# pawport

The smart, secure pet door.

# Smart Pet Door Installation

For sliding glass door inserts only

## Need help?

# ⚠ WARNING

## Important Safety Information – Please Read First

Before you begin installation, please read all instructions, safety information, and warnings provided in this manual and in the included safety documentation.

The Pawport Smart Pet Door contains electronic, mechanical, and structural components. Improper installation or use may result in damage to the product, injury to persons or pets, or voided warranty coverage.
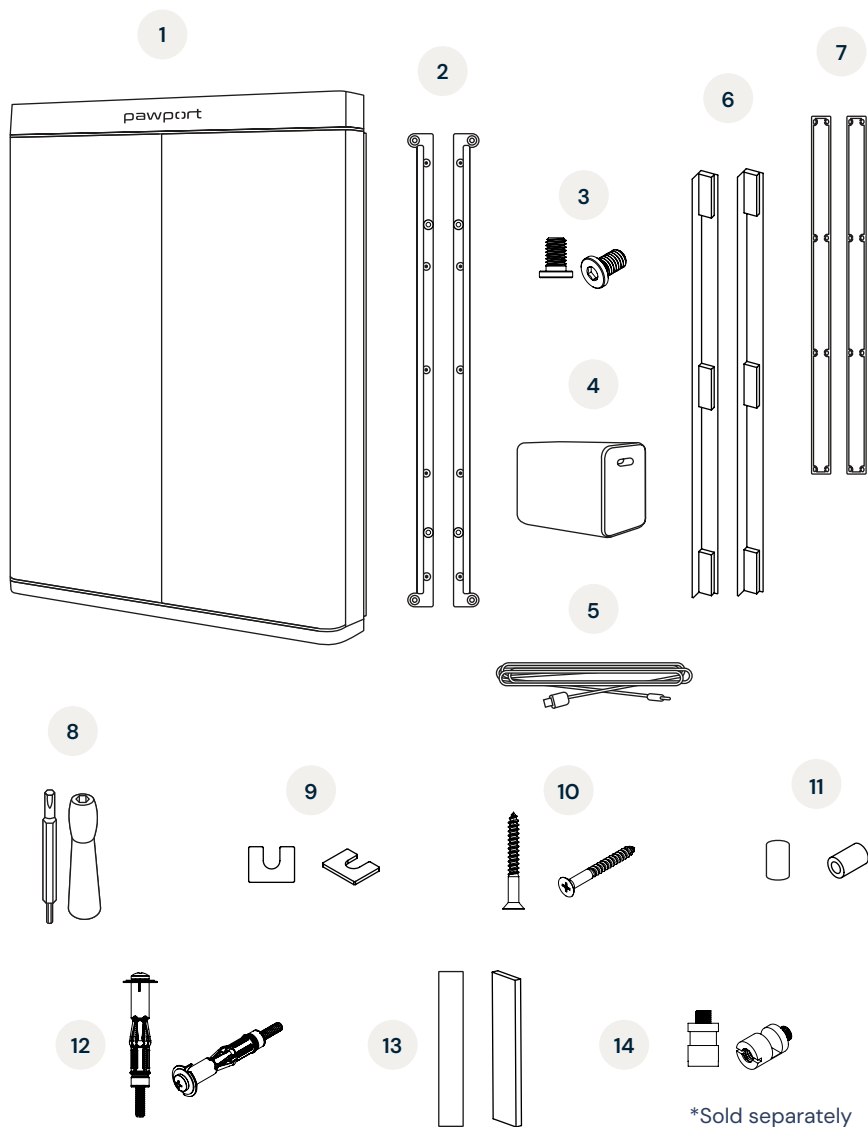
Always install Pawport according to the instructions provided. Use only official Pawport power accessories and components. Do not attempt to modify or disassemble the product. Keep all parts and tools out of reach of children and pets during installation.

This product is designed for indoor use only. The Smart Pet Door must be installed with weather protection such as a Pawport Outdoor Pet Door, a covered exterior, or a retained flap on an existing pet door. Exposure to rain, snow, or extreme temperatures may damage the product and void the warranty.

If you are unsure about any part of the installation, consult our support team or visit www. pawport.com/support before proceeding.

# What's included

Before you start installing your Pawport Smart Pet Door, check that you have everything you need. Depending on your installation type, some items may not be required.

