

Cat Flap Step

A unique solution to high-up pet flaps

Designed and manufactured in the UK

*Cat Flap Step is a Trade Mark and the product is design protected.



Cat Flap Step is a step designed to aid pet access through cat flaps.

Modern doors and windows can have thick frames which can mean cat flaps are often installed quite high up the glazed panel or door. This can result in a potentially awkward climb through the flap causing frustration for the animal and in some cases injury. This problem is more likely to affect older pets with mobility issues or existing injuries.

Cat Flap Step can be installed directly to the glazing or smooth UPVC using high-strength adhesive tape (supplied) or alternatively attached to the plastic or wooden frames below the flap.

Read on for fitting instructions and important information regarding considerations before installation.

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www.catflapstep.com
contact@catflapstep.com



*Cat Flap unit not included

Will it fit below my pet flap?

IMPORTANT CONSIDERATIONS BEFORE PURCHASE AND INSTALLATION

Cat Flap Step has been designed to cope with a wide range of cat flap products and their various installation positions. It is however essential to make sure the step will fit below your pet flap before purchase and installation.

The diagram below shows the space required for the step to be successfully installed below your pet flap.

Please check the step will fit roughly half way between the floor and the bottom lip of the cat flap. Also, ensure there is enough mounting area available for the brackets.

All surfaces **MUST** be clean and smooth otherwise the adhesive tape will not work properly. This also applies to the screw fitting version.

VERY IMPORTANT

Please check the step will fit roughly half way between the floor and the bottom lip of the cat flap before removing any adhesive tape backing or drilling any holes.

As with any product, Cat Flap Step has a few sharp edges resulting from the manufacturing processes used. Please take care when handling or installing the step.

GLASS/UPVC INSTALLATION SUMMARY:

- Minimum 65mm vertical gap between the bottom of the pet flap and the window/door frame. This drops to 50mm for oval or circular pet flaps.
- Minimum 290mm horizontal space between the window or door frame.
- Completely clean and smooth glass/UPVC surface.
- Make sure the step does not interfere with any walls, etc when the door is opened.

WOOD FRAME INSTALLATION SUMMARY:

- Minimum 60mm vertical flat clean mounting surface.
- Minimum 290mm horizontal flat clean mounting surface.
- Smooth and flat mounting surface.

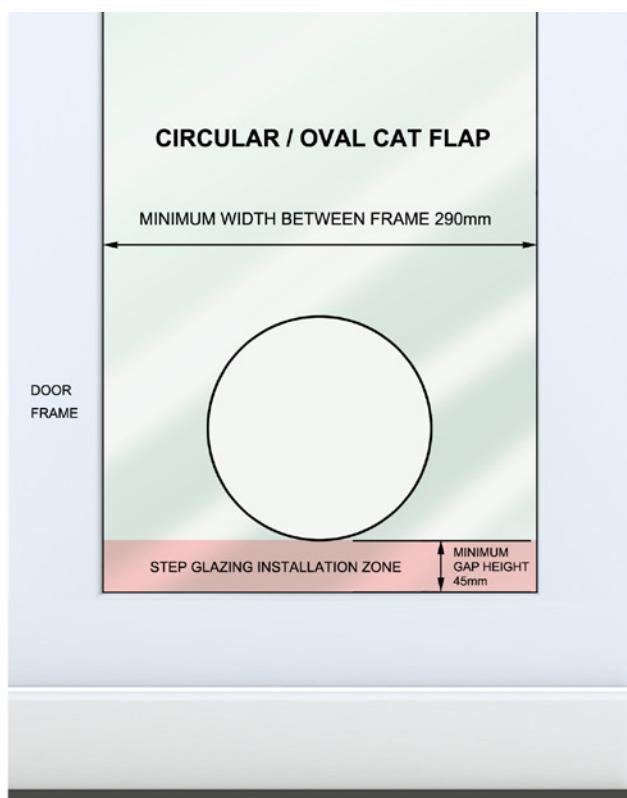
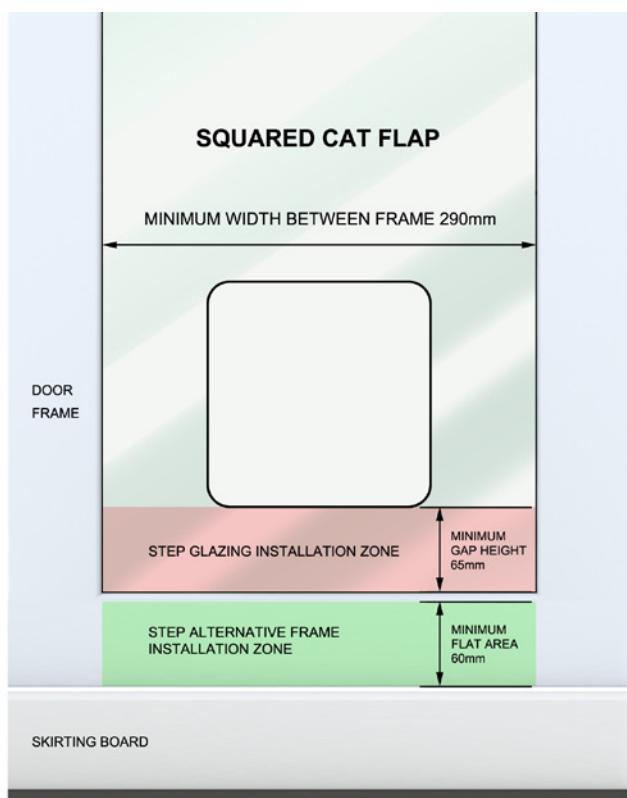
PET WEIGHT LIMITATIONS

