

# Assembly & Installation Manual

VERSION 4.2



# 1 INTRODUCTION

Congratulations on your new petWALK pet door!

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

Your petWALK pet door is an extremely high quality, electronically very complex product. Please read this manual and also the user 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 assembly and installation manual contains all the information relevant to the assembly and installation of the petWALK pet door. Further useful information, as well as the most up-to-date version of the documentation, can be found in our Info-Center on our website at [www.petwalk.at/info-center](http://www.petwalk.at/info-center). In order to avoid an accident and prevent damage to the petWALK pet door, please observe and follow the instructions in the assembly and installation manual.

## 1.1 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 assembly and installation manual.

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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.

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# Please note!

## Correct installation

Install the petWALK pet door as indicated in this manual (the inner and outer frames 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 the process 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.

# Please note!

1. Test the petWALK pet door, **BEFORE** you start with the 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**.

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## 1.2 EXPLANATION OF SYMBOLS

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

	<b>NOTE!</b>	This symbol entitled NOTE indicates supporting information regarding the operation of the petWALK pet door.
	<b>CAUTION!</b>	<p>This symbol entitled CAUTION indicates a potentially dangerous situation; an immediate danger to the life and health of persons or pets and situations that might result in damage to property!</p> <p>Immediate danger for life of persons or pets.</p> <p>Danger of personal injury and possibly additional damage to property.</p> <p>Danger of damage to property and possibly additional low risk of injury.</p>
	<b>DANGER!</b>	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.
	<b>WARNING!</b>	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.
	<b>IMPORTANT!</b>	Notice of the requirement to read the user manual. Failing to follow these instructions may result in the product malfunctioning.
	<b>ATTENTION!</b>	Notice of the requirement to wear protective gloves.

## 1.3 INTENDEND 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 devices.

The petWALK pet door may only be used by people that have read the accompanying user 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 may 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.

## 2 CONTENT AND PURPOSE OF THIS DOCUMENT

This assembly and installation manual contains information relevant to the assembly and installation 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 prevent damage to the petWALK pet door.

### 2.1 SAFETY

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

### 2.2 GENERAL SAFETY INSTRUCTIONS



#### IMPORTANT!

Before you start using your petWALK pet door, it is essential that you read this assembly and installation manual as well as the accompanying user 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 & Co KG) is prohibited!

It is forbidden for persons that have not read the accompanying user manual to use the petWALK pet door. Keep children (especially small children) away from the petWALK pet door!

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### 2.3 SAFETY INSTRUCTIONS FOR CORRECT 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!

We recommend wearing sturdy shoes (due to the risk of crushing should the petWALK pet door be dropped) when transporting the product (packed and unpacked).



#### WARNING!

Make sure that small children stay away from the petWALK pet door. Furthermore, make sure that small children do not reach into the door leaf openings.



#### 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.



#### 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 approx. 5 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 a RFID Chip, the chip should be tied to the collar of your pet in a way that ensures that it doesn't get lost and cannot be discovered by strangers at first sight.

Should a RFID Chip get lost, you can easily disable it for use of the pet door.

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**IMPORTANT!**

Regular cleaning is necessary for hygienic reasons, especially when using the petWALK pet door in a wall. In this case, the tunnel should be cleaned daily (wipe with a damp cloth) and disinfected on occasion.

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**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.

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**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.

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## 2.4 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:

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**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.

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**ATTENTION!**

Dispose of the product and / or components in an environmentally responsible manner (electronic components may not be disposed with household waste).

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## 2.5 GENERAL INFORMATION REGARDING ASSEMBLY AND INSTALLATION

**CAUTION!**

- For your own safety, use your own safety gloves.
  - Handle tools carefully whilst installing the petWALK pet door. Only use suitable and safe tools.
  - Please read the instructions for the specific tools (especially when using electrical power tools!).
  - Please take care of the risk of crushing whilst mounting the petWALK pet door into a door or a wall.
  - Please make sure that no small parts are left lying around after the installation is complete. These parts could be found and swallowed by small children or pets.
-



## 3 INSTALLATION INSTRUCTIONS

### 3.1 GENERAL

petWALK pet doors can be built into various structures. This document sets out how to install the petWALK pet door in a glass pane, in a door panel or in an exterior wall.



#### **IMPORTANT!**

Please be sure to carefully read the appropriate chapter in this assembly and installation manual!

petWALK pet doors are state of the art technology and comply with applicable safety regulations. This assembly and installation manual is intended for persons who will carry out operation, assembly, installation, maintenance and disassembly of the petWALK pet door.

The assembly and installation manual contains safety instructions. Individuals are responsible for compliance with the safety instructions. Only the parts and tools specified in this manual may be used for installation.

