



# Ultimate Patio Pet Door

Product codes:

#1138, #1176, #1139, #1177, #1140, #1178

**IMPORTANT! READ AND  
FOLLOW THESE  
INSTRUCTIONS CAREFULLY  
AND KEEP FOR FUTURE  
REFERENCE.**

INSTALLATION INFO



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## TOOLS REQUIRED - Not included

10mm Spanner



Phillips head screw driver



Phillips head driver  
(Permanent Install)



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# WARNINGS

## WARNING

**Please read these cautions and notes carefully before attempting installation. For any questions or concerns, contact Customer Support at [www.hakunapets.com/help](http://www.hakunapets.com/help).**

If your home has children as well as pets it is important to remember that children can misuse the pet door and gain access to potential hazards on the other side. You may contravene municipal laws and be found guilty of an offence if there was a swimming pool on the other side of the pet door. You are further advised to be very alert to any future hazards which may occur from time to time on the other side of the pet door such as garden chemicals or insecticides which, even if only put down for a few minutes, would be dangerous to children. Remember that any closing panel or lock provided by Perma Products with this product is for simple convenience and is certainly not a security device. Furthermore we will not be responsible or liable for unintended use or misuse. Please remember it is you the purchaser who must at all times be aware of what you have allowed access to by the installation of this pet door. Please remain vigilant throughout the life of this product as it is you the purchaser who is responsible for any oversight this installation creates.

## CAUTION

Before you install this door you must check all your building codes or body corporate rules that could affect the installation of a pet door. You should also check with a qualified builder or trades person that the installation you intend is suitable and safe within the chosen location. This is neither a fire door or security door and it is imperative that you the purchaser consider any risks that may be created both inside and outside after installation of your pet door. Please remember to consider future risks that could be brought about by changes elsewhere on your property.

It is up to the user to take active steps to reduce risks of damage during adverse weather conditions including but not limited to storms or heavy downfalls. This includes manually locking the Pet Door, ensuring adequate measures are taken to ensure your pets safety and sealing the area ensuring the safety of the surrounds.

## NOTE

Keep these warnings and cautions with any other important documents in your home and give them to any new owner, tenant or guest so that they too can be made aware of the responsibilities that come with having a pet door within the premises.

Ensure the suitability of location before installation of pet door. If installing into a sliding door, check pet door does not interfere with door operation or any other doors.

# WHATS IN THE BOX

## Parts List

PART	DESCRIPTION	QTY
<b>A</b>	Upper Frame	x1
<b>B</b>	Lower Frame	x1
<b>C</b>	Locking Panel	x1
<b>D</b>	Joining Rod	x2
<b>E</b>	Middle Panel	x1
<b>F</b>	Tube Spanner	x1
<b>G</b>	Foam Weather Seal (3m / 9.8ft)	x1
<b>H</b>	Rubber Air Gap Seal (3m / 9.8ft)	x1
<b>I</b>	Bolts + Washers + Dome Nuts	x9
<b>J</b>	Screws	x11
<b>K</b>	Screw Mount Bracket	x3
<b>L</b>	Secure Toggle Lock	x1
<b>M</b>	Door Lock Bracket	x1
<b>N</b>	Pressure Mount Bracket	x2

## Extensions

Extend the height of the Patio Pet Door by 160mm / 6.3" for extra tall doorways. Measure your doorway to determine whether you will need extensions. All Ultimate Patio Pet Doors have a minimum height of 203cm / 80".

### Max Heights:

Small - 210cm / 82.7"

Medium - 211.8cm / 83.4"

Large - 212.6cm / 83.7"

