

# Paw Proof Retractable Gate

Product codes:  
#1173, #1174

**IMPORTANT! READ AND  
FOLLOW THESE  
INSTRUCTIONS CAREFULLY  
AND KEEP FOR FUTURE  
REFERENCE.**

INSTALLATION INFO



Complies with safety standard: ASTM F1004-21

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# SAFETY INFORMATION

## **GENERAL**

Read this instruction manual carefully and keep it in a safe place for future reference.

The correct use and maintenance of this product is essential.

## **MAINTENANCE**

Regularly check that the gate is functioning correctly, lubricate hinges and moving components. Tighten and adjust mounts to ensure secure smooth operation. Inspect all components regularly and stop using if any component is damaged or missing.

Refer to pages 15 -17 for operation and cleaning instructions.



# WARNINGS

**Adult assembly required.**

**Incorrect installation can be dangerous.**

**Use only with the locking / latching mechanism securely engaged.**

**The safety barrier must not be fitted across windows.**

**Danger to older children if climbing over the product.**

**Never leave child unattended when using this product.**

**Always check that the safety barrier is correctly closed.**

**Never use to keep child away from pool.**

**Any additional or replacement parts should be obtained from after sales support.**

**Never use with a child able to climb over or dislodge/ open the gate or enclosure.**

**This product is intended for use with children from 6 to 24 months or small to medium pets.**

**Barrier must be fitted between rigid surfaces such as plaster board, timber or hard wall.**

**To prevent serious injury or death, securely install gate or enclosure and use according to manufacturer's instructions.**

**Children have died or been seriously injured when gates are not securely installed.**



# WARNINGS

The minimum distance to the first step of the stairs is 10" when used at the top of stairs.

Make sure the product to be installed is horizontal and flat on the floor.

Regularly check that the safety barrier is properly installed and secure.

Before using this product, carefully inspect for any loose parts and whether parts needs to be tightened.

Do not use the safety barrier if any components are damaged or missing.

Never install this product on glass doors. Install this product against reliable doors or walls.

If the safety barrier is used at the top of the stairs, it should not be positioned below the top level.

If the safety barrier is used at the bottom of the stairs, it should be positioned at the front of the lowest tread possible.

Do not put any goods which can be grabbed by children or pets near this product to prevent injury.

Always install and use gates as directed using all required parts.

You **MUST** install hardware to keep gate in place. Without hardware, child can push out and escape.

This safety barrier is for domestic use only.

This safety barrier has a manual closing system.

# SAFETY INFORMATION

## MOUNTINGS

Gate must be installed in a structurally sound opening. Ensure mounting surface (wall, door, stair posts, etc.) is strong, rigid and has an even surface.

**NOTE:** If the safety barrier is used at the top of the stairs, it should not be positioned below the top level. If the safety barrier is used at the bottom of the stairs, it should be positioned at the front of the lowest tread possible.

This gate must only be fixed to a solid and secure surface. If unsure, check with a qualified builder or trades person that the installation you intend is suitable and safe within the chosen location.

## TOOLS REQUIRED



PENCIL



PHILLIPS HEAD  
SCREW DRIVER



DRILL

# SAFETY INFORMATION

Select the appropriate fixing method from the list below.

## HARD WALL MOUNTING BRICK / CONCRETE



### FOR INSTALLATION

Wood Screws  
Anchor



1. Drill 5mm (3/16")  
Pilot Hole

2. Clear Hole

3. Insert Anchor & Tap

4. Tighten slowly

## WOOD MOUNT-



### FOR INSTALLATION

Wood Screws



1. Drill 2mm (5/65")  
Pilot Hole

2. Clear Hole

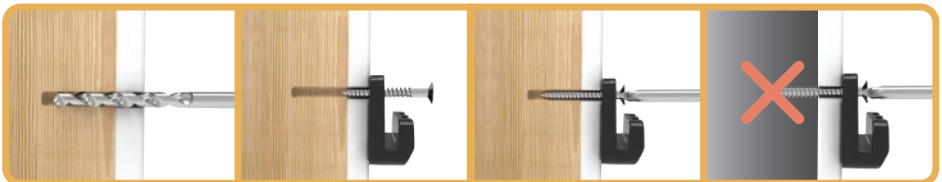
3. Insert Screw

4. Tighten slowly

## DRY WALL MOUNT-

Locate the wood stud and follow the wood mounting instructions.