Our products are delivered after careful quality control inspection. Nevertheless, mistakes can happen. Therefore, please check all components for defects before installation. Please ensure that the delivery is complete.



#### **HINT!**

- On our website: [www.petwalk.uk](http://www.petwalk.uk) you will find links to short videos on YouTube that show the installation in glass and in a wall.
- petWALK assumes no liability in the case of improper use, faulty installation and natural wear and tear.
- Improper use of the product and / or faulty installation will result in the loss of guarantee, warranty and product liability claims.

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### 3.2 PACKAGE CONTENTS

#### **Package contents for the door module (standard):**

- Outer frame (external flange) incl. door leaf
- Inner frame (internal flange)
- Remote control
- Power supply unit 24V
- 2x O-Ring seals (already pre-installed in the outer and inner frame)
- 1 Collar tag RFID chip
- Spare velcro fasteners
- User manual
- Assembly and installation manual
- Allen key SW 4,0
- Spanner SW 13

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 (not included with the 10cm tunnel)
- 1 cellular rubber tape
- 1 wire harness extension (not included with the 10cm tunnel)

### Additional optional accessories:

- Connecting cable - alarm relay
- Connecting cable - door contact
- Magnetic door contact
- Flush-mounted power supply unit
- Wire harness connector
- 3m extension cable
- RFID tag small / large
- Additional spacing frame (spacer)
- Outer and inner covers
- Additional insulation module
- Pawmat (Carpet - petWALK Design)
- petWALK.control (connects the door with the internet)

1. Open the box.
2. Take the accessory box out of the the door frame of the device.
3. Check to see that all the required components are in the box.
4. Carefully take the device out of the box and place it on a clean and flat surface.



#### **HINT!**

- Check the contents of the box are complete immediately after unboxing.
- Check if the petWALK pet door is functioning correctly 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 how and where you would like to install the petWALK pet door, please proceed in accordance with the following chapters in this 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](http://www.petwalk.at/info-center/installation).

### 3.3 REQUIRED TOOLS

The petWALK pet door is designed such that it can be easily assembled and installed without special tools. All you need are the following common household tools:

- Allen key SW 4
- Stanley knife (carpet cutter) or scissors

For installation in masonry using the optional tunnel, you will also need:

- Hacksaw or angle grinder with steel cutting blade
- Hand saw or table saw

### 3.4 DIMENSIONS OF THE PETWALK PETDOOR

petWALK pet doors are available in two different sizes. The “Medium” model has a clearance of 200 mm / 8 in in width and 300 mm / 11 in in height and is suitable for cats and smaller dogs. The “Large” model is suitable for larger dogs (with a shoulder height of up to roughly 60 cm / 24 in) and has a clearance of 300 mm / 11 in in width and 500 mm / 20 in in height.

The shoulder width and chest height of the animal determine the minimum clearance, where the shoulder width is the length from shoulder to shoulder and the chest height is defined as the length from the withers to the underbust. The abdominal height is measurement for the maximum installation height, where the abdominal height is the distance from the floor to the underbust.

If several animals of different sizes are to use the petWALK pet door, the largest animal is decisive for the model size and the abdominal height of the smallest animal is decisive for the positioning of the petWALK pet door.

The petWALK pet door is particularly comfortable when your pet can walk through it without having to stoop or climb. This is achieved when the top edge of the petWALK pet door is clearly above the withers (neck) and the bottom edge is just above the ground.

When using implanted RFID chips, please be sure that the middle of the door leaf is at the eye level of the smallest animal.



### 3.5 INSTALLATION DIMENSIONS

When installing a petWALK pet door, an opening has to be created in the structure, the size of which is as exact as possible for the chosen door model.

The measurements of the opening for the “Medium” model have to be 38 cm ± 0.5 cm x 53 cm ± 0.5 cm / 15 in ± 0.4 in x 21 in ± 0.4 in and 48 cm ± 0.5 cm x 73 cm ± 0.5 cm / 19 in ± 0.4 in x 28.8 in ± 0.4 in for the large model.

Please ensure that there is a gap of at least 30 mm / 1.2 in between the edges of the opening and the edges of the device so that the petWALK pet door's frame can be mounted.



#### HINT!

If several animals of different sizes are to use the petWALK pet door (e.g.: Large petWALK pet door for large dogs and small cats), the sensors (especially when using RFID accesscontrol) might not optimally recognise the animals due to the difference in their height. To obtain more information regarding this topic, please contact our customer service team.


## 4 IMPORTANT INFORMATION FOR INSTALLATION SPECIALISTS

Please conduct the following tests both BEFORE as well as AFTER installation and please observe the following instructions. These tests only take a few minutes of your time and provide information regarding the proper assembly and installation of the petWALK pet door.

