SURE FLAP®

DualScan Microchip Cat Flap

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Important Notice

Please read all of these instructions BEFORE fitting the SureFlap DualScan Microchip Cat Flap™. Importantly, please check whether there is metal in the substrate that the flap is to be fitted into. Please follow the metal mount instructions in section 6.3 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.

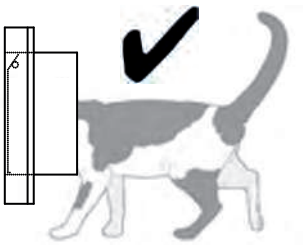
The DualScan cat flap will operate with all 9, 10, and 15-digit microchips that are commonly used for pet identification, except 10 digit chips with codes beginning 000..., 010..., or 020... Alternatively, you can use the cat flap with the SureFlap RFID Collar Tag (sold separately), please see section 4 for more information.

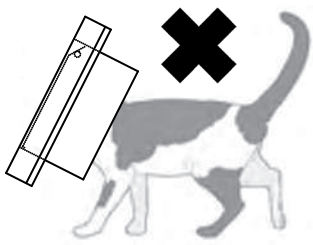
Every effort has been made to ensure the DualScan cat flap will operate with all relevant microchips. However, there are a small number of circumstances relating to the position of your cat's microchip and the signal strength of the individual chip, which may mean that the cat flap does not operate reliably.

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

1. Insert batteries and leave for 10 seconds with nothing in the tunnel so that the sensors can settle.
2. Follow the standard learn process for the first of your cats who is allowed outside, see section 5.1.
3. Leave the flap until the lock closes again.
4. Test the normal operation of the flap, see section 8. Persuade your cat to put its head up to the door from the tunnel side. Try to make sure this is similar to how your cat would use it in practice, as shown below. The catch should open. Now do this again but from the side with the battery compartment, and check that the catch opens.
5. Repeat this process for each of your cats who are allowed to go outside.
6. For cats who are going to be kept indoors learn them into the cat flap using safety learn mode (section 5.2) and then test normal operation from the tunnel side only.

Please test to make sure your cat(s) can fit comfortably through the flap before fitting.





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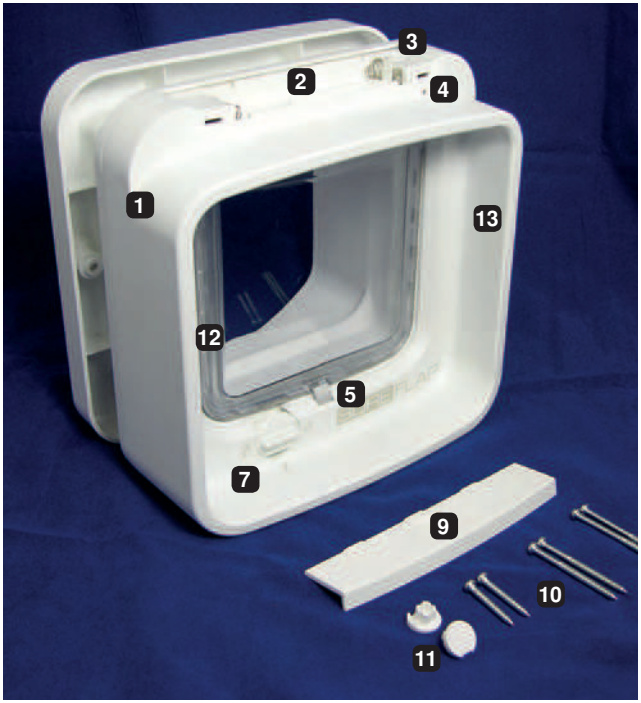
1. Box Contents



1. Main Flap Assembly
2. Battery Compartment
3. Memory Button
4. Indicator Lamp
5. Internal catch
6. External catch
7. 4-way Manual Lock
8. External Frame
9. Battery Cover
10. Selection of Screws
11. Screw Caps
12. Draught Excluder
13. Internal antenna
14. External antenna

