

# HALE PET DOOR™

## INSTALLATION INSTRUCTIONS

### SINGLE PANE GLASS (IG-1)

Please read these instructions carefully and completely before attempting to install Hale Pet Doors; they will guide you through the steps and precautions needed for an in glass installation. Illustrations have been added to help you understand various instructions. You may also refer to the next section "Insulated Glass" for some pictures that show removal and reinstallation of a patio door as this is usually the same procedure for both single and double pane glass. To reach an experienced installer for free consultation, please call 1-800-646-4773. Hale Pet Doors are designed for ease of installation and are ideal for most sliding windows and doors. It is important to note however, that the product warranty may be affected if returns have been modified in any way other than specified by these instructions.

#### A SAFETY REMINDER!

Always wear eye protection and gloves when appropriate.

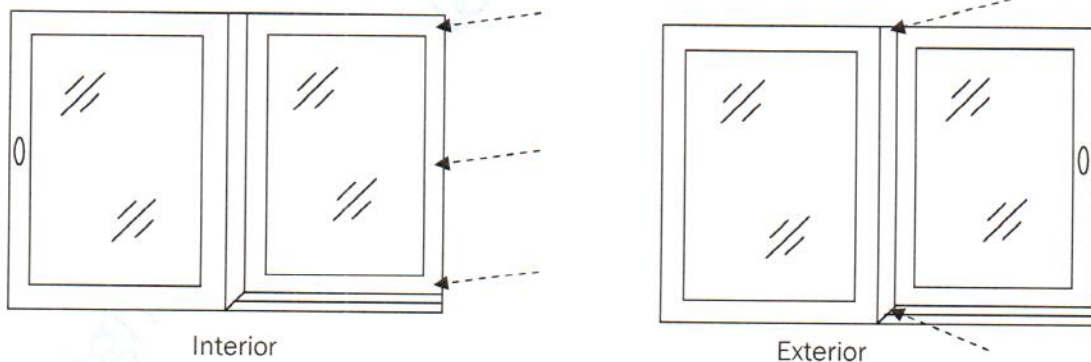
**Step 1:** Before installation, measure the glass to be sure the replacement glass you have is the right size.

Tools you may need:

WD-40®  
Drill and bits  
Large drop cloth  
De-burring tool

Caulk gun  
Phillips screwdriver  
4 short pieces of 2 x2

Rubber mallet  
Paper towels  
Clear silicone caulk



Usual location of securing screws and brackets

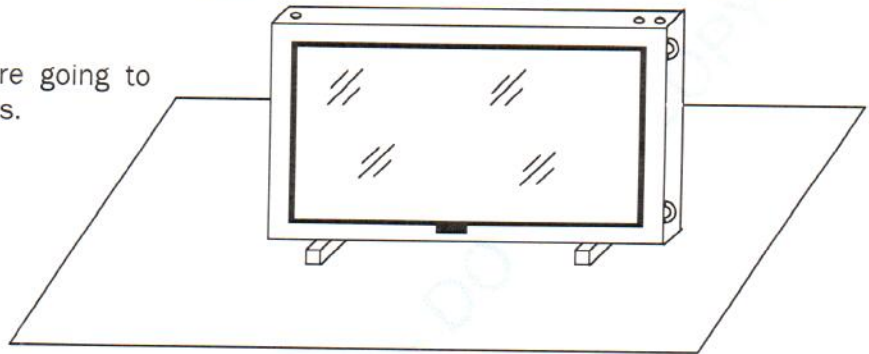
**Step 2:** Ask the customer if the pet door is to be installed in the sliding panel or the stationary panel. Take into consideration to which side any blinds or drapes pull and whether or not they will interfere with the pet door. If the sliding panel is on the inside and the stationary panel is on the outside, explain to the customer that the slider will only open up to the edge of the pet door, meaning that there will be a loss of door space equal to the width of the pet door.

**Step 3:** Lay a large drop cloth down over the area in which you will be working. The larger the drop cloth the better. If the glass breaks while you are working a large drop cloth will catch most of it, making cleanup much quicker and easier. Put two pieces of 2 x 2 on the cloth so you can rest the door on them while you work.

**Step 4:** Before starting work, test the door carefully. See how it slides, if the lock works, etc. If you notice anything wrong, bring it to the customer's attention before starting work!

**Step 5:** Most sliding glass doors have the slider on the inside. If the pet door is going to be installed in the slider, you will usually have to remove the stationary panel in order to remove the slider. Before doing so, try to lift the slider out from inside the house. Occasionally one will lift out, saving installation time. If you do have to remove the stationary panel, remove any securing screws or brackets and slide the stationary panel over far enough to get a grip on both edges. Lift it out of the track and set it somewhere out of the way. Lift the slider out of the track.

**Step 6:** Set the panel you are going to work on edgewise on the 2 x 2's.



A sliding panel resting on 2 x 2's which are resting on a drop cloth. Note the screw holes along the back edge (top of drawing). The hole furthest to the right is access to the adjusting screws, which raise or lower the wheels.