Do not mount into dry wall without additional support.



1. Drill 2mm (3/32")  
Pilot Hole

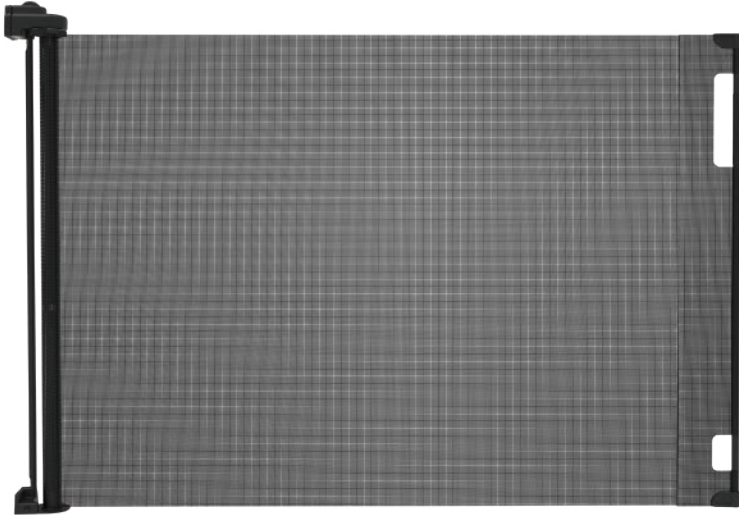
2. Insert Screw

3. Tighten slowly

Do not mount without  
additional support

# WHAT'S IN THE BOX

## PARTS



**1 x** Gate Assembly



**1 x** Gate Mount Installation Guide  
**1 x** Catch Installation Guide



# WHAT'S IN THE BOX



**2 x** Gate Mounts



**2 x** Catch Mounts



**3 x** Gate Spacers



**3 x** Catch Mount Spacers



**8 x** Wall Plugs  
(For concrete, masonry  
or brick installation)



**4 x** 50mm (1")  
Gate Mount  
Screws

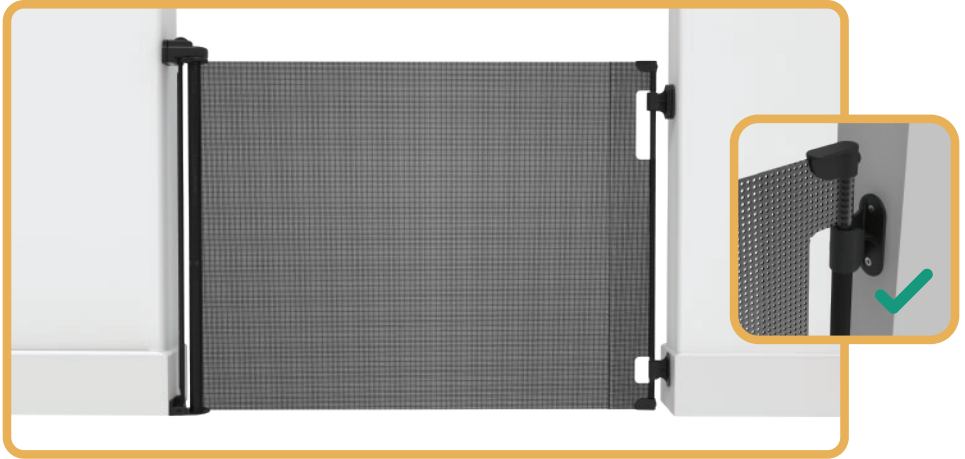


**4 x** 50mm (1")  
Catch Mount  
Screws

# INSTALLATION

## GATE PLACEMENT

Suitable placement of Gate and Catch Mount



INSIDE OPENING OR DOORWAY



OUTSIDE OPENING OR DOORWAY

# INSTALLATION

## SKIRTING OR BASEBOARD

To help correct for the offset of the skirting board or baseboard, Spacers will be required. Measure the width of your skirting / baseboard and use the closest number of Spacers to fit this width. Each Spacer is 5mm (3/16") thick.



