

# petWALK.control

## User Manual

VERSION 1.1

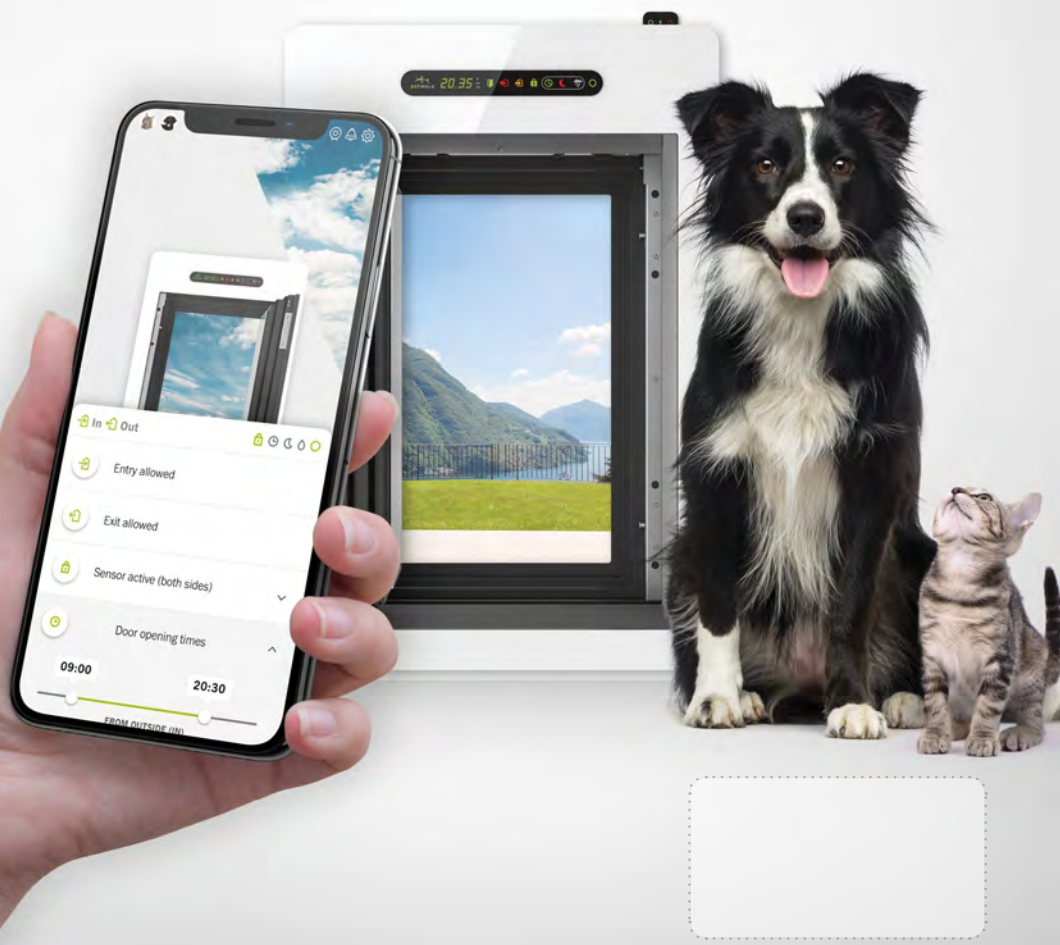


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# 1 INTRODUCTION

Congratulations on your brandnew petWALK.control extension!

This small box connects the petWALK pet door to the Internet and opens up groundbreaking new possibilities for you. This way, you can always adapt the petWALK door to the latest technologies and most important - to your needs.

Use your smartphone, a web browser, or smart home devices like Amazon Alexa™ to control your petWALK door from anywhere.

Opening, closing and all the settings are just a tap away. Configurable alerts keep you informed about all important events and a timeline informs you about what was going on during the day.

petWALK.control enables integration with other cloud based services and devices like surveillance cams (e.g. Google Nest™ Camera) as intelligent video intercom. This allows you to monitor activity in front of the petWALK pet door and either open it or activate the intruder alarm.

Once connected, petWALK.control assures the easy control of the petWALK petdoor via the petWALK app or any web browser. The app was designed to run on android as well as iOS and can be downloaded in the respective app stores. (Google Play Store & Apple App Store) free of charge.

## 1.1 WE COUNT ON YOUR OPINION!

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

Should questions arise whilst using the petWALK pet door, go to our website:

[www.petwalk.at](http://www.petwalk.at)

You will find answers to many questions in the FAQ section. Of course, you are more than welcome to ask us a question via email. Send us an email:

[support@petwalk.at](mailto:support@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**

The entire petWALK Team wishes you and your pet lots of fun and joy with your smart petWALK petdoor!

## Copyright ©

The purpose of this document is to support the use, maintenance and installation of the Petwalk pet door system and it is provided for this sole purpose. The pictures and graphical representations in this assembly and installation manual might not be an exact representation of the original items they represent. Technical and optical changes as well as printing mistakes are reserved.

This document is protected by copyright. All rights, especially the right of reproduction and distribution as well as translation, are reserved. No part of this assembly and installation manual may be reproduced, saved, edited, copied or transmitted in any form (photocopying, microfilm, or any other method) without written permission from Petwalk Solutions GmbH & Co KG. All violations involving copyright can result in legal action.

