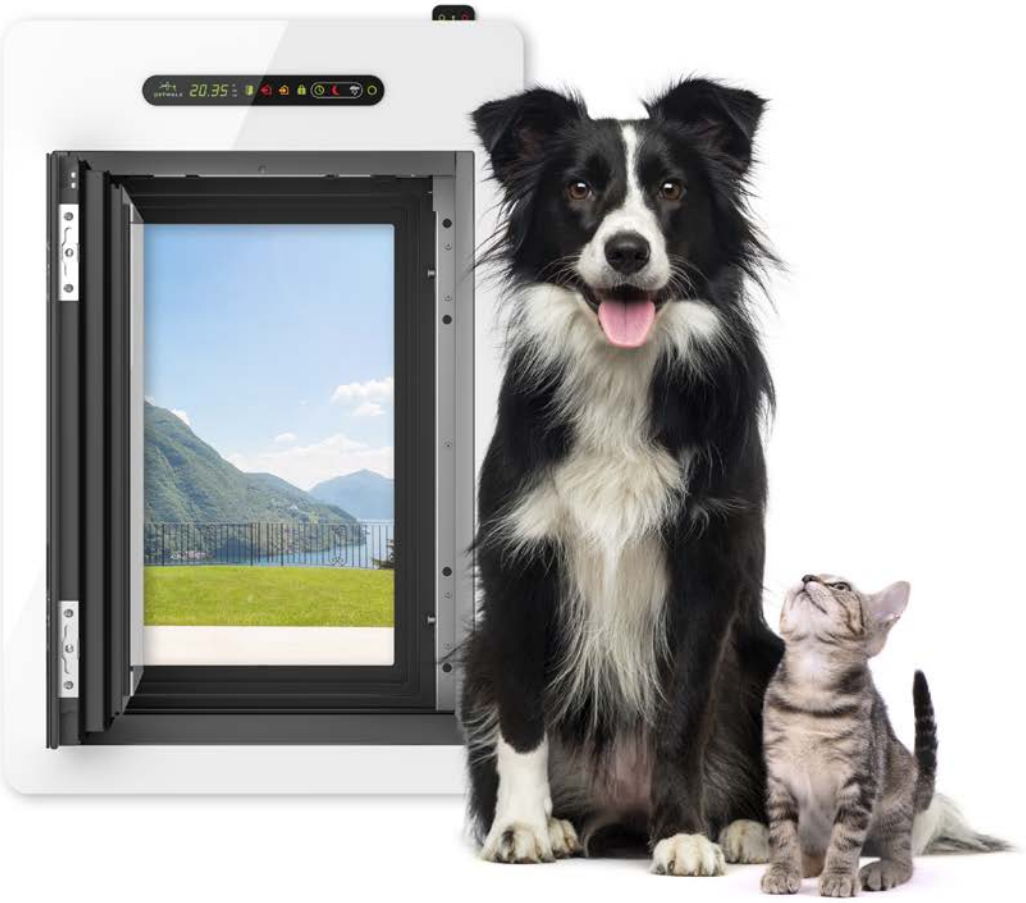
petWALK
doorsforpets

User Manual

VERSION 4.1



EU-DECLARATION OF CONFORMITY

Your device conforms to the essential requirements and relevant regulations of the EMC Directive 2004/108/EG and the Low Voltage Directive 2006/95/EG. A fully-assembled petWALK pet door constitutes a machine under the terms of the Machine Directive 2006/42/EG. You can find the declaration of conformity in the appendix of this user manual.

Please note!

1. Test the petWALK pet door, **BEFORE** you start with installation!
2. Test the petWALK pet door close to the planned installation site and make sure there are no sources of disturbance nearby (radio, TV, aluminium blinds, ...)

Safety note:

The petWALK pet door is made **for animals** and must not be used **by humans**. Pay special attention to small children near the petWALK pet door and make sure no-one stays within the danger zone (swivelling range of the door leaf).

Also make sure that **your pet** does not stay in the danger zone (wivelling range of the door leaf). Despite several safety mechanisms, there is no 100% guarantee that all parts of your pet are recognised by the sensors (especially soft and small parts such as the tip of a tail). Activate the **signal sounds** and never set the volume of the signal sounds to „zero“, as these indicate to your pet that the door leaf is starting to move.

Functionality of the petWALK pet door

1. The door opens automatically **after movement detection** (PIR sensors)
2. Additionally, **RFID access control** can be activated
3. Alternatively, the door can be controlled **manually** via remote control or petWALK app

Reading range of RFID-collar tags

Collar tag „small“: ca. 0 – 15 cm (0-5.90 in)

Collar tag „large“ ca. 0 – 20 cm (0-7.87 in)

Please keep in mind that **when using** the petWALK pet door, your pet wears the tag on their collar around their neck which in itself implies a certain distance between the **RFID collar tag** and the **RFID antenna** in the door leaf. Give your pet some time to get used to how to approach the petWALK pet door for it to open.

Functionality and reading range of implanted RFID-chips

The reading range of implanted RFID chips is approx. 0-5 cm (0-1.96 in), given that the implanted RFID chip is recognised at all. As implanted RFID chips **are extremely small and inefficient**, it cannot be guaranteed that they reflect the signals of the door strong enough to be recognised.

If you plan to operate the door with your pet‘s implanted RFID chips, please test its suitability for daily use thoroughly with your pets when the door is **not yet installed**.

Please note!

Correct installation

Install the petWALK pet door as indicated in this manual (the inner and outer frame are connected tightly via threaded rods to close the opening. The petWALK door has to be installed in such a way that it is possible to **uninstall easily**. Do not lather any parts or connect them permanently to structural elements of your house. Do not cover the door - neither the inner nor the outer frame - with facade. Make sure that the door can be uninstalled at any time.

Watch out for a **professional seal (waterproofing)**. Use **silicone** on the outer frame to seal any gaps between the wall/window/door and the petWALK door. No warranty/guarantee claims can be made for water damage!

Charging the battery

If you do not plan to install the petWALK door in a timely manner after receiving the shipment, plug the door in to a wall socket with the provided connector, so that the backup battery is charged and will not wear off that quickly. Repeat every few weeks.

Reparation process/submission for repair

Petwalk Solutions GmbH **does not offer on-site service**. In the case of a warranty/guarantee repair or any other need for service- and repair, please contact our service center and provide your door‘s serial number. **When asked, please send your petWALK door** to our production plant for analysis or repair. Repairs that are not subject to warranty/guarantee, will be carried out at the door owner‘s expense. You will be informed about the impending charges upfront.

After the purchase, you receive your petWALK door **particularly well wrapped** as a box-in-box shipment. Please keep all the packaging material and use the same box-in-box shipping method in the case of a repair shipment.

To avoid any problems with carries, we highly recommend to **photograph your shipment** before sending it off, just in case a transport damage occurs.

Congratulations on your new petWALK pet door!

Welcome to the petWALK family! You now have the world's most technically advanced pet door at home. We hope that you and your four-legged darlings enjoy your new-found freedom.

Your petWALK pet door is an extremely high quality and electronically very complex product. **Please read this user manual as well as the installation manual carefully.** It will answer many of your questions in advance and help you better understand the petWALK pet door.

During the development of this product, it was very important for us to make sure that it is easy to operate and understand, despite being technically highly complex. The user manual contains all the information relevant to the operation, handling, installation and maintenance of the petWALK pet door. Further useful information, as well as the most up-to-date version of this manual can be found in our Info-Center on our website at www.petwalk.at/info-center. In order to avoid accidents and prevent damage to the petWALK pet door, please note and follow the instructions in this manual.

Inhaltsangabe

I. EXPLANATION OF SYMBOLS

The following symbols are used as a visual aid in this user manual:

	**NOTE!**	This symbol entitled NOTE indicates supporting information regarding the operation of the petWALK pet door.
	**CAUTION!**	This symbol entitled CAREFUL indicates a potentially dangerous situation, an immediate danger to the life and health of persons and situations that might result in damage to property! Immediate danger for life of persons. Danger of personal injury and possibly additional damage to property. Danger of damage to property and possibly additional low risk of injury.
	**DANGER!**	A safety note with the DANGER signal indicates a potential danger of electric voltage. Failing to follow these instructions may result in life-threatening injuries and damage to property.
	**WARNING!**	A safety note with the WARNING signal indicates a risk of crushing. Failing to follow these instructions may result in injury and damage to property.
	**IMPORTANT!**	Notice of the requirement to read the user manual. Failing to follow these instructions may result in the product malfunctioning.
	**ATTENTION!**	Notice of the requirement to wear protective gloves.

II. PROPER USE

The petWALK pet door is designed to be used solely by pets (in order to be able to enter and leave a building independently).

In order to ensure the safety of persons (especially small children) and their pets, the petWALK pet door is equipped with multiple safety mechanisms.

The petWALK pet door may only be used by people that have read this user manual and the accompanying assembly and installation manual.

The product may only and solely be used for the purposes of letting pets (e.g. dogs and cats) in and out of your building. The product must not be used by people, especially small children.

Danger to persons and pets as well as damage to the petWALK pet door can arise if it is not used as intended.

Improper use of the product will result in the loss of guarantee, warranty and product liability claims.

III. CONTENT & PURPOSE OF THIS DOCUMENT

This user manual contains information relevant to the operation, maintenance, cleaning and reparation as well as the correct disposal of the petWALK pet door.

The purpose of this documentation is to ensure that the petWALK pet door is safe to use for all persons involved.

Following the instructions in this document will serve to avoid danger and to prevent damage to the petWALK pet door.

IV. SAFETY

This user manual is based on the valid EU Regulations and includes safety instructions. Every person who operates the petWALK pet door is required to have read and understood the user manual. Following the instructions in this user manual and in the accompanying assembly and instruction manual is a prerequisite for using the petWALK pet door safely.

i General safety instructions

	**IMPORTANT!**	Before you start using your petWALK pet door, it is essential that you read this user manual as well as the accompanying assembly and installation manual and follow the instructions!
	**CAUTION!**	Retrofitting the product with various components from third-party manufacturers as well as making changes to the petWALK pet door without prior agreement with the manufacturer (Petwalk Solutions GmbH) is prohibited! It is forbidden for persons that have not read the user manual to use the petWALK pet door. Keep children (especially small children) away from the petWALK pet door!

SAFETY INSTRUCTIONS FOR HANDLING THE PETWALK PET DOOR

	**CAUTION!**	Pay particular attention to the correct transportation of the product and the risk of crushing (between the product and the vehicle whilst loading and unloading the device into and out of a vehicle).
	**CAUTION!**	Make sure that small children stay away from the petWALK pet door and that they are not able to reach into the swivelling range nor closing mechanism of the door leaf.
	**WARNING!**	Make sure that your pet leaves the danger zone (swevelling range) immediatly. Otherwise, small soft body parts may not be recognised by the sensors and could be jammed by the door leaf.
	**WARNING!**	Use the petWALK door only when the house door is closed (assuming that it is built into a house door) - otherwise a crush hazard could occur in and around the petWALK pet door.
	**CAUTION!**	When transporting, lifting or moving the product (packaged or unpackaged), we recommend to wear sturdy shoes (a falling petWALK door may pose the risk of crushing your foot).
	**IMPORTANT!**	Swap the battery (backup battery) immediately when it is empty. (For example, should there be a powercut, the petWALK pet door will no longer be able to open and close). Ensuring the battery charge is sufficient is especially important during longer absences! The battery‘s lifespan is several years. The charge capacity is displayed.
	**DANGER!**	Make sure that the petWALK pet door doesn‘t remain open for an unnecessarily long time. When opened manually, the door has to be closed manually. Programm the opening time accordingly. Small children could use the petWALK pet door to get outside and animals that don‘t belong to you could gain access to the house.
	**IMPORTANT!**	When using an RFID Chip, hang the chip around your pet‘s neck in a way that ensures that it doesn‘t get lost and cannot be found easily by strangers. Should an RFID Chip get lost, you can easily erase it.
	**IMPORTANT!**	When using an RFID Chip, hang the chip around your pet‘s neck in a way that ensures that it doesn‘t get lost and cannot be found easily by strangers. Should an RFID Chip get lost, you can easily erase it.
	**WARNING!**	If animals regularly use the petWALK pet door to enter and leave the building during damp weather conditions or rain, it can lead to a risk of slipping in and around the petWALK pet door.
	**WARNING!**	Check regularly that the power supply cable has not been chewed on, scratched or otherwise damaged by pets (particularly around the door hinges). Damaged cables may only be replaced by a skilled electrician.

iii Safety instructions on the petWALK pet door

There are also safety instructions on the petWALK pet door itself as well as on the packaging. These instructions draw attention to possible hazards and residual risks. The instructions found on the safety labels on the petWALK pet door as well as the packaging must be complied with under all circumstances.

The pictograms for warnings, prohibitions and rules on the petWALK pet door (as well as the packaging) and their meaning:

	**ATTENTION!**	Use safety gloves.
	**IMPORTANT!**	Read the user manual and the assembly & instruction manual.
	**ATTENTION!**	Pay attention to the danger of breakage of fragile door components.
	**ATTENTION!**	Dispose of the product and / or components in an environmentally responsible manner (electronic components must not be disposed of with household waste).

1 HOW TO TEST A PETWALK PET DOOR

Before installing the petWALK pet door in your preferred installation site, test it close to where it shall be installed later on. Our packaging serves as a testing stand.

CAUTION! The petWALK pet door has to be held by at least one person during the entire test set up and process, so that it will not tip over!

Push the packaging lid inwards where perforated and place this part on the bottom of the box.

Open the box and place the petWALK pet door inside as shown in the picture. The door module has to be held from now on.

Push in the flaps located on the front side as marked on the box. Now, secure the petWALK door module with the flaps by pressing them into the gap between the inner and outer frame. Even though the door is now a bit more stable, it still has to be held, as it will easily tip over when opened (the centre of gravity changes!).

Remove the perforated flap left or right to make space for the power cable.

Connect the petWALK door with the wall plug included in the package and take your time to test the petWALK door thoroughly with your pet.

To make it easier for your pet, you can place the testing stand in a door frame between two rooms and block the sides with pieces of cardboard. This way, your pet has to use the door to move between the rooms. Always make sure to secure the door module by holding on to it (test at your own risk).

You are now ready for chapter 4 „Initial operation of the petWALK pet door“.

2 YOUR PETWALK PET DOOR

2.1 PACKAGING CONTENTS

Package contents for the door module (standard):

- outer frame (external flange) incl. door leaf
- inner frame (inner flange)
- remote control
- power supply unit 24V (for connecting to a wall socket)
- 1 RFID-collar tag
- spare velcro fasteners
- user manual
- Assembly and installation manual
- Hex key SW 4,0 (to mount the inner and outer frame)
- Double open-end spanner SW 13 (to adjust the slip clutch)

Depending on the configuration of the petWALK pet door, the connecting cables for integrating your alarm system and for connecting the optional door contact will protrude out of the outer frame. These are labelled accordingly.

Package contents for the tunnel set (optional):

- 4 tunnel plates
- 8 threaded rods
- 1 cellular rubber tape
- 1 wire harness extension (not included with the 10 cm / 4 in tunnel)

Additional optional accessories:

- Connecting cable - alarm relay
- Set connecting cable - door contact & magnetic door contact
- In-wall power supply unit & connecting cable (for hidden power connection)
- Connection cable harness extension
- 3 m/120 in extension cable
- RFID collar tag small/large
- petWALK.control (IoT - connects the petWALK door with the Internet)
- Outer and inner decorative panels
- Additional distance frame (spacer)
- Additional insulation - for passive house level insulation (0,5 [W/m²K] instad of 0,8 [W/m²K])
- Pawmat

HINT!

- Check if the contents of the box are complete immediately after unboxing.
- Check if the petWALK pet door is functioning correctly immediately after unboxing.
- Keep the packaging material for a possible repair shipment in the future
- Dispose of the packaging in an environmentally friendly manner (paper and cardboard in the waste paper bin, plastic parts in the plastic waste bin)!