2. Introduction

Congratulations on your purchase of the SureFlap DualScan Microchip Cat Flap. This cat flap has been designed to recognise either the microchip already implanted in your cat or the SureFlap RFID Collar Tag (sold separately). The SureFlap DualScan Microchip Cat Flap is suitable for multi-pet households to control the access of your pets both into and out of the house. This allows you to restrict some pets to indoors-only, while others are allowed outside and back in again. Any intruder animals attempting entry are kept outside. Entry/exit permissions are easy to set up and change over time, depending on your pet's individual requirements.

Operation of the DualScan cat flap couldn't be simpler. Once the batteries have been inserted, the flap can be put into the standard learn mode, to learn the identities of cats that are allowed access to the outdoors. The next cat 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 or collar tag code stored in the memory. 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!

There is also a safety learn mode for indoor only cats, this is to ensure that they are able to regain access through the cat flap, and won't be locked out, for further information see section 5.2.

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

- Compatibility with identification microchips or RFID collar tag
- Robust and elegant design
- Learn mode for programming multiple cats
- Safety learn mode
- Double antenna
- 4-way manual lock
- Low battery indicator
- Typical battery lifetime at least 6 months [1]

We wish you years of trouble-free operation with your DualScan cat flap and hope you enjoy the benefits it brings to your home and cat.

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

3. Microchip Type

The DualScan cat flap 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) except those with codes starting 000..., 010..., or 020...
- 9-digit microchips

In addition the cat flap is also compatible with the SureFlap RFID Collar Tag (sold separately).

Extensive tests have shown that the DualScan cat flap works perfectly with the vast majority of microchips. However a very small percentage of cats have a microchip without the required range for the cat flap – this does not mean there is a problem with the microchip. In these rare cases please contact our customer service team for assistance.

If permanent changes to a door or wall are required for installation we strongly advise testing the DualScan cat flap with your cat(s) first. To test that it works for your cat carry out both the learn process (see section 5) and then test normal operation (see section 8).

4. 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 cat is not, or cannot, be microchipped and you choose to use the SureFlap RFID Collar Tag, 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 cat's collar. Like microchips, each collar tag has a unique code, to prevent any non-resident pets or strays from entering your home.

SureFlap RFID Collar Tags are available via the SureFlap website or from our retail and veterinary stockists.

5. Learn Mode (and changing permissions)

To start operation, the DualScan cat flap needs to learn the unique ID code of your cat's microchip or collar tag. Unless you want to change the permissions for your cat(s), this process is only required once, as the code is permanently stored, even if the batteries are removed.

The microchip numbers or collar tag codes of up to 32 different cats can be stored in memory. Simply repeat the learn process until all cats' microchip numbers have been learnt. Replace the battery cover when the learn process has been completed for all cats.

5.1 Standard Learn Mode (for cats with outdoor access)

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 1.
2. Remove the battery cover. Press the memory button for around 1 second and release. See Figure 2.
3. The indicator lamp will flash **GREEN** once every second and the catches will open, allowing a cat to pass through the flap in either direction. See Figure 3.
4. The next cat 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.
5. Once a cat's microchip number has been successfully learnt, the flap reverts to normal operation. The indicator lamp stops flashing and the catch will close a couple of seconds after the cat has moved away from the cat flap.

5.2 Safety Learn Mode (for indoor only cats)

1. To access the safety learn mode **press the memory button once, wait for the lock to stop moving and then press it again.**
2. The indicator lamp will flash RED once every second and the catches will close.
3. Follow steps 4 & 5 above to complete the learn process.