**Step 7:** There should be two screws on each edge, one at the top and one at the bottom, holding the frame together. Remove the bottom screw from the corner opposite of where the pet door will go. Flip the panel over onto the other edge and remove the top screw. Pull the frame loose from the glass. Strike the end of the side frame with your mallet to loosen the end frame from the glass. You should now have half the frame off the glass in an "L" shape. Flip the panel over and repeat. Now you should have a sheet of glass with a rubber gasket around it.

**Step 8:** Set glass off to the side on the second pair of 2 x 2's. Save the gasket! You will reuse it on the new glass.

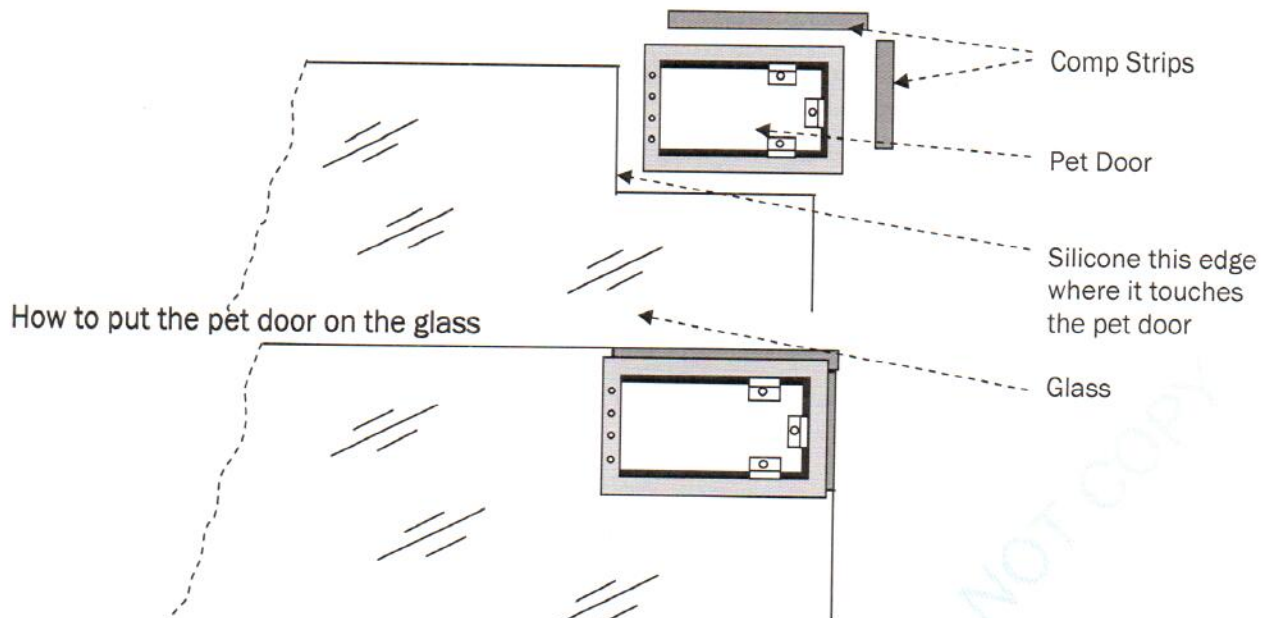
**Step 9:** Bring in the new glass. Set it on the 2 x 2's with the corner notch up. Test fit the pet door onto the glass. Make sure you have the inside of the pet door on the inside surface of the glass.

**Step 10:** If everything fits, remove the pet door and put a bead of silicone in the groove. Go all the way around the door. The silicone will glue the pet door to the glass and form a cushion between the metal door and the glass. If you do not apply silicone the pet door will rattle on the glass and possibly cause the glass to break. Put the comp strips in the grooves and put the gasket around the glass.

**Step 11:** Spray some WD-40® on a folded paper towel and wipe the gasket thoroughly. Wipe the doorframe where it fits over the gasket. This will make it **much** easier to put the frame on.

**Step 12:** Place the frame back on the glass. Set it on as straight as you can and tap it onto the glass with the rubber mallet. Flip the panel over and repeat. Put the screws back in.

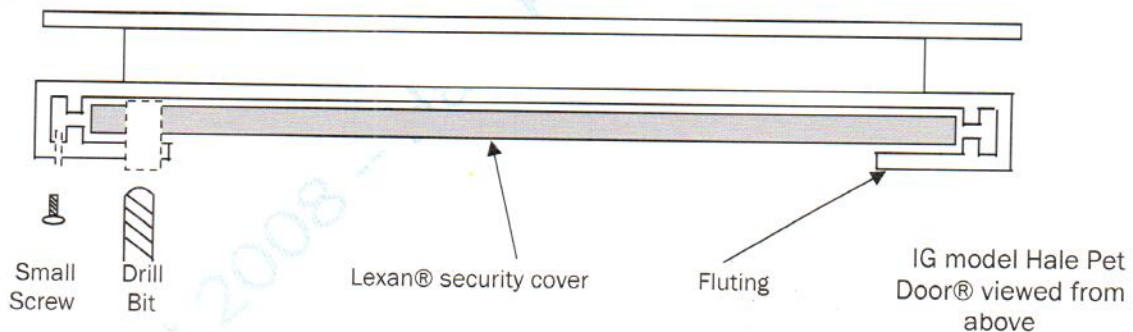




**Step 13:** Check the wheels. Do they roll well? Clean them up and lubricate them with WD-40®. Before re-assembling the door, vacuum out the wheel track and wipe it down with WD-40®.