- Max 10kg (1.6 stones) sustained pressure.

SAFETY NOTICE:

- Make sure the step won't be a trip hazard.
- Make sure the step doesn't restrict access.

Front view showing positioning limitations of Cat Flap Step.

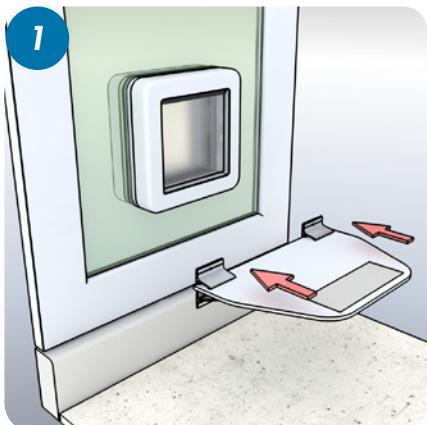


GLAZING/UPVC INSTALLATION - QUICK FITTING GUIDE

Cat Flap Step securely attaches to clean smooth glass and UPVC by using a strong double-sided adhesive foam tape. It is important to get the step level and centralised below your pet flap before installation. In the final stage it is crucial to push the brackets **very firmly** onto the glass or UPVC mounting surface. Once stuck, the step is **NOT** repositionable!

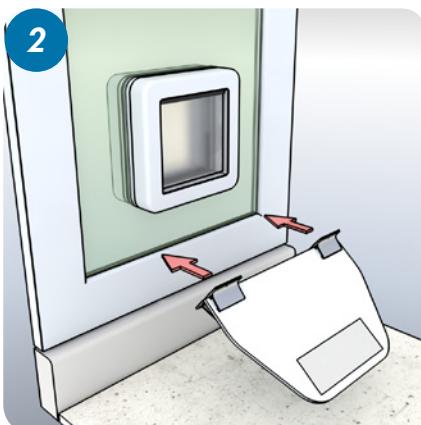
VERY IMPORTANT

Check the Cat Flap Step can fit below the flap before removing any tape backing paper.



PRE-FITTING CHECK

DO NOT PEEL OFF TAPE BACKING BEFORE THIS CHECK! (Stages 1-4)



Line up the Cat Flap Step then tilt and move forward.

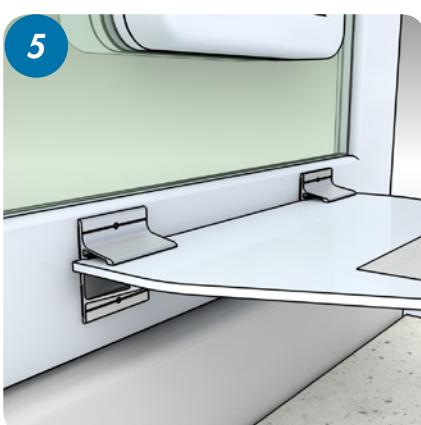


To make sure the step is level you can often rest the brackets on the frame as shown.