Depending on how and where you would like to install the petWALK pet door, please proceed in accordance with the installation manual. To prepare for installation, we recommend watching our installation videos. You will find the link to the videos on our website at **www.petwalk.at/info-center/installation.**

2.2 SURFACE TEXTURE

The visible surfaces of the door module are covered with high-quality textured paint, which is applied in multiple layers in many complex steps. The front surfaces of the door module can show production-related marks (scratches, bumps, irregularities, etc.). By attaching the recommended covers, these traces of production are no longer visible and do not represent a product defect. The petWALK pet door is not intended for the use without covers. The covers not only fulfill an optical, but also a protective function, as they cover the sensitive insulating foam and thus the electronics within.

VISIBLE AREA (LAQUERED)

COVERED AREA (NOT LAQUERED)

2.3 NECESSARY TOOLS FOR INSTALLATION

The petWALK pet door was designed in such a way that it can be assembled and installed with only a few tools. You will need the following common household tools:

- Hex key SW 4,0 (included in the scope of delivery)
- Box cutter („Stanley cutter“) or scissors

For the installation in a wall with the optional tunnel set you will additionally need:

- Hack saw or angle grinder with a steel sheed divider
- (Portable) circular saw
- Mounting adhesive tape

2.4 Appropriate use of the petWALK pet door

The petWALK pet door is destined for the transit of cats and dogs and the installation in a wall, door or multiple glazing panel. When preparing the opening for the petWALK door, pay special attention to the conservation of structural stability and mechanic firmness of the sourrounding building mass. An alternative installation site has to be chosen in case the stability or firmness of the building mass would be endangered. Firmness is especially important for openings in glass panels.

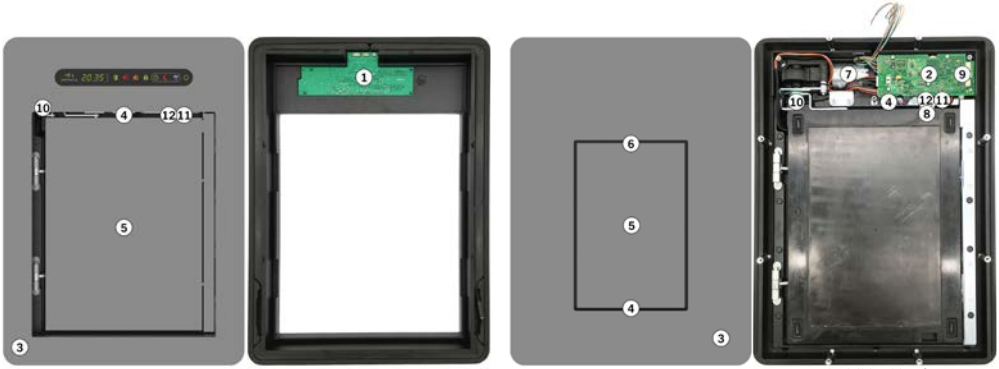
Please take time to train your pets on how to use the petWALK pet door. The door has to be able to open and close uninterruptedly. Your pet must not press against or run into the door leaf. Your pet has to walk through the petWALK door slowly and leave the opening- and closing area immediately. Regular maintenance, especially of the slip clutch, is necessary. You have received the corresponding tools with the scope of delivery.

In the case of improper use, no guarantee claims can be made.

2.5 COMPONENTS OF THE PETWALK PET DOOR

Your petWALK pet door is equipped with sensitive electronics as well as multiple sensors and two independent electronic motors. Below you will find a list of components and their location within the petWALK door.

1. **DIsplay board:** is located on the top inner frame. It contains the receiver of the remote control signals as well as the visual elements of the display.
2. **Control board:** is located on the top of the external flange and is protected by the mechatronics cover. It triggers the motors and controls the sensors.
3. **Capacitive motion sensor („Theremin"):** Capacitive motion sensor: these sensors are located in the internal and external flanges. These sensors produce an electromagnetic field and, together with PIR motion sensors, recognise movement in front of the petWALK pet door.
4. **PIR motion sensor:** the petWALK pet door features two PIR (passive infrared) sensors. The inside PIR sensor is located centrally on the top of the external flange. The outside PIR sensor is located centrally on the bottom of the door leaf.
5. **RFID-antenna:** is built into the middle of the door leaf. The RFID antenna produces electromagnetic waves. This technology enables transponders to be located and identified.
6. **Light sensor:** is located centrally on the top of the outside of the door leaf. It measures the light intensity outdoors and is needed for day and night exit or entry control.
7. **Closing motor (drive unit):** depending on the hinge, it is located either to the left or the right side of the control board on the outer frame. The closing motor opens and closes the door leaf with the aid of a lever and a gate plate.
8. **Door contact:** the door contact is located on the hinged side above the door leaf next to the electronics. The door contact is used to determine if the petWALK pet door is locked or forced open, which would trigger an alarm.
9. **Interlocking motor:** is located in the external flange behind the mechatronics cover and is not visible during normal operation. It moves bolts downwards to lock and upwards to unlock the door.
10. **Slip clutch:** is hexagonal like a nut and is located on the hinged side above the door leaf (left/right). The slip clutch is a safety mechanism which requires regular adjustments and maintenance.
11. **Backup battery connector:** is white and located above the door leaf on the opposite side of the hinge. It can easily be identified through the black and white cables that are attached to the white connector.
12. **Reset-button:** is a tiny black switch in a metal casing that is located beside the battery connector. It is reached more easily when you open the door.



visible side of the inner frame with grey cover | invisible side of the inner frame | visible side of the outer frame with grey cover | invisible side of the outer frame

2.6 FUNCTIONALITY OF THE PETWALK PET DOOR

Unlike conventional manual cat flaps, which your pets have to open with their head, petWALK uses a completely different construction principle. A highly thermally insulated door leaf is moved by a powerful motor. When closed, the door leaf is pressed firmly against a circular (O-Ring) seal and locked mechanically. This provides a completely airtight lock and a high degree of anti-burglary security.

The petWALK pet door is controlled fully electronically. When the pet approaches, your petWALK pet door recognises it with the help of the theremin and motion sensors and thus opens the door leaf. If the RFID access control is activated, the door operates as follows: The theremin and the motion sensors recognise movement and activate the RFID antenna. This emits a magnetic field and activates the RFID collar tag of your pet. The chip sends a signal and the petWALK pet door opens - given that this particular chip has been programmed to the petWALK pet door prior. You can find more detailed information regarding RFID in chapter 6 „RFID acceess control“.

2.7 THE PETWALK SAFETY CONCEPT

There are several independent security mechanisms built into the petWALK pet door. The door fulfils all safety requirements. Despite the highest requirements and best technical development, there is no 100% perfect product and a certain amount of risk resides. This is why your pet should leave the opening and closing area immediately.

2.7.1 MOTION MONITORING

The petWALK pet door recognises animals with the help of two highly sensitive motion sensors (one on the outside and one on the inside) and closes once no movement has been detected within a defined period of time. If the animal lingers in the doorway without moving, the door leaf might begin to close as the sensors cannot detect any more movement. This is the same effect that you get in elevators or automatic doors in department stores if you stand still in the doorway or quickly step into the doorway whilst it is closing. Should this happen, it is not a problem as another safety measure kicks in - motor current monitoring.

2.7.2 ELECTRONIG ANTI-JAMMING PROTECTION (MOTOR CURRENT MONITORING)

If the door leaf encounters a slight resistance when closing or opening, it will immediately come to a halt before opening up a little again. After a while, the petWALK pet door will produce a warning tone before trying to close the door leaf carefully once again - however, this time with a little more pressure. After multiple failed attempts, the petWALK pet door goes in to alarm status to indicate a problem - for example, an object could have fallen over and therefore be blocking the petWALK pet door.

You can check this functionality easily yourself by placing your hand into the doorway and remaining still, so that the door leaf starts to close. Should there be an electronic malfunction, there is no need for you to worry as there is a further mechanical safety measure (presented below). After four failed attempts, the petWALK pet door displays the error code “E02” on the display.

Should the door leaf fail to stop immediately and move in the opposite direction, but instead exert very light, continuous pressure and after a few seconds display the error code “E03”, the mechanical anti-jamming protection is set too lightly. You can adjust this yourself as described in chapter „10.5 ADJUSTING THE SLIP CLUTCH“.

2.7.3 MECHANICAL ANTI-JAMMING PROTECTION (SLIP CLUTCH)

The drive motor is connected to the door leaf via a mechanical clutch, that automatically interrupts the power transmission at a certain resistance level. This resistance level has been set in order to ensure that the petWALK pet door cannot under any circumstances cause a serious injury should any of the electronic safety features fail.

the level of force can reduce over time as a result of wear and tear of the clutch discs. In the worst case, the electronic anti-jamming protection might not work as the slip clutch will stop the door at a lower resistance level. Should this be the case, you can reset the slip clutch - see capter „10.5 ADJUSTING THE SLIP CLUTCH“.

You can test this mechanism easily yourself by manually pressing the door leaf open and closed whilst it is open. This should be possible without exerting too much pressure. The force you require is the maximum force that can theoretically be exerted on an objected jammed in the doorway.

2.7.4 CONSTRUCTIONAL ANTI-JAMMING PROTECTION

petWALK pet doors uses two independent motors in order to be able to move the door leaf as softly as possible, yet lock it tightly.

The door motor only uses the amount of electricity it requires for any given movement. The locking motor is only activated once an electrical contact is closed and if the size of the gap on the side facing away from the axel is less than 8 mm / 0.3 in. A small wedge on the top of the door leaf and a bolt on the locking mechanism are used to ensure this. The bolt on the door leaf can only be shut tightly once the size of the gap on the side facing away from the axel is in the safe range. Otherwise, the bolt stops the door leaf from closing.

HINT!

Despite all of the safety devices mentioned above, please make sure that your **pet or its tail doesn‘t linger in the petWALK pet door.** “Soft” obstacles such as a cat‘s tail may not be optimally recognised by the safety devices and could thus, lead to a risk of crushing. petWALK **does not give any guarantee or accept any liability** regarding this risk.

3 BASIC FUNCTIONALITY

3.1 MEANING OF THE ICONS ON THE DISPLAY

The display on the inside gives you an overview of the current operating status of the petWALK pet door. To make using the door as simple as possible, every icon is assigned to a button on the remote control with the same icon.

Meaning of the icons:	
	**OPERATING MODE** Shows the operating status: red = sleep mode / green = in use / blinking green = battery charging
	**EXIT CONTROL** Shows whether animals are currently allowed to go out or not.
	**ACCESS CONTROL** Shows whether animals are currently allowed to come in or not.
	**DOOR STATUS** Shows the status of the petWALK pet door (glows green when the door leaf is opening, open or closing).
	**ACCESS CONTROL** Shows whether the door control is set with an RFID chip (access control icon glows green) or with the motion sensor (access control icon doesn‘t glow).
	**TIME SETTINGS** Shows whether the time program has been activated to control the door. Using the time program, you can determine from when to when your animals can enter or exit the building.
	**LIGHT SETTINGS** Shows whether the light sensor has been activated to control the door. Using the light control, you can determine the brightness threshold at which your pets can no longer use the petWALK pet door.
	**RAIN SENSOR** (not available anymore) Shows whether the rain sensor has been activated to control the door. The rain sensor enables you to control the door based on the amount of rain that has fallen.

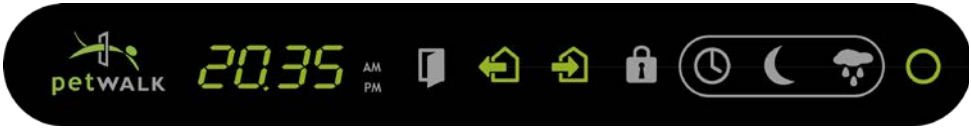
You will find the time on the left of the display. The time is set at the factory and is not visible in **sleep** mode. Instructions on how to set the time and switch between a 12-hour clock and a 24-hour clock can be found in chapter „ADJUSTING THE TIME“.

3.1.1 COLOUR CODING ON THE DISPLAY SCREEN

The individual icons on the display glow and flash in different colours. In the interests of simplicity, we have applied the principle of traffic light colours to the meaning of the colours.

Meaning of the colours – WHEN PERMANENTLY LIT	
(1)	**Green** Signals, that the function is activated and allowed.
(2)	**Red** Signals that the function is forbidden. In the “RFID access control” operating mode, the door icon glows red briefly (2-3 secs.) after an RFID read cycle. During this time, no movements are recognised by the petWALK pet door.
(3)	**Orange** Signals that an activity has been recognised. When the petWALK pet door attempts to read an RFID chip, the access control icon flashes orange.
	Unlit Signals that a function is not activated.
Meaning of the colours - WHEN FLASHING	
	Flashing green Settings are being carried out.
	Flashing orange Indication.
	Flashing green orange Alarm in various situations.
	Flashing red Alarm

Below is an example of a commonly seen display and its meaning:



An explanation of the icons from right to left:

- The operating mode icon is glowing green and indicates that the petWALK pet door is turned on.
- The entry and exit control icons are glowing green. This means that entry and exit is permitted.
- The access control icon is unlit and thus, only the motion sensors are active.
- The door opener icon is unlit. This means the petWALK pet door is closed.
- All other symbols are unlit which means they are not activated.

3.1.1 COLOUR CODING OF THE INDIVIDUAL DISPLAY ELEMENTS

In order to make it as simple as possible to use the petWALK pet door, we have kept the number of display elements as little as possible. The principle meaning of the display colours has already been explained in the previous chapter. Here, you will find a more detailed description of each display element:

Colour coding of the display element „operating mode“:

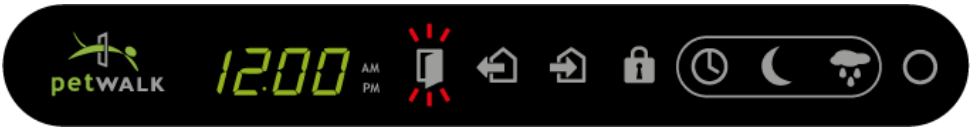
	Meaning of the colours
Green	Operating with mains voltage (normal operation)
Red	Sleep Mode (Device switched off)
Orange	
Flashing green	Emergency backup battery is low - door operating with mains voltage*)
Flashing red	Sleep Mode, or, active door contact and the entrance door is not closed
Flashing orange	Power has failed; emergency backup battery is low
Flashing orange > red	
Flashing orange > green	Power has failed; emergency operation with backup battery

*) When the operating mode display field flashes green whilst in normal use, the battery monitor indicates that the battery is low. This is absolutely normal after a prolonged loss of power. The flashing light should disappear again after a while. If it doesn‘t disappear, you should consider changing the battery. You can order a new battery in our online shop.

Colour coding of the display element „time control“:

	Meaning of the colours
Green	time control is activated
Red	
Orange	
Flashing green	time control settings
Flashing red	error
Flashing orange	
Flashing orange > red	
Flashing orange > green	

Colour coding of the display element „door opener“:



	Meaning of the colour
Green	The door leaf is open
Red	Temporary lock during the calibration of the sensors
Orange	
Flashing green	Time program setting
Flashing red	Error
Flashing orange	During programming of the door functions; indicates a malfunction
Flashing orange > red	Error
Flashing orange > green	During programming of the door functions

Colour coding of the display elements „entry control“ and „exit control“:

	Meaning of the colour
Green	Function is allowed
Red	Function is forbidden
Flashing green	During various programming states
Flashing red	During various programming states
Flashing orange	During various programming states; when movement inside / outside is recognised

Colour coding of the display element „access control“:

	Meaning of the colour
Green	RFID access control activated
Red	Error
Orange	
Flashing green	During various programming states
Flashing red	Error
Flashing orange	During RFID programming: selected animal chip not programmed
Flashing orange > red	During RFID programming: selected animal chip erased
Flashing orange > green	During RFID programming: selected animal chip already programmed; In use, if the door tries to read an RFID code

Colour coding of the display element „brightness control“:

	Meaning of the colours
Green	Brightness sensor is active
Red	
Orange	
Flashing green	during various programming stagees
Flashing red	programming of the brightness threshold
Flashing orange	
Flashing orange > red	
Flashing orange > green	

3.2 MOVEMENT DETECTION BY THE PETWALK PET DOOR

As soon as the petWALK pet door is in operation, the motion sensors will detect movements on the inside or outside. Even if no other program has been activated. This is indicated by the ENTRY CONTROL or EXIT CONTROL symbols flashing orange. As long as no function is activated, no action takes place (=the petWALK door won‘t open if the ENTRY or EXIT CONTROL symbols are unlit).