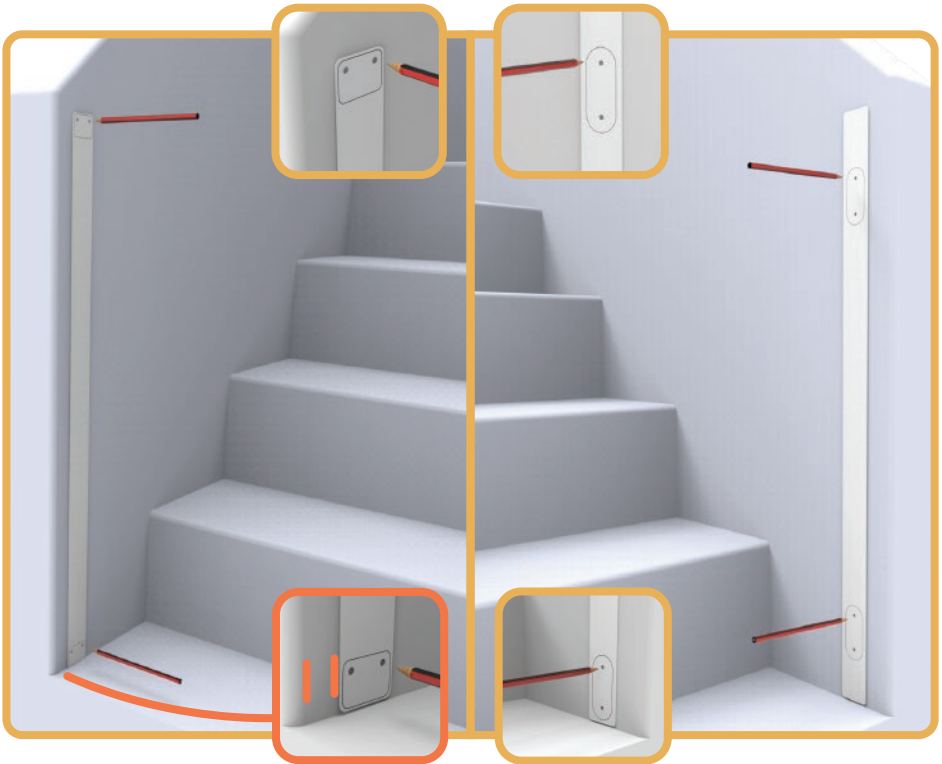
Align Spacers and Mounts in their correct position and use a phillips screw driver to tighten Screws until each Mount is secure.

Additional Wall Spacers are available from after sales support.

# INSTALLATION

## STEP 1.

Hold guides vertically and completely outstretched against mounting surface with the end marked “FLOOR” even with the floor. Mark screw hole positions. Remove templates.