### 4.1 FUNCTIONAL TEST BEFORE INSTALLING THE PETWALK PET DOOR

1. Connect the petWALK pet door to the main power supply. The OPERATING MODE icon glows red (Circle on the right of the display)



2. Switch the petWALK pet door on by pressing the **OPERATING MODE**  button on the remote control. You can use this button to switch the petWALK pet door ON (green) and OFF (red).




#### CAUTION!

Please ensure, that the door module doesn't tip over (e.g.: by holding it) before you switch operating mode or use the door.

When not installed, the door will tip over in the opening direction when the door leaf is open and could injure somebody or damage something.

3. The **OPERATING MODE**, **EXIT CONTROL** and **ENTRY CONTROL** buttons as well as the **TIME** glow green.




4. Press the **OPEN DOOR**  button on the remote control to open the door leaf. Press the button again to close the door leaf.




#### HINT!

If the petWALK pet door is installed after a prolonged period of time in storage, LOAD might appear on the display.

This could indicate a discharged battery and can be confirmed by pressing the OK  button.

If you cannot confirm the LOAD notification, this could indicate a defective or completely discharged battery. Should this be the case, please contact our customer support team.

If the process detailed above proceeds smoothly, you can start with the assembly and installation of the petWALK pet door. First switch the petWALK pet door off by pressing the OPERATING MODE  button. The OPERATING MODE will now glow red. Now disconnect the petWALK pet door from the mains power supply.



During installation, pay particular attention to ensure that the connection cable harness is connected correctly between the internal and external flanges. Furthermore, make sure that the cables are not damaged.

## 4.2 FUNCTIONAL TEST AFTER INSTALLING THE PETWALK PET DOOR


This test should be carried out in the same manner as the test BEFORE installation:

1. Connect the petWALK pet door to the mains power supply. The **OPERATING MODE** icon glows red (Circle on the right of the display). If the icon does NOT glow red, this indicates an error in the power supply:
  - a. Check whether the connection cable harness between the internal and external flanges is damaged.
  - b. If you have installed a flush-mounted power supply unit, check if it is connected properly (+/- polarity).

If the error cannot be found or fixed, please contact our customer support team.

2. Switch the petWALK pet door on by pressing the **OPERATING MODE**  button on the remote control. The **OPERATING MODE**, **EXIT CONTROL** and **ENTRY CONTROL** buttons as well as the **TIME** glow green.
3. Press the **OPEN DOOR**  button on the remote control to open the door leaf. Press the button again to close the door leaf. Should you hear unusual noises when the door leaf opens or closes, the door might not have been installed exactly plumb, meaning that the door might not be horizontally or vertically straight. Check the door has been installed correctly and, if necessary, contact our customer support.

Please also test or observe the following:

1. If the petWALK pet door is installed after having been stored for more than three months, we recommend testing the slip clutch. In order to do this, open the door leaf by pressing the **OPEN DOOR**  button and close it again straight away. Place your hand between the door leaf and external flange to stop the petWALK pet door from closing. If the slip clutch is installed correctly, the door leaf will stop and subsequently move back 1cm / 0.4 in. If the slip clutch has been setup too loosely, the drive motor will not stop, but the door leaf cannot close. In this case, tighten the slip clutch with a size 13 mm /  $\frac{33}{64}$ " spanner (you will find more information in the user manual).
2. Check that the door is properly sealed with the outer wall. The O-Ring seal delivered with your petWALK pet door is designed for smooth outer walls and surfaces. We recommend using a Compriband with building silicon to seal the door to outer walls and surfaces that use rough or grainy plaster. Siliconise the joint between the outer flange and the building structure (top and side). The lower joint must not be siliconised under any circumstances, otherwise the waste water can no longer drain off.

## 5 OVERVIEW OF INSTALLATION METHODS

The petWALK pet door was designed to be easily installed in various different structures. Fundamentally, you can choose between two different installation types. Useful tips, information and videos about the different installation methods can be found on our homepage at [www.petwalk.at/info-center/installation](http://www.petwalk.at/info-center/installation).



### HINT!

- If you install one or more spacers, be sure to install them on the inner frame! Spacers on the outer frame do not provide a watertight seal and water can therefore enter and cause corresponding damage.
- **When installing the pet door, make sure that it can be removed again at any time (e.g. for maintenance and repair work) without great effort and without being destroyed.**

In general, the petWALK pet door can be installed in all building structures (glass, doors, masonry, panels). As soon as the corresponding opening is provided in the building structure, the petWALK pet door can be pressed against this opening. Make absolutely sure that the outer flange is correctly sealed to avoid water damage!