## 2 CONTENT AND PURPOSE OF THIS DOCUMENT

This installation and user manual contains information relevant to the installation and basic use of the petWALK.control module.

The purpose of this documentation is to ensure that the petWALK.control module 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 and the petWALK.control module.

### 2.2 GENERAL SAFETY INSTRUCTIONS

---



#### **IMPORTANT!**

Before you start installing your petWALK.control module, it is essential that you read this user manual as well as the accompanying assembly and installation manual and follow the instructions!

One of our biggest concerns during the development of this product was to assure that the installation as well as the handling and operation of the product are simple and relatively easy to understand - besides the highly complex technology.

In the first section you will find all relevant information for the installation to the petWALK pet door, followed by a quick starting guide for the use of the petWALK.control module with the corresponding app.

Lots of tips and tricks as well as the latest version of the manual can be found in our info center on our website: <https://www.petwalk.at/info-center>.

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

### 2.3 GENERAL INFORMATION FOR THE READER

petWALK.control was developed with the latest technology and conforms to the current valid safety standards. This installation and user manual is targeted to individuals who will perform any kind of installation and operation tasks of the petWALK.control module or to those who use the corresponding application to configure, monitor or control their petWALK pet door.

This user manual contains important safety instructions. Each individual is responsible for abiding these rules and maintaining their own safety. The installation must only be carried out with the corresponding tools recommended in this manual.

### 2.4 ILLUSTRATIONS

The illustrations in this manual conform to the display of the Apple iOS App on an iPhone 6 with iOS 12 or an Android smartphone or a Google Chrome browser.

The app might vary slightly in illustration and handling on Apple iPads, on newer iOS versions, or devices with Google android operating system.

### 2.5 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.



#### **NOTE!**

- petWALK assumes no liability in case of improper use, faulty installation and natural wear.
  - Improper use and/or assembly will result in the loss of warranty, guarantee and product liability claims.
-

## 2.6 PACKAGE CONTENTS

Our products only leave our factory upon thorough quality inspection. Nevertheless, mistakes can always occur. Therefore, we ask you to check all components for defects and completeness before installation.

Package contents for the petWALK.control module:

- petWALK.control box
- power cable for connection to the petWALK pet door power supply
- data transmission cable to the petWALK pet door
- user manual
- 4 pcs. adhesive rubber-feet

1. Open the box



2. Check to see if all the required components are included in the box.
3. Carefully take the module out of the box and place it on a clean surface.



### NOTE!

- Check if the contents of the box are complete immediately after unboxing.
- 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 where your petWALK door is installed, the petWALK.control installation may have to follow different instructions and directions. Please refer to the following chapters.

### 3 BEFORE YOU START

#### Very important notice:

Before starting, please read the following recommendation. If you do not follow this recommendation, significant damage can be made to the circuit board of the petWALK door.

---

**Before you connect petWALK.control to your petWALK pet door, please make sure that the power supply of the petWALK door has been completely disconnected!**



#### CAUTION!

Follow these steps:

1. switch off petWALK via remote control (red circle)
2. cut the main power supply by unplugging the plug from the socket or trigger the safety contact switch in the electrical control box, if you own a flush power supply

**The display of your petWALK pet door has to be completely dark and the power circle must not light up in any color!**

---



#### HINT!

For added safety, you might want to unplug the battery pack, so the emergency power system is 100% inactive.



## 4 PETWALK.CONTROL INSTALLATION

### 4.1 GENERAL INFORMATION

The petWALK.control box can be mounted to the electronics cover panel. Nothing has to be drilled or hammered. All installation steps are depicted in this user manual.

The installation can be done in a few minutes by a skilled handyman. petWALK.control is simply plugged into the connection socket between the inner and outer frame and connected to the curcuit board in the outer frame with another cable.

The installation of the petWALK.control is the same for the „Medium“ and „Large“ models.

First check that the distance between the metal cover above the door leaf in the outer frame and the outside of the inner frame including the decor is greater than 3,7cm / 1.5" (3,2cm / 1.25" without decoration).

If yes, then you can start. Otherwise, you need a (further) spacer frame between the inner frame and the glass or door panel, depending on your installation site. If you have not yet installed a spacer frame, you can now use the frame supplied with the door module.

Otherwise, please order an additional spacer frame in the petWALK Online Shop: <https://www.petwalk.at/spacer-large> or <https://www.petwalk.at/spacer-medium>

Using the spacer ensures that there is enough space to mount the petWALK.control module on the metal cover and that no damage to the petWALK pet door can be made.



#### HINT!

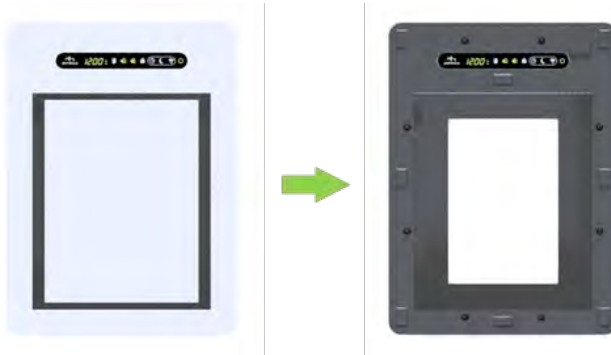
The use of a spacer is not necessary when installing the door in a wall or masonry with a tunnel set.