### Extension Codes:

Small - White #1151, Black #1179

Medium - White #1152, Black #1180

Large - White #1153, Black #1181



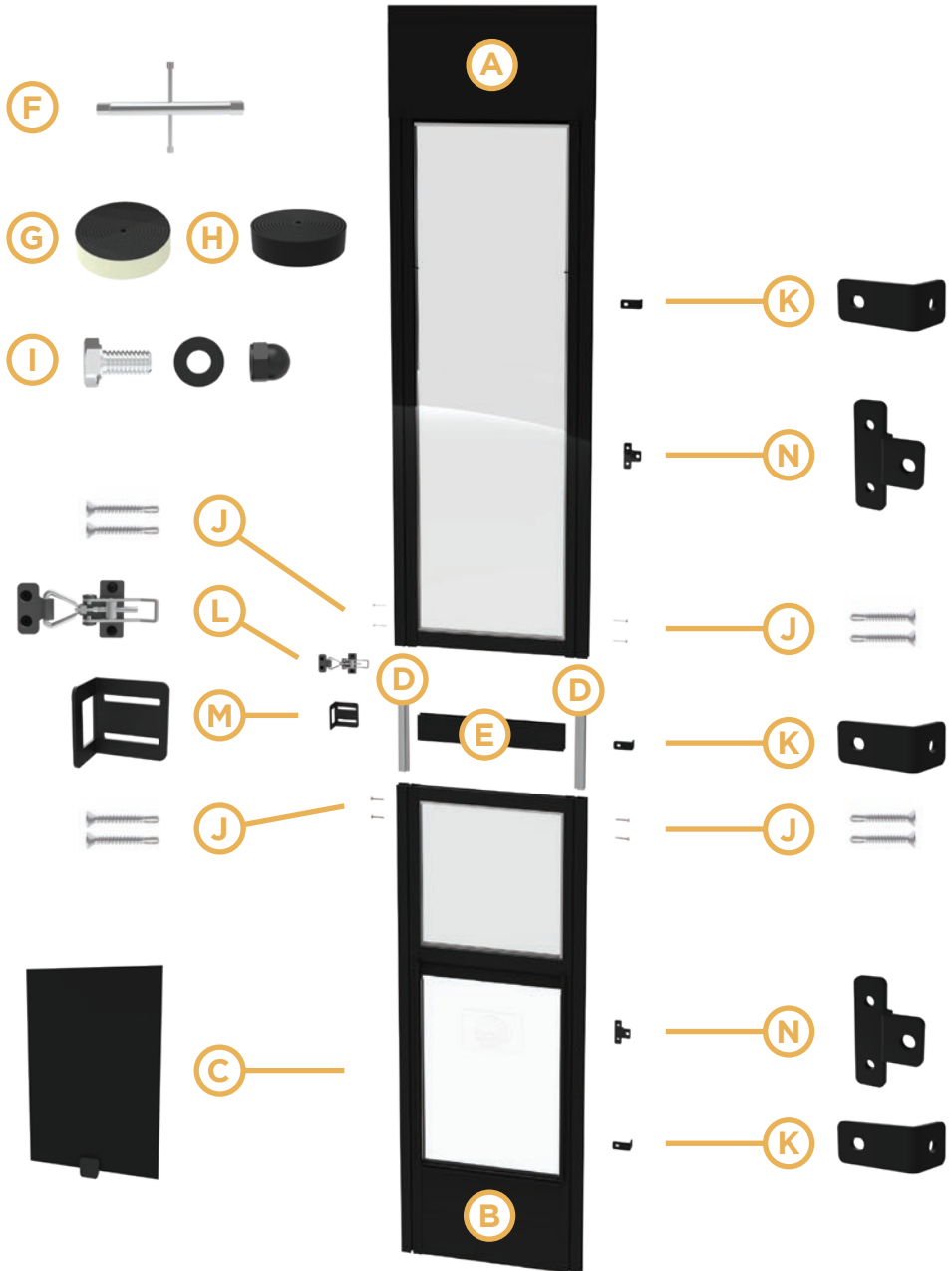
SCAN ME  
For spare parts info

Refer to page 16 for installation instructions.