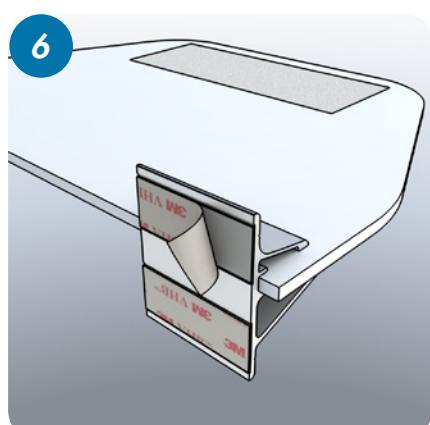


Try and align the step centrally below the flap. You can mark the position with a pencil if required.

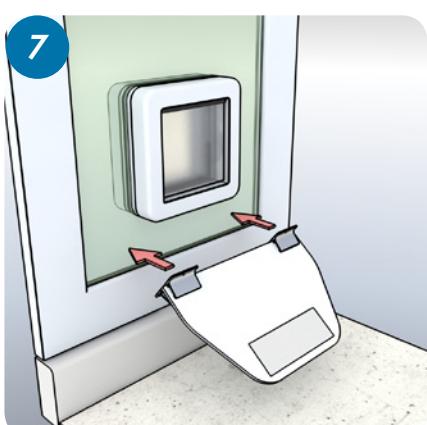
If it fits, proceed to stage 6.



The step can also be mounted on the UPVC frame.



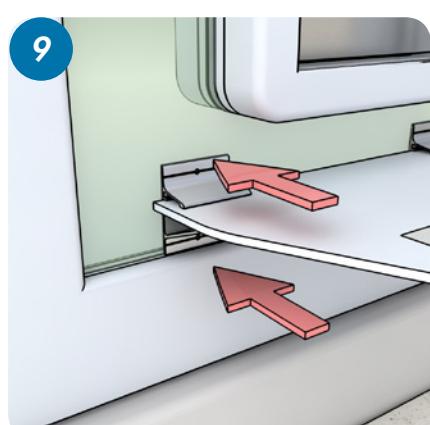
Once you're happy it can fit below your cat flap, remove the tape backing paper. The tape is high strength so try not to touch the exposed sticky surface.



Again, carefully move the step towards the mounting area.



Once you are happy it is level and central, tilt up to stick the brackets. Push the brackets very firmly onto the surface.



IMPORTANT! Press as hard as you can on the top and bottom of the brackets to make sure the bond is good. The step should now be secure.

WOOD/MASONRY INSTALLATION - QUICK FITTING GUIDE

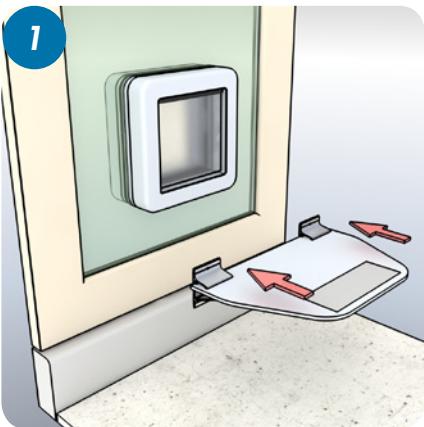
Cat Flap Step can also be mounted to wooden doors or even masonry by using standard screw fittings (supplied). It is important to get the step level and centralised below your pet flap before fitting. The images below show the basic screw fitting procedure but if you are unfamiliar with using power tools or drilling holes, etc, please seek assistance.

VERY IMPORTANT

Check the Cat Flap Step can fit below the flap before drilling any holes.