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pawport

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*Sold separately

Before you install the Pawport Smart Pet Door onto a sliding glass door insert, you must have the slotted spacers (item 14) which are sold seperately on the Pawport website. Do not proceed until you have received the slotted spacers.
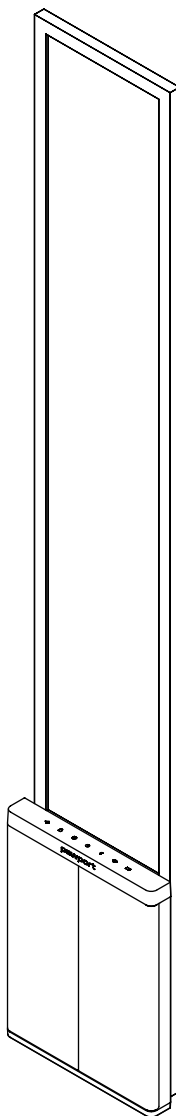
1    Pawport Smart Pet Door

2    Mounting rails with five set screws (M4) fitted in each rail ×2

3    Mounting screws (M6) ×4

4    USB-C charger

5    USB-C cable

6    Vertical trim ×2

7    Horizontal trim ×2

8    Dual-sided Allen tool (pull out the tool tip to change the tip size as required)

9    U-shaped spacers ×8

10   2" (51 mm) wood screws ×4

11   Wall mount spacers ×4

12   Metal wall anchors×4

13   Adhesive strips ×6

14   Slotted spacers (sold separately) ×4

Pawport Smart Pet Tags, Pawport Battery Packs, and additional Pawport accessories are sold separately.

# Where to install

These instructions are only to be used to install the Pawport Smart Pet Door onto an existing sliding glass door insert with a built-in pet door frame. For all other installation methods, refer to the installation guides included with the Smart Pet Door.

# Hate to read?

We feel you! Click here to view the instructional video and follow along.
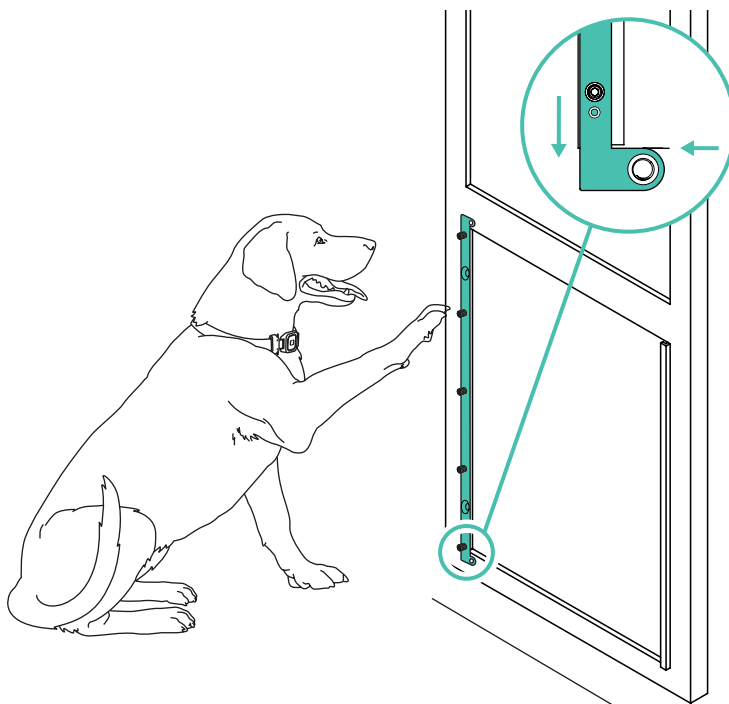
## Step 1

Start by looking at your existing sliding glass pet door insert from the interior of your home. You should see two security panel grooves, one on each side of the opening. If your security panel is installed, remove it now.

Hook one of the mounting rails (item 2) over the front of the left security panel groove of the existing pet door frame insert. Make sure the mounting rail tabs are on the **outside** of the security groove and are facing towards the center of the opening.

Lower the rail down to the bottom of the groove. The mounting rails may be taller than the opening of your insert. This is typical.

> Most pet door grooves have a bottom that will stop the rail as you lower it down. If there's no stop at the bottom of the groove, line up the top of the bottom tab of the mounting rail with the floor of the pet door opening as shown in the illustration below.
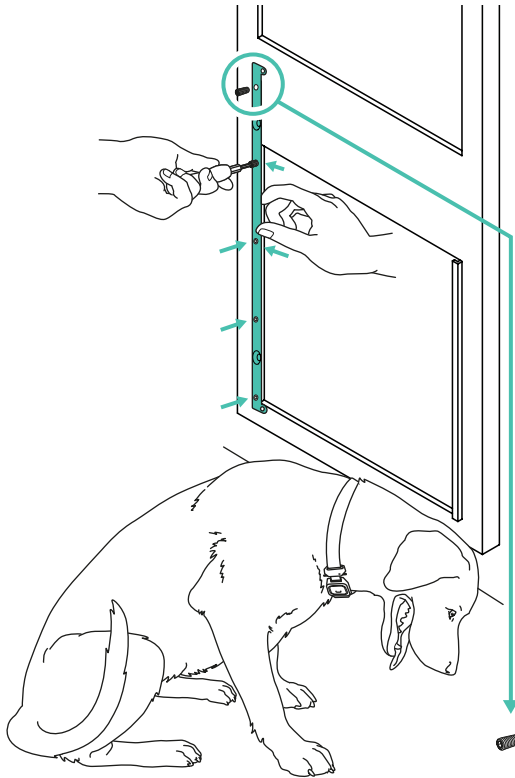
## Step 2