**NOTE: Maximum of 2x Extensions can be used together.**

# WHATS IN THE BOX

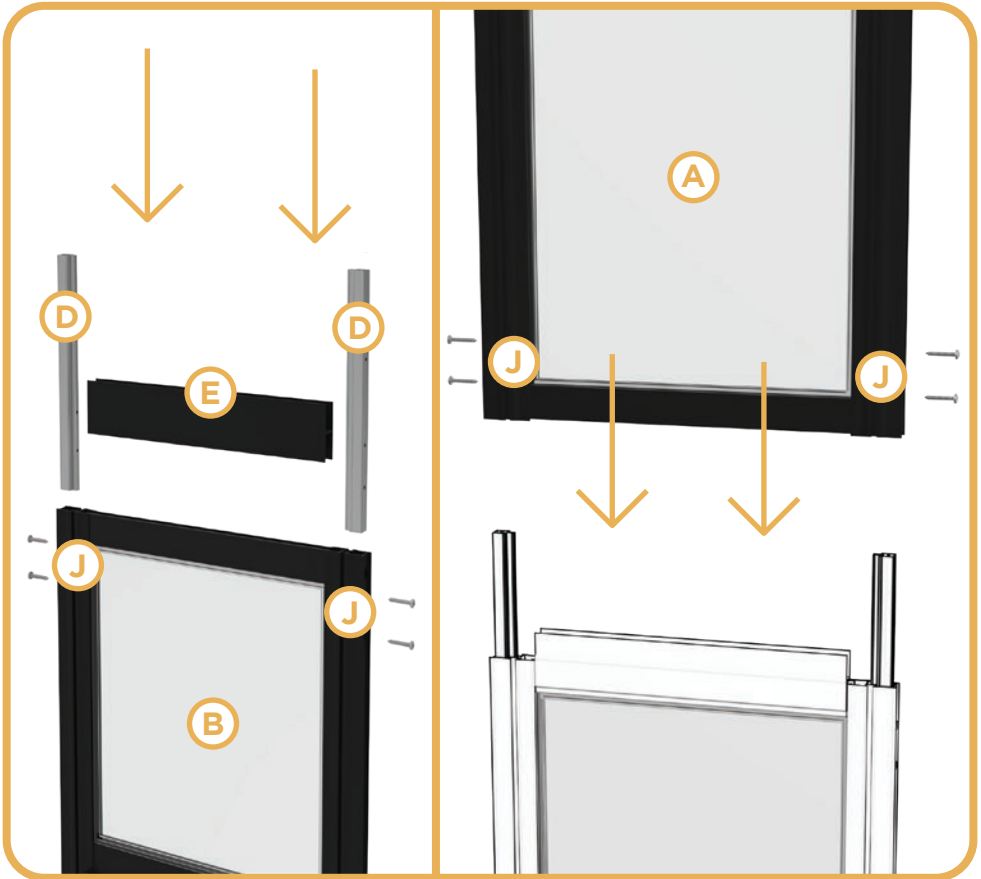
## Parts Assembly



# INSTALLATION

## Ultimate Patio Pet Door Assembly

**⚠️ WARNING:** This product consists of **GLASS**. Handle with care.

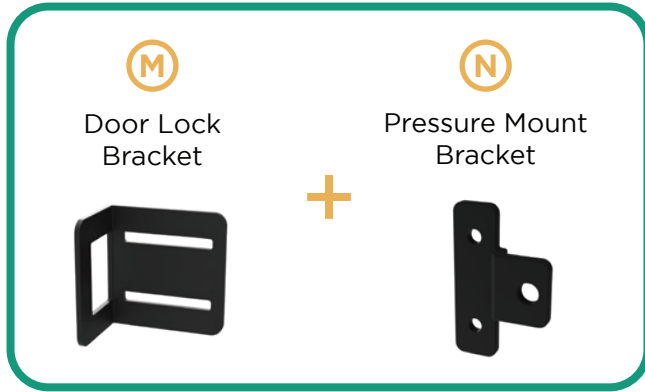


1. With the panels laying on the floor, slide in Joining Rods into the Lower Frame and loosely screw into place.
2. Insert the Middle Panel then slide the Upper Frame onto the Joining Rods, loosely screw to Upper Frame onto the Joining Rods.
3. Firmly tighten all 8 Screws with Phillips Head Screw driver to secure the frames in place.

# INSTALLATION

## Option 1: Damage Free Mounting

The Rental Safe Mounting option is best for rental situations and does not require drilling into the door frame. If your sliding door lock isn't compatible with the Door Lock Bracket then use the Secure Toggle Lock (Requires drilling into door frame).

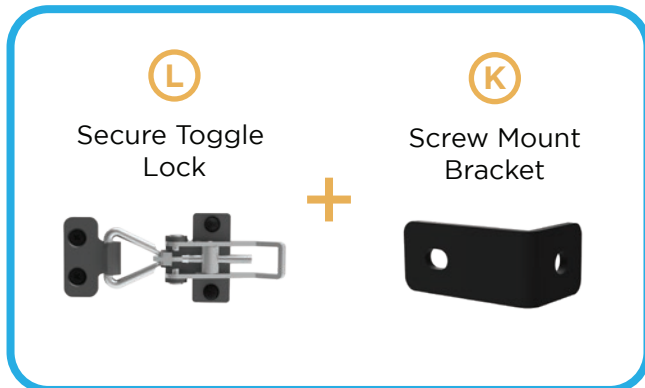


SCAN ME  
For Damage Free  
Mounting

## Option 2: Permanent Mounting

Secure Mounting requires drilling into the door frame and is a more secure method. Not suitable for rental properties.

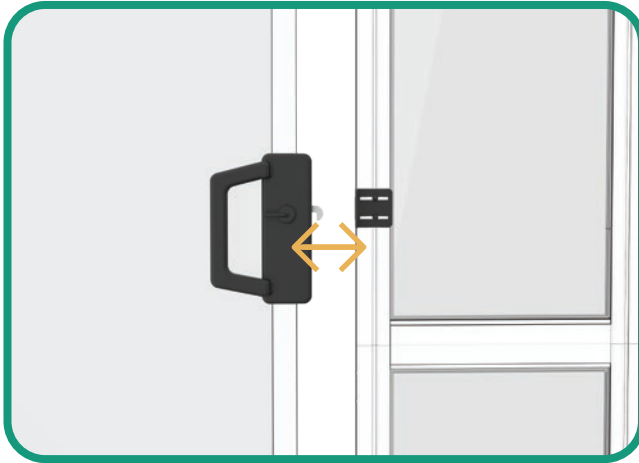
**Skip to page 10 to start Permanent Mounting instructions.**