- |   |                                  |
|---|----------------------------------|
| 1 | Outer frame (with curcuit board) |
| 2 | Spacer frame                     |
| 3 | Inner frame (with display)       |
| 4 | petWALK.control module           |

## 4.2 INSTALLATION

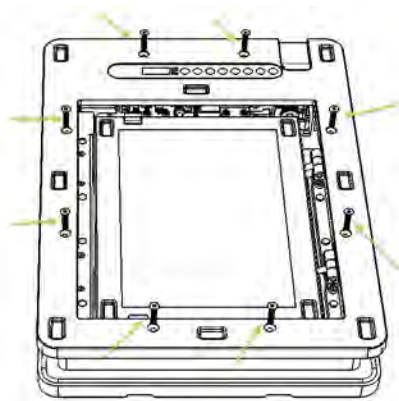
1. Carefully remove the cover on the inner frame by gradually lifting off the cover close to the hook and loop fasteners.



### CAUTION!

Pay attention to the outer frame before loosening the 8 screws (M6x30). It is held solely by these 8 screws. You should ask for help from a second person holding the outer frame until you have fixed the inner frame again. On smooth surfaces, you can alternatively secure the frame from falling with a strong adhesive tape or strutting.

2. Remove the 8 screws (M6x30) using an allen key size SW 4.0 in order to separate the frames (see picture below). Keep the screws safe, as you will need them again at the end of this assembly step.



### CAUTION!

The two frames are connected by a connection cable at the very top. Carefully remove the three connectors from the sockets on the inner frame before removing the frame.

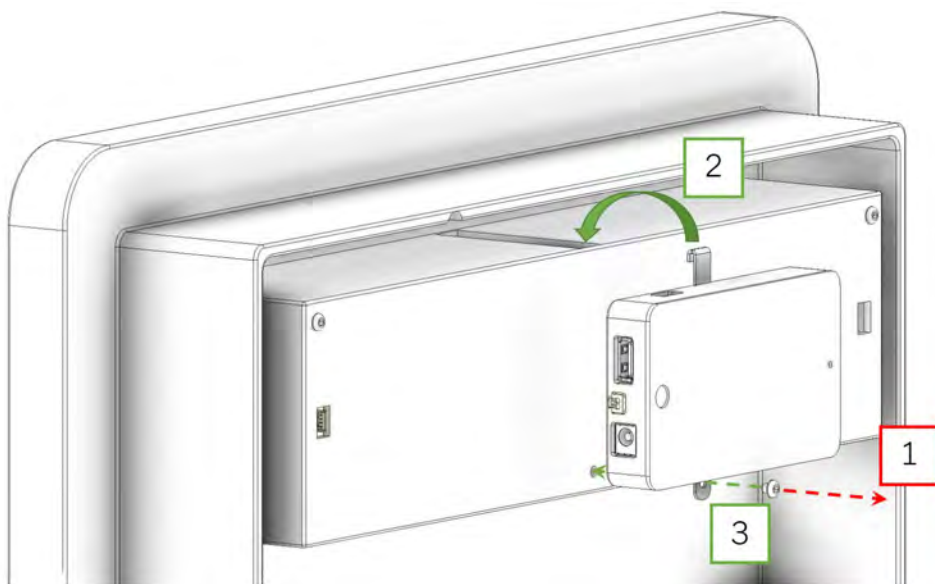
3. After you have loosened the three connectors of the connection cable, you can separate the inner frame and the outer frame and remove the inner frame from the installation site.



4. The next step is to carefully cut free the connector socket. It is located underneath the sticker with the serial number on it. This way you can connect petWALK.control with your petWALK pet door. First, find the small rectangular opening around the outer edge of the sticker with your fingertips. Then, either cut this opening carefully with a craft knife or push it open with your fingernails as precicely as possible.



5. No additional screws or fixtures are required to attach petWALK.control. It is supplied with a mounting rail and it is hung, hooked up and fastened with an existing screw as shown in the following picture.



- 
- |       |   |
|-------|---|
| 1     | Unscrew the only screw located in the lower middle of the metal cover                               |
| <hr/> |   |
| 2     | Mount the petWALK.control module to the metal cover with the previously attached fixing rail.       |
| <hr/> |   |
| 3     | Screw the fixing rail to the metal cover with the exact same screw that has been removed in step 1. |
-

6. Before connecting the cables as described in the next step, please pay attention to the following:

petWALK.control box



power supply cable



data transmission cable





The cables are connected to the petWALK.control box as follows:



#### HINT!

prepare and sort all the cables so that you can connect them in the right way after the petWALK.control module is mounted. This is especially advantageous if you are installing the petWALK door mounted in a wall where you possibly cannot see or reach in easily.