You can screw the petWALK pet door directly into the desired position in the outer wall of your home using an appropriate anchor. You can also use the spacer included in the delivery as a centring both inside and outside. You can attach this to the masonry with masonry clamps. If a frame is screwed directly into the wall with a masonry clamp, the second frame can be pressed on to the centring with the screws included in the delivery.

Alternatively, you can use a real centring that is used during construction. As shown below, the inner and outer frames are clamped on to the centring. You can also screw the frame in to the centring. The advantage of this method is that door is connected easier and better to the structure.

### 5.1 INSTALLATION IN WINDOW GLASS OR A DOOR PANEL

The easiest way to install a petWALK pet door is in a double-glazed or triple-glazed windows. All that is required is the correct opening in the glass pane. It is not possible to cut an opening into insulated glass. Therefore, a pane will have to be swapped with a newly manufactured pane that has an appropriate opening. After that, the petWALK petdoor is simply „clamped“ in place and is ready to be installed.



### HINT!

- The petWALK pet door has to be fitted into a glass window that is at least double-glazed. The petWALK pet door is not suitable for single-glazed windows!
- Glazed windows are filled with a special gas. Therefore, cutting in an opening in a glazed window is not possible. A new pane has to be manufactured with an appropriately-sized opening.

The placement of the cutout in the glass should be selected so that the lowest possible installation height is achieved. An L-shaped cutout or even a U-shaped cutout are optimal. Please contact a professional glazier or a window manufacturer.

Should it be necessary during production, the inner edges of the cutout in the glass may have an inner radius of up to 5 mm / 0.2 in.

Alternatively, for smaller glass widths, an impost (horizontal bar) can be attached just above the planned installation position of the door and the glass pane can be cut correspondingly smaller at the top of the pane.

The petWALK pet door can then be mounted in to a prepared panel underneath the impost. It should be noted that a gap of 30 mm / 1.2 in between the edges of the opening and the edge of the structure itself is required. This gap is needed for the frame.

The petWALK pet door can be installed into a panel of an entrance door with a smooth surface in the same manner. Please contact a professional you trust concerning this matter.

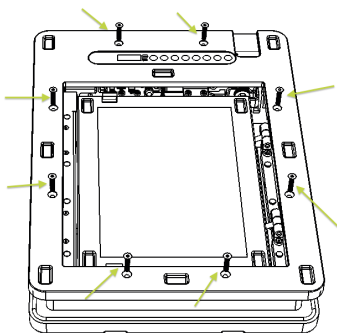
If a very high degree of thermal insulation is desired, the frame of the petWALK pet door can be equipped with additional thermal insulation - available as an optional extra.



### HINT!

- You can find links to short installation videos on our website that show how to install the petWALK pet door in glass or masonry.
- Depending on the thickness, unscrew the threaded rods as far as needed out of the outer frame so that you can get hold of the threaded rod with the screw. When tightening the screw, the threaded rod screws itself in again accordingly, so that the construction holds together securely.

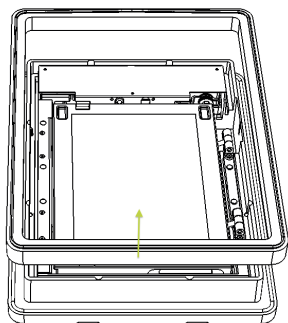
1. Remove the 8 screws (M6x30) using an allen key (size SW 4) in order to separate the frames (see picture below). Keep the screws safe, as you will need them again at the end of this assembly step.



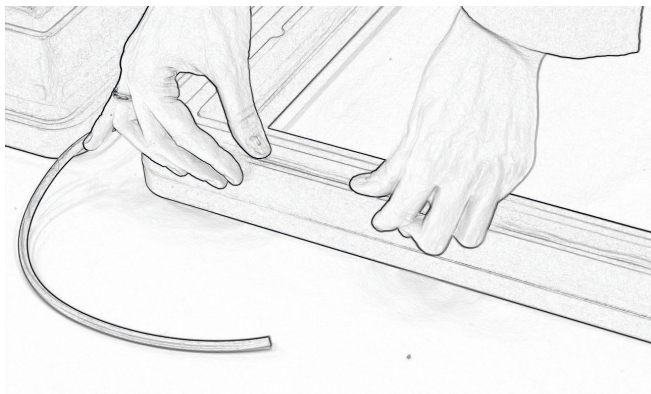
### HINT!

The two parts are connected at the top by the connection cables. Therefore, carefully remove the three connectors from the sockets on the circuitboard on the inner frame, before you remove the frame itself.

2. Once you have unplugged the connection cable from the three sockets, carefully lift up the inner frame (the part with the display) and put it aside.
3. Optionally available spacers must be mounted on the inside.