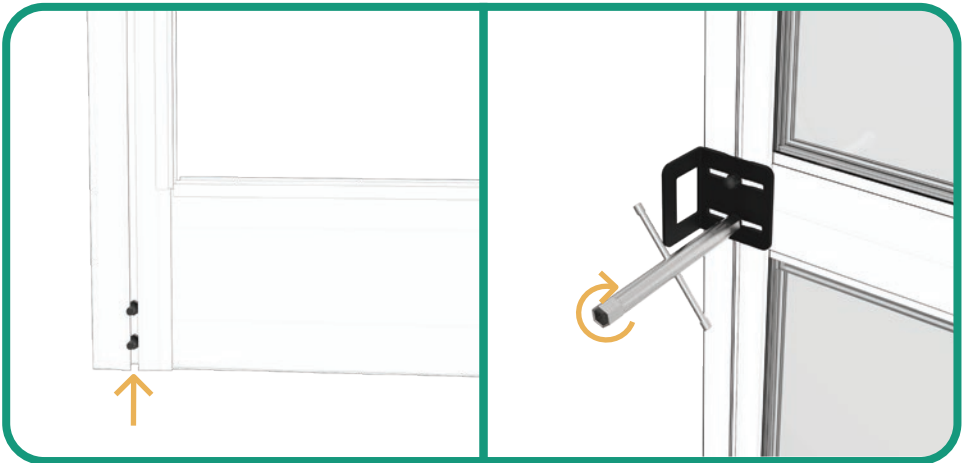
SCAN ME  
For Permanent  
Mounting

# INSTALLATION

## Damage Free Mounting - Step 1



First determine which side of the door the lock will be on. It will need to be on the same side as the latch on the sliding door.

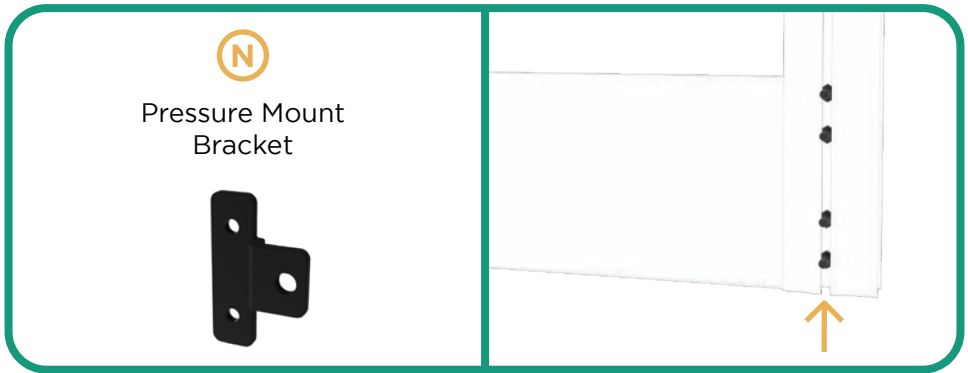


Slide 2 x Bolts into track.  
Place Door Lock Bracket over the two bolts and loosely secure with Washers and Dome Nuts.

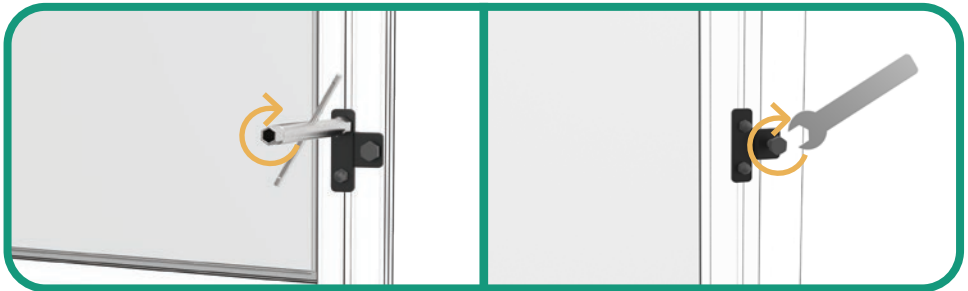


# INSTALLATION

## Damage Free Mounting - Step 2



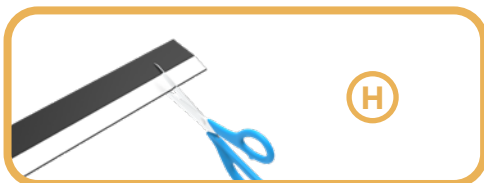
Slide the Pressure Mount Brackets onto the corresponding side of the Lower Frame.



Space the Pressure Mount Brackets evenly along the track. Use the Tube Spanner to tighten the Dome Nuts and secure each bracket.

Fit Patio Pet Door into Sliding Door channel ensure overlap is between Pressure mount bracket and the door. Tighten Locking Bolts with 10mm Spanner.

**NOTE:** Do not over-tighten. Over-tightening may cause damage to door frame.



**TIP:** Cut (10mm - 1/2 ") Rubber Air Gap Seal as a guard to protect door frame (under bolt).

Next, complete steps to fit the Ultimate Patio Pet Door into the door frame on page 11.