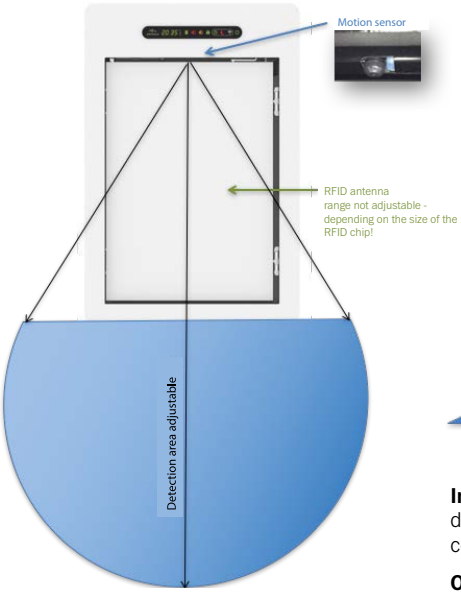
Movement has been detected on the inside:

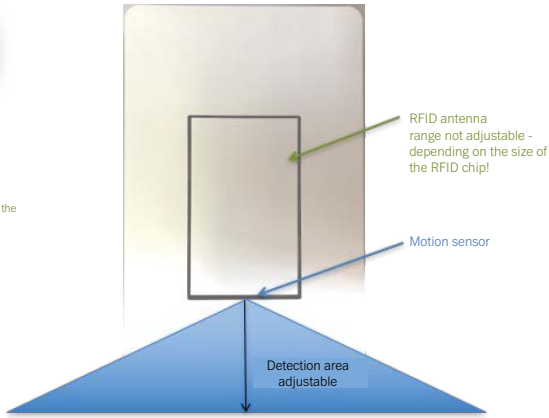
Movement has been detected on the outside:

In all operating modes, detected movements will be displayed in this manner.

Note: in this example, neither the „exit control“ nor the „entry control“ is activated (the symbols are not lit up in green). Movement is detected (symbol flashes orange) but nothing will happen. The door will only open if the „exit control“ or „entry control“ is activated, movement is detected on the corresponding side and no other limitations such as time, rfid or brightness control apply.

3.3 DETECTION RANGE OF THE MOTION SENSORS





Inside: The motion sensor points downwards diagonally through the upper gap between door and cover and covers a cone-shaped area.

Outside: The motion sensor points straight (horizontally) through the lower gap between door and cover.

ATTENTION! Wrongly positioned door covers can alter or impair the function of the motion sensors.

3.4 MOTION DETECTION WITH ACTIVE ACCESS CONTROL (RFID)

Following, you will see a display that shows an RFID chip previously programmed to position 02 is detected on the inside of the pet door:

Note: the entry control is deactivated in this example which means that only the entry is allowed for a pet with the chip No. 02. When the same chip is detected from the outside, this is what the display will look like:

Note: the display above shows that both entry and exit are allowed for the pet with RFID chip No. 02.

3.5 MANUAL OPENING AND CLOSING OF THE PETWALK PET DOOR

In normal operating mode, the petWALK door will open and close on motion control or - if activated additionally - on RFID recognition. Of course, there is also the option to open and close the petWALK door manually via remote control. Press the **OPEN DOOR** button. The corresponding icon on the display glows green whilst the door leaf opens. By pressing the **OPEN DOOR** button again, the petWALK pet door closes again. You can manually open the petWALK pet door in every operating mode.

	HINT!	Should you open the petWALK pet door manually via remote and forget to close it, the door will produce regular warning signals (given that the signal sounds were not set to „zero“) and close itself again automatically after about 30 minutes.

3.6 EMERGENCY POWER SUPPLY SETTINGS

The petWALK pet door comes with a battery that is configured for emergency power supply. This ensures that the petWALK pet door doesn‘t stay open after a power cut and that your pets don‘t get locked out during a power cut. The emergency power supply on petWALK pet doors delivered after 2015 can be configured. The battery can be disconnected with the touch of a button. As a result, operation without a battery or with a defective battery is possible without error messages.

In order to change the standard settings, press the **MENU BUTTON** on the remote control twice in quick succession. The display will now show DOOR, LIGH, did or rFid. Press the **UP** and **DOWN** buttons until ACCU is shown on the display:

Press **OK** to confirm. ON is now visible on the display. Use the **UP** and **DOWN** buttons to change between ON and OFF. Confirm your selection with the **OK** button. Press the **MENU BUTTON** or the **OPERATING MODE** button to exit the programming mode and return to the original operating mode.

Despite the battery being fully loaded in the factory, the battery might initially be empty when first put into operation (plugged into a power supply source). Therefore, the petWALK pet door monitors the battery voltage at the start. If the remaining charge is too low, LOAD will appear on the display. All other LEDs remain dark. After a while, the device will switch into normal operating mode. The door can now be used. When switched on, the operating mode icon will flash green until the optimal charge level has been reached. This can take a number of hours, depending on how much the petWALK pet door is used. You can interrupt the charging time at any time by pressing the **OK** button on the remote control.

	HINT!	- After you have swapped the battery, you have to reconfigure the petWALK pet door for battery operation if the battery was previously deactivated. **This does not happen automatically.** • The battery can discharge itself when stored for prolonged periods of time (longer than 3 months). It can self-discharge to such an extent that LOAD will not disappear from the display even after many hours. In this case, the battery has to be exchanged. • You don‘t need to swap the battery should you wish to use the petWALK pet door without emergency backup power (please also see chapter 8 „error messages on the display“)

4 INITIAL OPERATION OF THE PETWALK PET DOOR

4.1 HOW TO TURN IT ON

Once you have connected the petWALK pet door to a power source (either by connecting a power supply unit or by switching on the power when using a flush-mounted power supply unit), the petWALK pet door will be in sleep mode. You will hear a quiet noise a few seconds after the device has been connected. This is normal and indicates that initialisation is finished and the petWALK pet door is ready to be used. A red glowing ring on the display indicates that the petWALK pet door is in sleep mode. The display bar will appear as follows:

The sleep mode can be easily identified by the red circle on the display.

4.2 OPERATING THE PETWALK PET DOOR

The settings of the petWALK door con only be made via remote control. There are twelve buttons on the remote. If you have connected your petWALK door to the Internet with the petWALK.control module, you will find the same symbols in the petWALK app.

4.2.1 REMOTE CONTROL

The buttons on the remote control show the same symbols as the display. This will make it easy for you to find the right button for different settings.

If you press a button once, the corresponding function will be activated. If you press the button again, it will be deactivated.

The menu button is used to enter all settings of the petWALK door. The door is shipped with basic settings predefined.

You are able to set up your petWALK pet door to fit your personal needs as you can customise pretty much everything on our product:

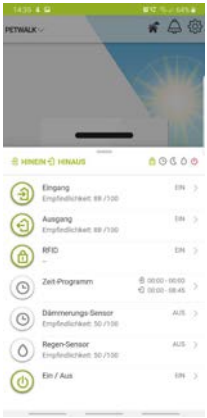
- The opening time of the petWALK pet door
- The opening angle of the petWALK pet door
- The sensitivity of the motion sensors

You can customise the individual functions of the door to fit your personal needs in the programming mode. You can set the time, specify when your pet may go out or come in, set the brightness threshold for the light control function, determine the volume for the signal and alarm tones, register implanted RFID chips or RFID collar tags to the petWALK pet door and much more.

4.2.2 APP CONTROL

All settings can also be made via the petWALK app. Additionally, there are some settings that can only be made via the app, which are explained in further detail in the separate „petWALK.control“ manual.

settings via
remote control



settings via the
petWALK app

4.2.3 MEANING OF THE (REMOTE) CONTROL SYMBOLS

	**OPERATING MODE** With this button, you can switch your petWALK pet door ON (green) or OFF (red)
	**EXIT CONTROL** When pressed, the symbol glows green, the inner motion sensor is activated and your pet is allowed out. When pressed again, the symbol is no longer lit - this means: your pet is not allowed out anymore.
	**ENTRY CONTROL** When pressed, the symbol glows green, the outer motion sensor is activated and your pet is allowed in. When pressed again, the symbol is no longer lit - this means: your pet is not allowed in anymore.
	**OPEN / CLOSE DOOR** When pressed, the petWALK pet door opens and the symbol glows green. When pressed again, the door closes again. If you forget to close the door manually, the petWALK pet door closes itself automatically again after about 30 minutes.
	**ACCESS CONTROL** When pressed, the symbol glows green, RFID recognition is activated and the petWALK pet door only opens for authorised animals with a preregistered RFID chip. When pressed again, the symbol is no longer lit and the petWALK pet door is once again opened and closed by the motion sensors.
	**TIME CONTROL** When pressed, the set time program is activated. The display symbol glows green. When pressed again, the time program is deactivated and the symbol is no longer lit.
	**BRIGHTNESS CONTROL** When pressed, the light sensor is activated and controls the door. The display symbol glows green. When pressed again, the function is deactivated and the symbol is no longer lit.
	**WEATHER CONTROL (no longer available)** When pressed, the optional rain sensor is activated and controls the door. The display symbol glows green. When pressed again, the function is deactivated and the symbol is no longer lit. If you press this button whilst there is no rain sensor attached, the symbol flashes red. When pressed again, you exit this mode.
	**MENU / SETUP BUTTON** Press the menu button once to access setup mode. Press the button twice within 2 seconds (if you find it hard to enter this menu, try again with your „weaker“, usually left hand) to access the programming mode.
	**UP BUTTON** Increases values in setup mode and programming mode.
	**OK BUTTON** Pressing OK confirms and saves a value you have entered.
	**DOWN BUTTON** Decreases values in setup mode and programming mode.

HINT!

- Should you unintentionally press the **MENU BUTTON** and end up in the setup mode or programming mode (all of the icons on the display will flash green or orange), you can exit the mode again without having changed any values in the menus by pressing the **MENU BUTTON** again.
- The remote control works with infrared. Much like with a television, you have to point the remote control in the direction of the petWALK pet door. A small red light will flash next to the time on the display to confirm that the command from the remote control has been received.

4.3 SWITCHING THE PETWALK DOOR ON AND OFF

The simplest way to control your petWALK pet door's "opening hours" is to switch the petWALK pet door on and off. You can do this with the **OPERATING MODE** button on the remote control. Should you wish to ensure that the petWALK pet door cannot be used, press the **OPERATING MODE** button once again. The operating mode symbol on the display will glow red and all of the other symbols are unlit. The petWALK pet door is now closed tightly and in sleep mode. When you press the **OPERATING MODE** again, your petWALK pet door will function normally once again.

The display will appear as follows:

An explanation of the icons from right to left:

- The operating mode icon is glowing green and indicates that the petWALK pet door is in use.
- The entry and exit control icons are glowing green. This means that entry and exit is permitted.
- The current time is also shown.

Now you can test the petWALK pet door with your pet for the first time. Your pet will quickly grow to enjoy and appreciate its new found freedom.

As long as you don't press any other buttons on the remote control, the petWALK pet door will now open as soon as it identifies movement (inside as well as outside).

HINT! You should select this operating mode initially so that your pet can get used to the new freedom it can enjoy with the petWALK pet door.

The motion sensors can identify movement on the inside and outside as soon as the petWALK pet door is operational, even when no function has been activated. This is indicated by a flashing orange light on the entry or exit control icons. As long as none of the functions have been activated, the door will not open.

Movement has been identified on the inside:

Movement has been identified on the outside:

In all operating modes, all identified movements will be displayed in this manner.

4.4 OPENING AND CLOSING THE PETWALK PET DOOR MANUALLY

In normal operating mode, the petWALK pet door will open with the motion sensors - or with the appropriate setting via the RFID access control. You can also open and close the door manually at any time with the remote control. In order to do this, press the **OPEN DOOR** button. The corresponding icon on the display glows green whilst the door leaf opens. By pressing the **OPEN DOOR** button again, the petWALK pet door closes again. You can manually open the petWALK pet door in every operating mode.

	HINT!	You should select this operating mode initially so that your pet can get used to the new freedom it can enjoy with the petWALK pet door.
		The petWALK pet door will remain open for approx. 30 minutes if you press the **DOOR OPENER** button on the remote control. We recommend to leave the petWALK pet door open for longer periods of time to help your pet recognise its new entrance.

4.5 CHANGING THE OPERATING MODE

The easiest way to regulate the entry and exit through the petWALK pet door is to simply turn it on or off. Press the **OPERATING MODE** button on the remote control to turn the door on. Press **OPENING MODE** again, if you want to turn it off. The OPERATING MODE symbol on the display will glow red, all other symbols are unlit. The petWALK door is now locked and in sleep mode. By pressing the **OPERATING MODE** button again, you return to normal mode.

If you want to limit the exit through the petWALK door, eg. at nighttime, you can set the door to „return home mode“, so that your pets will be able to return home but not leave again. Press **EXIT CONTROL**. The symbol for EXIT CONTROL will go dark (see picture below).

By pressing **EXIT CONTROL** again, the door will return to normal mode. Your pets can enter and exit again whenever they feel like it.

To limit entry, go through the same process but press the ENTRY CONTROL button instead.

	HINT!	The entry and exit can also be limited via the time control programm. How to set specific times for entry and exit, see chapter 5.8 „programming time periods for entry and exit“

4.5.1 Operation mode „return home“

As explained in the previous section, if you want to limit the exit through the petWALK door, eg. at nighttime, you can set the door to „return home mode“, so that your pets will be able to return home but not leave again. Press **EXIT CONTROL** . The symbol for EXIT CONTROL will go dark (see picture below).

By pressing **EXIT CONTROL** again, the door will return to normal mode. Your pets can enter and exit again whenever they feel like it.

To limit entry, go through the same process but press the ENTRY CONTROL button instead.

4.5.2 Operating mode „RFID-access“

Press the **ACCESS CONTROL** button on the remote control to activate RFID access control. Please note that RFID access control operates in tandem with the motion sensors. Therefore, an RFID query will only be started after movement has been detected. As mentioned in the previous chapter, the entry control, exit control and access control icons on the display have to be activated in order for you to be able to use the RFID access control. The display will appear as follows in this operating mode:

For more information on operating the door with RFID access mode, please go to chapter 6 „using RFID access control“.

4.6 EMERGENCY OPERATION DURING POWER OUTAGE

Your petWALK pet door is equipped with a backup battery. Your pets will not be forced to remain outside should there be a powercut. In case of a power failure, the petWALK pet door goes into an emergency mode. At this point, no animals can go outside but any animals that are still outside will be able to get back inside. This operating mode will be indicated on the display as follows:

Once your petWALK pet door is connected to the main power source again, the operating mode that was previously active before the powercut will automatically be restored.

The backup battery is designed for emergency operation for about 5-10 hours depending on how frequently it is used. Once the backup battery is empty, the petWALK pet door will lock itself and switch itself off. Therefore, you don‘t need to worry that your petWALK pet door will remain open once the battery is empty.

HINT!