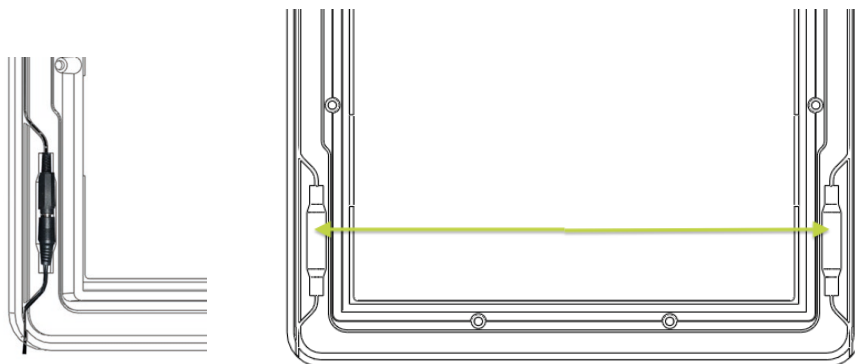
4. We have already inserted the round rubber seal supplied into the grooves. If a seal has come loose during transport, insert again as follows: the contact point needs to be at bottom center. You can use these seals to make an airtight connection between the petWALK pet door and smooth surfaces. If you use a spacer, please make sure that the seal is on the side that touches the component and not between the spacer and the door frame.



**HINT!**

- Take care not to stretch the seals when you press them into the groove in order to avoid tension.
- Should you intend to install the petWALK pet door into the door leaf of an entrance door, we recommend using the optional door contact that ensures that the door closes and stays closed when the entrance door opens.

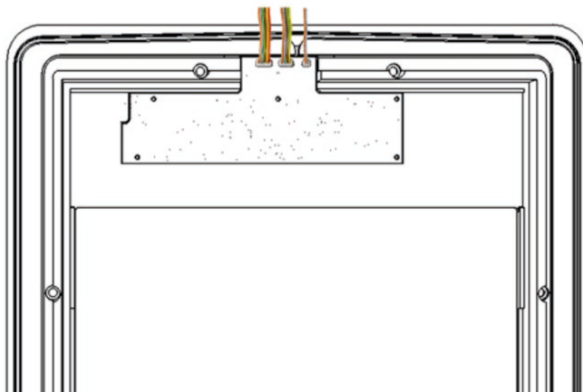
5. Connect the power supply unit to the socket on the inner frame. Should you wish, you can run the connection cable along the opposite door side. At the recess in the frame, you can cut a small opening in the frame with a Stanley knife for this purpose.



6. Insert the outer frame into the glass opening from the outside. The three connecting cables have to hang down inside. A second person should now hold the outer frame on to the opening from the outside so that you can continue working on the inside of the door. Alternatively, you can attach the outer frame with adhesive tape.



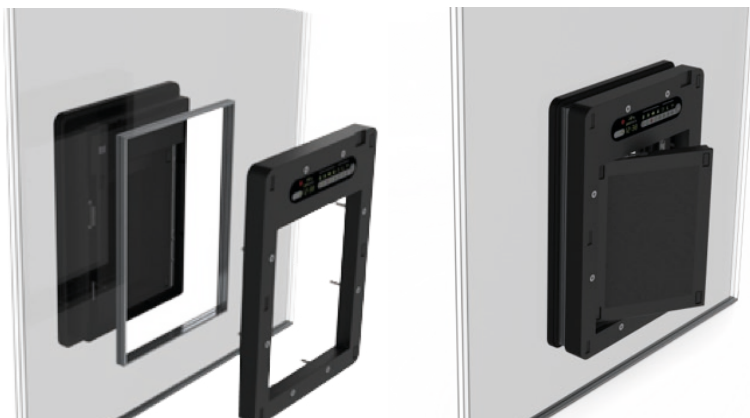
7. If needed for your installation site, attach the spacer frame(s) on the inside.
8. Carefully insert the three differently-sized connectors from the connection cables into the corresponding sockets on the circuit board.



**CAUTION!**

The connectors are directional. This means that they only fit in the socket in one position. If you cannot insert them easily, do not try inserting them forcefully. Instead, turn the connectors 180 degrees and try again.

9. 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 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.

10. Carefully screw together both frames with the 8 M6x30 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.

11. 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 can not 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 in wide gap between wall and frame where the seal is visible.
- DANGER OF THE GLASS BREAKING if the screws are tightened too much! Tighten the fixing screws only so tight that the seals rest against the structure and the device can no longer be moved. If necessary, you can tighten the screws again at a later date.
- **Seal the joint between the outer frame and the building structure at the top and the sides (e.g. with silicone)!**

12. Connect the power supply unit to the mains power supply.

13. 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 and you can now use your petWALK pet door!**

## 5.2 INSTALLATION IN A WALL

When installing the petWALK pet door in a wall thicker than approx. 7 cm / 2.8 in, you will require the optional tunnel. We recommend using centring that you can make easily yourself on-site.