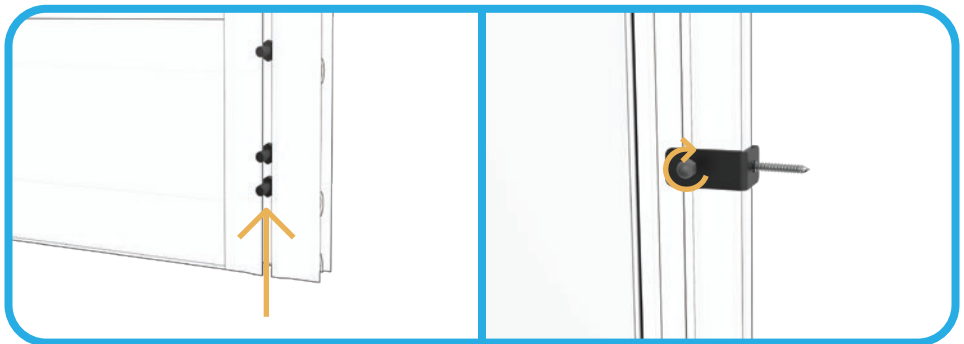
# INSTALLATION

## Permanent Mounting - Step 1

**NOTE:** The Permanent Mounting option requires drilling brackets into the door frame.



Using a pencil, mark drill holes at 60cm / 23.6" and 160cm / 63" off the ground inside the door frame. Use a drill to self screw the Screw Mount Brackets into the door frame.



Slide 3 Bolts into the track and fit the Ultimate Patio Pet Door into the sliding door frame. Raise up each Bolt and push it through the hole in the bracket. Tighten the Nuts to secure.

**NOTE:** Do not over-tighten. Over-tightening may damage thread.

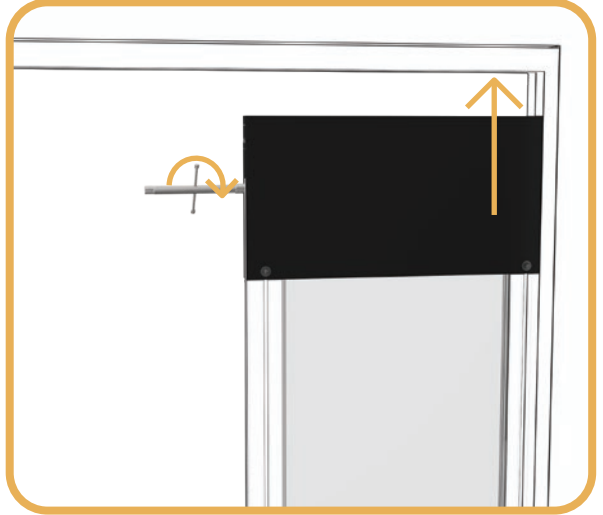
# INSTALLATION

## Fitting Ultimate Patio Pet Door

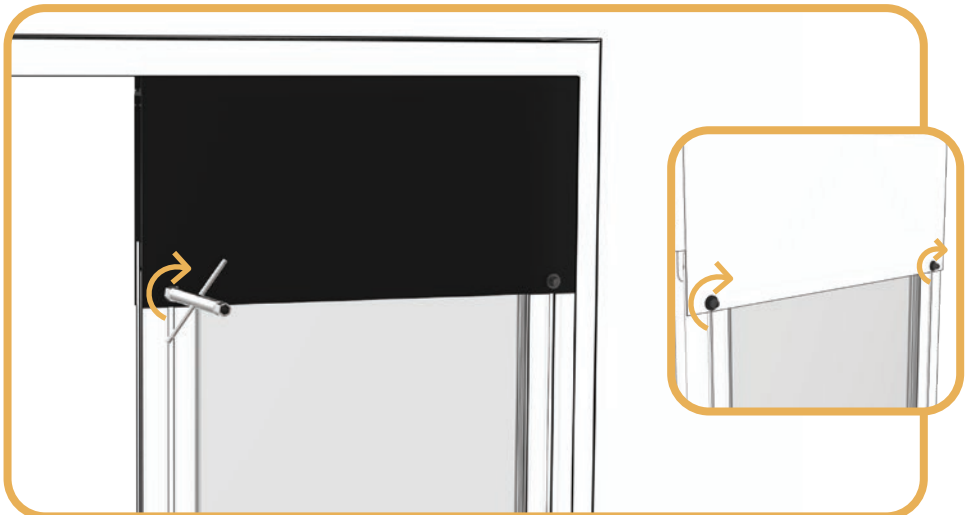
**NOTE:** Loosen all Nuts before fitting into place. Then follow instructions below.



**NOTE:** The top of the Upper Frame will rise up to fit into the door frame.



Fit the Ultimate Patio Pet Door into your door frame with the Locking Panel facing inside. Use the Tube Spanner to turn the pressure jack until it is firmly pressed into the door frame.

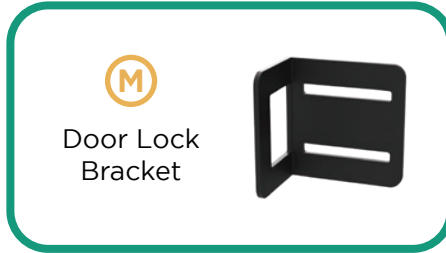


Once the jack is firmly mounted in the frame, tighten the 2 x Dome Nuts to lock it in place.