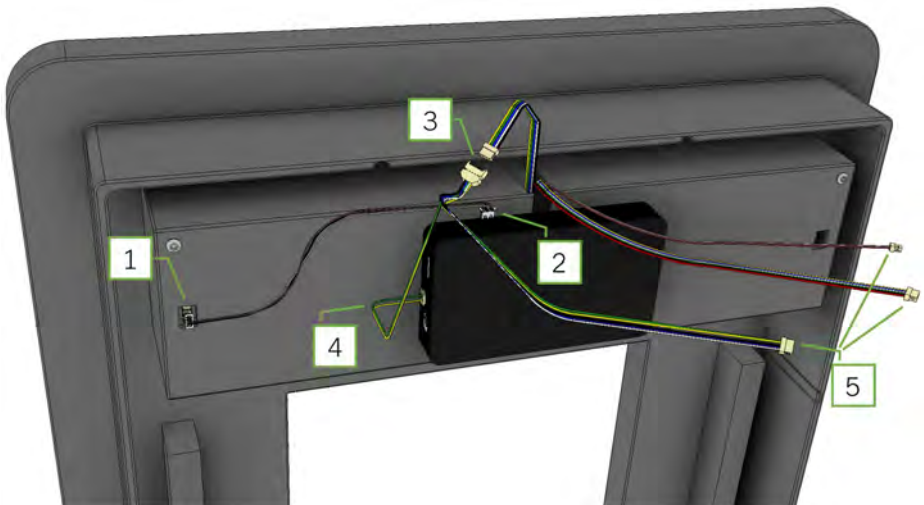
7. The two connection cables included in the box are now required to connect the petWALK.control module to the door.

DESCRIPTION	
	data transmission cable
	power supply cable

The cable for data transmission is connected to the socket (1) exposed in step 4.

The petWALK.control module is approx. 11 cm / 4.3" x 5.5 cm / 2.2" x 2.2 cm / 0.9" (L x W x H) in size and can be connected to the electronics board in the petWALK pet door. This way, petWALK.control is powered without interruption and does not require a separate power supply unit. Of course, you can also connect petWALK.control to any petWALK power supply unit directly and operate it separately.

The existing connection cable harness of the petWALK pet door establishes the connection between the circuit board (outer frame) and the display (inner frame) and includes a 5-pin power supply cable. This cable is of the same color code as the included „power supply cable petWALK.control“. To power petWALK.control, the existing cable is connected to the module as shown. The power supply cable included in the petWALK.control delivery package is connected to the socket no. 4 (turn to next page) and then connected to the inner frame. petWALK.control is therefore integrated into the existing cable system (as shown in the illustrations below).



- |   |   |
|---|---|
| 1 | data transmission cable connection to circuit board                           |
| 2 | data transmission cable connection to petWALK.control                         |
| 3 | connect the new and the existing power supply cable from the petWALK pet door |
| 4 | connect the power supply cable to petWALK.control                             |
| 5 | connect the petWALK.control power supply cable to the inner frame (display)   |

**HINT!**

In case of a tunnel installation, carefully pull the upper tunnel plate out of the outer frame to reach the connection cables. Then, arrange the cables in such a way, that they will not hinder you in all further steps.

**CAUTION!**

When inserting the upper tunnel plate into the groove, make sure that the connection cables are aligned above the tunnel plate and are not crushed by the tunnel plate. In the middle of the upper groove there is an additional recess to protect the cable. The connection cable must be led to the top through this immersion.

The petWALK pet door can be assembled after successful installation.

8. Reconnect the power supply unit to the socket provided in the inner frame.



9. Illustrations for the installation:

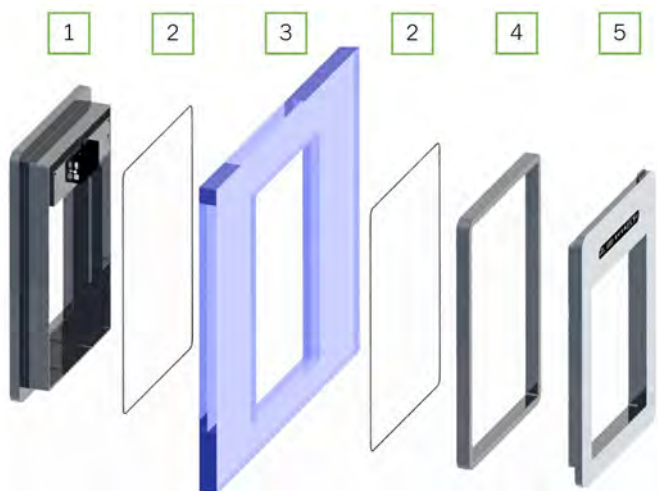


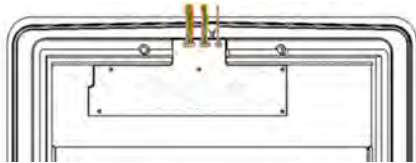
Illustration: correct assembly of the petWALK pet door for a glass or door panel mount

- |   |                           |
|---|---------------------------|
| 1 | outer frame               |
| 2 | seal                      |
| 3 | glass, wall or door panel |
| 4 | spacer frame              |
| 5 | inner frame               |

**HINT!**

Please pay special attention to a correct, watertight seal.

10. Ask for the assistance of a second person for the next step of the installation. One person holds the outer frame to the outside of the hole. The three connection cables have to hang down inside. The second person can continue to work from the inside. Alternatively, the outer frame can be attached with a piece of tape if no second person is available.
11. Carefully insert the three differently-sized connectors from the connection cables into the corresponding sockets on the circuit board. One of the connecting cables leads from the petWALK.control box to the inner frame.



**CAUTION!**

The plugs are directional, which means they only fit into the socket in one particular position. If the plugs are not easy to insert, do **NOT** try inserting them forcefully. Instead, turn the connectors 180° degrees and try again.

12. Once you have connected all three connectors to the inner frame and the inner frame to the mains power supply, carefully push the inner frame and the outer frame together.