The centring should be made out of construction timber or purenit and should be at least 5 cm x 3 cm / 2 in x 1.2 in thick. The inner clearance of the centring frame must correspond to the clearance of your petWALK pet door model. The centring has to be made at a right angle (the diagonals have to be the same length!) and the installation must be horizontal and vertical.

The centring is attached to the shell. The plaster work, both on the inside and outside, has to go up to the centring. The installation of the petWALK pet door can only be completed once the plastering work has been completed.

The advantages of this installation method are the ability to retrofit the petWALK pet door and the easier maintainability - the petWALK pet door can be easily removed at any time.

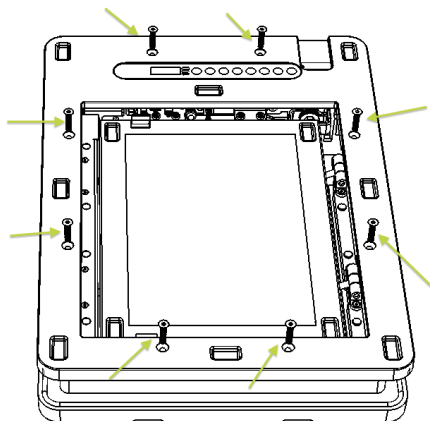


#### HINT!

You will find a link to installation details and installation examples and links to our installation videos that show you how to install the petWALK pet door into masonry on our website at (<https://www.petwalk.at/info-center/wall-mount>).

To increase thermal insulation (e.g.: in passive houses), we recommend attaching additional insulation on the outer frame. The additional insulation can also be retrofitted very easily on the outer frame and is available on our online shop at [www.petwalk.at/shop](http://www.petwalk.at/shop).

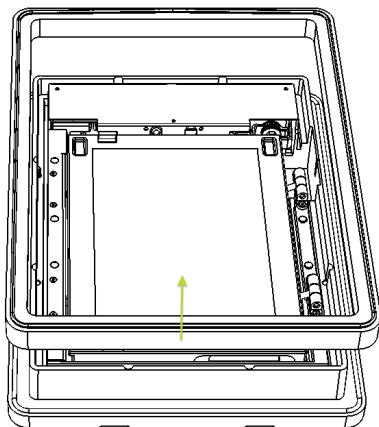
1. Remove the 8 screws (M6x30) using an allen key (size SW 4) in order to separate the frames (see picture below). Keep the screws safe, as you will need them again at the end of this assembly step.



**CAUTION!**

The two parts are connected at the top by the connection cable. Therefore, carefully remove the three connectors from the sockets on the circuitboard on the inner frame, before you remove the frame.

2. Once you have unplugged the connection cables from the three sockets, carefully lift up the inner frame (the part with the display) and put it to one side.

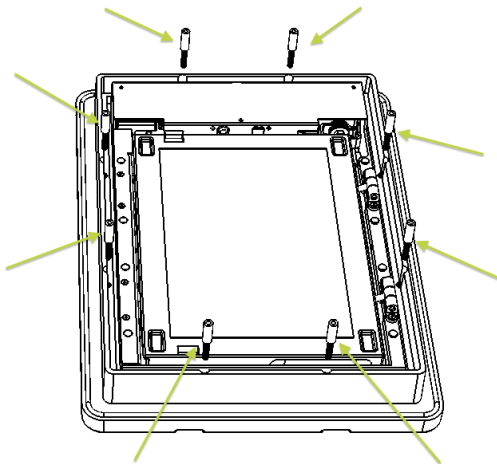


3. The rubber seals supplied are already inserted by us in the grooves provided. If you use a spacer, please make sure that the seal is on the side that touches the component and not between the spacer and the door frame.
4. We recommend using a compriband instead of the O-Seal with uneven surfaces such as plaster or rough masonry. Furthermore, we recommend making a silicon seam outdoors in order to prevent moisture getting into the masonry.

**CAUTION!**

- Take care not to stretch the seals when you press them into the groove in order to avoid tension. The contact point should be bottom center.
- **Seal the joint between the outer frame and the building structure at the top and the sides (e.g. with silicone)!**

- 
5. Now remove the 8 standard threaded pins that are intended for installation in narrow structures up to 7 cm / 2.8 in. Turn them counterclockwise out of the threaded sockets of the outer frame.