**NOTE:** Leave at least 20mm (3/4") between Guide and the edge of the opening to ensure gate won't overhang edge.

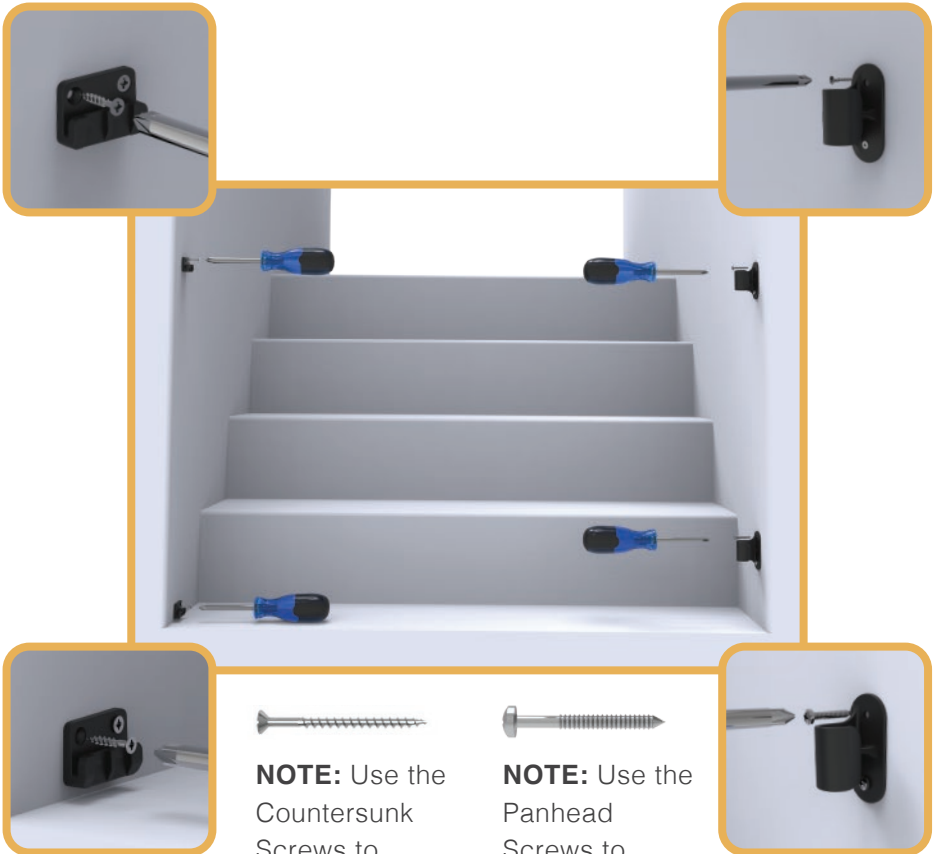
# INSTALLATION

## STEP 2.

Align the Upper & Lower Gate Mount on the side you want the gate to extend from. Tighten Screws until each Mount is secure.

## STEP 3.

Align the Catch Mounts in their correct position on the side you want the gate to extend. Tighten Screws until each Mount is secure.



**NOTE:** Use the Countersunk Screws to install the Gate Mounts.



**NOTE:** Use the Panhead Screws to install the Catch Mounts.

# INSTALLATION

## TO ATTACH

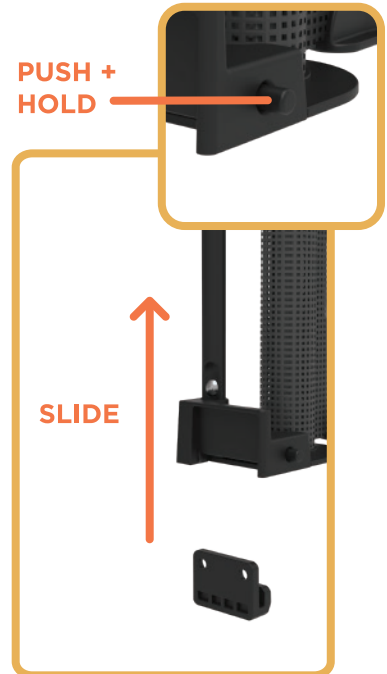
Attach Gate Assembly to the Gate Mounts by aligning the gate directly above and sliding straight down over Mounts. The gate will lock in place with a “Click”.

Check that the Assembly is flush against the wall and is locked firmly in place.



## TO REMOVE

To remove gate from the Mounts, push and hold the release button while sliding the gate upwards.



# OPERATION

## HOW TO USE



### 1. Locked Position

Always return button to lock position after each use and before tensioning.

### 2. Quick Unlock

Push & Twist to align with “the dot” icon then release. Pull handle in one fluid movement as stopping will engage lock.

### 3. Full Unlock

Twist button to align with the “unlocked” icon, this will unlock the gate to freely open and close.