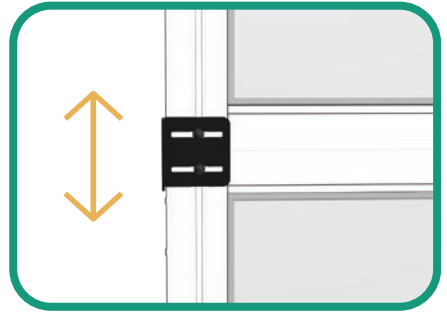
# INSTALLATION

## Damage Free Mounting - Step 3

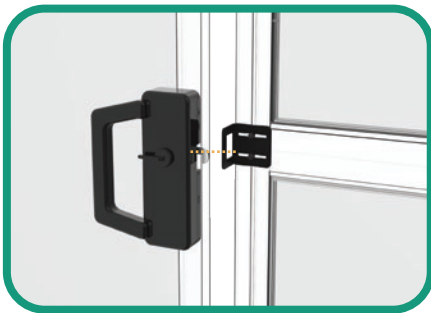
If you chose the Damage Free Mounting option, continue with these steps.



1. Loosen the Dome Nuts on the Door Lock Bracket.



2. Position it so that it aligns with the lock on your sliding door.



3. Check that the hook fits securely over the Door Lock Bracket when locked.

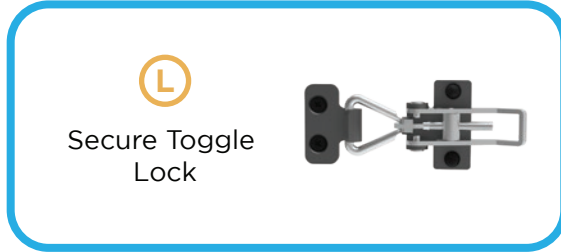


4. Tighten the Dome Nuts again.  
**NOTE:** Do not over-tighten. Over-tightening may damage thread.

# INSTALLATION

## Permanent Mounting - Step 2

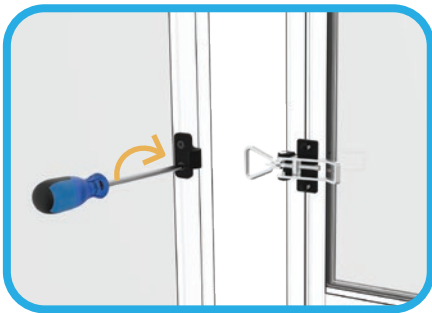
If you chose the Permanent Mounting option, continue with these steps.



1. Slide the Toggle Latch into the accessory track and tighten in place using the Tube Spanner.



2. Align and mark the position of the hook catch on your sliding door with a pencil.



3. Position hook so Self-screws are clear of the glass inside and screw in place.

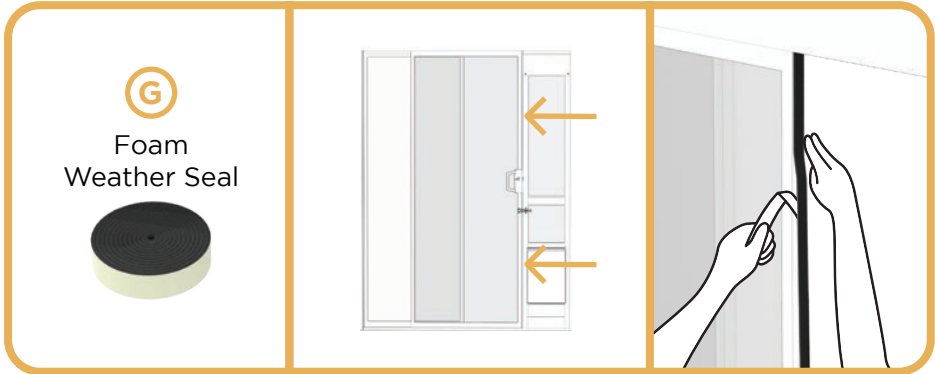


4. Check alignment and adjust toggle if necessary.

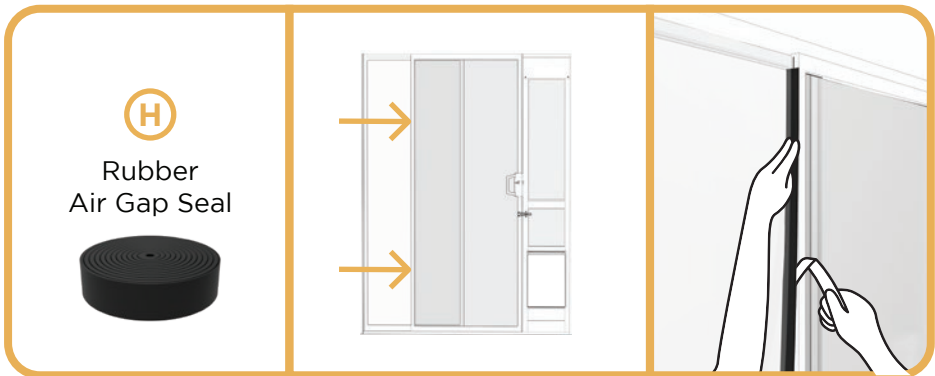
# INSTALLATION

## Weather Seal & Air Gap Seal

If you require additional weather resistance, the Weather Seal Pack is recommended for use. Suitable for rental properties.