**HINT!**

If you use a tunnel that is longer than 45 cm / 17.7 in, the threaded pins are lengthened with the threaded rods to achieve the desired length.

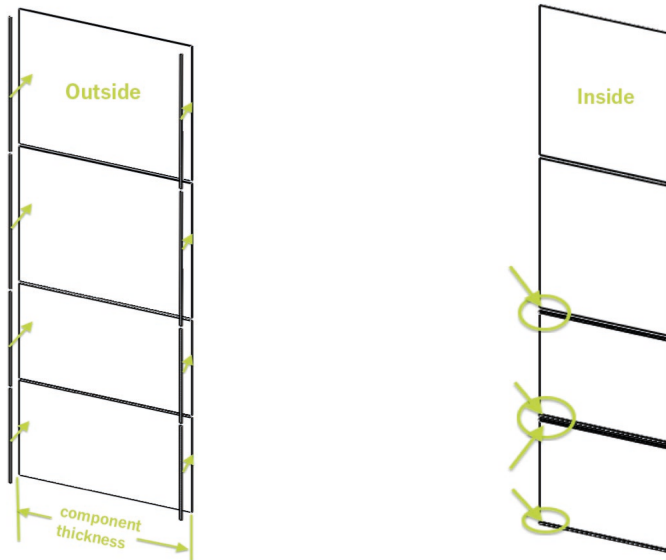
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6. In order to find out the correct length, measure the wall thickness all around the opening and make a note of the smallest and largest thickness. If you have tolerances greater than 5 mm / 0.2 in, you have to touch up the surface of the installation site. If you fail to do this, installation will not be torsion-free and the door could be damaged.
7. Remove the four tunnel plates (2 plates for the side walls, 2 plates for the floor and ceiling) from the packaging and shorten these to the smallest measured wall thickness. You have to shorten the side which is the same for all four plates.

**CAUTION!**

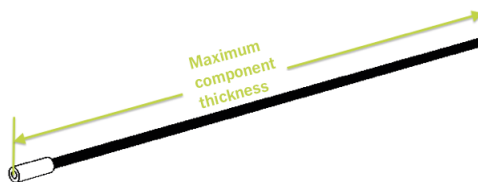
- If the difference between the smallest and largest measured wall thickness is more than 5 mm / 0.2 in, you should try to offset this difference on the structure. If this is not possible, the tunnel plates have to be cut accordingly.
  - If necessary, the threaded rods can also be shortened. This can be done easily on-site with a hacksaw.
  - The tunnel plates have two different colours. You can decide whether you want the lighter or darker side as the visible side. Using the darker colour on the floor and the lighter colour on the sides and the ceiling has proven to be a good solution.
-

8. Attach the sealing tape included in your delivery to the edges of the outer and inner frame (as shown below)



Attach sealing tape along on the inner sides of both smaller plates (ceiling and floor plates) along the long sides. The side plates rest on the sealing tape when mounted and close tightly forming a seal. Carefully cut the ends of the sealing tape with a knife should they be protruding.

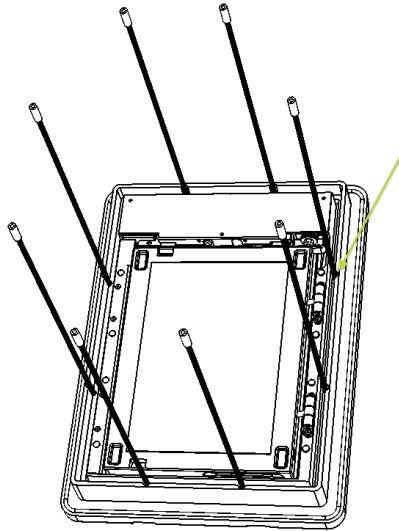
9. Shorten the length of the 8 threaded rods so they match the largest measured wall thickness. This can be easily done with a hacksaw on site. Due to the screw depth of the threaded rods in the outer frame, you can also make fine adjustments to the rod length.



**CAUTION!**

Take care not to damage the thread when shortening. The cut should be made along the thread. Any protruding residual parts should be deburred.

10. Now screw the 8 threaded rods carefully into the threaded sockets in the outer frame - just deep enough so that they hold.



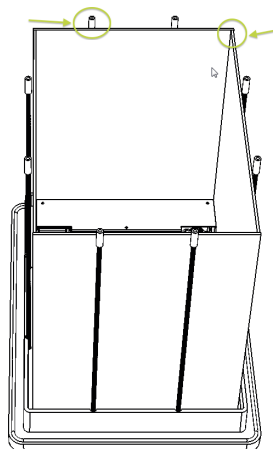
11. Now insert the tunnel plates that you have previously cut and prepared with sealing tape into the designated groove on the device. You will encounter a slight resistance from the seals. Nevertheless, press the plates all the way into the groove before carefully removing them again about 5 mm / 0.2 in.