## HOW TO TIGHTEN



Use cog to tighten Mesh.



### **WARNING:**

Overtightening will cause button release to jam.

# OPERATION

## EXTENDING



1 . EXTEND

2 . ALIGN

3 . CLIP

## RETRACTING



1 . UNCLIP

2 . RELEASE

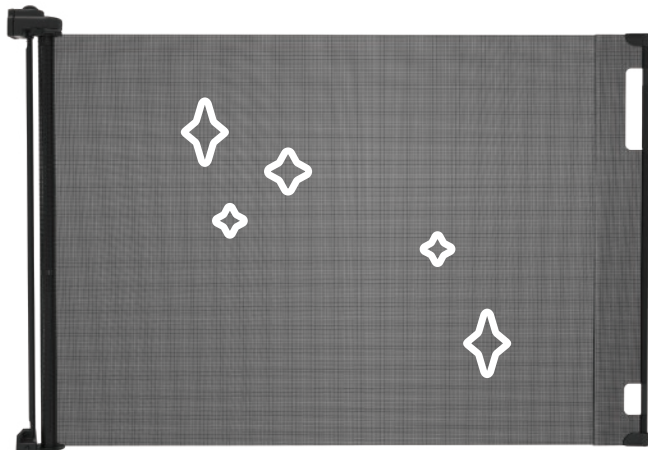
3 . SLOWLY RETRACT

**NOTE:** When gate is retracting always hold the handle and guide the gate evenly back into its original position. Never let go of the handle when gate is retracting.





## CLEANING INSTRUCTIONS



Simply use a soft damp cloth to wipe gate, dry after cleaning. Do not use chemical or abrasive cleaners.

## SPARE PARTS



Gate Mounts



Gate Spacers



Gate Mounts



Scan the QR code to see Spare Parts or visit:  
[hakunapets.com.au/collections/spare-parts](https://hakunapets.com.au/collections/spare-parts)

# WARRANTY CERTIFICATE

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

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## WARRANTY

The product is guaranteed to be free from defects in workmanship and parts for a period of 12 months from the date of purchase. Defects that occur within this warranty period, under normal use and care, will be repaired, replaced or refunded at our discretion. The benefits conferred by this warranty are in addition to all rights and remedies in respect of the product that the consumer has under the Competition and Consumer Act 2010 and similar state and territory laws.

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

## PROOF OF PURCHASE

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

## EXTENT OF WARRANTY

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

## NORMAL WEAR AND TEAR

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

## EXCLUSIONS

This warranty does not cover:

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

## TO MAKE A CLAIM

If a defect in the goods appears within 12 months, you are entitled to claim a warranty.

Please contact after sales support via the link below:

[www.hakunapets.com/contact-us](http://www.hakunapets.com/contact-us)

Please ensure that you have a copy of proof of purchase so that we are able to respond as quickly and efficiently as possible.

# WARRANTY CARD

**DETAILS:**

**PRODUCT NAME:** Paw Proof Retractable Gate

**PRODUCT NUMBER:** Black 1173 / White 1174

**YOUR NAME:**

**ADDRESS:**

**PHONE:**

**EMAIL:**

**DATE OF PURCHASE:**

**LOCATION OF PURCHASE:**

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We recommend that you keep a copy of your receipt, showing the date of purchase, with this warranty certificate and keep for your reference. In the event of a product fault, please contact after sales support. Ensure that you include the product details (as shown on this card) so that we are able to respond as quickly and efficiently as possible.

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## AFTER HOURS SUPPORT



Scan the QR code for Live Chat Support  
or visit: [hakunapets.com/contact-us](https://hakunapets.com/contact-us)



# Thankyou !

for making a purchase  
with Hakuna Pets.

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is our #1 priority and we value your feedback.



If you have anything less than 5 star  
satisfaction or you require any assistance  
with spare parts please contact us directly at:  
[www.hakunapets.com/contact-us](http://www.hakunapets.com/contact-us)