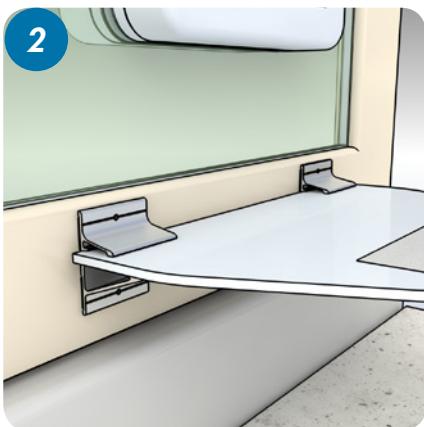
ADDITIONAL ADVICE

For fixing to masonry or plasterboard we advise using wall plugs (not supplied).

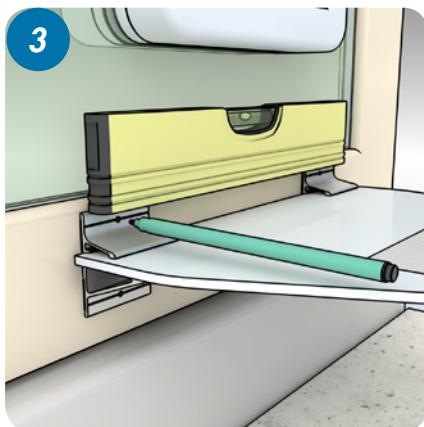


PRE-FITTING CHECK

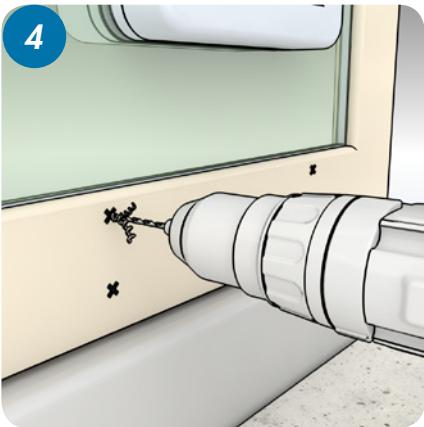
Requires 60mm vertical flat surface somewhere below the cat flap.



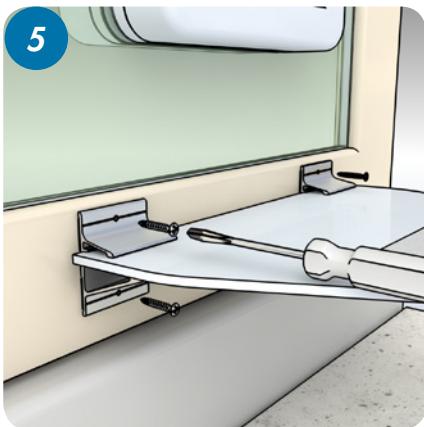
Check the step can fit in the desired position before drilling any holes. It is often a good idea to line up the step brackets with the door frame edge to get it level.



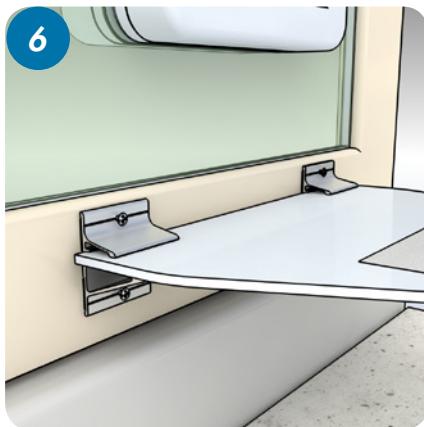
Once you're happy it is level and centralised, use a non-permanent marker or pencil to mark the 4 holes required through the pre-drilled holes in the brackets.



Remove the Cat Flap Step and using your position markers, drill four 2mm diameter holes to a depth of around 10-15mm. Seek help if you are unfamiliar with using a drill.



Finally, using the screws provided, screw the two brackets to the surface.



Your Cat Flap Step should now be secure.

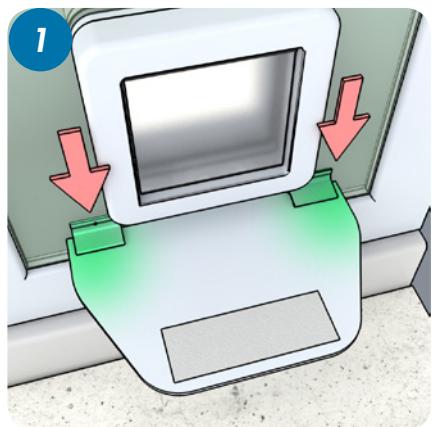
CAT FLAP STEP - PERMANENT REMOVAL

It is possible to remove the step by applying a strong and constant downward pressure on both brackets to gently prise it off. See **Removal Tips** to the right.