- petWALK pet doors delivered after 9/2015 can also operate with an empty or unplugged battery. This way, you don‘t have to do without your petWALK pet door while you wait to swap the battery. Please note that in this case, the petWALK pet door has no emergency operation mode and might remain open during a powercut. Therefore, we recommend swapping the battery.
- The backup battery is charged whilst the door is in use. The backup battery will have to be exchanged every few years.

5 Set up and Programming

5.1 Adjusting the displayed time

The time is set in the factory. Therefore, the time should be correct when you switch on and use the pet door for the first time. Nevertheless, it might be necessary to adjust the time (e.g.: as a result of the changeover to summertime or wintertime). You can also choose between a 12-hour and a 24-hour clock in the setup mode.

Press the **MENU BUTTON** once to access the setup mode. All icons on the display will now flash green.

Press the **TIME PROGRAM** button. The display will appear as shown below:

You can switch between the 12-hour and 24-hour clocks by using the **UP** and **DOWN** buttons.

Once you have selected the correct mode, press **OK**. You will automatically be directed to the hours setting screen.

Now you can select the correct hour by using the **UP** and **DOWN** buttons. By pressing **OK**, you will be directed to the minutes setting screen. You can select the correct minutes in the same way.

Press the **OK** button to save your time settings. You will hear a beep to confirm the time has been saved and the display will revert to the setup mode screen (as shown above). You can exit the setup mode by pressing either the **OK** button, the **MENU BUTTON** or the **OPERATING MODE** button.

Should you wish to exit the time setup menu without adjusting the current settings, simply press the **MENU BUTTON**.

5.2 ADJUSTING THE VOLUME OF SIGNAL SOUNDS

You can select the volume for all indicator and warning sounds from 5 different levels - from 0 (silent) to 4 (loud). To do this, press the **MENU BUTTON** once to access the setup mode.

All the icons on the display will flash green.

You can change the volume accordingly with the **UP** and **DOWN** buttons.

The display now shows the volume you currently have selected (e.g.: 04). You will hear a beep at that volume. Once you have selected the volume you require, press the **OK** button. The new volume level has been saved. Should you wish to exit the volume setup menu without adjusting the current settings, simply press the **MENU BUTTON**.

If you don't press any other buttons, the petWALK pet door will assume that you have no interest in changing the volume and will return to its previous operating mode (without adjusting the volume level).

HINT! Do not set the volume of signal sounds to „0", as this would deactivate the warning signal at the moment the door opens and closes too and thus, your pet will not get warned and has a higher risk of getting caught in the door.

5.3 ADJUSTING THE DOOR OPENING TIME

The petWALK pet door gives you the opportunity to set up the door opening times to fit your needs. As long as the petWALK pet door identifies movement in its vicinity, it won't close. As a result, your pet's safety is guaranteed. The opening time defines the length of time that the petWALK pet door remains open after the last detected movement. Therefore, you will be able to find the optimal balance between your pet's comfort and the energy consumption of your home.

In order to adjust the opening time of the petWALK pet door, press the **MENU BUTTON**. The icons flash green to indicate that you are in the setup mode.

Press the **OPEN DOOR** button. The display will appear as follows:

The value "02" on the display indicates the amount of time in seconds that the petWALK pet door stays open after the last detected movement. You can adjust this value with the **UP** and **DOWN** buttons and set a

value between 2 and 99. You can save your selected value by pressing the **OK** button. You will subsequently be re-directed to the menu for adjusting the sensitivity of the motion sensors (see chapter „5.6 ADJUSTING THE SENSITIVITY OF MOTION SENSORS“).

Press the **OK** button repeatedly until you reach the setup mode. You can exit setup mode either by pressing the **OK** button once again or by pressing the **MENU BUTTON** or the **OPERATING MODE** button.

☞	**HINT!**	In order to help your pet get accustomed to the petWALK pet door, we recommend selecting a longer opening time initially. Once your pet has got used to the petWALK pet door, you can shorten the opening time. Consequently, you cannot only ensure that you don‘t lose too much heat from your home, but also ensure that no unwanted guests gain access to your home.

5.4 ADJUSTING THE DOOR OPENING ANGLE

The door opening angle of the petWALK pet door is set as standard to about 90 degrees. However, depending on where you install the door, you might need to adjust the opening angle. Needless to say, you can do this with your petWALK pet door. This learning mode involves the door leaf opening until it is blocked by an obstacle. This angle is saved. The next time the petWALK pet door opens, it will stop just before the opening angle that was reached in the learning mode. You can adjust the newly “learned” value with your hand. In order to do this, proceed as follows:

Press the **MENU BUTTON** twice in quick succession to access the programming mode. The display will appear as follows:

Now press the **UP** and **DOWN** buttons until “door” appears on the display:

Press **OK** to start the petWALK pet door‘s learning mode. The display should now appear as follows:

Once the learning mode has finished, the display will show a numerical value:

The numerical value displayed is a measurement for the opening angle. You have the option to increase this value (the door leaf opens wider) or decrease this value (the door leaf doesn‘t open as wide) by using the **UP** and **DOWN** buttons.

Press **OK** to save the value. By pressing the **OPERATING MODE** or **MENU** button, your door will return

to operating mode that was active before the door opening angle was adjusted. From now on, the petWALK pet door will only open as wide as the value you have just set in the learning mode.

HINT!

- Should you have trouble entering the programming mode by pressing the MENU button twice, it might be helpful to try pressing it twice with your „weaker“ hand instead, meaning the left hand for right handers and viceversa.
- In learning mode, the petWALK pet door saves a slightly smaller angle than the opening angle at which an obstacle blocked the door. As a result, the next time the door opens, it will not come into contact with the obstacle again and there should be no need for any further adjustment.
- Over time, the opening angle of the petWALK pet door can change as a result of external factors. This is not an error. Check the opening angle from time to time and if necessary, adjust the angle as described above.
- Should the value 99 appear whilst you adjust the opening angle, the slip clutch might have loosened.

5.5 ADJUSTING THE DOORWAY LIGHTING

We have built lighting for your pets into the entrance area of your petWALK pet door. The doorway is lit up whilst the door leaf is open. You can select the brightness level that fits your needs - from 0(off) to 5 (brightest). The default setting is level 5 - the brightest setting.

To change the brightness, press the **MENU BUTTON** twice in rapid succession to access the programming mode. The display will appear as follows:

Using the **UP** and **DOWN** buttons, scroll until LIGH appears on the display.

Now press **OK**. The current brightness level will be displayed. Now you can select the brightness level you desire by using the **UP** and **DOWN** buttons. The doorway light will now shine at the selected brightness.

Once the doorway is lit to your satisfaction, you can save the setting by pressing the **OK** button. From now on, the doorway will be lit at the level you have just set. You can exit the programming mode by pressing either the **MENU BUTTON** or the **OPERATING MODE** button.

5.6 ADJUSTING THE SENSITIVITY OF MOTIONS SENSORS (DETECTING RANGE)

The detecting range of motion sensors cannot be changed directly, but can be influenced by the sensitivity of the sensors.

We have strived to find an optimal setting for the inner and outer motion sensors. The factory setting is therefore 88. However, we are aware that this setting might not fit your specific needs. As a result, you can adjust the sensitivity of the inner and outer motion sensors on your petWALK pet door independently. In order to adjust the motion sensors, press the **MENU BUTTON** to access the setup mode. By pressing the **OPEN DOOR** button, you will access the mode required to change the door parameters. The display will appear as follows:

Press **OK**. Now you can set up the inner motion sensor. The **EXIT CONTROL** icon will flash green to indicate that you can adjust the settings. The display will appear as follows:

You can select a value between 01 and 98 with the **UP** and **DOWN** buttons. “98” indicates the highest possible sensitivity level and therefore indirectly the biggest range, whereas the value “01” indicates the lowest. Press **OK** to save the value. You will automatically be redirected to the mode to set up the outer sensor. The **ACCESS CONTROL** icon will now flash green.

You can adjust the settings for the outer sensor in the same manner. Press **OK** to save your changes and to return to the setup mode. You can exit setup mode by either pressing **OK**, the **MENU BUTTON** or the **OPERATING MODE** button.

We recommend not to set a value higher than 98. Setting a sensitivity value of 99 will result in the capacitive motion sensors being deactivated. As a result, the sensors will no longer interact properly.

HINT!

- To help your pets get used to their new pet door, you can set the sensitivity of both motion sensors (inside and outside) higher than factory settings (88). Once your pet adjusted, you can lower the sensitivity, so that the petWALK door will not open just by walking by.
- The sensitivity of motion sensors can vary due to external factors such as air moisture, temperature and objects. The sensitivity may have to be readjusted from time to time. The outer sensor points straight (horizontally) through the lower gap between door and cover, the inner sensor points downwards diagonally through the upper gap between door and cover and covers a cone-shaped area as illustrated in chapter 2.3. Movements are only detected within the illustrated detecting range of the sensors.

5.7 PROGRAMMING THE BRIGHTNESS THRESHOLD

The petWALK pet door features a brightness sensor that can be used to control the petWALK pet door. This sensor allows you to determine at which brightness level your pet will not be able to use the petWALK pet door anymore, in one direction or in both directions.

In order to use this sensor to control the petWALK pet door, you must first set the light threshold, after which the door‘s functionality should be limited.

	HINT!	The easiest way to set the dusk threshold, is to do it during the actual dusk time that you would like to set. This way, you can adopt the current measured value from the door‘s sensor as the set time.

To start, you need to press the **MENU BUTTON** on the remote control to access the setup mode. All of the icons on the display will flash green:

Press the **BRIGHTNESS PROGRAM** button to access the light mode in order to adjust the brightness value. The display will appear as follows:

The brightness level currently measured is shown on the left of the display (in this example: 05). To the right of this value, you will find the brightness level currently set (in this example: 50, the standard setting). You can change this value using the **UP** and **DOWN** buttons. Press **OK** to save the desired value. The display will appear as follows:

Alongside the brightness level 50, the **ACCESS CONTROL** and **EXIT CONTROL** icons are flashing red. This indicates that exit and entry is forbidden beyond this light threshold.

The brightness control icon is flashing green, which indicates that the petWALK pet door is in setup mode. You can now decide what should remain forbidden using the **ACCESS CONTROL** and **EXIT CONTROL** buttons.

In our example, we just want to forbid pets exiting. Therefore, we press the **ACCESS CONTROL** button. The entry control changes colour to flashing green. This appears as follows:

Now it is forbidden to exit the house at a brightness level of lower than 50. To save this setting, press **OK**. The petWALK pet door is now in setup mode again. To exit the setup mode, press the **MENU BUTTON** or the **OPERATING MODE** button. The petWALK pet door will now return to the operating mode that was active before you started programming the brightness sensor.

	HINT!	If you have multiple pets, we recommend you use the brightness sensor solely for exit control. This way, you can be sure that your beloved cat or dog can return home late without having to wait until the early hours of the morning.

Whilst the petWALK pet door is in use, press the **BRIGHTNESS PROGRAM** button to switch to this operating mode. On this display, the entry control or exit control icons will indicate to you what is currently allowed on the basis of the current dusk sensor settings. This way, you are always aware of the current status of your petWALK pet door.

The following example shows that the brightness sensor is controlling the petWALK pet door and that it is forbidden to exit the building due to the current level of light outside.

	HINT!	This mode can also be used together with the RFID access control mode

5.8 PROGRAMMING THE TIME WINDOW FOR ENTRY AND EXIT CONTROL

This function allows you to determine when and for how long your pet can leave your home. In order to use this function, you have to set the starting and ending times that your pet may go outside.

	HINT!	- By setting different access times for going outside and going inside, you can force your pet to stay outside for a specified period of time. - If you have multiple pets, you can prevent them from going outside whilst waiting for your other pets to come home.

If you have programmed the time-controlled entry and exit control as set out in this chapter, you can switch on the door control for the set times by pressing the **TIME PROGRAM** button. The display will appear as follows:

The petWALK pet door is now controlled by motion sensors. If the current time is within the programmed time window, the corresponding icon glows green. If the current time is outside of the time window, the corresponding icon will be red.

In the following example, the current time is outside of the time window for exiting. Thus, this is forbidden. The pet still can get back inside as the current time is inside the time window for entry.

5.8.1 PROGRAMMING THE TIME WINDOW FOR ENTRY CONTROL

In order to set the time when your pet can enter your home, press the **MENU BUTTON** on the remote control. All of the icons on the display will flash green:

Pressing the **ENTRY CONTROL** button will give you access to the entry time setup mode. First, set the starting time for your desired time window. You can set the hours by pressing the **UP** and **DOWN** buttons. The currently selected hour will be flashing green along with the entry control icon and the time program icon, as shown below:

Once you have set the hour, press the **OK** button. Now set the minutes in the same way and confirm with the **OK** button.

You will now reach the setup menu for the ending time of your desired time window. This is indicated by the **ENTRY CONTROL** icon flashing red. The ending time is set in the same way as the starting time.

5.8.2 PROGRAMMING THE TIME WINDOW FOR EXIT CONTROL

In order to set the time when your pet can leave your home, press the **MENU BUTTON** on the remote control. All of the icons on the display will flash green:

Pressing the **EXIT CONTROL** button will give you access to the exit time setup mode. First set the starting time for your desired time window. You can set the hours by pressing the **UP** and **DOWN** buttons. The currently selected hour will be flashing green along with the exit control icon and the time program icon, as shown below:

Once you have set the hour, press the **OK** button. Now set the minutes in the same way and confirm with the **OK** button.

You will now reach the setup menu for the ending time of your desired time window. This is indicated by the exit control icon flashing red. The ending time is set in the same way as the starting time.

5.9 PROGRAMMING THE OPTIONAL DOOR CONTACT

Using a door contact (available as an extra option) is particularly useful when the petWALK pet door is built into or right next to an entrance door. When the entrance door is open, the door contact interrupts the functionality of the petWALK pet door. The petWALK pet door closes immediately and/or cannot be opened anymore. As a result, the risk of injury as a result of the petWALK pet door being open is reduced and collision damage is avoided.

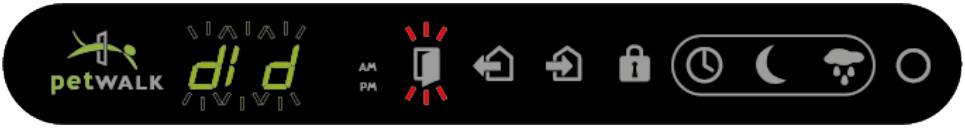
☞	**HINT!**	Using a door contact can lead to a reduction of the risk of injury in some specific situations (e.g.: the risk of crushing between an open petWALK pet door and a fixed object like a wall).

You can learn how to install a door contact in the separate Assembly and Installation Manual. When a door contact is ordered together with a petWALK pet door, the control function is switched off upon delivery. Door contacts operate according to two principles: normally open (noPE) or normally closed (ncLo). The door contact that comes with the petWALK pet door operates according to the normally open principle (the door contact shows an interruption when shut). The petWALK pet door can work with door contacts according to both principles. Therefore, you have to decide according to which principle the door contact will work. You can read about this in the door contact's documentation or by asking the dealer.

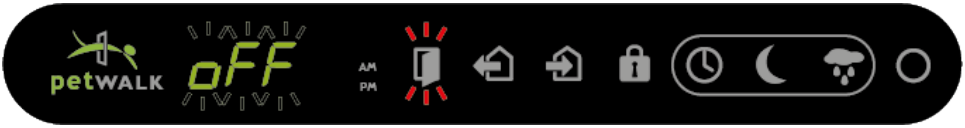
Press the **MENU BUTTON** twice to access the programming mode to activate and program the door contact.

The display appears as follows:

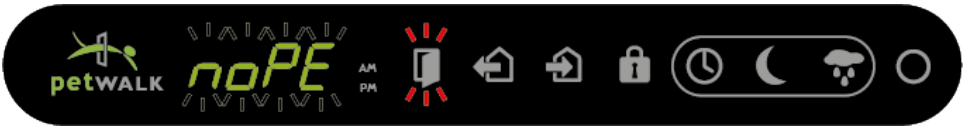
Press the **UP** and **DOWN** buttons until “dld” is displayed.