**WARNING!**

When pushing the ceiling tunnel plate into the groove, make sure that the connection cable is run above the tunnel plate and isn't jammed or squashed by the plate. There is an additional recess in the middle of the upper groove in order to protect the cable. Use this additional groove to run the connection cable along the top.

We recommend bonding the tunnel plates to each other and to the outer frame with adhesive tape. The tunnel and outer frame are stabilised together, thereby making the rest of the installation easier.



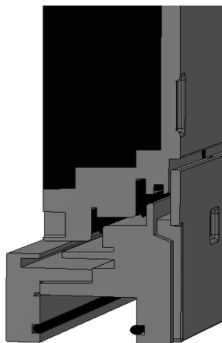


### HINT!

- The threaded rods are now protruding a little beyond the tunnel plates.
- Stick the tunnel plates together on the outer side using adhesive tape. The tunnel will now be more stable. Inserting the external flange along with the tunnel into the wall opening will now be much easier.
- We also recommend using adhesive tape to stick the threaded rods to the tunnel plates.

12. The side of the tunnel should rest on the seals of the ceiling and floor plates.

13. Now install the ledge for the drainage system if applicable (not included as standard in the delivery).



petWALK pet doors have a large rain collection duct with two front-facing openings. This ensures that driving rain will not leak inside, even when wind speeds reach up to 160 km/h / 100 mph. This corresponds to Class E1050 in accordance with test standards for windows, doors EN 12208 - 1999-11.

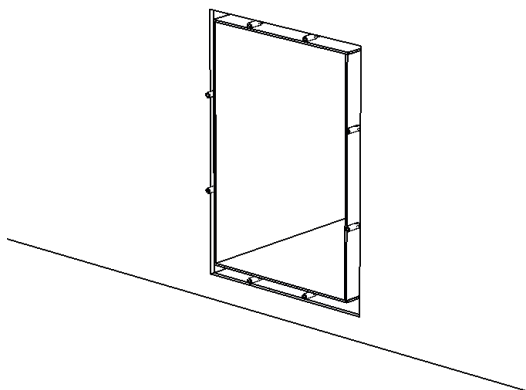
Normally, the rainwater is diverted to the lower edge of the device out of sight between the outer frame and the decor plate.

14. Carefully insert the component (outer frame and tunnel plates joined together [differs to the picture]) into the structure from the outside.



### CAUTION!

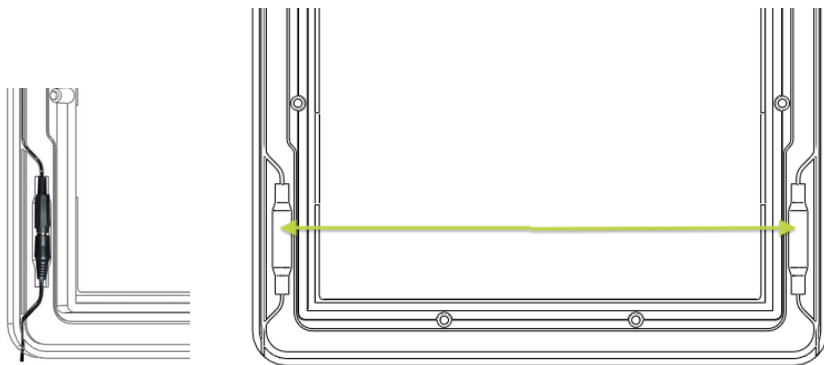
Carefully guide the connection cables inwards. They should rest on the tunnel plate and be easily accessible from the inside of the structure.



**HINT!**

The tunnel plates and the threaded rods should protrude slightly beyond the structure on the inside.

15. Connect the power supply unit to the socket on the inner frame. Should you wish, you can run the connection cable along the opposite door side. For this purpose, you can cut a small opening in the frame with a carpet cutter).

**Installing the flush-mounted power supply (optional extra):**

We recommend using the flush-mounted power supply (Not included as standard in the delivery package. You can order one on our online shop at [www.petwalk.uk/shop](http://www.petwalk.uk/shop)) when installing the petWALK pet door in a wall. When installing the flush-mounted power supply, there are several options that you should discuss with your electrician. The power supply unit can be installed in a flush-mounted distribution box, in the meter box or in the petWALK pet door. See chapter „6.3 INSTALLING AND CONNECTING THE FLUSH-MOUNTED POWER SUPPLY UNIT“ on page 28. In this chapter, you will find information regarding installation with the power adapter included in the delivery.