**Step 14:** Put the door back in the track. If it is the sliding panel, check to see how it rolls and locks.

**Step 15:** Re-assemble the entire door. Put any screws or brackets back in place. Put the screen doors back on.



**Step 16:** Attach the pin lock to the door. To avoid drilling into the patio door frame when installing the pin lock, study the illustration above. Place the security cover in the pet door. Drill a 5/16" hole in the fluting very close to the security cover. Drill into the security cover. Remove the security cover and finish drilling the hole. Enlarge the hole in the security cover with a 3/8" bit. Scrape the shavings and rough edges of the hole with the de-burring tool. Put the security cover back in the pet door and hold up a pin lock to the door so the pin sticks through the fluting and into the security cover. Drill out two small holes for the small screws with a 7/64" bit. Use the slots in the pin lock for a template. Screw the pin lock into place. Test the lock and adjust it if needed. You are done.

**Step 17:** If the customer wishes to keep the original glass, ask where they want to store it and offer to carry it for them. Garages are a good spot; make sure to set the glass on wood or carpet or cardboard to protect the edge from the concrete.

**Step 18:** Clean the glass and the area around and you are finished.

## Problem solving

### Panels will not lift out of track

After it is built, a house will gradually settle. Sometimes a house will settle so much that the panels cannot be lifted out of a patio door frame. Different approaches are below:

- The first thing to try is to raise the wheels in the slider all the way up. The slider should not roll now because the wheels are too far up. This may make it so you can lift it out.
- If that doesn't work, you can remove the sides of the frame from the glass and flex the glass a bit to pop it out. **Be sure to check if the glass is tempered or annealed before you try flexing it.** Tempered glass has rounded edges and a green tint when viewed at the edge. Annealed glass has very square edges which are usually sharp enough to scrape your thumbnail if you rub it. Sometimes annealed glass has a green tint at the edge, sometimes it doesn't. **If you think you are dealing with annealed glass do not flex it!** Annealed glass breaks into long sharp shards which are very dangerous! Tempered glass breaks into tiny little pieces which are much less dangerous. Houses built before the 1980s are more likely to have annealed glass, since most building codes now require tempered glass in any entry door.
- If flexing the glass doesn't work, you can leave the sides of the frame off and place a board in the wheel track behind the slider so it can't move, then use a piece of 1 x 4 and a mallet to tap the top of the frame off the glass. This takes time and patience. You will have to stop every so often and work with the gasket to try keeping it from tearing.
- After you get the door out, you can change the glass and put it back together the same way you took it out. If you do this, take a razor blade and cut the ribs off the gasket at the top. Grease the gasket and the door frame with WD-40®. This should make it easy to tap the top back on.
- You may want to consider cutting some of the top frame off while you have the patio door out. This is kind of extreme, but it may be a good solution. If you decide this is called for, use your reciprocating saw with a fine toothed blade to cut the frame. Be sure to thoroughly de-burr the edges afterward.

### Corner threads are stripped

- When you re-assemble a patio door you may find that the corner screws won't tighten up. If this happens, look at the threaded bracket the screw goes into. Usually you can reach the bracket with a pair of needle-nosed pliers and squeeze it together a little bit. That should take care of it.

### Door is crooked

- If the patio door seems crooked when you re-assemble it, loosen the corner screws and place the head of your mallet in the door track where the slider will hit it if you try to close the door. Close the slider hard against the mallet a few times and remove the mallet from the track. Close the door and see if the gap is still there. Repeat until the door is closing properly. Tighten the screws back up.

### Door will not slide

- First, check to make sure the wheels are on the track. Often one or both will slip off the track when you set the door in place.
- If both wheels are on the track, try adjusting the wheels. If there are still problems, remove the slider and check the wheels. Clean and lubricate the wheels, vacuum the wheel track and rub some WD-40® on it.



### Gasket keeps twisting

- If the gasket keeps twisting when you try to tap the frame back onto the glass, spray WD-40® on a paper towel and wipe the gasket and the door frame where it fits over the gasket. This will almost always do the trick.

### Split gasket

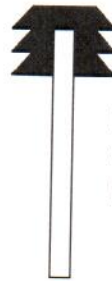
- If the existing gasket around the glass is split, the ideal thing to do is replace it. You should keep a roll of gasket on your van in case of this sort of thing. If you don't have any replacement gasket, you will have to be very careful with the existing gasket. Try wiping it with WD-40® before you remove it from the glass. This will moisten it a little and help prevent further splitting when you lift it off the glass.
- Wipe the gasket and the door frame with lots of WD-40® before re-assembling. Tap the frame onto the glass carefully.