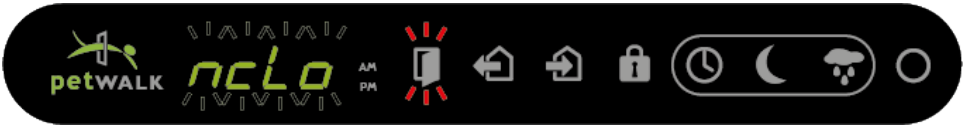
Now press **OK**. The display will show “oFF”.



This is the door's standard setting. You can switch between modes using the **UP** and **DOWN** buttons. If you use the door contact recommended by petWALK, you need to select normally open (noPE) (see below):



When using a door contact that works according to the normally closed principle, you have to select ncLo (see below):



Press **OK** OK to save your settings. You can exit the programming mode by pressing the **MENU BUTTON** or the **OPERATING MODE** button.

6 OPERATING THE DOOR WITH RFID ACCESS CONTROL

The abbreviation for RFID is based on the English term „radio-frequency identification“. This can be translated as “identification using electromagnetic waves”. RFID enables the automatic identification and localisation of objects and living things, thus greatly facilitating the collection of data. However, this technology dates back to the 1970s and was standardized in 1996. An RFID system consists of a transponder (microchip) that is located in an object or living thing and contains a code, as well as a scanner that reads the identification.

6.1 GENERAL RFID INFORMATION IN RELATION WITH THE PETWALK PET DOOR

You can set up your petWALK pet door so that it can only be opened with an RFID collar tag. The chip works for the animal in the same way that your house key works for you. Once the petWALK pet door has registered the RFID chip, it opens only for that particular registered pet, and only of no other preset limitations apply. You can register up to 20 RFID chips (pets) with your petWALK pet door.

Give you pets some time to get used to the petWALK pet door. If you plan to operate the door with RFID, do not activate RFID until your pets are confident using the door. Use the motion control setting for the first few weeks. Lower the sensitivity of the motion sensors step by step so that your pet can adjust having to come closer for the door to open. Only activate RFID when your pet is confident being upclose to the door when it opens. Train your pets on how to approach the door for it to recognise the RFID tags best.

6.2 USING IMPLANTED CHIPS FOR RFID-ACCESS

The microchip of your pet is a tiny implant, approximately the size of a rice corn. It is injected under your pet‘s skin without bothering it. The microchip doesn‘t contain a battery. Instead, it is powered with energy from the antenna in the petWALK pet door when the animal approaches it. Every microchip has a unique identification number that is saved together with your address in a centralised database. Should your pet run away, it can be easily identified with a microchip reader by a vet or animal shelter. Your contact details are found in the database via the identification number and thus, you can bring your beloved cat or dog home.

In theory, the implanted chip of your pet could also work as a key for the petWALK pet door. The implanted RFID chips, however, are extremely small and inefficient, so that it cannot be guaranteed that implanted chips work in practise.

As a result of external factors (the size and quality of the implanted chips, the placement of the implant, the location at which the petWALK pet door has been installed, the behaviour pattern of your pets, etc.), Petwalk Solutions GmbH cannot guarantee that the door‘s RFID function will work satisfactory.

HINT!

- Even if your pet is chipped, you should use the chip collar tag initially whilst your pet gets accustomed to the petWALK pet door. Once your pet has got used to the door and no longer shys away from using it, you can switch to using your pet‘s implanted RFID chip.
- **petWALK has no influence on the quality of the RFID chip implanted by the vet and the location of the implant. As a result, it is possible that the implanted RFID chip doesn‘t work or that the petWALK pet door only reacts once your pet is very close to the door. Test the RFID functionality before installation.**

6.3 DETECTION RANGE OF RFID-COLLAR TAGS AND RFID-CHIPS

RFID is a near field communication technology and works initially over a distance of a few centimetres. The reading range of **RFID collar tag SMALL** is approx. 0 – 15 cm (0 - 6 in), for the **RFID-collar tag LARGE** it is approx. 0 – 20 cm (0 - 8 in). The typical reading distance of a well placed **implanted RFID-chip** (given it is recognised at all) is around 0 - 5 cm (0 - 2 in). In learning mode, the chips are recognised at roughly half of the normal reading distance.

The **actual achievable range** is dependent on many factors. The biggest challenges are the **power supply of the transponders**, the transmission frequency and the position of the transponders in relation to the antenna.

- Regarding the power supply, there are legal regulations such as how much energy an antenna can emit without disturbing other electronic devices in its proximity (EMC standard). Depending on the quality of the RFID chip in or on your pet, it might need more or less energy to activate itself. This means it can be less or further away from the antenna.
- The principle is called proximity transmission or inductive coupling. The distance between the two coils represents the wireless transmission link and should be as small as possible. When the distance between the two coils is larger, the flux leakage increases, the inductive coupling sinks and efficiency decreases. Typical distances that can be bridged by this method are roughly the coil diameter and up to double the coil diameter. The coil diameter of the transponder in your pet is just a few millimetres. Therefore, the theoretically achievable distance is limited to a few centimetres / inches. As the collar tag is much larger, it works better.
- The second challenge is the correct transmission frequency. This is set by default and the petWALK pet door abides by it (it is calibrated daily). However, the **implanted RFID chips in particular, often have considerable deviations.** This means that they don't transmit at the stipulated frequency. A simple comparison would be listening to a radio program on a radio where the frequency has been adjusted. One can hardly understand anything due to the interference. The data can only be recognised once the signal is much stronger - in our case, once the animal has approached the antenna.
- The third factor is the position of the transponders in the electromagnetic field. This refers to how the RFID chip, that looks like a grain of rice, is aligned to the antenna in the door leaf. It works best when situated normally in front of the door leaf and badly when situated parallel to the door leaf. This has physical reasons (the coil's magnetic field) as a result of the construction of the implanted transponder. **This has a dramatic effect on the reading range from functioning well to not at all.**

In order to maximise the distance, petWALK doesn't read the numerical value of the chip like vets' devices. Instead, petWALK analyses the RFID chip's frequency spectrum using complex mathematical methods and compares it with the patterns saved previously. **The range of the RFID chip can not be adjusted on the petWALK pet door.**

The following picture illustrates the signal strength of the RFID antenna and the ideal reception quality:

As the RFID antenna is foam-sealed into the middle of the door leaf, the reception quality is at its best in the middle. The reception quality decreases towards the edge of the door leaf.

Therefore, whilst installing the petWALK pet door, it is essential to make sure that the door is installed at the correct height in order to ensure that your pet's RFID chip is at an optimal height for the RFID antenna. It is particularly important that the door not be installed too high.

Please not the maximum reading range of chips which is approx. 0 – 15 cm (0 - 6 in) for the **RFID collar tag SMALL**, approx. 0 – 20 cm (0 - 8 in) for the **RFID-collar tag LARGE** and around 0 - 5 cm (0 - 2 in) for an **implanted RFID-chip** (given it is recognised at all) is.Your pets will need some time to get used to how to best approach the petWALK door for it to open with activated RFID control.

6.4 OPERATIONG THE DOOR IN RFID ACCES CONTROL MODE

Press the ACCESS CONTROL button to switch to the RFID access control mode. The display will look as follows:

Only pets with registered RFID collar tags are allowed to enter or exit through the door in this setting. By pressing the ACCESS CONTROL button again, you can deactivate RFID access control and switch back to motion control. While having the RFID access control activated, you will be shown the number to which your pet's chip was registered on the display and if your pet's chip was first detected by the antenna on the outside or on the inside. In the following example, the pet with its chip registered to No. 2 is exiting through the door.

☞	**HINT!**	Given that the signal sounds are turned on, the petWALK pet door not only informs you as to which of your pets is currently using the door on the display, but also with an audio signal (beep) that corresponds to the pet's number. For example, in the illustration below, when pet number 02 uses the petWALK pet door, the door will beep twice.

The following display shows a situation where a pet registered to No. 2 wants to enter the house, but is not allowed to as the exit symbol has been dactivated, hence, the petWALK door will not open.

6.4.1 PROGRAMMING AN RFID COLLAR TAG

In order to program an RFID chip, the petWALK pet door has to be switched on and the **OPERATING MODE** icon has to be glowing green on the display. Then, press the **MENU BUTTON** on the remote control. You are now in setup mode (all display elements are flashing green) and the display appears as follows:

Next, press the **ACCESS CONTROL** button. The access control icon on the display will now flash orange. The time will be replaced by the first free memory location for programming an RFID chip. The first time you do this it will be memory location "01". After that an RFID chip has already been registered. Thus, location "02" is shown as the next free memory location.

Press **OK**. The petWALK pet door is now ready to be programmed. The next free memory location is displayed and the “P” for programming indicates that the door is ready to be programmed. The display will now appear as follows (note: program “P 01” if it is the first attempt):

Move the RFID chip or the chipped animal about 2 cm / 0.8 in away from the door leaf. You will hear a beep to indicate that the chip was successfully registered. The “P” will vanish and the number on the display will increase by 1, thereby showing the next free memory location. The petWALK pet door now has all the information it needs to open solely for your pet.

You can exit the setup mode by pressing the **MENU** button twice. You will automatically be redirected to the operating mode that was active before you programmed the RFID chip.

HINT!

If you try to program a previously programmed RFID chip a second time, the display will show the number of the previously programmed RFID chip. You will also hear a quiet beep. This way, you can check that the RFID chip was programmed correctly.

In case you want to program another chip to the door, you will have to press the **OK** button again, so that the letter „P“ appears on the display. Forgetting to press the **OK** button is one of the most common reasons why customers call for assistance during the setup process.

6.5 WHAT THE DISPLAY TELLS YOU ABOUT GRANTING AND DENYING RFID ACCESS

It is important that whoever sets up the door and trains the pet understands the symbols on the display and their meaning when lit up in different colours to ensure that your pet‘s acclimatisation period is as stress-free as possible. In basic RFID mode with no other settings activated, the display looks like this:

When your pet approaches the petWALK pet door, the access control icon will flash orange as soon as the petWALK pet door identifies movement inside or outside. The flashing indicates that the petWALK pet door is trying to read the RFID chip. If the petWALK pet door identifies the chip, it will open. If no known RFID chip can be identified after about 20-30 seconds, the open door icon will glow red for about 2 seconds. (Note: doors shipped before 2021 will glow red if no RFID chip could be found after 10 seconds). During this period of time, the petWALK door stays locked. Once the door icon on the display turns green, the door is able to identify RFID chips again.

If your pets stops and waits too far away from the petWALK pet door (outside of the RFID range), the distance might be too large to successfully identify an RFID chip. Therefore, you should use the motion sensor function initially until your pet is used to the petWALK pet door.

6.6 DIFFERENT SETTINGS FOR RFID ACCESS FROM THE INSIDE AND OUTSIDE

You can determine whether the RFID access control is active for both sides or only for exit control or entry control. However, when it is only active on one side, the motion sensors will be active on the other side. As standard, the petWALK pet door has been programmed so that the **ACCESS CONTROL** icon will glow green whilst in RFID operating mode and RFID access control will be active on both sides of the door.

Should you wish to change this setting, press the **MENU BUTTON** on the remote control twice in quick succession to access the programming mode. Either “DOOR”, “LIGH”, “did” or “rFid” will flash. Press the **UP** and **DOWN** buttons until “rFid” is displayed.

Confirm with **OK** OK. The display will appear as follows:

When the EXIT CONTROL and ACCESS CONTROL icons both flash green, RFID access control is active in both directions (standard RFID setting).

Press the **ACCESS CONTROL** button repeatedly to adjust the setting to fit your needs:

This setting shows that RFID recognition is only active from outside to inside. The petWALK pet door motion sensor opens the door from inside to outside.

☞	**HINT!**	This setting is useful should there be an occasion for an animal that is not yours to follow your pet into your home (eg. a neighbour's cat). This mode ensures that the animal could leave the house again. This setting is also useful when you train your pet to use RFID or if your pet is too shy to get close enough to the petWALK door for it to recognise your pet's RFID collar tag on the inside, as the door leaf will open towards the inside and some pets have to get used to this for a while.

This setting shows that RFID recognition is only active from inside to outside. The petwalk pet door motion sensor opens the door from outside to inside.

Once you have found the setting that best suits your needs, save by pressing the **OK** OK button. Press the **MENU BUTTON** to exit programming mode.

6.7 SETTING UP DIFFERENT PERMISSIONS FOR DIFFERENT RFID COLLAR TAGS

	HINT!	You can skip this chapter if you only have one pet or, should you have multiple pets, and do not plan to set up different rights for each pet.

Once you have programmed one RFID chip, you can determine several basic settings for that chip.

You can determine

- Whether the previously programmed time range should be valid for this chip,
- Whether this animal is allowed in or out,
- Whether this animal is never allowed in or out.

In order to meet individual needs for each pet, press the **MENU BUTTON** on the remote control to access the setup mode. Press the **ACCESS CONTROL** button to access the learning mode. The **ACCESS CONTROL** icon on the display will flash orange and the first free memory location will be displayed.

Using the **UP** and **DOWN** buttons, you can switch between the chips whose permissions you would like to change. Press the **OK** button. As shown below, the entry control and exit control icons next to the animal number will flash in different colours. The first time, both icons will flash orange.

This display indicates that there are no special settings active for this RFID chip. The general functions that have been set will be valid for this RFID chip. If the time program is active, it will apply to this animal.

Press the **EXIT CONTROL** and **ACCESS CONTROL** buttons to change the colour of the corresponding icon to flashing green, red and orange.

Flashing orange: Permission is the same as the general settings (picture above)

Flashing green: This animal may always exit or enter the house

Flashing red: This animal is never allowed to exit or enter the house

Press the **MENU BUTTON** to confirm your changes and save and exit.

Press the **MENU BUTTON** again or the **OPERATING MODE** button to exit the setup mode.

You can repeat this process for as many animals as you like. You can change the settings at any time in the same way.

6.8 ERASING AN RFID CHIP

It is possible to erase individual RFID chips that have previously been programmed. This might be necessary should a pet that you are looking after for a while leave again, or if you give up or sell your pet's offspring or should you have lost a collar tag chip.

Press the **MENU BUTTON** on the remote control to access the setup mode. Press the **ACCESS CONTROL** button. Use the **UP** and **DOWN** buttons to select the number on the display that you wish to erase. Press the **ACCESS CONTROL** button once again. The display will appear as follows:

"L 01" means that by pressing **OK**, you can erase the RFID chip with the number "01". You will hear a beep to confirm that the RFID chip has been erased. The next free memory location will be shown on the display. You can now program a new RFID chip or leave the setup menu.

6.9 EXAMPLES OF RFID SETTINGS

Press the **ACCESS CONTROL** button to switch to the corresponding mode. In the interests of simplicity, for the purposes of this example, the only active program is the one enabling your animal wearing an RFID chip to enter and exit.

You can switch operating modes by pressing the corresponding button on the remote control. When the **ACCESS CONTROL** icon glows green, your pet can enter.

In this operating mode, you can tell which pet is currently using the petWALK pet door. In the example below, pet number 02 is going through the petWALK pet door from inside to outside.

In the following example, pet 02 is trying to get back into the house. However, in this example, this mode is not activated and thus, the petWALK pet door does not open.