This mode is important because if an indoor-only cat climbs out of a window, or someone accidentally lets them outside, it ensures that they will be able to get back into the house and will not be stuck outside. **Note - if you have an indoor-only cat who is not microchipped (or is not wearing a SureFlap RFID Collar Tag) they will not be able to regain access to the home if they accidentally get out. For this reason we recommend that all of your cats should be microchipped or wear a SureFlap RFID Collar Tag.**

To cancel learn mode (e.g. after pressing the memory button accidentally) -

- **Standard learn mode (green flashing light)** - Press the memory button once. Wait for the lock to stop moving and then press it again.
- **Safety learn mode (red flashing light)** - Press the memory button once.

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

To learn the SureFlap RFID Collar Tag follow the relevant learn process depending on the required permissions for that cat. Hold the collar tag in your hand and then place your hand inside the tunnel of the DualScan cat flap making sure that you touch the door.

5.3 Changing the entry/exit permissions for your cat

You can change the permissions for any of your cats at any time; for example if a cat who is allowed outside now needs to be kept in due to illness or injury, or a kitten who was indoor only is now allowed outside. To do this simply override the current entry/exit permission by relearning the cat as detailed below.

a) **To change to entry only** (change a cat with outdoor access to indoor-only), learn this cat using the safety learn mode in section 5.2
b) **To change to exit and entry (**allow an indoor-only cat access to outdoors), learn this cat using the standard learn mode in section 5.1

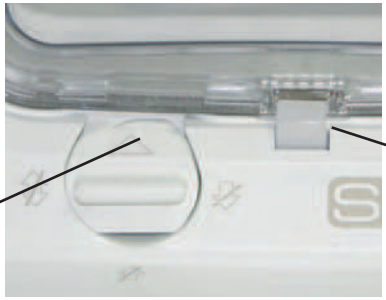


Figure 1

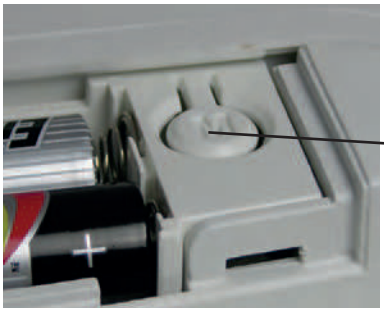


Figure 2

Figure 3

6. 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 DualScan cat flap.**

Cat Flap positioning

The ideal height of the DualScan cat flap 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 into which the unit will be installed. In these circumstances, it is usual to mount the cat flap as low as possible.

Note - the interior frame of the DualScan cat flap has a depth of 70mm (2 3/4") in order to incorporate the double antenna, this should be considered when choosing the installation location to ensure it will not be damaged. **You should ensure that the cat flap will not be hit against the wall or other object when the door is opened.**

6.1 Installation in wooden doors, plastic doors, or plasterboard walls

1. Place the external frame face down as in Figure 4. 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 cat flap and stick the frame to the door. To ensure that it is level we recommend you use a spirit level as shown in Figure 5.
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 6. Using a drill with a 6mm (1/4") diameter bit, drill the two holes for the screws. It is vital these holes are drilled straight to ensure the two halves of the cat flap 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 (1/8") 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 7.
6. Clean off any loose debris, dust and dirt from the door before you install the DualScan cat flap, see Figure 8.
7. Mount the cat flap in the hole with the main assembly (battery cover) ***inside*** the house. See Figure 9.

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 10.
9. When the cat flap 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 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 11.

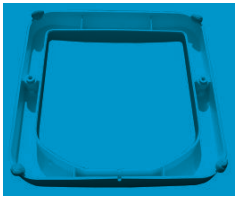


Figure 4

Figure 5

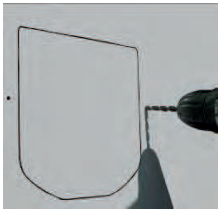


Figure 6

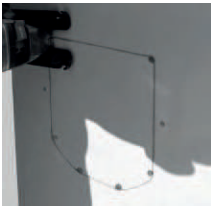


Figure 7

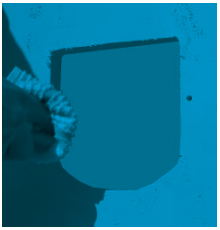


Figure 8

Figure 9

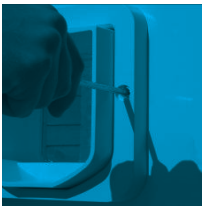


Figure 10

Figure 11

6.2 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 a circular hole with a diameter of 212mm (8 3/8") is the ideal size. A ***mounting adaptor*** is available to complete an installation in glass, and is suitable for covering holes from 210mm (8 1/4") to 260mm (10 1/4") in diameter, see Figure 12.