**HINT!**

You will need a second person for this step. The second person has to hold the outer frame until at least **one** of the fixing screws has been tightened.

Should the installation width of the structure change during the installation of the petWALK.control module, you can unscrew or screw in the 8 threaded bushes (counterpart to the 8 fixing screws) in the outer frame to bridge the distance between the screws and the outer frame.

13. Carefully screw together both frames with the eight M6 x 30 countersunk screws. The screws have to be tightened evenly all the way around. If the petWALK pet door is hanging loosely in the opening, use a level to check that the petWALK pet door is horizontal as intended.

14. Now carefully tighten the screws evenly, alternating between the screws as you go. Whilst doing this, check to make sure that there is no tension. The following safety instructions must be strictly followed:
- 



**CAUTION!**

- The frame should move evenly in relation to the structure whilst the screws are being tightened. Should you notice tension on the frame, stop tightening the screws!
  - The frame of the petWALK pet door cannot and should not touch the structure it is built into because of the circumferential seals on the inside and outside. There should be an approx. 1-3 mm / 0.04-0.12 inch wide gap between wall and frame where the seal is visible.
  - **DANGER OF THE GLASS BREAKING** if the screws are tightened too tight! Tighten the fixing screws only so tight that the seals reseat against the structure and the device can no longer be moved. If necessary, you can tighten the screws again at a later date.
- 

15. Connect the power supply unit to the mains power supply.
16. The red circle on the display will now glow. After a few seconds you will hear a quiet hum or buzzing noise. The petWALK pet door has now been initialised and is ready to be used.

**Congratulations!**

**You have successfully completed the installation process.**

## 5 PETWALK APP

### 5.1 GENERAL

You can use the petWALK app to conveniently control your petWALK pet door from anywhere via the Internet and change the settings of your smart petWALK pet door.

### 5.2 SYSTEM REQUIREMENTS

The initial set-up of the petWALK.control module has to be carried out on a mobile device with Android 7.0 or higher or iOS 11.0 or higher.



**HINT!**

Prerequisite is a device that can run the WLAN IEEE 802.11b, 802.11g or 802.11n standard, as petWALK.control exclusively uses a 2.4 GHz wave band for communication.

### 5.3 DOWNLOADING THE APP

You can set up your petWALK.control module, control and manage any associated petWALK pet door with the free petWALK.control app.

To download the petWALK.control app, go to the app store on your mobile device and search for „petWALK“. Select the app and download it.

After downloading the app successfully, the petWALK.control app icon will appear on your screen.



**HINT!**

After initial setup you can use your petWALK pet door without the app on any computer via <https://control.petwalk.solutions> with one of these web browsers: Chrome, Safari, Firefox or Microsoft Edge.

### 5.4 STATUS LEDS

The status of the petWALK.control module is displayed by LEDs lighting up consistently or flashing in different colours. Pay attention to the LEDs while starting the petWALK.control module to see the progress you have made.

petWALK.control...



...glowing

...means it is powered

...flashing

...means it is initiating



...glowing

...means it searches for wireless connection (WLAN-network)



...flashing

...means it creates a wireless access point „petWALK.control.SETUP“

...glowing

...means it has created the wireless access point „petWALK.control.SETUP“



...flashing

...means it tries to connect to the cloud via your WLAN router

...glowing

...means it is connected to the cloud via your WLAN router

## 5.5 INITIAL REGISTRATION

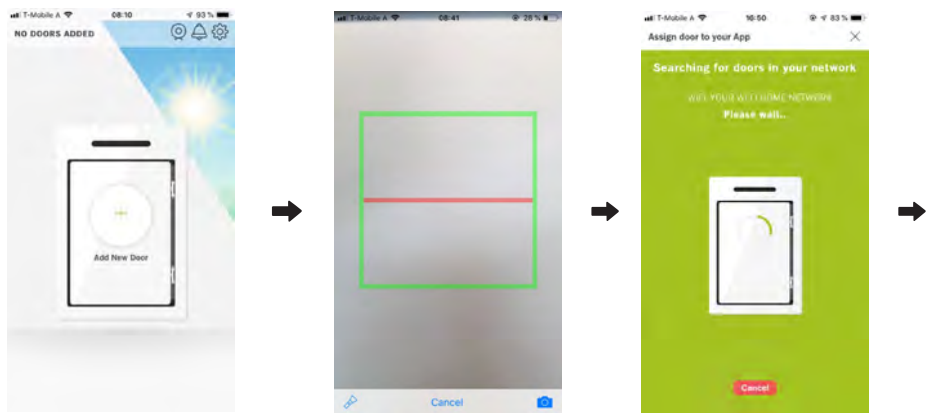


On the first start, you will be shown a quick tutorial which explains the petWALK door and the app. You can skip the tutorial at any time.

Create a user account to begin with. You can do so by clicking on the „Register“ button at the bottom right.

Enter your email address and a password of your choice and complete the registration by clicking on the „Create Account“ button. You will be sent a verification link to the specified email address, which you must confirm before further configuration.

## 5.6 ASSIGNING YOUR PETWALK PET DOOR TO THE APP



Once you have logged into your user account, you can add one or more petWALK pet doors and manage them accordingly through your account. To assign your petWALK pet door, click on the „Add new door“ button.

The QR-scanprocess will start.

Please scan the QR-code on the case of the petWALK.control module, respectively the QR-code of the user manual.