7 OVERVIEW OF THE MOST IMPORTANT PROGRAMMING STEPS

Setup mode	1x MENU BUTTON
Programming mode	2x MENU BUTTON
Adjusting the time	1x MENU BUTTON – TIME PROGRAM – select 12-hour or 24-hour mode – OK. Adjust hours with UP / DOWN – OK, Adjust minutes with UP / DOWN – OK
Adjusting the door opening time	1x MENU BUTTON – OPEN DOOR – UP / DOWN: Set value between 02 and 98 – OK
Adjusting the range of the motion sensors	1x MENU BUTTON – OPEN DOOR – OK: INNER range: Set value between 1 and 98 – OK. OUTER range: Set value between 1 and 98 – OK
Adjusting the volume of the sound indicator	1x MENU BUTTON – UP / DOWN: Set volume – OK
Adjusting the door lighting	2x MENU BUTTON – UP / DOWN until [LIGH] – OK: Set value – OK
Adjusting the door opening angle	2x MENU BUTTON – UP / DOWN until [DOOR] – OK: Learning mode [RUN] starts until obstacle is hit – adjust value with UP / DOWN – OK
Programming the time window for entry control	Set starting time: MENU BUTTON – ACCESS CONTROL – Set hours with UP / DOWN – OK – Set minutes with UP / DOWN – OK – Set ending time: Set hours with UP / DOWN – OK – Set minutes with UP / DOWN – OK
Programming the time window for exit control	Set starting time: MENU BUTTON – EXIT CONTROL – Set hours with UP / DOWN – OK – Set minutes with UP / DOWN – OK – Set ending time: Set hours with UP / DOWN – OK – Set minutes with UP / DOWN – OK
Programming an RFID chip	1x MENU BUTTON – ACCESS CONTROL – OK: Door is in learning mode.
Setting up different permissions for multiple RFID chips	Select the desired (programmed) chip: 1x MENU BUTTON – ACCESS CONTROL – UP / DOWN until the desired chip number – OK RFID-Chip/Animal is always allowed to enter: ACCESS CONTROL green – MENU BUTTON RFID-Chip/Animal may never enter: ACCESS CONTROL red – MENU BUTTON Permission is tied to the programmed time window: ACCESS CONTROL orange – MENU BUTTON RFID-Chip/Animal is always allowed to exit: EXIT CONTROL green – MENU BUTTON RFID-Chip/Animal may never exit: EXIT CONTROL red – MENU BUTTON Permission is tied to the programmed time window: EXIT CONTROL orange – MENU BUTTON
Programming the brightness sensor	1x MENU BUTTON – BRIGHTNESS – UP / DOWN set desired value – OK – select desired ACCESS CONTROL/EXIT CONTROL – OK
Programming the door contact	2x MENU BUTTON – UP / DOWN until [dId] – OK – UP / DOWN until [noPE] or [ncLo] – OK
Switch off BATTERY	2x MENU BUTTON – [ACCU] – OK – UP / DOWN until [on] or[off] – OK
Reset to factory settings	Erase all settings, but not the saved RFID transponders: 2x MENU BUTTON – UP / DOWN until [PAR] shown on display – OK. Erase all settings / Reset to factory settings: 2x MENU BUTTON – UP / DOWN until [ALL] shown on display – OK.
Exit the setup / programming menu	1x MENU BUTTON

8 POSSIBLE MALFUNCTIONS

8.1 RESETTING THE PETWALK PET DOOR - RESET

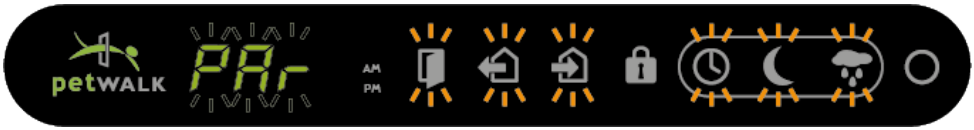
You can reset all settings on the petWALK pet door. This means that, should you not be able to remember what exactly you've set up and changed whilst trying out the door, you can easily reset the door and start over.

There are two reset options:

- PAR - resets all settings apart from RFID collar tags that have been programmed
- ALL - resets the petWALK pet door to the factory settings

8.1.1 Resetting your personal settings - PAR

If you want to reset all settings, but not erase the registered pets, proceed as follows: Press the **MENU BUTTON** twice in quick succession to access the programming mode. The display will appear as follows:



Using the **UP** and **DOWN** buttons, scroll until PAR is shown on the display. Press **OK** to confirm your wish to reset all settings to the factory settings. The programmed RFID chips will remain untouched. You can exit the setup mode by pressing the **OK** button, the **MENU BUTTON** or the **OPERATING MODE** button. The door will now be in standard operating mode and you can start to customise the settings again.

8.1.2 RESETTING TO FACTORY SETTINGS - ALL

Press the **MENU BUTTON** twice in quick succession to access the programming mode. The display will appear as follows:

If ALL is not shown in the display, use the **UP** and **DOWN** buttons to scroll until ALL is shown on the display. Press **OK** to confirm your wish to reset all settings to the factory settings. You will hear an acoustic confirmation of a successful reset in the form of a beep. You can exit the setup mode by pressing the **OK** button, the **MENU BUTTON** or the **OPERATING MODE** button. The door will now be in standard operating mode and you can start to customise the settings again.

8.1.3 MANUAL RESET

In very rare cases, the petWALK pet door might at some point suffer a software crash and become unresponsive. Just like in a computer, a simple restart can often solve the problem.

The petWALK pet door has to be RESET by disconnecting it from the power supply and letting the battery run out. This is easily achieved by disconnecting the petWALK pet door from the power supply (unplug the power adapter from the power outlet) and waiting a number of hours until all of the lights on the display are unlit. After that, the power adapter can be plugged in to the power supply again and the petWALK pet door will function normally again.

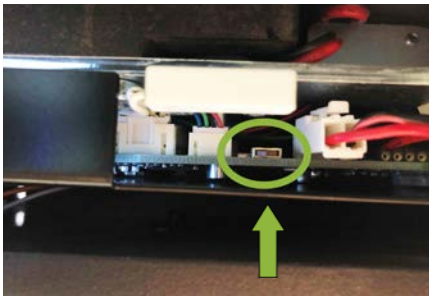
If you need a quicker alternative to restart the petWALK pet door, follow this procedure:

First, unlock the door leaf as follows.

Take off the decorative covers for the „Large“ petWALK door on the inside of the door leaf. You now see a narrow gap in the upper corner on the hinged side and below the gap a closing bolt that locks the door leaf. Should you have a „Medium“ door, you will be able to reach the bolts without removing the decorative cover.

Using a slim screwdriver, press the bolts upwards and towards you, applying slight pressure. The petWALK door will issue an intruder alarm (A00) that you can turn off by pressing the OK button on the remote control.

There is a RESET button on the bottom of the protective plate between the cover plate and the white battery connector - to the right above the white element. It protrudes out of the cover plate. Carefully press the switch with a pen (or something similar). A successful restart is indicated by the operating mode icon on the display glowing red. After a rattling noise, the petWALK pet door has been initialised again and is ready for operation.



Alternatively you can unplug the door from its electricity supply (unplug from wall socket/or switch off the fuse if you are using in-wall power supply). Detach the white battery plug with its black and red cables (CAUTION! There is a plug fuse on the back side that has to be pressed with a narrow screwdriver when being removed) wait until all of the lights on the display go out. Then, connect the white plug again and connect the door to electricity by using the wall plug or switch on the fuse.

8.2 PETWALK PET DOOR MAKES A RATTLING SOUND

Should the petWALK door ever generate a rattle sound or show the error E01 during opening or E03 during closing, it is only a mechanical issue from beeing exposed to extreme changes in temperature, e.g. in spring or autumn. The extreme temperature changes can cause the metal to move and lead to a high contact pressure of the door leaf, which can hinder the bolts from closing smoothly.

The error messages can easily be corrected by adjusting the closing bolts.

petWALK pet doors have adjustable locking bolts that allow you to customize the contact pressure. The contact pressure is ideal if you can still press the closed and locked door leaf against the seals quite easily.

If the bolts are set too tightly, it may happen that the locking engine can no longer open or close the door leaf. You will notice that this is the case when the drive „rattles“ or the door does not open and the message „E01“ appears on the display.

You can adjust the pressure easily by turning the bolts eccentrically using a Torx wrench size 15. The door closes easier when the flattened side of the disc is facing inwards and harder when pointing outwards.

9 ERROR MESSAGES ON THE DISPLAY

9.1 E01: ERROR WHILST OPENING THE DOOR LEAF

This error message is displayed when the door leaf is unable to open. If the obstacle is removed before the door is opened again, the petWALK door will open normally again. The error message will remain on the display for a short while to show you that there was recently an obstruction.

Remove the error:

Check whether an obstacle is stopping the petWALK pet door from opening or whether there is another reason for the door not being able to open. Once you've removed the obstacle from the doorway, press **OK** OK to confirm the error message. The error message will no longer be displayed.

It could also be possible that the closing mechanism is responsible for this error. Please read the previous chapter 8.2 on „the petWALK door makes a rattling sound" for more information.

9.2 E02: ERROR WHILST CLOSING THE DOOR LEAF

This error message is displayed when the door leaf is unable to close due to an obstacle being in the way.

The door leaf will stop immediately should it encounter an obstacle whilst closing. After two seconds, there will be an acoustic signal - a beep - before the door will try to close itself again. After the third unsuccessful attempt, this error message will be shown on the display.

	HINT!	The petWALK pet door poses a potential danger when open. Further attempts to close the door will be accompanied with an acoustic warning signal.

The door will repeatedly try to close itself until the obstacle has been removed. The error message will remain on the display to inform you about the situation.

Remove the error:

If the petWALK pet door is still open, you need to remove the obstacle. If the petWALK pet door is closed again, check what might have stopped the door from closing to avoid the situation in the future. Then, press the **OK** OK button on your remote control to confirm the error message. The error message will no longer be displayed.

9.3 E03: DOOR LEAF FAILS TO CLOSE WHILST THE MOTOR IS RUNNING

☞	**HINT!**	The slip clutch works as an additional anti-jamming safety device even when the electronics are faulty. Over time, this can loosen due to normal wear and tear. Check regularly if the slip clutch is adjusted well. If it is too loose, tighten it as described below.

Remove the error:

Tighten the slip clutch as described in chapter 10.5 „ADJUSTING THE SLIP CLUTCH“ until it no longer grinds. Then press the **OK** OK button on the remote control to confirm the error message. The error message will no longer be displayed.

9.4 E05: NO 24V POWER ADAPTOR CONNECTED

This error code is included for the sake of completeness. It indicates that the petWALK pet door is not being operated with a 24 V power adaptor and thus, cannot be operated at all.

When using the power adaptor or in-wall power supply unit purchased from petWALK or included in the scope of delivery, this error will not ocurr.

Remove the error:

Exchange the power supply unit with an original 24 V power supply unit available to be purchased from Petwalk Solutions GmbH.

⚠	**DANGER!**	Only use power supply units provided by Petwalk Solutions GmbH. The use of units with different Voltage can severely damage electronic components.

E06: ERROR TUNING THE RFID ANTENNA

The RFID antenna built into the petWALK pet door is automatically tuned when the door is used the first time and once a day at about 2:00 a.m. thereafter. The error message indicates that it is not possible to tune the RFID antenna. Possible sources for the error include, amongst others: aluminium covers, metal covers, or aluminium scroll bars that are in front of the petWALK pet door.

Remove the error:

Confirm the error message by pressing the **OK** OK button. The error message will disappear and the petWALK pet door can still be used, though only in motion control mode. Please contact your seller or our customer support team to remove the fault.

9.5 A00: ALARM – DOOR LEAF FORCED OPEN

This error message is accompanied by an alarm signal. It occurs when the petWALK pet door has lost its door contact whilst closed due to having been forced open.

Removing the error:

Typically, the petWALK pet door will still be open when this error occurs. As the door has been forced open, it will be necessary to repair or swap the door. To confirm the error message and the alarm signal, press **OK** OK.

☞	**HINT!**	In some rare cases, the alarm can be triggered when, for example, a heavy object hits the door leaf at the same moment that the closing motor has started, thereby forcing the door open just as its about to close (e.g.: due to stormy weather). The petWALK pet door can be used normally. Nevertheless, you should check the door to see if it has been damaged.

9.6 LOAD: LOW BATTERY CHARGE OR BATTERY NOT CONNECTED

Should **LOAd** be shown on the display, the battery is empty. This is normal after a prolonged power outage. If the error message **LOAd** doesn't disappear after a number of hours, the battery is either completely discharged or defective and has to be replaced. You can order a replacement battery on the online shop on our website. The replacement battery comes with instructions as to how to exchange it. If you press the OK OK button on the remote control, **LOAd** will disappear from the display - the OPERATING MODE symbol (circle) will continue to flash green as long as the battery is being charged.

petWALK pet doors delivered after 9/2015 can also operate with an empty or unplugged battery. This way, you don't have to do without your petWALK pet door while you wait to replace your battery. In chapter 3.5 „EMERGENCY POWER SUPPLY SETTINGS" you can find more information on how to set up the petWALK pet door to operate without a battery.

10 MAINTENANCE, CLEANING AND UPKEEP

⚠	**ATTENTION!**	Always unplug your petWALK door before carrying out maintenance or cleaning tasks. Also unplug the battery so that there is no electricity on the door! Alternatively, turn off the petWALK pet door first and unplug it afterwards.

Regularly check the petWALK door for anything out of place as well as its functionality. Check the slip clutch regularly and adjust it if needed.

10.1 GREASING THE SEALS

The seals are high quality silicone seals that are only used in high end passive house entry doors. According to the manufacturer, they do not need any maintenance. However, it does not hurt to varnish them with silicone grease from time to time (like you would for the seals of your car doors) to prevent them from freezing the door shut in winter.

10.2 HINGE BOLTS

Even though the petWALK door has built in hinge bolts and closures of the highest quality, they could wear off over the years. The petWALK door has the same options to adjust the opening and closing mechanism just as any other window or door. It could happen that the hinge bolts move upwards and loosen from the hinge. Check regularly if the hinge bolts are well placed and push them downwards in case they need adjustment.

10.3 CLEANING AND CLEANLINESS

Regularly clean the petWALK door and remove any cat or dog hair, etc. The best cleaning results can be achieved with a soft, lint-free, slightly damp cloth. Do not use any solvents, aggressive cleaning materials and abrasive detergents. We recommend using a vacuum cleaner on the door‘s passageway.

If you use the tunnel variant, you can also clean the base plate with a soft, lint-free, slightly damp cloth. You only need to clean the side panels and top panel with a dry cloth.

ATTENTION! Never use too much water when cleaning the tunnel - water could soak into the masonry.

10.4 CLEANING THE SENSORS

Regularly clean the sensors with a soft cloth, so that dirt cannot accumulate on the sensors. Dirty sensors can limit their functionality. Pay special attention not to damage or break off the protective cap of the inner sensor (picture on the left). The inner PIR sensor needs the cap to function properly.

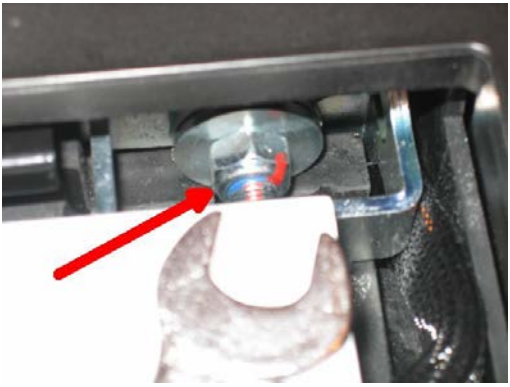
10.5 ADJUSTING THE SLIP CLUTCH

As the slip clutch is subject to wear and tear (like in a car), it is possible that it loosens over time and that the motor starts to slide before the current limiter becomes active. The motor will not be able to switch off.

The screw for adjusting the slip clutch is located on the inner side of the top of the door leaf - on the side with the hinges. You can tighten it with a 13 mm / ½ in spanner. Naturally, the petWALK pet door has to be disconnected from its power supply first.

Fasten the nut in such a way that the motor will stop just before the slip clutch starts to slip.