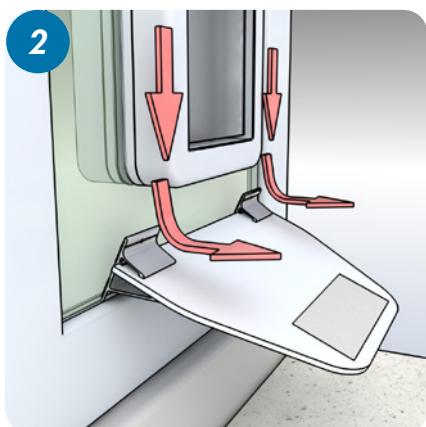
You will need to be fairly forceful and the pressure **must** be constant as this causes the bond to gradually release. It may be worth getting a strong helper for this process.

VERY IMPORTANT

Push down on the areas marked in green only to avoid damaging the Cat Flap Step or yourself!



With the palms of your hands and your fingers wrapped underneath the brackets, push down hard on the areas seen here coloured green. If enough force is exerted, the brackets should start to slowly peel away from the glass. This could take a minute or two.



Maintain the downward pressure until the step is fully detached from the glass or surface. Usually any remaining tape can be peeled away by hand and if there are any remaining bits of tape you can't remove, squirt some neat lemon juice onto it and leave to soak for about an hour. The tape should then be easily removable with your nails or a suitable scraper.

RE-INSTALLING

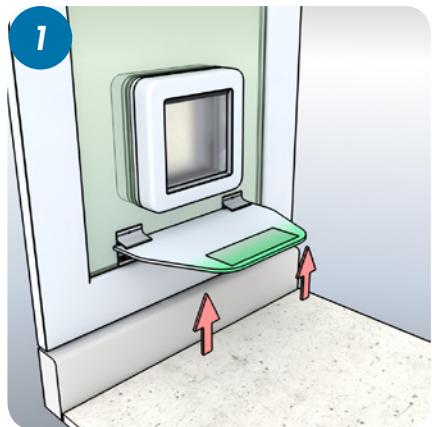
You will need replacement adhesive tape pads to re-attach the step. Please contact Cat Flap Step and we'll arrange a new set to be delivered at a nominal fee.

CAT FLAP STEP - MAINTENANCE & CLEANING

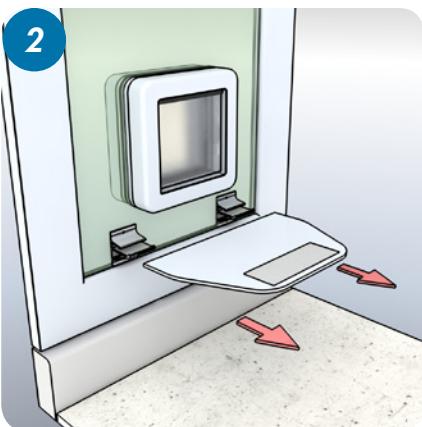
The Cat Flap Step is designed to be cleaned in-situ, but if you wish to remove the plastic step part for a thorough cleaning or some other purpose like temporarily improving door access or decorating, please follow the instructions below.

VERY IMPORTANT

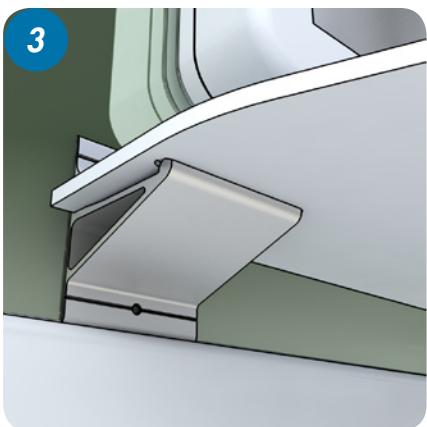
Clean the step using warm water and detergent. Do not place in the dishwasher.



To remove the plastic step component, grip the green areas shown and tilt the step upwards by about 5 degrees.