1. Remove adhesive backing and attach the foam strip to the inside of the door.
2. Make sure that it lines up with the indent on the side of the Ultimate Patio Pet Door before adhearing the entire roll.



1. Remove adhesive backing on the Air Gap Seal and attach it to the end of the inside door.
2. Ensure that the flap makes contact with the glass panel behind it, in order to make an air seal. The seal should flap back and forth as the door is opened and closed.

# INSTALLATION

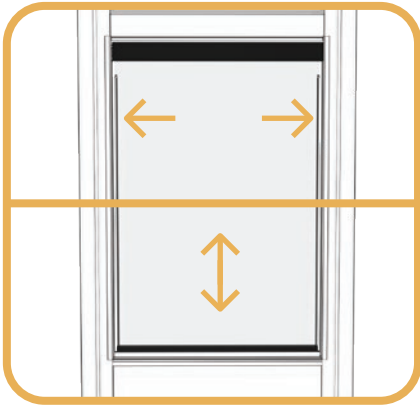
## Flap Adjustment & Replacement



1. Remove the screws at the top of the frame securing the flap.



2. Using a flat head screwdriver, pry open the metal strip/bar that clasps the flap in place.



3. Insert/adjust flap position in frame.



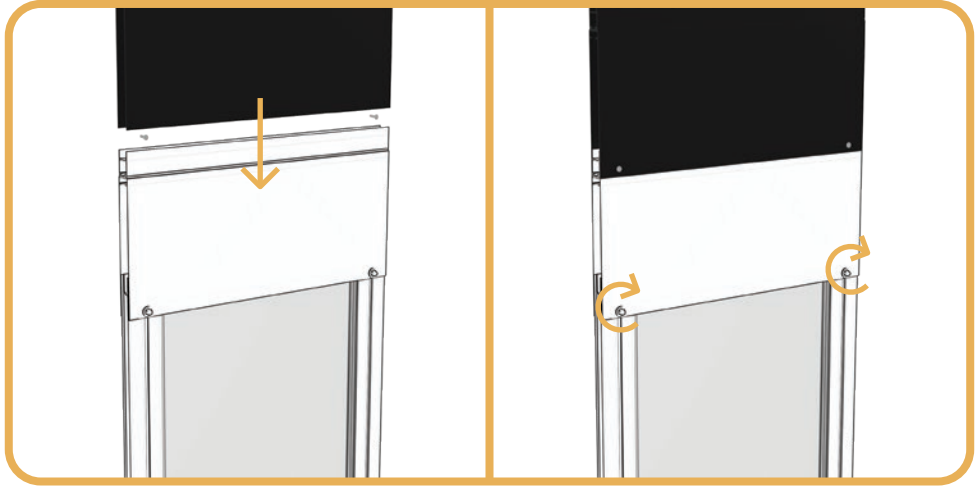
4. Push down the strip/bar to clasp the flap in place and secure with screws.



SCAN ME  
For Flap Adjustment &  
Replacement video

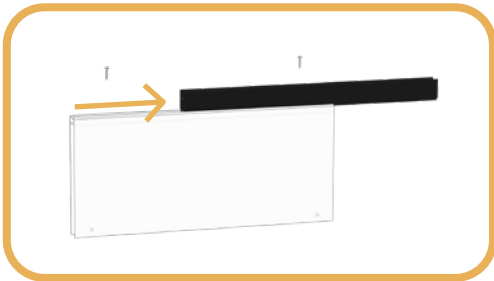
## Additional Height Extensions

Extend the height of the Patio Pet Door by 160mm / 6.3" for extra tall doorways.



Easy to install, simply slide on top of the door and use two screw points to secure.

**Note: Maximum of 2 x Extensions can be used together.**



Top piece can be removed from the "Top Extension" for additional adjustment.

Additional height extensions available at [hakunapets.com](http://hakunapets.com)

Small - White #1151, Black #1179  
Medium - White #1152, Black #1180  
Large - White #1153, Black #1181



**SCAN ME**  
For spare parts info



# ACCESSORIES

## Spare Parts

If you require any assistance with spare parts please contact us directly at:  
[www.hakunapets.com/contact-us](http://www.hakunapets.com/contact-us)

### Ultimate Patio Parts Pack

1x #2970 . 1x #2972 . 1x #2971 . 1x #2962 . 1x #2964 . 1x #2966      Black - #2960  
1x #2970 . 1x #2972 . 1x #2971 . 1x #2963 . 1x #2965 . 1x #2967      White - #2961