### Security doors in front of sliding glass door

- These can be a real problem. About all you can do is try to get the patio door out. Often this can be done by wrestling with the door a little. If you just can't get it out, you'll have to tell the customer that we are unable to install the pet door until they have the security doors removed. Don't just look at the security doors and give up. It's possible to get the patio door out about half the time, so try it before you tell a customer it can't be done.

### Glass is too thick

- The glass that Hale installs is 3/16" thick. The glass in most patio doors is 1/8" thick. Usually wiping everything down with WD-40® makes it easy to re-assemble the patio door, but you will occasionally run across a door where the glass is less than 1/8" thick. This is very likely to be the case in a mobile home.
- If you have tried lubricating everything with WD-40® and it still won't go together, you can cut the ribs off the gasket with a razor blade. This is tedious and time consuming, but it works. Be patient and cut the ribs of both sides of the gasket. You will still want to wipe the gasket and door frame with WD-40® before re-assembling.



End view of gasket on glass. The ribs on the gasket can be cut off with a razor blade if necessary.

### Screws on frame won't loosen up

- The screws at the corners of the frame on most single-pane glass doors are very large Phillips head. Often times they are very hard to loosen up, and because they're so large, most people don't have a Phillips screwdriver large enough to fit. This means that most screwdrivers will spin and round out the screw head. A great way to prevent this is to use a #2 square bit. Place it in the center of the screw head and it will allow you to use a power drill to back the screw out. It is sometimes helpful to squirt some WD-40® on the threads if they're accessible.
- An alternative method is to grind two flat spots on the screw head with a grinder or diamond blade. This will allow you to get a pair of pliers (vice-grips work best) on to the screw head. **Be very careful attempting this!** If the saw or grinder slips it will damage the door frame. This method should only be tried as a last resort.

## TECHNICAL SPECIFICATIONS:

### PET DOOR SPECIFICATIONS:

**Flaps:** Single flap made of flexible 3/16" clear PVC vinyl for easy access.

**Frame:** Made of two separate metal extrusions. Three sides entrap the security cover. Extruded 6063-T5 aluminum with .063" wall thickness.

**Pet Door Frame:** Single pane model has 1/16" wall designed to accept 3/16" tempered glass and the Lexan® cover.

**Alnico5 Magnets:** A 1/4" rod magnet 1 1/2" long made from an aluminum, nickel and cobalt alloy known for strength and durability. Door size determines number of magnets.

**Strikes:** Made of ferrous stainless steel. 1 1/2" long, 3/4" tall and 1/32" thick. U shaped with interior prongs, when pressed onto the vinyl flap, the barbed prongs hold firmly.

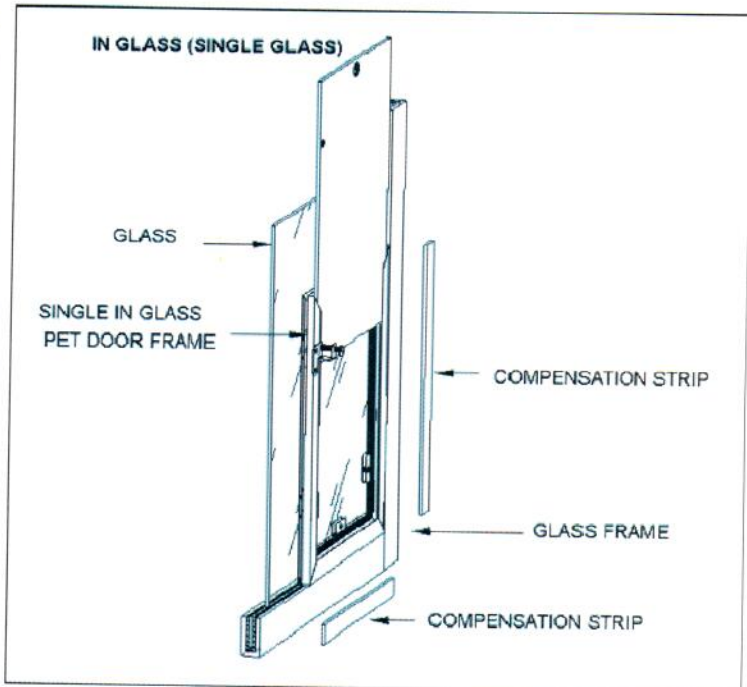
**Weather-stripping:** Flap is surrounded by 1/2" black nylon pile for maximum insulation. Nylon is woven into a backing 9/32" wide and 1/32" thick.

**Security Cover:** 3/16" thick GE Lexan® polycarbonate sheet. Extremely shock and impact resistant. Has a 3/8" diameter locking hole and a 3/4" diameter handle hole.