The petWALK.control app will check if the petWALK.control module you just scanned is already available.



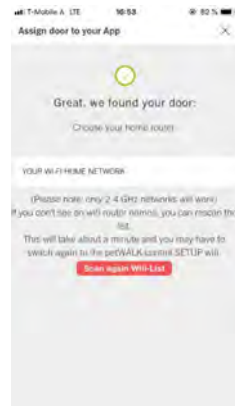
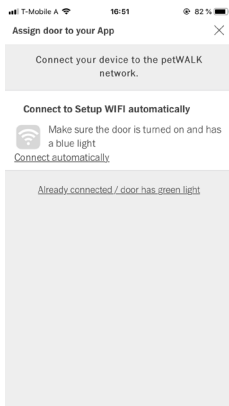
### HINT!

The serial number and the secret code can both be found on stickers attached to:

- the cover of this manual
- the petWALK.control module



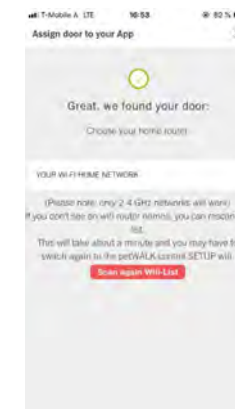




Establish the connection by tapping on „connect automatically“.

When you confirm the pop-up by hitting „connect“, the transfer of information between the WLAN „petWALK.control.SETUP“ and your network will start.

Next, please choose the WLAN to which the petWALK pet door will be connected by default...



... and enter your password for the WLAN.

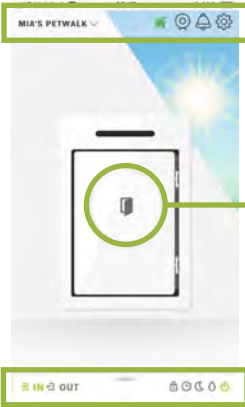
Connecting...

Your petWALK pet door has been found. In the last step please enter a name for your petWALK pet door.

### **Congratulations! You're done!**

Your petWALK pet door has been successfully assigned to your user profile. You now can control your petWALK pet door from all over the world, using an internet connection.

5.7 CONTROL ELEMENTS



In the upper left corner of the status bar you can select the petWALK pet door you want to control.

In the upper right corner you will see the icon for the connection status as well as the links to the camera, the timeline and the settings.

In the right area you can see the weather at the location in which the petWALK pet door is installed (your home).

Press the icon for about two seconds (until the circle is completely green) to manually open or close the pet door.

In the Quick Access bar you can see the most important settings at a glance. Click on the bar to configure it.

5.7.1 OPERATING MODE SYMBOLS

The symbols and their meaning correspond to those on your petWALK pet door.

With a click on the symbol you can switch the respective function on or off. A green coloured icon indicates that this feature is active, a gray icon indicates that it is deactivated.

		<b>ENTRY CONTROL</b> Indicates if your animals are allowed to enter the house.
		<b>EXIT CONTROL</b> Indicates if your animals are allowed to leave the house.
		<b>ACCESS CONTROL</b> Indicates if RFID access control (RFID lock) is activated.
		<b>TIME PROGRAM</b> Indicates if a time program is activated for door control.
		<b>BRIGHTNESS PROGRAM</b> Indicates if entry and exit are influenced by the brightness sensor.
		<b>RAIN PROGRAMM</b> Indicates if entry and exit are influenced by the local weather.
		<b>OPERATING MODE</b> Indicates the status of the door: grey = sleep / green = active



HINT!

Klick the arrow „>“ opposite of the symbols to enter the advanced settings e.g. to adjust the sensitivity of the sensors.

5.7.2 CONNECTION STATUS SYMBOLS

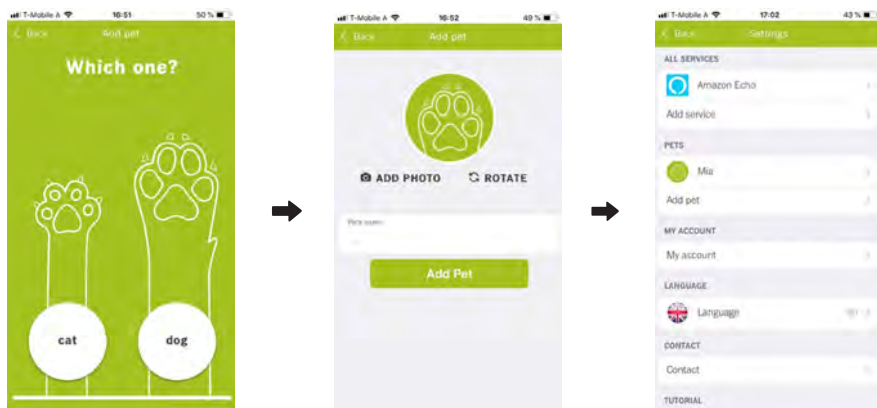
at home      on the go      meaning



		connecting to the petWALK door
		everything alright - connection to the door upright
		local mode / no connection to the cloud
		error - no connection to the petWALK door
		error - no WLAN

## 5.8 REGISTER YOUR PET

To register your pet, click on the menu button in the top right corner to access the settings. Then click on „Add pet“ in the „PETS“ section in the menu.



First, you can choose if you want to register a cat or a dog.