CAUTION!	The slip clutch is a safety-cricital component. When you have adjusted the slip clutch, you must check whether the open petWALK pet door can be moved with the hand before resuming normal door use. The force you require to move the door is the maximum force that can theoretically be exerted on an objected jammed in the doorway. Adjusting the slip clutch, respectively an incorrectly adjusted slip clutch can result in limited product liability or warranty.



10.6 CHANGING TEMPERATURES

As mentioned in chapter 8.2, the contact pressure of the bolts can be modified when the door is exposed to changing temperatures. This happens quite regularly in spring and autumn. Please follow the instructions given in chapter 8.2 to correct the rattling sound during opening and closing.

10.7 SUBMISSION FOR REPAIR

Should your petWALK door be in use for several years already and you wish to have it checked and/or have parts exchanged, you can send your door in for repair. The hole in your glass pane/wall/door can be closed make-shift temporarily or closed by a dummy door without functionality. In any case, please contact us beforehand.

11 SHUTTING DOWN AND DISPOSAL OF THE PETWALK PET DOOR

The product packaging is made out of recyclable materials. The packaging can be disposed of at public collection facilities for recycling. Old appliances must not be disposed of with domestic waste! Old appliances must be disposed of properly at the end of its service life in accordance with statutory regulations. Recyclables contained in the old appliances are recycled and the environment is protected. You can obtain further information from your local disposal company.

	**HINT!**	Dispose of the petWALK pet door in an environmentally friendly manner, no matter whether you are disposing of individual components or disposing of the door as a whole. Sort the components (metal parts to the respective metal scrap, plastic parts to the plastic waste, etc - do not simply dispose of the device in the household waste)! Detailed information can be found in the WEEE Directive (2002/96/EG) (Waste Electrical & Electronic Equipment Directive).

Take care of the raw materials that are in this product. Before disposing of components of the petWALK pet door, check whether they can be recycled. Recycle as much as possible.

Negligent or incorrect disposal could result in damages. Take care of yourself, us and our offspring, contribute to nature, the environment and the economy. Dispose of components of the petWALK pet door in such a way that is good for people, nature and the environment.

Follow the manufacturer‘s instructions and the corresponding national laws and regulations.

12 FAQs

What is sleep mode?

Sleep mode is the petWALK pet door's stand-by mode. The door is connected to a power supply but not in operation. The operating mode icon on the display glows red and the petWALK pet door doesn't respond to any commands. To switch to operating mode from sleep mode, press the **OPERATING MODE** button on the remote control until the icon on the display glows green.

Can I connect my petWALK pet door to my alarm system at a later date?

Connecting the door to the alarm system at a later date is no problem. The petWALK pet door can be equipped with a connection cable for an alarm relay at any time. You can order this in the online shop on the website at **www.petwalk.at/shop**. Contact our customer support team for more information.

Can I connect a door contact at a later point in time?

Installing a door contact at a later date is no problem. The petWALK pet door can be equipped with a connection cable for a door contact at any time. You can order this in the online shop on the website at **www.petwalk.at/shop**. Contact our customer support team for more information.

The display cannot be read:

The acrylic decors are covered with a protective film on both sides. These must be removed before attaching them to the petWALK pet door. If the protective films are not removed, it will either be very difficult or impossible to read the display. Operating the petWALK pet door with the remote control can also be affected.

What happens during a power failure?

Your petWALK pet door is equipped with a backup battery. Your pets will not be forced to remain outside should there be a power cut. It also ensures that the petWALK pet door closes and doesn't remain open. Please find more in chapter 3.5 „Emergency power supply settings".

Can I operate my petWALK without battery?

petWALK pet doors delivered after 9/2015 can also operate with an empty or unplugged battery. Please note that the petWALK pet door might remain open during a powercut. More information can be found in chapter 3.5 „Emergency power supply settings".

How do I charge the battery correctly?

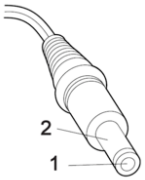
If the petWALK pet door hasn't been connected to a power source for a prolonged period of time or has been stored on a building site for a prolonged period of time before being installed, connect it regularly (at least every 3 months) for 24 hours to a power source. This way, you can prevent the battery from discharging completely. You can also prevent irreparabel damage to the battery. If your petWALK is normally connected to a power source, the battery will be charged regularly. Therefore, you don't need to take any further action.

The operating mode icon flashes green when in normal operation:

If the operating mode icon is flashing green, the battery is low. Whilst operating normally, the petWALK pet door constantly monitors the battery. After a prolonged power outage, it is quite normal for the icon to flash green. This should disappear after a few hours. Should this condition persist for longer than one day, you should consider replacing the battery.

How to connect the in-wall power supply correctly

When connecting the 230V supply side, make sure that the correct terminals of the transformer are used: AC / N & AC / L. The 24V output is labeled with + V and –V. If you use the 3m cable extension, connect the red wire to + V and the black wire to –V. When connecting other cables, ensure that the the connection socket is poled correctly (Pin 1= +24V; Pin 2= 0V).



☞	**HINT!**	Exclusively use in-wall power adaptors sold by petWALK. Different ones could interfere with and therefore cause disturbances with the RFID access control Never connect the petWALK pet door without a (in-wall) power adaptor to electric lines!

The display remains dark when connected for the first time:

- Check to ensure that the power is switched on (power outlet, fuse, etc.)
- Check to ensure that the power adapter is connected to the petWALK pet door correctly.
- Check to ensure that the 3 connection cables between the internal and external flanges are undamaged and are connected properly.
- When using a third-party power adapter (not recommended), check the required supply voltage.

The petWALK pet door does not respond to the remote control:

- Check to ensure if the protective film on the lower edge of the remote control has been removed.
- Check to ensure that the battery is correctly inserted or replace it with a new one.
- The remote control works with infrared signals. The transmitter is on the front of the remote control. You have to point the front towards the display. The range is about 10 meters / 32 ft. The range decreases on the sides.
- Check to see if the microswitch used to deactivate the infrared receiver in the storage slot is not damaged or jammed. The pin has to be easy to move and has to visibly protrude 1-2 mm / 0.04-0.08 in into the slot. The microswitch is no longer present on petWALK pet doors delivered after Oktober 2016.

The petWALK pet door doesn‘t close tightly and can be moved a little when closed:

Upon delivery, the silicon seals on the door leaf are pressed together gently and thus, form an airtight seal. Over time, the contact pressure can change.

The lock uses high-quality locking bolts with an asymmetrical mushroom lock, which can be turned face-down with a TORX T15H when the door leaf is opened manually. The contact pressure of the door leaf can be changed by turning (up to 360 degrees).

The bolt in the hinge has loosened:

During production, the bolt which holds the door leaf in the hinge is pressed into the hinge. The bolt can loosen over time or as a result of strong vibrations. From time to time, you should check to see that the bolt is tight. If necessary, you can press it in again with a pipe wrench.

The petWALK pet door no longer responds, but the display is lit:

This might be due to the control software not running properly. Perform a software restart - see chapter 8.1 „RESTART / RESET“. In rare cases, the petWALK pet door might suffer a software crash and become unresponsive. Just like with a computer, a simple restart can often solve the problem. The petWALK pet door has to be RESET by disconnecting it from the power supply and then letting the battery run out. This is easily

achieved by disconnecting the petWALK pet door from the power supply (unplug the power adapter from the power outlet) and waiting a number of hours until all of the lights on the display are unlit. After that, the power adapter can be plugged in to the power supply again and the petWALK pet door will function normally again.

The closing motor doesn‘t switch off when the door leaf encounters an obstacle whilst closing:

If the door leaf encounters an obstacle whilst closing, the current limiter is activated and the motor stops immediately. A slip clutch is also integrated as an additional safety device. If the slip clutch has been set up correctly, the motor switches off before the slip clutch becomes active. Should the slip clutch have loosened over time, the motor current monitoring system can‘t become active and the motor will continue to run. In this case, tighten the slip clutch again as described in chapter 10.5 „ADJUSTING THE SLIP CLUTCH“.

The operating mode icon flashes red and the petWALK pet door doesn‘t respond:

Typically, if the operating mode icon is flashing red, the petWALK pet door is being controlled by the door contact and the entrance door is open. Should the entrance door not be open, please check the door contact settings. If there is no door contact connected to the petWALK pet door, you might have accidently activated the door-in-door contact. Information as to whether the door contact is activated and how you can deactivate it again can be found in chapter 5.9 „PROGRAMMING THE DOOR CONTACT“.

Condensation is forming on the petWALK pet door:

This is not as a result of a product defect of the petWALK pet door, but instead due to the manner in which the petWALK pet door has been installed. In this case, please contact your installation partner.

If the petWALK pet door is not used for a prolonged period of time, a lack of ventilation in the tunnel could result in condensation building up on the metal fittings. In new builds, this can also be as a result of residual moisture. The petWALK pet door will not suffer any damage as a result. However, from time to time, it would be a good idea to remove the moisture with a dry cloth.

The inner motion sensor is not functioning properly:

First check the sensitivity of the motion sensors (see chapter „5.6 ADJUSTING THE SENSITIVITY OF THE MOTION SENSORS“). The default value for inside is 88 and should be set to maximum of 98. The inner motion sensor is located centrally above the door leaf behind the mechatronics cover (diagonally-mounted black cylinder) (see chapter 3.3 „LOCATION AND COVERAGE OF THE SENSORS“).

Check to see that the decorative panel is mounted correctly – they might restrict or block the the motion sensor‘s field of vision. The decorative panel on the inside of the door leaf must not stick out beyond the top edge of the door leaf. If your pet prefers to approach the petWALK pet door from the side, attach the inner door leaf decorative panel 1-2 mm / 0.04-0.08 in lower - in this case, the top edge of the decor should be just under the upper edge of the door leaf. If you are unsure whether the decor panels are attached correctly, remove them and check the sensors again. If the sensor still isn‘t working correctly and the sensor only registers movement directly in front of it, check whether the front of the sensor is metallic and shiny or whether it has a black plastic cover. Please contact our technical support with this information (possibly with a photo of the sensor).

What should be done if the locking bolts do not open completely and thus the petWALK pet door is blocked?

The door leaf might be hanging crookedly. This can happen if the upper hinge wing has become displaced, perhaps as a result of the door leaf getting hit. You can check this easily by looking at the gaps on the outside of the door module. These should be as equal as possible on all four sides and the edges of the door leaf should be parallel to the frame.

If the door leaf is hanging too far down, gently hit the hinge pin of the upper hinge from underneath whilst the door leaf is open slightly. Do this until the hinge pin is out of the hinge block. Turn the hinge wing in the door leaf 1/2 to 1 rotation clockwise into the door leaf. Then, insert the bolt from the top again. If the door leaf is now straight, carefully push the hinge pin into the hinge again from above.

For more information, see chapter 8.2 „THE PETWALK DOOR MAKES A RATTLING SOUND“

The RFID collar tag can be programmed to the door but will not open the door:

When you hold the RFID collar tag to the middle of the door leaf in programming mode, the collar tag should be recognised at least 5 cm in from the door. Try to program it a second time. The door should realise that the chip already exists and will show you the chip‘s position on the display. Should the door jump to the next (higher) number even though the chip was programmed already, it indicates a source of disturrbance above the allowed limits (mobile phone tower, radio transmitter, photovoltaik system, TV cables, intelligent electricity monitor, etc.) interfering with the petWALK pet door.

The petWALK door does not read my pet‘s microchip:

Petwalk Solutions GmbH does not guarantee the functionality of implanted RFID chips with the door. Please read chapter 6 on „RFID access control“ carefully.

13 Contact details

Do you have any questions, requests, suggests or complaints? We are here for you!

Should questions arise whilst using the petWALK pet door, you will find lots of answers in our FAQ‘s on our website:

www.petwalk.at

Of course, you are more than welcome to ask us a question via emai:

info@petwalk.at

Alternatively, use the contact form on our website. We are also more than happy to offer personal support. Should you wish to speak to us personally, please call us at:

+43 (0) 2635 66937

14 PROCESSING REPAIR AND WARRANTY CASES

petWALK pet doors are made of high end materials sourced from renowned suppliers in Austria and Germany and are subject to strict quality control. The assembly and final quality control is carried out in our factory by our personnel in Austria. Each and every petWALK door is tested and inspected thoroughly and will leave the factory in perfect order - we **paw**miss!

petWALK pet doors are shipped globally, and transport damages happen from time to time. Please **check** the product **immediately upon delivery** and **inform the carrier about any damages.**

If, contrary to expectations, there should be defects to the petWALK pet door, we will of course endeavor to troubleshoot it as quickly as possible.

For the sake of completeness, we would like to point out that petWALK **is not obliged to carry out repair or maintenance work on site**. If, in the event of a lack of warranty, it is necessary to completely replace parts of the petWALK pet door or the door module itself, we will send you the required spare parts. petWALK reserves the right to invoice spare parts or repairs that are not covered by the guarantee to customers. All repair and maintenance work is designed so that it can be carried out by technically savvy individuals. Of course, petWALK will provide you with the relevant repair manuals. Our technical support is always available for questions and technical assistance.

14.1 REPAIR/WARRANTY HANDLING PROCEDURE

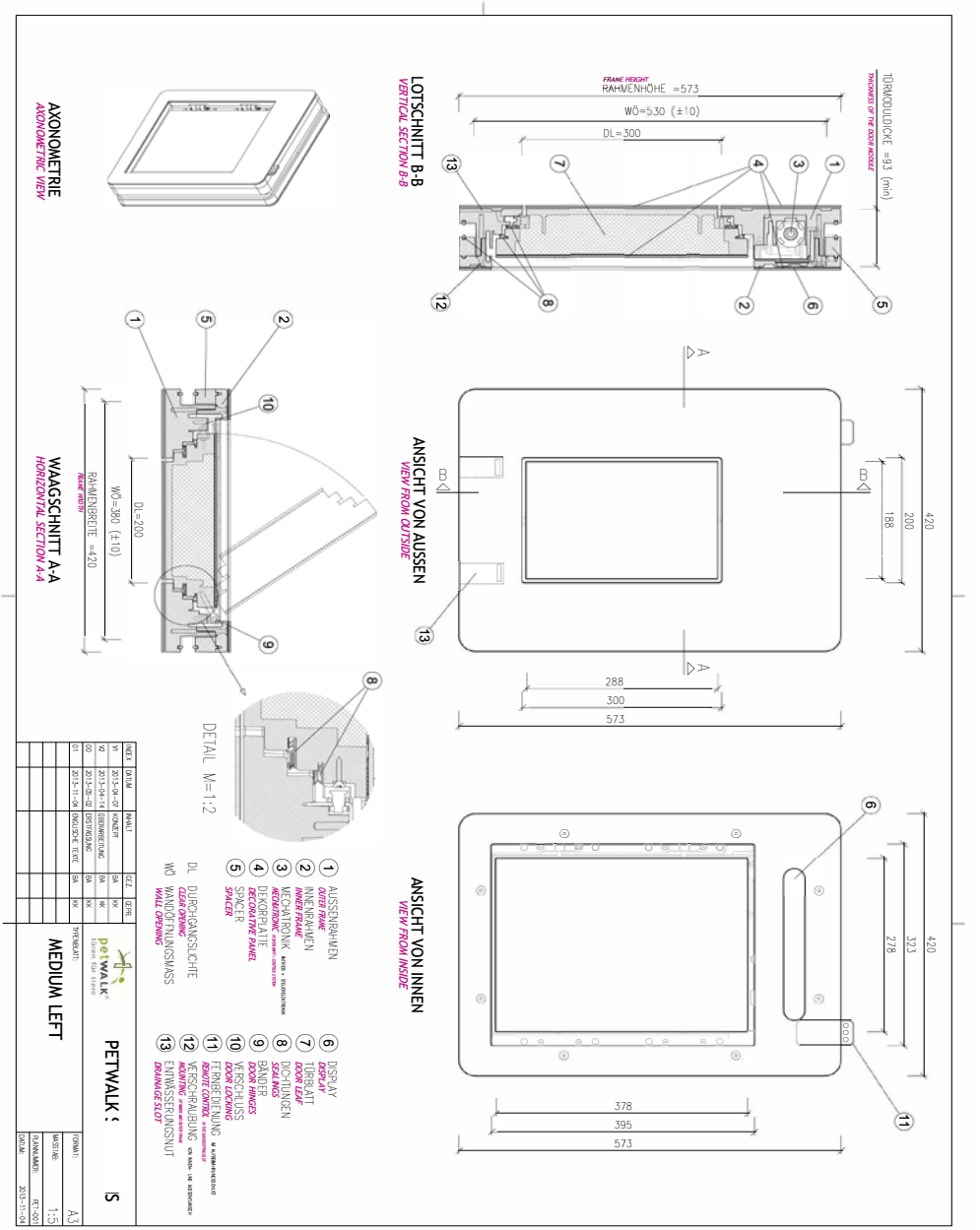
1. Contact Petwalk Solutions GmbH
2. Petwalk Solutions GmbH will send you a dummy door (door without functionality)
3. Exchange your door with the dummy door to seal the hole in your installation site
4. Take a photo of the contents of your package before sending it off, to prevent discussions with carriers about possible transport damages.
5. Send the petWALK pet door to Petwalk Solutions GmbH – please use the same box-in-box packaging of the dummy door
6. The repair is done in our factory - the repair costs will be communicated and required to be paid upfront
7. Petwalk Solutions GmbH returns your repaired door
8. You exchange the dummy door with the repaired door and return the dummy door to Petwalk Solutions GmbH – please use the same box-in-box packaging of the repaired door

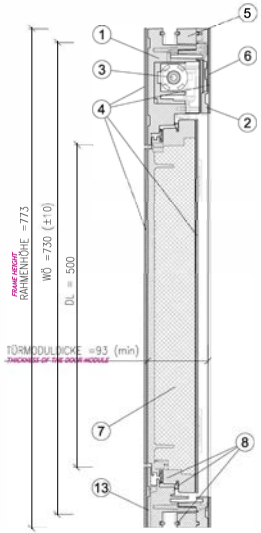
We explicitly point out that petWALK cannot be made accountable for damages resulting from the installation by third parties (including private persons and companies) and thus, will not respond for any claims.