**Pin Lock:** A 1/4" diameter positive action steel pin encased with 5/32" thick fabricated plated steel.

**Compensation Strips:** A material such as Plexiglas or Lexan® inserted into two edges of the door frame along one side and the bottom of the pet door to compensate for the missing glass that has been cut away. Single pane model width is 3/16".

**Glass:** Single pane model comes with 3/16" thick tempered replacement glass. The new glass is cut to the size of the original pane of glass and the pet door opening is cut into the bottom left or right hand side. This new pane of glass is installed into customer's original frame along with the pet door. The original pane of glass is removed and saved.





# HALE PET DOOR™

## INSTALLATION INSTRUCTIONS

### INSULATED GLASS (IG-2 & IG-3)

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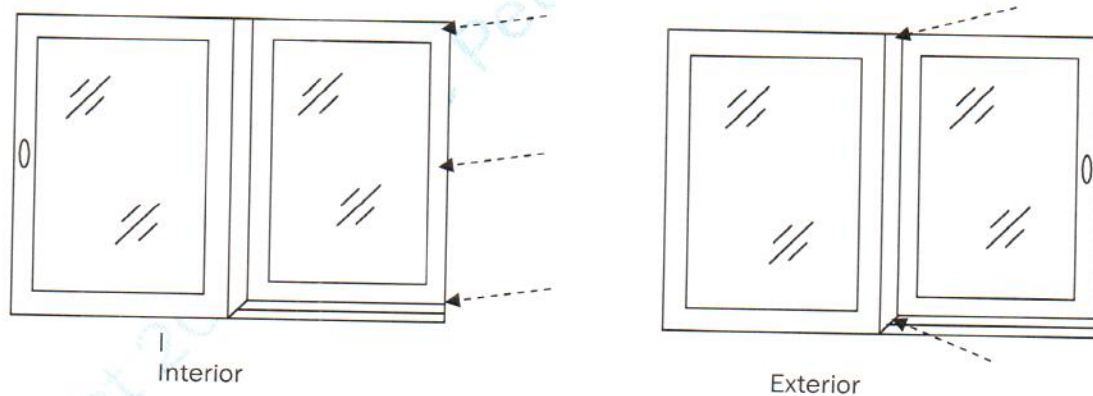
**Step 1:** Before installation, measure the glass to be sure the replacement glass you have is the right size.

Tools you may need:

WD-40®  
Drill and bits  
Large drop cloth

4 short pieces of 2 x2  
Phillips screwdriver

Paper towels  
Rubber mallet



Usual location of securing screws and brackets

**Step 2:** Ask the customer if the pet door is to be installed in the sliding panel or the stationary panel. Take into consideration to which side any blinds or drapes pull and whether or not they will interfere with the pet door. If the sliding panel is on the inside and the stationary panel is on the outside, explain to the customer that the slider will only open up to the edge of the pet door, meaning that there will be a loss of door space equal to the width of the pet door.

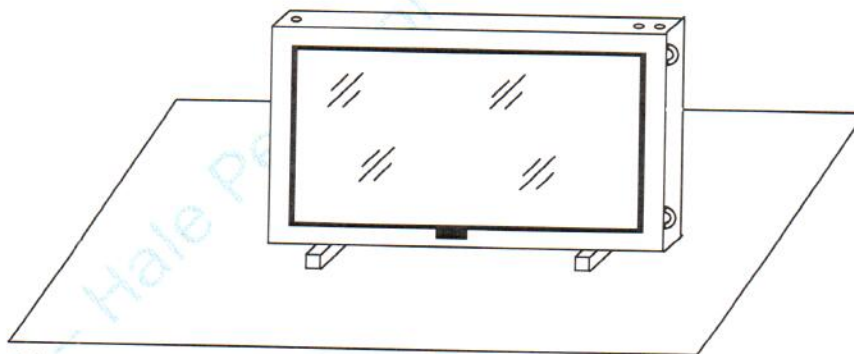
**Step 3:** Lay the large drop cloth down over the area where you will be working. The larger the drop cloth the better. If the glass breaks while you are working a large drop cloth will catch most of it, making clean up much quicker and easier. Put two pieces of 2 x2 on the cloth so you can rest the door on them while you work.

**Step 4:** Before starting work, test the door carefully. See how it slides, if the lock works, etc. If you notice anything wrong, bring it to the customer's attention before starting work!

**Step 5:** Most sliding glass doors have the slider on the inside. If the pet door is going to be installed in the slider, you will usually have to remove the stationary panel in order to remove the slider. Before doing so, try to lift the slider out from inside the house. Occasionally one will lift out, saving you a lot of time. If you do have to remove the stationary panel, remove any securing screws or brackets and slide the stationary panel over far enough to get a grip on both edges. Lift it out of the track and set it somewhere out of the way. Lift the slider out of the track.



**Step 6:** Set the panel you are going to work on edgewise on the 2 x 2's.



A sliding panel resting on 2 x 2's which are resting on a drop cloth. Note the screw holes along the back edge (top of drawing). The hole furthest to the right is access to the adjusting screws, which raise or lower the wheels.