At the same time as tilting the plastic upwards, simply pull the step towards you using a shuffling action. The step should just pull away in your hands.



To re-attach the step, slide it back into the brackets and make sure the underside grooves locate back into the raised bracket edge. You will hear a click when it locates correctly.

REMOVAL TIPS:

■ Squeeze some lemon juice onto the foam tape between the brackets and the glass/UPVC and leave for a few hours prior to trying to prise off the step.

■ The tape bond releases slowly under pressure so be patient and allow it to gradually peel away.



IMPORTANT

As with any product, Cat Flap Step has a few sharp edges resulting from the manufacturing processes used. Please take care when handling or installing the step.

If you don't feel confident handling or installing the step, please seek advice or assistance.

1 DEFINITIONS

In this document the following words shall have the following meanings:

1.1 "Consumer" shall have the meaning ascribed in section 12 of the Unfair Contract Terms Act 1977;

1.2 "Customer" means any person who purchases Goods from the Supplier;

1.3 "Goods" means the articles specified in the Proposal;

1.4 "Proposal" means a statement of work, quotation or other similar document describing the Goods to be provided by the Supplier;

1.5 "Supplier" means CAT FLAP STEP of 26 Gras Lawn, Exeter, EX24RZ, UK

1.6 "Terms and Conditions" means the terms and conditions of supply set out in this document and any special terms and conditions agreed in writing by the Supplier.

2 GENERAL

2.1 These Terms and Conditions shall apply to all contracts for the supply of Goods by the Supplier to the Customer and shall prevail over any other documentation or communication from the Customer.

2.2 Any variation to these Terms and Conditions shall be inapplicable unless agreed in writing by the Supplier.

2.3 Nothing in these Terms and Conditions shall prejudice any condition or warranty, express or implied, or any legal remedy to which the Supplier may be entitled in relation to the Goods, by virtue of any statute, law or regulation.

2.4 Nothing in these Terms and Conditions shall affect the Customer's statutory rights as a Consumer.

3 THE ORDER

3.1 The Proposal attached to these Terms and Conditions shall remain valid for a period of 15 days.

3.2 The Customer shall be deemed to have accepted the Proposal by placing an order with the Supplier ("the Order") within the period specified in Clause 3.1.

3.3 All Orders for Goods shall be deemed to be acceptance of the Proposal pursuant to these Terms and Conditions.

4 PRICE AND PAYMENT

4.1 The price for the Goods is as specified in the Proposal and is inclusive of VAT and any applicable charges outlined in the Proposal.

4.2 Payment of the price shall be in the manner specified in the Proposal.

4.3 If the Customer fails to make any payment within 14 days of it becoming due, the Supplier shall be entitled to charge interest at the rate of 25% per month on the outstanding amounts.

5 DELIVERY

5.1 The date of delivery of the Goods is as specified in the Proposal. The Supplier may vary these times by intimating in writing details of the change to the Customer but in any event, the Goods will be delivered within 30 days of the contract date unless there is an agreement with the Customer to the contrary.

5.2 The date of delivery specified by the Supplier is an estimate only. Time for delivery shall not be of the essence of the contract and the Supplier shall not be liable for any loss, costs, damages, charges or expenses caused directly or indirectly by any delay in the delivery of the Goods.

5.3 All risk in the Goods shall pass to the Customer when they are in the physical possession of the Customer.

6 TITLE

Title in the Goods shall not pass to the Customer until the Supplier has been paid in full for the Goods.

7 CUSTOMER'S OBLIGATIONS

To enable the Supplier to perform its obligations the Customer shall:

7.1 co-operate with the Supplier;

7.2 provide the Supplier with any information reasonably required by the Supplier;

7.3 comply with such other requirements as may be set out in the Proposal or otherwise agreed between the parties.

8 SUPPLIER'S OBLIGATIONS

8.1 The Supplier warrants that the Goods will at the time of delivery correspond to the description given by the Supplier.

8.2 In addition to the Customer's statutory rights, the Supplier guarantees all Goods against faulty workmanship and materials for a period of 12 months from the date of delivery.