15 APPENDIX

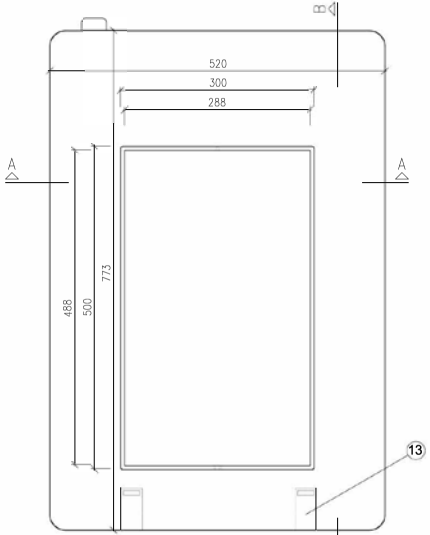
15.1 TECHNICAL DETAILS

Measurements (Medium)

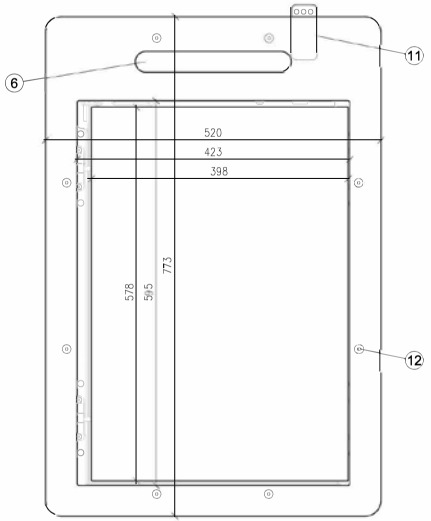




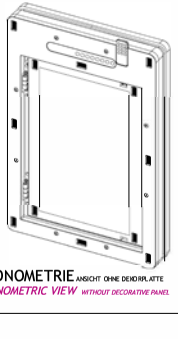
LOTSCHNITT B-B
VERTICAL SECTION B-B



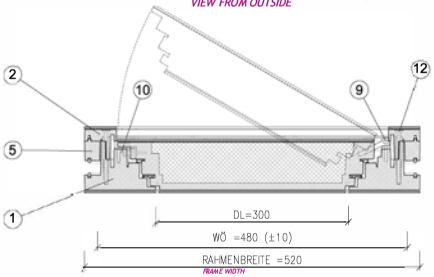
ANSICHT VON AUSSEN
VIEW FROM OUTSIDE



ANSICHT VON INNEN
VIEW FROM INSIDE



AXONOMETRIE ANSICHT OHNE DEKORPLATTE
AXONOMETRIC VIEW WITHOUT DECORATIVE PANEL



WAAGSCHNITT A-A
HORIZONTAL SECTION A-A

1 AUSSENRAHMEN *OUTER FRAME*
2 INNENRAHMEN *INNER FRAME*
3 MECHATRONIK ANTRIEB + STEUERELEKTRONIK *MECHATRONIC DRIVE UNIT + CONTROLS SYSTEM*
4 DEKORPLATTE *DECORATIVE PANEL*
5 SPACER *SPACER*

DL DURCHGANGSLICHTE *CLEAR OPENING*
WÖ WANDÖFFNUNGSMASS *WALL OPENING*

6 DISPLAY *DISPLAY*
7 TÜRBLATT *DOOR LEAF*
8 DICHTUNGEN *SEALINGS*
9 BÄNDER *DOOR HINGES*
10 VERSCHLUSS *DOOR LOCKING*
11 FERNBEDIENUNG AF ALTERNATIVFUNKSSCHLÜSSEL *REMOTE CONTROL* ALTERNATIVE SMARTPHONE APP
12 VERSCHRAUBUNG VON INNEN- UND AUSSENRAUM *MOUNTING* OF INNER AND OUTER SPACE
13 ENTWÄSSERUNGSNUT *DRAINAGE SLOT*

INDEX	DATUM	INHALT	GEZ.	GEPR.
00	2013-05-02	ERSTFASSUNG	BA	KK
01	2013-11-04	ENGLISCHE TEXTE	BA	KK

petWALK für Tiere

PETWALK SOLUTIONS
GmbH

TYPENBLATT:
LARGE LEFT

FORMAT:	A3
MASSTAB:	1:5
PLANNUMMER:	PET-003
DATUM:	2013-11-04

Weights and measures

Clearance (Medium)	20 x 30 [cm] / 8 x 11 [in]
Clearance (Large)	30 x 50 [cm] / 11 x 20 [in]
Installation dimensions (Medium)	38 ±1 x 53 ±1 [cm] / 15 ±0.4 x 21 ±0.4 [in]
Installation dimensions (Large)	48 ±1 x 73 ±1 [cm] / 19 ±0.4 x 28.8 ±0.4 [in]
Overall dimensions (Medium)	42 x 57 x 9.5 [cm] / 16.5 x 22.4 x 3.7 [in]
Overall dimensions (Large)	52 x 77 x 9.5 [cm] / 20.5 x 30.3 x 3.7 [in]
Weight (Medium)	10 kg / 22 lb
Weight (Large)	13 kg / 28.7 lb

Materials

Housing components	PUR hard integral foam Density approx. 550 kg/m³ Thermal conductivity acc. DIN 53 432: 0.08 W/K*m
Insulating parts on the door leaf and frame	PU rigid foam Density approx. 50 kg/m³ Thermal conductivity acc. DIN 12667: 0.028 W/K*m
Mechanics	Fully galvanized steel.
Fittings	RC2-certified fittings
Door leaf seal	Silicon seals
Frame seal (when installed in glass)	EPDM rubber cords

Possible installation diameters

standard (without spacer)	5,5 - 7 [cm]
with 1 spacer frame	2 - 5,5 [cm]
with 2 spacer frames	0,5 - 2 [cm]
with optional tunnel set	7 - 70 [cm]

Possible installation diameters with petWALK.control

standard (without spacer)	7 [cm]
with 1 spacer frame	4,0 - 7,0 [cm]
with 2 spacer frames	1,0 - 4,0 [cm]
with 3 spacer frames	< 1 [cm]
with optional tunnel set	7 - 70 [cm]

Thermal coupling coefficient (calculated)

Standard	0.29 [W/K]
With optional frame insulation	0.18 [W/K]

Heat transition coefficient (calculated)

Standard	0.8 [W/m²K]
With optional frame insulation	0.5 [W/m²K]

Airtightness

- n_{600} = 0,0 m³/hm
- Class 4 in accordance with test standards for windows, doors EN 12207 Pressure and suction

Water tightness

- Class E1050 in accordance with test standards for windows, doors EN 12208 - 1999–11

Resistance to wind pressure

- C3 in accordance with test standards for windows, doors EN12210

Climate resilience

- Climate category IV (2(d) to DIN EN 12219)

Anti-theft security mechanisms

- Through a contactless access control system.
- Through a built-in alarm system.
- Through the possibility to integrate into existing alarm system.
- Through the use of WK2 certified fittings and highly resistant materials.

RFID (Animal chip)

- Implanted or external transponder in accordance with ISO standards 11784/11785 FDX-B
- Range with external transponders (necklace pendant) approx. 0 cm / 0 in to max. 20 cm / 8 in
- Range with implant transponders (animal ID) 0 cm / 0 in to max. 5 cm / 2 in

Climatic conditions

Interior	0°C to +40°C / 32°F to +100°F
Exterior	-40°C to + 85°C / -40°F to +185°F

Power supply

Input voltage (Power adapter)	90-264 [V] AC
Output voltage	24 [V] DC
Base load	0.2 [A]
Cable length	1.8 [m] / 70 [in]
Backup battery	12 [V], 0.8 [A]
Clock backup battery	CR 3220
Remote control battery	3 [V] (CR2025)

Sensors

- 2 capacitive motion sensors
- 2 passive infrared motion sensors
- 1 light sensor
- 1 IR receiver for remote control
- 1 Reed door opening contact

Interfaces

- Serial RPC extension interface
- Potential-free signal output for alarm systems (optional)
- Connection for secondary door opening contact (optional)

16 GUARANTEE CONDITIONS

Without prejudice to any claim the user (customer) may have in relation to a dealer or retailer that might be involved, the customer shall be granted a manufacturer's guarantee under the conditions set out below:

- New devices and their components which have a defect as a result of manufacturing and / or material defects within 24 months or purchase will be repaired by Petwalk Solutions GmbH at its own discretion. Should the repairs costs be disproportionally high, the device will be replaced by a corresponding device that is state-of-the-art. With respect to parts that are subject to wear and tear (battery, seals, decorative panels, slip clutch), this guarantee shall be valid for six months from the date of purchase.

- This guarantee will be invalid should the device's defect have been caused by improper handling, actions carried out on the device by the customer or a third-party and / or failure to observe the instructions in the manual. The guarantee also excludes mechanical damages resulting from leaking batteries (in the remote control), force majeur, water, lightning strike, etc.

- The guarantee does not cover or extend to services performed by an authorised dealer or the customer themselves.

- The receipt with purchase date serves as proof of warranty regardless or when the device was installed or first used. Guarantee claims are to be asserted within one month of knowledge of the guarantee claim.

- Ownership of devices or components replaced by and returned to Petwalk Solutions GmbH shall vest in Petwalk Solutions GmbH.

- The guarantor is Petwalk Solutions GmbH, Josef Huberstraße 6, 2620 Ternitz.

- No further liability shall be accepted, in particular with regard to damage which has not arisen on the device itself. The disclaimer of liability does not apply to the extent that liability is mandatory, e.g. in accordance with the Product Liability Act, in cases of intent, gross negligence or breach of material contractual obligations.

- Guarantee claims neither cause an extension of the guarantee period, nor grant a new guarantee period for the replaced or repaired parts.

- As long as no guarantee claim exists, Petwalk Solutions GmbH reserves the right to charge the customer for the replacement or repair. Petwalk Solutions GmbH. Petwalk Solutions GmbH will inform the customer of this in advance.

- These guarantee conditions do not affect the guarantee claims of the buyer against a third-party dealer that by be involved.

In the event of a guarantee claim, please contact us at

Petwalk Solutions GmbH

Josef Huber Straße 6

2620 Ternitz, Österreich

Tel: +43 2635 66937

Mail: office@petwalk.at

	**HINT!**	In case you need support for repair, guarantee or warranty claims, our support team is there to help. For this purpose, you will find your device's nameplate in the appendix with the serial number (S/N) and item number (A/N). When you contact us, please provide us with these numbers.

16.1 EC DECLARATION OF CONFORMITY ACCORDING TO THE DIRECTIVE ON MACHINERY 2006/42/EC (MACHINERY DIRECTIVE)

We, Petwalk Solutions GmbH, hereby declare

that the product described below

Type:	Doors for animals
Serial Number:	See the label on the last page of the user manual
Year of Manufacture:	See the label on the last page of the user manual

complies with all relevant requirements of this Directive and that the technical documentation has been prepared in accordance with Annex II.

Furthermore, this product complies with the 2006/95 / EC (Low Voltage Directive) and the 2004/108 / EC (EMC Directive).

The following harmonised standards were applied:

EN ISO 12100-1	Safety of machinery – Basic concepts, general principles for design
EN 61000-6-3:2007	EMC - Interference emission for residential areas, business and commercial areas as well as small businesses
EN 61000-6-1:2007	EMC - Interference immunity for residential, commercial and small businesses
EN 61000-6-2:2005	EMC - Interference immunity for industrial areas
EN 62079	Preparation of manuals

Authorised Representative:	Stefan Winkler Petwalk Solutions GmbH Josef Huber Straße 6 A-2620 Ternitz
Manufacturer	Petwalk Solutions GmbH Josef Huber Straße 6 A-2620 Ternitz www.petwalk.at

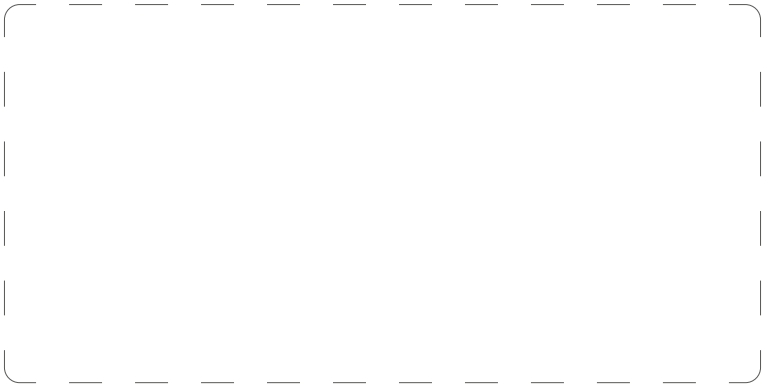
petwalk
Petwalk Solutions GmbH
Josef Huber Straße 6, 2620 Ternitz, Austria
+43 (0)2635 66937, office@petwalk.at
www.petwalk.at

Ternitz, 08.02.2021
Stefan Winkler (GF)

16.2 TYPE LABEL

This label is also located on the mechatronics cover on the inside of the external flange.

When contacting us, please have your product‘s serial number (S/N) and item number (A/N) at hand. This way, we‘ll be able to identify your petWALK pet door easier.



User manual VERSION 4.1

We wish you and your pet
lots of fun and newly gained freedom
with the petWALK pet door!

We are looking forward to your like!

Join us on facebook **https://www.facebook.com/petwalk.doors.en** or Instagram **@petwalk.doors** and share your experiences with the petWALK community - we would love for you to be part of our page, like and share our content!

Is your pet a star?

Send us pictures or videos of your pet with the petWALK door and we will make sure to let the world know your pet is a star!

Just send us a mail to **meinliebling@petwalk.at** and we will share your darling‘s content.