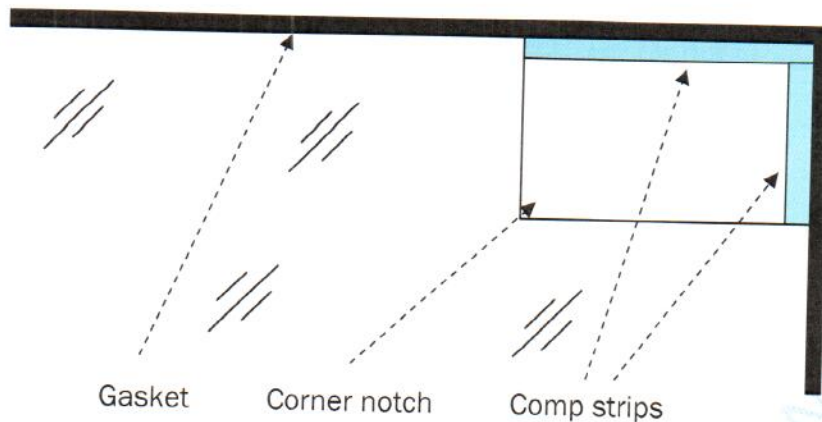
**Step 7:** There should be two screws on each edge, one at the top and one at the bottom, holding the frame together. Remove the bottom screw from the corner opposite of where the pet door will go. Flip the panel over onto the other edge and remove the top screw. Pull the frame loose from the glass. Strike the end of the side frame with your mallet to loosen the end frame from the glass. You should now have half the frame off the glass in an "L" shape. Flip the panel over and repeat. Now you should have a sheet of glass with a rubber gasket around it.

**Step 8:** Set the glass off to the side on the second pair of 2 x 2's. **Save the gasket!** You will re-use it on the new glass.

**Step 9:** Bring in the new glass. Set it on the 2 x 2's with the corner notch up. Put the gasket around the glass.



**Step 10:** You may want to put the comp strips in the gasket at this point. Study the illustration below to see how it can be done. This can be a little tricky, but it makes installing the pet door quick and easy. If this doesn't work you can put the comp strips in place after you have re-assembled the door.



**Step 11:** Spray some WD-40® on a folded paper towel and wipe the gasket thoroughly. Wipe the doorframe where it fits over the gasket. This will make it much easier to put the frame back on.

**Step 12:** Place the frame back on the glass. Set it on as straight as you can and tap it onto the glass with the rubber mallet. Flip the panel over and repeat. Be sure to put the screws back in.

**Step 13:** Check the wheels. Do they roll well? Clean them up and lubricate them with WD-40®. Before re-assembling the door, vacuum out the wheel track and wipe it down with WD-40®.

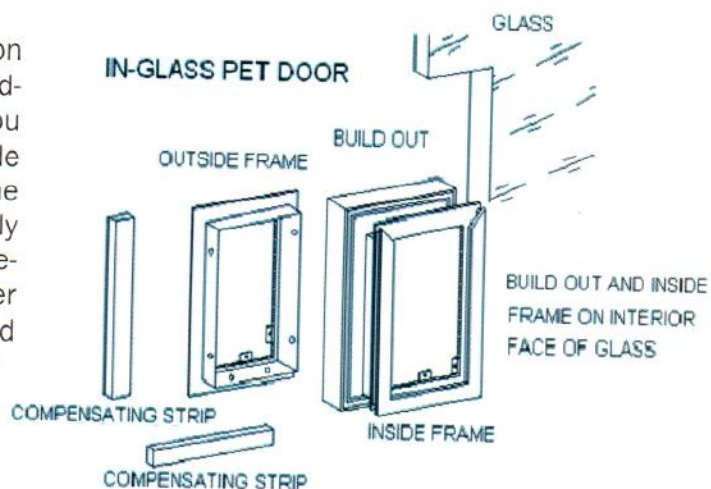
**Step 14:** Put the door back in the track. If it is the sliding panel, check to see how it rolls and locks.

**Step 15:** Re-assemble the entire door. Put any screws or brackets back in place. Put the screens back on.





**Step 16:** Assemble the pet door on the glass. Be sure to put the build-out behind the inside frame. If you put the build-out behind the outside frame it will not bypass the stationary panel. Be extremely careful that the position of the pre-drilled screw holes is not right over the edge of the glass. Tempered glass will shatter if the edges or corners are struck.



**Step 17:** Clean the glass and the area around and you are finished.

## Problem solving

### Panels will not lift out of track

After it is built, a house will gradually settle. Sometimes a house will settle so much that the panels cannot be lifted out of a patio door frame. There are different approaches to this.

