

Hale Pet Door™

Custom Sizes and Applications

While the twelve standard sizes of Hale Pet Doors are enough to accommodate almost any pet or situation, there are times when a custom size might be needed.

For example:

Restricted space

Occasionally there will be a situation where the standard Hale Pet Door™ that will fit into the desired spot is too small for the pet, but the next size up is too big for the application. Often a custom size pet door will be the best solution as it allows maximum use of the available space.

Pre-existing opening

If there is already a different brand of pet door in place, it may be advisable to replace it with a custom sized Hale Pet Door™, rather than enlarge the opening.

French door applications

A true French door is made up of several individual panes of glass. One or more of these may be removed to allow installation of a pet door. If a customer desires a pet door that will fit into one pane of a French door without damaging the door, a custom sized Hale Pet Door™ is a must.

A custom size Hale Pet Door™, in theory, can have a passage opening greater in width or height than the largest standard pet door, but in practice, a door significantly wider or taller is not always practical. The larger the flap the heavier it is and it can be prone to excessive wear and tear at the top.

A custom built door can be returned for exchange within 30 days from the date of purchase for 50% credit towards the cost of a new door. No exchanges can be made after 30 days. New door will be shipped upon receipt and inspection of original door.

Points to Consider Before Ordering a Custom Size

Custom doors can be problematic if accurate measurements aren't taken initially. So please **DOUBLE CHECK** your measurements. Most situations can be handled by one of our twelve standard sizes so see if one of those would work instead.

It can also be an inconvenience to order replacement parts for custom doors as it is sometimes difficult to retrieve the relevant data for reorders.

How to Measure for Custom Sizes

Custom doors always start with either the Rough Opening (R.O.) or Tip to Tip measurement. The rough opening is the hole that will be cut into the door or wall for the pet door to fit into. The tip to tip is the size of the pet door frame measured at the very edges. Generally a rough opening is used to order when there is a preexisting opening such as in a French Door or where there is already another brand of pet door installed. Generally a tip to tip measurement is used to reorder replacement flaps as a Hale Pet Door is already installed and can be measured. A tip to tip measurement can also be used when the frame needs to fit in a restricted space such as under a window. We have provided two charts below based on these two measurements. Please refer to the correct chart and state whether you are ordering based on rough opening size or tip to tip measurement when placing your order. You will also need to let us know what model of pet door you have if you are ordering custom size replacement flaps.

To Measure for a New Rough Opening

Draw with pencil or mark with masking tape the location in which you wish to install your new pet door. Measure the width and height of this opening. This is your rough opening measurement. Please keep in mind that the passage opening (the flap size that the pet can use) will be 2" narrower and 2" shorter than the rough opening. (i.e. R.O. = 12" wide x 15" tall so the passage opening will measure 10" wide x 13" tall).

Write down your rough opening measurements and convert the fractions to decimals. See our handy chart below for assistance.

Multiply the width by the height to determine overall square inches. Round up to the nearest whole number. Find the equivalent square inches on our price chart below.

To Measure an Existing Rough Opening

Depending on where your rough opening is located you may need to remove some existing structure to get a correct measurement. If the pet door will be installed in a multi-lite French Door, the measurement can be gained simply by measuring the visible glass. If there is an existing pet door installed in a door or wall, you will usually need to remove the door temporarily to measure the size of the cutout. This height and width should be used as described above to determine the size and price of the pet door to be ordered.

To Measure the Tip to Tip of an Existing Pet Door

Simply measure the very outer edge of the frame across the top for the width. Measure one of the two sides from the very bottom to the very top for the height. It is best to place the tape measure against the wall or door and measure beside the pet door. Do not measure across the face of the frame as the security cover track can interfere with an accurate measurement.

To Measure for a Tip to Tip Measurement for a New Pet Door

You can use masking tape (we don't recommend drawing with a pencil because the line may not be covered by the installation and pencil doesn't erase well) to mark the outer edge you desire for your pet door. Measure the width and height of this square for your tip to tip measurement. Keep in mind that the rough opening will be approximately 1 1/4" smaller than the tip to tip and the passage opening will be approximately 3 1/4" smaller than the tip to tip measurement you are marking. Make sure the passage opening will be large enough for your pet to use comfortably.

Custom orders can currently only be placed by telephone. Please call us toll free at 1-800-646-4773 so that a customer service representative may assist you.

IMPORTANT: Make sure you are using the correct chart based on whether you are using ROUGH OPENING measurements or TIP TO TIP measurements. If your measurements are equivalent to an oversize Giant pet door, you will need to call us at 800-646-4773 to get a price quote.