9 CANCELLATIONS AND REFUNDS

9.1 Where the Goods are faulty or do not comply with any of the contract, the Customer must notify the Supplier within 14 days of delivery and the Customer shall be entitled to replacement Goods or a full refund.

9.2 The Customer may cancel an Order by notifying the Supplier in writing at the address above within 14 days of placing an Order and any deposit paid will be refunded in full.

9.3 If the Customer fails to cancel the order within the time specified in Clause 9.2 any deposit paid may not be refundable.

10 LIMITATION OF LIABILITY

10.1 Nothing in these Terms and Conditions shall exclude or limit the liability of the Supplier for death or personal injury, however the Supplier shall not be liable for any direct loss or damage suffered by the Customer howsoever caused, as a result of any negligence and/or failure to comply with the installation guidelines in 10.1a, breach of contract or otherwise in excess of the price for the Goods.

10.1a SPECIFIC TERMS OF CORRECT INSTALLATION OF CAT FLAP STEP

- 1/ Not to be used for any purpose other than to allow a cat or small dog to access a cat flap.
- 2/ Must be installed at ground level and not over 30cm above the floor.
- 3/ Weight of pet must not exceed 8kg (a typical weight of a cat is 3.5kg - 4.5kg)
- 4/ Not designed for a narrow and/or poorly lit corridor where it may be a trip hazard).
- 5/ Cat Flap Step should not obstruct any location or hit any walls/objects when in use.

10.2 The Supplier shall not be liable under any circumstances to the Customer or any third party for any indirect or consequential loss of profit, consequential or other economic loss suffered by the Customer howsoever caused, as a result of any negligence, breach of contract, misrepresentation or otherwise.

10.3 Pet owners allow their pets to use Cat Flap Step at their own risk. The Supplier bears no responsibility or liability for any injury caused to a pet while using Cat Flap Step.

11 FORCE MAJEURE

Neither party shall be liable for any delay or failure to perform any of its obligations if the delay or failure results from events or circumstances outside its reasonable control, including but not limited to acts of God, strikes, lock outs, accidents, war, fire, breakdown of plant or machinery or shortage or unavailability of raw materials from a natural source of supply, and the party shall be entitled to a reasonable extension of its obligations.

12 DESIGN

12.1 Any design, calculations, data, drawings or other materials (the "Materials") produced by the Supplier whether specifically for the Buyer or not shall belong to the Supplier together with all copyright, design rights and other intellectual

property rights related to them. The Buyer shall have a non exclusive licence to use the Materials only in relation to the specific project in respect of which the Materials were prepared or supplied by the Supplier. The licence shall only allow the use of the Materials provided the Buyer purchases from the Supplier all of the goods or materials set out in or required or described by or in the Materials that the Supplier is in the business of supplying.

12.2 The buyer shall not take measurements/dimensions of the product or reproduce the product either by themselves or through a third party.

13 SEVERANCE

If any term or provision of these Terms and Conditions is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction such provision shall be severed and the remainder of the provisions hereof shall continue in full force and effect as if these Terms and Conditions had been agreed with the invalid, illegal or unenforceable provision eliminated.

14 GOVERNING LAW

These Terms and Conditions shall be governed by and construed in accordance with the law of England and the parties hereby submit to the exclusive jurisdiction of the English courts.

15 ADDITIONAL INFORMATION

IMPORTANT: Please read and follow the instructions provided (herein and on the website).

Care must be taken when handling the step as there are a few sharp edges.

If you have any concerns or queries please seek advice from CFS.

RETURNS

We sincerely hope you have a positive experience with the Cat Flap Step product. We have tried to engineer it so it really does work in most circumstances but understand sometimes not everything goes to plan. If you find out that it does not fulfil your expectations in any way or is defective, please return the item for a full refund or replacement.

Additionally, if you installed the Cat Flap Step incorrectly and now need replacement brackets with fresh self adhesive tape, please return your used brackets* with a covering note/address/contact details and we'll send a replacement set in the post for a nominal fee.

*Please just return the aluminium brackets and NOT the plastic step part. The aluminium brackets can be pulled off the plastic step part.

We can also just send out some replacement adhesive pads if you manage to remove the old ones. Again this is subject to a small charge.

RETURNS ADDRESS

Please email us for the returns address.

contact@catflatstep.com