This warranty is in addition to other rights and remedies available to you under the law. Radio Systems goods come with guarantees that cannot be excluded under the Australia 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.

Should you have any queries or require any further information, please contact our Customer Care Centre on 1800 786 608 (Australia) or 0800 543 054 (New Zealand).



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