

Consumers' Barkback: Plexidor

By Marlette Love-Goodnight

One of my most favorite dog “tools” is my dog door—a Plexidor. Jim and I tried two other doors, the flap type and an electronic door—both failed the Tetrad test—LOL. I cannot say enough good things about this dog door!

Recently Brenna the Badger flew out of it and managed to break one of the doors (damage it so that it would not close). We called Plexidor and told them we thought the spring had broken. In two days we had a new spring set but unfortunately it was not the spring. It was a plastic bushing inside the frame that could not be repaired (at least not by us). Not a problem said the customer service rep—you are under warranty. Turns out the warranty is three years (not one like I thought) and a couple of days later a brand new door was delivered. The Tetrad was thrilled!



The Plexidor is very well made and extremely sturdy. You can read more about it here:

<http://www.dogdoors.com/cgi/smart.cgi?command=listitems&type=group&group=best>

The broken bushing we experienced I believe was a fluke. We have had a Plexidor for almost a year and except for that, we have not had a single problem. And as I said, the customer service is terrific.

It is a little pricey--\$300 to \$500 depending on size and color. If we had it to do over again, we would buy the large vs. the extra large. You need to measure according to their guidelines but in our case, we already had a hole (due to the other two dog doors we tried) in the wall and had to choose the size that would cover the opening. This was our first experience with dog doors and we felt “bigger was better.” In actuality, bigger meant one and a half dogs could go through at one time instead of them having to slow down and go out one at a time and this is hard on the door.

I give the Plexidor **5 stars** and so does the Tetrad!