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 12

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

1. A circular hole 212mm in diameter is required to accommodate the tunnel. See Figure 13.
2. If installing the DualScan cat flap in a double glazed panel you may choose to seal between the panels around the circular hole to avoid moisture collecting inside. Do not use metal in any such seal.
3. We recommend running a bead of 'All Weather Sealant' around the edge of the hole on both sides of the glass, see Figure 14. The sealant will help secure the cat flap 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.
4. Slide one of the mounting adaptor rings over the main assembly, see Figure 15.
5. 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 16.
6. From outside mount the second part of the mounting adaptor and then the external frame, see Figure 17. When working with cut glass always wear protective gloves as the edges may be sharp.
7. Screw the two halves together as in Figure 18. 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.

8. Align the white screw caps with the slot pointing inwards and then push firmly into place
9. From the inside of the house you will now see your cat's stylish new entrance as in Figure 19.

Figure 13

Figure 14

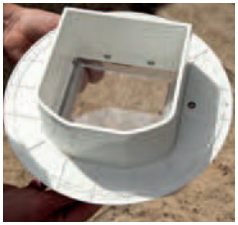


Figure 15

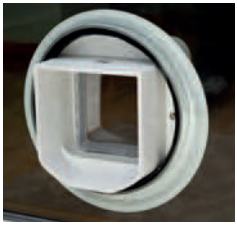


Figure 16

Figure 17

Figure 18

Figure 19

6.3 Installation in metal doors

The presence of a metal plate in a door can influence the performance of the DualScan cat flap, reducing the range of the microchip reader. This includes the following:

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

Please note that metal hinges, door handles etc. should not affect the performance of your DualScan cat flap.

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, 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, follow the instructions below for improved read range.

Improved installation in metal doors requires the mounting adaptor shown in Figure 12. For details of where to purchase this adaptor see our website www.sureflap.com.

1. Cut a circular hole in the door 212mm (8 3/8”) in diameter. Install the DualScan cat flap in this circular hole according to the instructions in section 6.2. 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, increase the diameter of the hole from 212mm (8 3/8”) to the maximum diameter of 260mm (10 1/4”) 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.

If you have followed the steps above and are still experiencing performance issues please follow the steps in the troubleshooting section. If all other troubleshooting has been carried out without finding the source of the problem please contact SureFlap customer service for further assistance.

6.4 Installation in walls

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

For installation of the DualScan cat flap in a wall we recommend using the following accessories:
SureFlap Cat Flap Mounting Adaptor (Product Code: GMA001)
SureFlap Cat Flap Tunnel Extender (Product Code: TUN001)

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 11/16" x 6 11/16") square on the wall at the position of the tunnel.
3. Make a 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 20 and fit the tunnel extenders together. When the glue has dried apply weatherproof tape to the outside of the tunnel as shown in Figure 21.
5. Follow step 4 to bond all of the tunnel extenders together – ***Remember do not glue the tunnel extender to the tunnel of the cat flap, 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 (5/32") drill bit – these four holes are for the screws that will hold the cat flap 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 22.
7. Now take the two shortest screws from the box and using a washer screw the mounting adaptor to the cat flap as shown in Figure 23.
8. Place the cat flap (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 24.
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 the cat flap's tunnel as shown in Figure 25.
12. Place the cat flap and the tunnel through the hole in your wall and screw it in place using the four screws through the mounting adaptor – see Figure 26.
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 27.
17. We recommend putting some waterproof sealant between the tunnel and the external frame to prevent water getting into the wall cavity.