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### Weather Seal Pack

1x Rubber Air Gap Seal . 1x Foam Weather Seal      #2970

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### Secure Toggle Lock

1x Secure Toggle Lock . 2x Screws, Nuts, Bolts, Washers      #2972

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### Ultimate Patio Pet Door Tool

1x Tube Spanner      #2971

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### Ultimate Patio Stability Pack

3x Pressure Mount Bracket . 3x Nuts, Bolts, Washers, Locking Bolts      Black - #2962  
3x Pressure Mount Bracket . 3x Nuts, Bolts, Washers, Locking Bolts      White - #2963

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### Ultimate Patio Permanent Mount Pack

3x Screw Mount Bracket . 3x Screws 1x Nut, Bolt, Washer      Black - #2964  
3x Screw Mount Bracket . 3x Screws 1x Nut, Bolt, Washer      White - #2965

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### Ultimate Patio Damage Free Lock Bracket

1x Damage Free Lock Bracket . 2x Nuts, Bolts, Washers      Black - #2966  
1x Damage Free Lock Bracket . 2x Nuts, Bolts, Washers      White - #2967

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### Ultimate Patio Replacement Bolts

4x Nuts, Bolts, Washers      Black - #2968  
4x Nuts, Bolts, Washers      White - #2969

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### Replacement Flaps

x1      Replacement Flaps  
Small - #2820  
Medium - #2822  
Large - #2823

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**SCAN ME**  
For spare parts info

# TRAINING



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**Before starting your training, assess whether your dog would be more motivated to come inside through the pet door or go outside through it. If your dog loves being inside the house, you should start this training with them outside. If they're always excited to get outside, start with them inside the house.**

**1.** With your dog on one side of the pet door and you on the other, lift the flap of the pet door all the way up and call them, using an excited voice. Hold treats or your dog's favourite toy so they can see them on the other side of the pet door. Reward any attempt to come towards or through the door with lots of verbal encouragement, but don't let them have the treat until they make it the whole way through. If your dog is hesitating or nervous to approach after trying this step, take a break and come back to it later.

**2.** When they come all the way through, praise and reward them. Then, leaving them where they are, go to the other side of the pet door, lift the flap and repeat the same exercise.

Do a few repetitions going each way, then take a break. This training can be both stressful and exciting for your dog, so you should do short sessions to avoid burning them out or causing them to become distressed.

**3.** After your dog has had a break, repeat the exercise. If they're coming through with no hesitation, repeat the exercise holding the flap up only halfway. Your dog may be distressed by feeling the flap touching them, use lots of verbal encouragement to guide them through the door and reward them if they do go all the way through.

**4.** Once they're going through with the flap halfway up, continue doing short sessions with them, gradually lifting the flap up less and less, until your dog is pushing through the door on their own.

**5.** Now try to get them to do it on their own. You can do this by leaving them on one side of the door and scattering some treats or leaving their favourite toy on the other side of the door. Repeat this for a few sessions until your dog goes through without any verbal encouragement or reward.

# WARRANTY CERTIFICATE

Congratulations! You have made an excellent choice of this quality product. Our commitment to quality also includes our service. Should you, contrary to expectations, experience defects due to manufacturing faults, we will provide you with a warranty against defects as follows:

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## WARRANTY

The product is guaranteed to be free from defects in workmanship and parts for a period of 1 year from the date of purchase. Defects that occur within this warranty period, under normal use and care, will be repaired, replaced or refunded at our discretion. The benefits conferred by this warranty are in addition to all rights and remedies in respect of the product that the consumer has under the Competition and Consumer Act 2010 and similar state and territory laws.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## PROOF OF PURCHASE

This warranty is valid for the original purchase and is not transferable. Please keep your purchase docket, tax invoice or receipt as the best proof of purchase, and as proof of date on which the purchase was made.

## EXTENT OF WARRANTY

This warranty is limited to defects in workmanship or parts.

All defective products or parts will be repaired or replaced. This warranty does not cover consumable items.

## NORMAL WEAR AND TEAR

This warranty does not cover normal wear and tear to the products or parts.

## EXCLUSIONS

This warranty does not cover:

- Any defects caused by an accident, misuse, abuse, improper installation or operation, lack of reasonable care, unauthorised modification, loss of parts, tampering or attempted repair by a person not authorised by the distributor.
- Any product that has not been installed, operated or maintained in accordance with the manufacturer's operating instructions provided with the product.
- Any product that has been used for purposes other than domestic use.

## TO MAKE A CLAIM

If a defect in the goods appears within 1 year, you are entitled to claim a warranty.

Please contact after sales support via the link below:

[www.hakunapets.com/contact-us](http://www.hakunapets.com/contact-us)

Please ensure that you have a copy of proof of purchase so that we are able to respond as quickly and efficiently as possible.



# Thankyou !

for making a purchase with Hakuna Pets.

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Providing our customers with a positive experience is our #1 priority and we value your feedback.



If you have anything less than 5 star satisfaction or you require any assistance with spare parts please contact us directly at: [www.hakunapets.com/contact-us](http://www.hakunapets.com/contact-us)