Custom Order Pricing with Rough Opening Measurements

Custom order prices for pet doors are based on the size of the rough opening. Please measure carefully as returns are only eligible for 50% credit towards a replacement door. Use the chart below to determine the cost of a custom door. For your convenience, we have included a list of decimal equivalents to assist in ordering.

Measurement	Pricing			
Square Inches*	Door (Double flap)	Door (Single Flap)	Wall (Double flap)	Wall (Single Flap)
*Width x height = rough opening square inches				
Up to 64" = "S"	\$ 194.00	\$ 157.00	\$ 237.00	\$ 200.00
65" to 89" = "SM"	\$ 237.00	\$ 194.00	\$ 285.00	\$ 242.00
90" to 113" = "TSM"	\$ 264.00	\$ 218.00	\$ 318.00	\$ 273.00
114" to 136" = "M"	\$ 282.00	\$ 235.00	\$ 351.00	\$ 303.00
137" to 170" = "TM"	\$ 341.00	\$ 288.00	\$ 400.00	\$ 347.00
171" to 210" = "L"	\$ 377.00	\$ 318.00	\$ 447.00	\$ 388.00
211" to 252" = "TL"	\$ 445.00	\$ 371.00	\$ 518.00	\$ 447.00
253" to 304" = "TLP"	\$ 494.00	\$ 417.00	\$ 565.00	\$ 488.00
305" to 345" = "XTL"	\$ 541.00	\$ 459.00	\$ 624.00	\$ 541.00
346" to 367" = "XLP"	\$ 560.00	\$ 465.00	\$ 642.00	\$ 548.00
368" to 522" = "G"	\$ 630.00	\$ 530.00	\$ 718.00	\$ 617.00
Over 522" = oversize G	Please call for oversize pricing.			

Fraction to Decimal Conversion Chart	
Fraction	Decimal Equivalent
1/16"	0.0625
1/8"	0.125
3/16"	0.1875
1/4"	0.25
5/16"	0.3125
3/8"	0.375
7/16"	0.4375
1/2"	0.5
9/16"	0.5625
5/8"	0.625
11/16"	0.6875
11/16"	0.6875
3/4"	0.75
13/16"	0.8125
7/8"	0.875
15/16"	0.9375

Prices effective January 1, 2020. Subject to change without notice.

Custom Order Pricing with Tip to Tip Measurements

While custom order prices for pet doors are generally based on the size of the rough opening there are instances where this number is not known (i.e. ordering replacement flaps or fitting a custom door in a limited space where only the total frame size is known.) Therefore, we are providing the following chart for custom sizing and pricing based on the tip to tip measurement of the pet door frame.

Please measure carefully as returns are only eligible for 50% credit towards a replacement door. Use the chart below to determine the cost of a custom door. For your convenience, we have included a list of decimal equivalents to assist in ordering.

Measurement	Pricing				Fraction to Decimal Conversion Chart	
Square Inches*	Door (Double flap)	Door (Single Flap)	Wall (Double flap)	Wall (Single Flap)	Fraction	Decimal Equivalent
*Width x height = tip to tip measurement square inches						
Up to 85" = "S"	\$ 194.00	\$ 157.00	\$ 237.00	\$ 200.00	1/16"	0.0625
86" to 114" = "SM"	\$ 237.00	\$ 194.00	\$ 285.00	\$ 242.00	1/8"	0.125
115" to 142" = "TSM"	\$ 264.00	\$ 218.00	\$ 318.00	\$ 273.00	3/16"	0.1875
143" to 167" = "M"	\$ 282.00	\$ 235.00	\$ 351.00	\$ 303.00	1/4"	0.25
168" to 204" = "TM"	\$ 341.00	\$ 288.00	\$ 400.00	\$ 347.00	5/16"	0.3125
205" to 248" = "L"	\$ 377.00	\$ 318.00	\$ 447.00	\$ 388.00	3/8"	0.375
249" to 293" = "TL"	\$ 445.00	\$ 371.00	\$ 518.00	\$ 447.00	7/16"	0.4375
294" to 349" = "TLP"	\$ 494.00	\$ 417.00	\$ 565.00	\$ 488.00	1/2"	0.5
350" to 393" = "XTL"	\$ 541.00	\$ 459.00	\$ 624.00	\$ 541.00	9/16"	0.5625
394" to 416" = "XLP"	\$ 560.00	\$ 465.00	\$ 642.00	\$ 548.00	5/8"	0.625
417" to 581" = "G"	\$ 630.00	\$ 530.00	\$ 718.00	\$ 617.00	11/16"	0.6875
Over 581" = oversize G	Please call for oversize pricing.				11/16"	0.6875
					3/4"	0.75
					13/16"	0.8125
					7/8"	0.875
					15/16"	0.9375

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