Figure 20

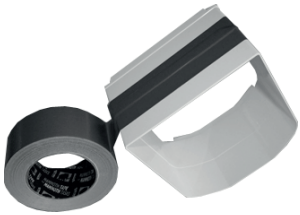


Figure 21

Figure 22

Figure 23

Figure 24

Figure 25

Figure 26

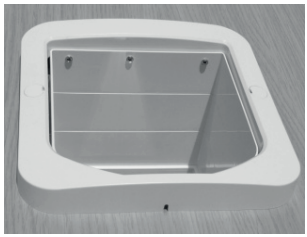


Figure 27

6.5 Electrical interference

The DualScan cat flap contains a sensitive radio receiver to pick up the signal from your cat's microchip. In rare instances, excessive levels of electrical interference can cause the range of the system to degrade. Avoid the following situations:

1. The DualScan cat flap 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 the DualScan cat flap.

If you suspect electrical interference may be affecting the performance of your DualScan cat flap please contact customer service for assistance.

7. Batteries

The DualScan cat flap requires 4x AA 1.5V batteries. With normal usage, one set of batteries will typically last for at least 6 months [2]. A low battery indicator tells you when the batteries have run out and is described in section 10.

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 the DualScan cat flap in order to give the longest lifetime. We do not recommend using rechargeable batteries because they generally produce a lower voltage which may cause the low battery indicator light to flash, even when the batteries do not need recharging.

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

8. Normal Operation

Normal operation couldn't be simpler. Once programmed, the DualScan cat flap controls the access of your pets both into and out of the house. This allows you to restrict some pets to indoors-only, while others are allowed outside and back in again. Any intruder animals attempting entry are kept outside.

When a cat puts its head in the tunnel to push the flap open sensors on either side of the door detect which side of the flap your pet is approaching from and permits entry or exit only if the individual's settings enable it to do so. Note that the DualScan cat flap does not activate if your cat is just wandering in front of the flap, inside or outside the house.

After the cat flap has opened, it will stay unlocked until after your cat has passed through the tunnel. The catch will close around one second later. Note that both catches will open when your cat goes through the cat flap.

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

When testing the DualScan cat flap before installation, your cat will need to push 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 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.

9. 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 before programming.

Note that the door of the DualScan cat flap 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.

10. 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 comes on. This is a slow red 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 5 seconds) for the low battery indicator is different from the fast flashing (every second) in learn mode. Learn mode should not be used when the batteries are low – replace the batteries before programming a new microchip or collar tag into the memory.

11. Memory Wipe

It is very unlikely that you will need to wipe a cat's microchip or collar tag code from the cat flap'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. You can also change a cat's permissions at any time, as described in section 5.3. However, in the unlikely circumstance that you need to wipe the memory (e.g. you accidentally programme for next door's cat!), follow the process below.

1. Press and hold the memory button for at least 10 seconds.
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 the cat flap can re-learn your cat(s) microchip numbers, as required.

12. Switching Off/Use As A Non-Selective Cat Flap

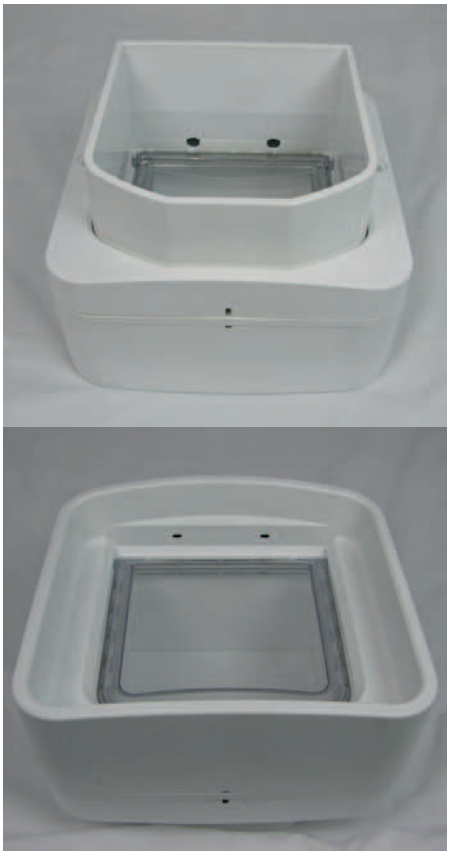
In the event that you want to turn off your DualScan cat flap and revert to using it as a standard cat flap (so that any cat can exit or enter at any time), follow the four steps below:

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

This mode may be useful if you have purchased the DualScan cat flap before your cat has been microchipped or while your cat is getting used to the presence of its new cat flap (see troubleshooting guide). Alternatively, the SureFlap RFID Collar Tag is available if your cat is not yet microchipped.

Note: Keep indoor-only cats out of the room with the cat flap in when operating as a non-selective cat flap.

13. Maintenance



The sensors that detect the presence of a cat in the tunnel are optical and are situated on the inside and outside of the cat flap as shown opposite. 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 sensors relies on a reflection from the base of the tunnel, which should also be kept reasonably clean. If you have a brown DualScan cat flap, please ensure the silver reflective stickers are kept free from dirt. If you notice that the sticker is missing please contact SureFlap customer service or replace with the spare sticker provided.

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

After cleaning, leave the DualScan cat flap for approximately 10 seconds for the unit to settle before normal operation returns.

14. Troubleshooting

Symptom: The DualScan cat flap does not learn your cat's microchip number or collar tag 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 the DualScan cat flap is mounted in a door containing metal. If this is the case, follow the instructions in section 6.3 for improved mounting.
- Ensure the tunnel and sensor lenses are reasonably clean (see section 13).
- After inserting batteries did you leave the cat flap for around 10 seconds before allowing a cat 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 6.5).
- Check the learn process was carried out correctly for each of the cats you own. For example, when you have put the DualScan cat flap 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.
- In rare circumstances the microchip's range is not sufficient for the DualScan cat flap 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: The DualScan cat flap only works for my cat in one direction

- Check that the sensors are clean on both the inside and outside of the door.
- Relearn your cat into the cat flap using normal mode (see section 5.1).
- Follow the other troubleshooting steps as mentioned above.

Symptom: Short battery lifetime

- Ensure the tunnel and sensor lenses are clean (see section 13).
- 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 13).
- Check that there are no obvious sources of electrical noise in the area e.g. faulty flickering lights, etc (see section 6.5).
- If you have a brown DualScan cat flap 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 or replace with the spare sticker provided.

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 check that the lenses and tunnel are clean (see section 13).

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

- Your cat will learn to love its DualScan cat flap, however a small proportion of cats are initially put off by the noise of the catch opening, particularly if they are not used to using a selective flap. If your cat does not adjust immediately to the use of the DualScan cat flap then use the following process to coax it into using it. With a bit of persistence all cats will learn to use the flap.
- First ensure that any cats who are not allowed out of the house do not have access to the cat flap.
- Follow the instructions in section 12 and leave the cat flap turned off. This will allow it to start using the flap without any noise from the catch.
- Once your cat is used to the DualScan cat flap 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 door swing shut and allow it to start using the flap. Strategic positioning of food inside/outside the house can also help encourage the initial use of the flap.

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 cat flap 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 11.
- Remove the batteries for at least 2 minutes.
- The unit is now completely reset.

15. Warranty & Disclaimer

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

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

Disclaimer: The DualScan cat flap incorporates selective entry and exit 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 or an indoor-only pet gaining access to the outdoors, 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 or exit of unwanted animals and is not 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 the DualScan cat flap in a fire door, as it will render the fire door unfit for purpose.

SureFlap Ltd recommends that the DualScan cat flap is used with your cat'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. SureFlap cannot accept liability for any injury or death caused by a cat's collar.