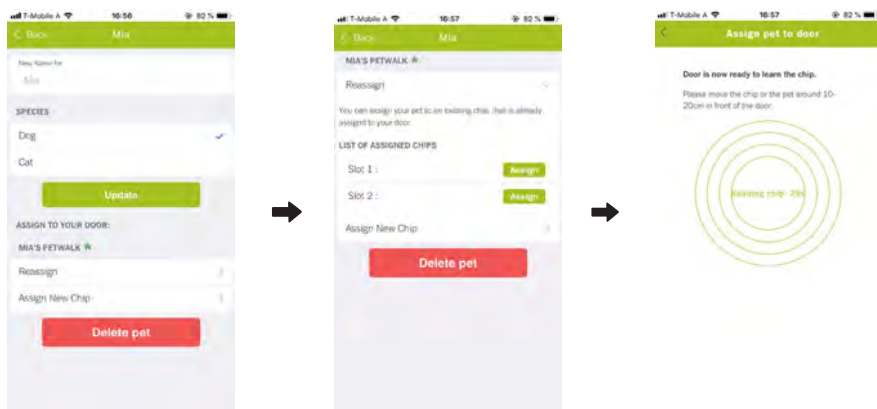
Ask your darling to smile and insert the picture with „Use Photo“ as soon as you are satisfied.

As a last step, please specify the name of your pet.

After clicking „Save pet“, the animal is successfully added to the user account.

### 5.8.1 ASSIGN AN RFID-CHIP TO YOUR PET

After you have created your pet in your user account (in this case the name of the pet „Mia“), you can assign an RFID transponder (implant or collar) to it. To do this, proceed as follows:



Select your pet under „SETTINGS“ -> „ALL PETS“, eg. „Mia“ and then:

- 1) select an existing chip
- 2) add a new chip

1) select an existing chip

A list of all chips which have already been added to the petWALK pet door will be displayed.

If you know which of the existing chips belongs to which pet, you can assign the chip to your registered pet with one click.

2) add a new chip

The chip reading process is activated. At this point the petWALK pet door is waiting for a new chip. You have 30 seconds to register the chip.

Within this time frame, move the chip 10-20cm in front of the center of the door leaf of the petWALK pet door.



## HINT!

- This feature is not supported by remote access. Assigning the animal through an RFID transmitter (implant or chip / tag) is only possible if you are present at the door's location.
- Detailed information regarding RFID access control can be found in the user manual of the petWALK pet door.
- Due to external factors that can not be influenced, petWALK cannot guarantee the function of implanted RFID tags.

## 5.9 ADVANCED SETTINGS

You can change various settings in your user account. Click on the menu button in the top right corner, then click on your registered petWALK door and click on the arrow „>“ next to „advanced settings“.

### 5.9.1 NAME THE REGISTERED PETWALK DOOR

You can name your petWALK pet door and change that name at any time. If you have installed several petWALK pet doors, it is recommended to specify the place of installation as an addition (eg: „petWALK basement door“, „petWALK living room“).

### 5.9.2 ADJUSTING THE TIME

The clock is set at the factory, which means that the time should be set correctly during initial startup. Nevertheless, it may be necessary to adjust the time (for example during daylight savings time). In the settings, you can also switch between a 12 and 24 hours display.

### 5.9.3 ADJUSTING THE DOOR OPENING ANGLE AND -TIME

The petWALK pet door makes it possible for you to set the opening times according to your needs. As long as the petWALK pet door detects movement in its environment, it will not close. The opening time defines the period of time that elapses after the last detected movement until the petWALK pet door closes again. The door opening angle indicates how far the door leaf of the petWALK pet door should open.

### 5.9.4 ADJUSTING THE VOLUME OF THE SOUND INDICATOR

The volume for all alert and warning tones can be adjusted in five levels from 0 (mute) to 4 (loud). Select the desired value by sliding the knob in the corresponding direction.

### 5.9.5 EMERGENCY POWER SUPPLY SETTINGS

Your petWALK door is equipped with a backup battery. You can switch off the emergency power functionality in order to be able to continue operating the petWALK pet door without the battery. Please note, however, that in the event of a power failure, the petWALK pet door may remain open and thus the burglary protection will be ineffective, there will be no air and heat impermeability, etc.

For detailed information regarding battery and emergency power, please refer to the user manual chapter 5.10 Emergency power settings. Please note the information contained therein.

### 5.9.6 DE-/ACTIVATE THE OPTIONAL DOOR CONTACT

If your petWALK pet door is equipped with an optional door contact, you can deactivate/activate the corresponding contact here in this setting.

### 5.9.7 DELETE THE REGISTERED PETWALK DOOR

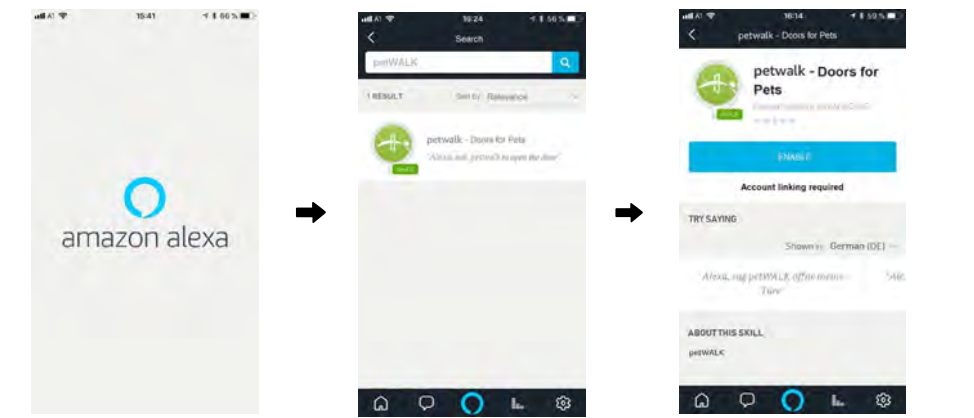
After deleting the already registered petWALK pet door, you have the opportunity to create it again and to connect it with your data.