- The first thing to try is to raise the wheels in the slider all the way up. The slider should not roll now because the wheels are too far up. This may make it so you can lift it out.
- If that doesn't work, you can remove the sides of the frame and flex the glass a bit to pop it out. **Be sure to check if the glass is tempered or annealed before you try flexing it.** Tempered glass has rounded edges and a green tint when viewed at the edge. Annealed glass has very square edges which are usually sharp enough to scrape your thumbnail if you rub it. Sometimes annealed glass has a green tint at the edge, sometimes it doesn't. **If you think you are dealing with annealed glass do not flex it!** Annealed glass breaks into long shards which are very dangerous! Tempered glass breaks into tiny little pieces which are much less dangerous. Insulated glass in a door is almost always tempered but check first.
- If flexing the glass doesn't work, you can leave the sides of the frame off and place a board in the wheel track behind the slider so it can't move, then use a piece of 1 x 4 and a mallet to tap the top of the frame off the glass. This takes time and patience. You will have to stop every so often and work with the gasket to try keeping it from tearing.
- After you get the door out, you can change the glass and put it back together the same way you took it out. If you do this, take a razor blade and cut the ribs off the gasket at the



top. Grease the gasket and the door frame with WD-40®. This should make it easy to tap back on.

- You may want to consider cutting some of the top frame off while you have the patio door out. This is kind of extreme, but it may be a good solution. If you decide this is called for, use your reciprocating saw with a fine toothed blade to cut the frame. Be sure to thoroughly de-burr the edges afterward.

#### Corner threads are stripped

- When you re-assemble a patio door you may find that the corner screws won't tighten up. If this happens, look at the threaded bracket the screw goes into. Usually you can reach the bracket with a pair of needle-nosed pliers and squeeze it together a little bit. If you can't get at the bracket with pliers, try stuffing a sliver of wood into the threads and then putting the screw in.

#### Door is crooked

- If the patio door seems crooked when you re-assemble it, loosen the corner screws and place the head of your mallet in the door track where the slider will hit it if you try to close the door. Close the slider hard against the mallet a few times and remove the mallet from the track. Close the door and see if the gap is still there. Repeat until the door is closing properly. Tighten the screws back up.

#### Door will not slide

- First, check to make sure the wheels are on the track. Often one or both will slip off the track when you set the door in place.
- If both wheels are on the track, try adjusting the wheels. If there are still problems, remove the slider and check the wheels. Clean and lubricate the wheels, vacuum the wheel track and rub some WD-40® on it.

#### Gasket keeps twisting

- If the gasket keeps twisting when you try to tap the frame back onto the glass, spray WD-40® on a paper towel and wipe the gasket and the door frame where it fits over the gasket. This will almost always do the trick.

#### Security doors in front of sliding glass door

- These can be a real problem. About all you can do is try to get the patio door out. Often this can be done by wrestling with the door a little. If you just can't get it out, you'll have to tell the customer that we are unable to install the pet door until they have the security doors removed. Don't just look at the security doors and give up. It's possible to get the patio door out about half the time, so try it before you tell a customer it can't be done.

#### Self-closer on door

- Many patio doors are equipped with a self-closer as a safety measure. Because the glass that Hale installs is typically 50% heavier than the original glass, the self closer might not operate as well as it did before the pet door installation. **Be sure to discuss this possibility with the customer before beginning work!**
- There are two brands of self-closer, Slideright® and Klozit®. Both brands use a cable screwed to the top of the door jamb and operate by reeling in the cable, causing the door to close. This cable is usually coated with plastic. If the plastic gets frayed or damaged it may cause the self-closer to stick. If it's bad enough, you may have to strip all the plastic off the cable to make it operational. It's much easier to just be careful with the cable.
- Slideright® is a hollow metal tube the length of the slider attached to the back edge of the slider with two or three brackets. There are weights inside the tube attached to a



cable which comes out of the top of the tube, across the top of the slider, and is screwed to the top of the door track.

- Pry the tube out of the brackets. There may be a screw holding it to one of the brackets. Hold the tube and work the cable off the top of the slider. Leave the screw holding the cable in place and proceed with the pet door installation.
- When it is time to re-assemble the door, put the slider back in the track and carefully work the cable back on top of the slider. Put the tube back in the brackets and check to see how it operates.
- There is a small hex head screw at the bottom of the tube that adjusts the tension on the cable. If the door is not closing right, try adjusting the screw. If that doesn't work, you can move the screw that holds the cable to the top of the doorjamb further away from the self closer. **Get a good hold on the cable with a pair of pliers or vise grips before removing the screw!**
- Klozit® works on the same principle, but instead of weights in a tube, it consists of a small rectangular box screwed to the back edge of the slider.
- **Do not take the Klozit® off the door. Do not take the cover off the Klozit®.** There are small springs inside the Klozit® which will jump out if you remove the cover.
- To deal with a Klozit®, clamp a pair of vise grips onto the cable and remove the screw holding the cable to the doorjamb. The vise grips will prevent the cable from being pulled violently back into the Klozit®. Lift the door out of the track carefully and then carefully feed the cable into the Klozit®.
- When it is time to re-assemble the door just reverse the process.

#### **Pet door is crooked**

- Often, the pet door will sit crooked in the frame. This is because the pet door is perfectly square and the patio door is not.
- To stop this, snap the halves of the pet door together on the glass and see which way they lean. Most of the time the pet door will seem to lean towards the center of the patio door.
- Remove the outside frame and put something under the inside frame between the flange and the comp strip. A piece of a carpenter's pencil or one of the little black bumpers the pin lock rests on work very nicely. Put the pet door together and finish the installation.

