

# PETFLAP INFORMATION



Thank you for choosing the Petflap from Ecoflap.

## Warranty

So long as our fitting and operating instructions have been followed and the Petflap has been in normal use and not modified in any way, we offer a two year return to base warranty.

Please get in touch BEFORE FITTING if you have any concerns about your Petflap. By fitting your Petflap, you acknowledge that it is working properly on receipt. We can accept no liability for any costs arising from a Petflap developing problems in situ.

If the Petflap has a problem outside of this period or these terms, please do get in touch as we may still be able to help you.

For more help and advice or to safely return your Petflap to us, please contact us via our site at [www.thepetflap.com](http://www.thepetflap.com) or email us at [info@ecoflap.co.uk](mailto:info@ecoflap.co.uk)

## Locking mechanism

This is a simple mechanical lock that can be locked open or shut.

When training a pet to use the Petflap, lock the flap open giving the animal an understanding of how to open the flap. Once your pet is familiar with going in and out through the flap, return the lock to the open position for normal use, and lock it when preferred.

## Care and maintenance

To ensure your Petflap gives you and your pets years of service:

- keep it clean with a damp cloth
- make sure the bottom jamb is free of grit and any other obstruction
- a small squirt of **silicone lubricant** (not mineral oil) from time to time will ensure optimum operation

## Troubleshooting

If the Petflap isn't sitting as snugly or closing as well as it should, run through the following:

- ensure the hole is not too tight and exerting pressure on the Petflap
- use a spirit level to check that your door is completely flat and level
- use a spirit level to ensure that the Petflap is true vertically and horizontally
- make sure that the hole for the Petflap is clean and smooth
- ensure no sealant or other obstruction has entered the frame, especially around the pivots
- a small squirt of silicone lubricant in the pivots can help



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# FITTING YOUR PETFLAP

To ensure a snug weatherproof fit please read these fitting instructions and follow them carefully.

You will need: pencil, tape, drill, jigsaw and silicone sealant. Please note: **it's vital that the hole for the Petflap is comfortably big enough. Fitting a Petflap into a hole that is too tight will impede the movement of the flap. The hole needs about 2mm of play, especially if fitting into glass.**

The Petflap can be fitted into a perfectly circular hole, eg for glass, or one cut to the shape of the trunking. This is a matter of choice.

## 1. Preparing your door

Your door should be clean and dry. Check that it's level and flat. A Petflap fitted to an uneven door or wall may not always close properly.

Identify carefully where the Petflap is to go.

## 2. Cutting

The rear collar also acts as a template. Place it on the appropriate place on the door. A piece of tape can help at this stage.

Draw a line inside the collar to mark the hole cut needed. If you wish to cut a perfectly circular hole, move the fitting ring round to ensure a circle is drawn all the way round.

Drill a hole inside the circle to make starting sawing easier. Using a jigsaw carefully cut on the **outside edge of the line you have drawn.**

Tidy up any rough edges on the hole.

## 3. Fitting

The Petflap tunnel will now slide through the hole. Test this without adhesive, checking that the hole is not too tight and that the pet access flap still moves easily. Use a spirit level to check that the Petflap is true vertically and horizontally, then the Petflap can be fixed to the door.

When looking from the inside of the door, fit the Petflap with the nose pointing to 6 o'clock.

The Petflap should push through the hole from the external side of your door with the plate pushed flat against the door's external surface.

We recommend fixing your Petflap to the door with **silicone sealant.** With a little care the sealant can be removed if you ever need to move the Petflap.

Apply sealant to the rear surface of the external front plate and press this firmly against your door. On the other side of your door, do the same with the ring, which now forms a rear cover for the inside.

Take care to secure the main body of the Petflap so as to not to push it back through the hole when fitting the collar plate.

With a damp cloth, wipe away any excess sealant front & back.

Leave the sealant to cure for the manufacturer's recommended time before use.