5.10 SERVICES

petWALK.control offers the possibility of integration with other cloud-based services and devices such as surveillance cameras and the extension of door functions with additional modules.

AMAZON ECHO (ALEXA™)

petWALK is the first premium pet door that can not only be controlled via app on a smartphone, a web browser, or a smart home system, but can also communicate with digital assistants such as Amazon's Echo™. The process is similar for all services as shown in this example:

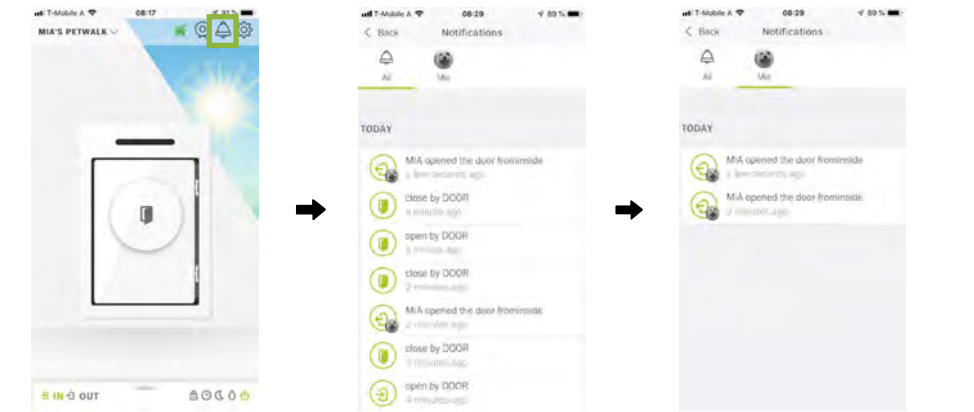


Open the Alexa app on your mobile device or visit the Alexa website on the computer.

Add the petWALK skill by clicking „skills“ in the Alexa app's menu, search for petWALK, and choose the petWALK skill.

Tap „activate“ and log in with your petWALK account details.

5.11 NOTIFICATIONS/TIMELINE



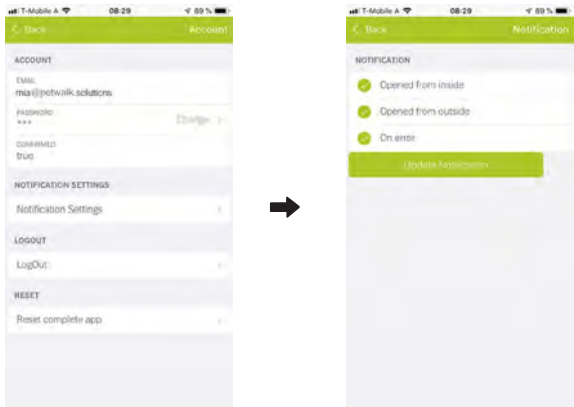
All notifications, notes and error messages of your petWALK can be accessed via the marked (bell) button.

The messages are divided into two categories. „today“ and „past“.

The activities of your pets can be tracked separately.

5.11.1 NOTIFICATION SETTINGS

To customize the notification options, click on the gear icon in the upper right corner to access the settings. Then click on „my account“ in the menu.



To see the notification options overview, click the „>“ arrow next to „notification settings“.


You can choose which types of messages should be displayed in the notifications (history).

6 BUTTON ON DISPLAY - PETWALK.CONTROL

A reset can be carried out via a reset button. Depending on how long/often you press the button, the desired action will be executed.

press for 10 sec.	hardware-RESET / restart the module
press for 1 sec.	open and close petWALK pet door
press twice briefly and press longer a third time	reset to factory defaults



**HINWEIS!**

Wait for a few seconds before reconnecting the module to the power supply if you want to restart it by disconnecting it from the power supply.

## 7 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 & Co. KG at its own discretion. Should the repairs costs be disproportionately 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 damage resulting from leaking batteries (in the remote control), force majeure, 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 & Co. KG shall vest in Petwalk Solutions GmbH & Co. KG.
- The guarantor is Petwalk Solutions GmbH & Co KG, 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 & Co. KG reserves the right to charge the customer for the replacement or repair. Petwalk Solutions GmbH & Co KG 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 & Co KG**

Josef Huber Str. 6

2620 Ternitz, Austria

Tel: +43 2635 66937

Mail: [office@petwalk.at](mailto:office@petwalk.at)



### **HINT!**

- If there is any need, you can depend on our support regarding repairs, guarantee and warranty claims.
  - For this purpose, you will find your device's nameplate with the serial number (S/N) and item number (A/N) on the device and in this manual. When you contact us, please provide us with these numbers.
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