#### **Glass is too thick**

- If the glass is too thick by 1/8" or less, you can make it fit by cutting the ribs off the gasket with a razor blade. This is tedious and time consuming, but it works.

#### **Glass is too thin**

- If the glass is too thin by 1/8" or less, you can make it fit by taping the edges with friction tape or electrical tape where the gasket will sit.

#### **Slider jumps when you close it**

- If the slider is rolling well but seems to jump when it closes into the doorjamb, as if it's hitting the edge of the doorjamb and being forced into place, the problem is probably at the back of the door where the slider and the stationary panel meet.
- Usually, the front edge of the stationary and the back edge of the slider have interlocking fittings that close into each other when the door is closed. If the frame on the stationary or the slider gets twisted a little during handling, that may cause this jumping problem. Make sure they are lined up well and operating without interfering with each other.



## TECHNICAL SPECIFICATIONS:

### PET DOOR SPECIFICATIONS:

**Flaps:** Double flaps (one flap on each frame) made of flexible 3/16" clear PVC vinyl for easy access.

**Inner Frame:** Inner frame made of two separate metal extrusions. Three sides entrap the security cover. Both extrusions are .063" wall thickness.

**Outer Frame:** Extruded 6063-T5 aluminum with .063" wall thickness. Designed to sleeve into the inside frame.

**Pet Door Frame:** Wall designed to accept tempered glass thicker than 3/16" and the Lexan® cover.

**Alnico5 Magnets:** A 1/4" rod magnet 1 1/2" long made from an aluminum, nickel and cobalt alloy known for strength and durability. Door size determines number of magnets.

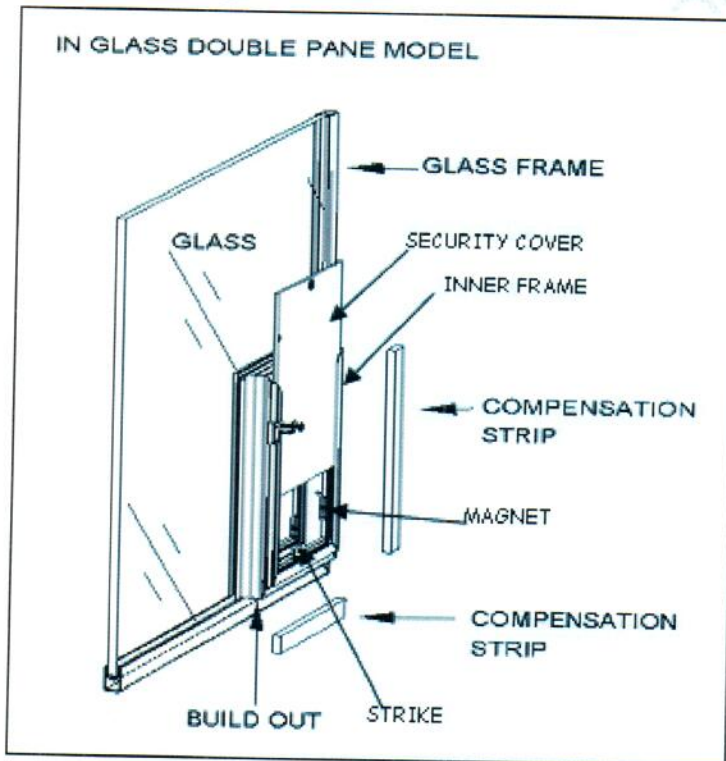
**Strikes:** Made of ferrous stainless steel. 1 1/2" long, 3/4" tall and 1/32" thick. U shaped with interior prongs, when pressed onto the vinyl flap, the barbed prongs hold firmly.

**Weather-stripping:** Flap is surrounded by 1/2" black nylon pile for maximum insulation. Nylon is woven into a backing 9/32" wide and 1/32" thick.

**Security Cover:** 3/16" thick GE Lexan® polycarbonate sheet. Extremely shock and impact resistant. Has a 3/8" diameter locking hole and a 3/4" diameter handle hole.

**Pin Lock:** A 1/4" diameter positive action steel pin encased with 5/32" thick fabricated plated steel.

**Build-out:** An extruded aluminum spacer that allows the frames in a double pane installation to be spread apart sufficiently to allow the two frames to be fastened together at the sleeved flange area.



**Compensation Strips:** A material such as Plexiglas or Lexan® inserted into two edges of the door frame along one side and the bottom of the pet door to compensate for the missing glass that has been cut away. Width varies with glass thickness on the double pane model.

**Glass:** Double pane model comes with insulated tempered replacement glass up to 2" thick. The new glass is cut to the size of the original pane of glass and the pet door opening is cut into the bottom left or right hand side. This new pane of glass is installed into customer's original frame along with the pet door. The original pane of glass is removed and saved.