Use the smaller end of the provided dual-sided Allen tool (item 8) to tighten the pre-fitted screws.

Make sure to hold the mounting rail so that it is inserted as far as possible into the security groove! Tighten just enough to be snug. Do not overtighten these screws.

> If your existing pet door security grooves are shorter than the mounting rails, remove the unnecessary screws.



> ⚠ **CAUTION**
> Do not over tighten screws. Overtightening may damage the mounting rails or prevent proper installation.

Hook the other mounting rail (item 2) over the right security panel groove in the same manner as you did for the left rail. Make sure the mounting rail tabs are on the **outside** of the security groove and are facing towards the center of the opening.

Tighten the pre-fitted screws just enough to be snug. Do not overtighten these screws.

As with the left rail, slide the rail down until it hits the stop at the bottom of the groove. If there's no stop at the bottom of the groove, make sure the right rail is lowered to the bottom of the opening and is level with the left rail.

## Step 4

Use a flathead screwdriver to fasten the four slotted spacers (item 14) into the four holes in the mounting rails.

Tighten the top two spacers until snug, then slightly loosen as needed until the slots in the spacers are positioned horizontally and facing up, as shown. Do not overtighten.

The slotted spacers are normally needed to prevent contact between the Smart Pet Door and the sliding glass doors.
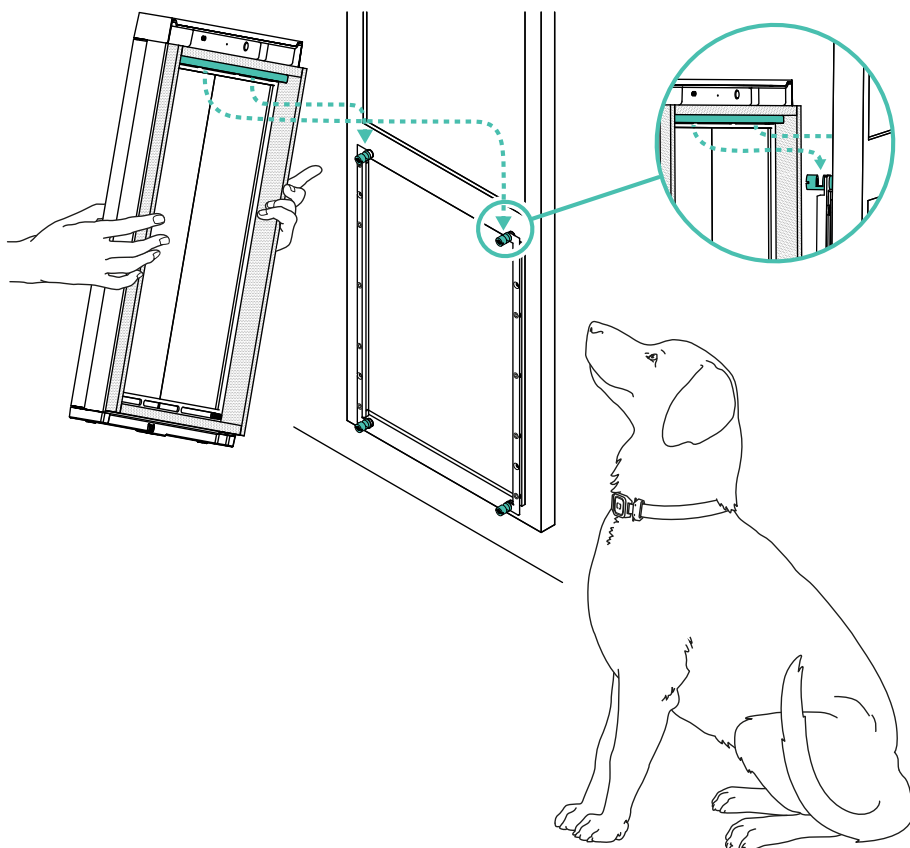
# Step 5

Locate the hanging metal lip on the back of the Pawport Smart Pet Door (item 1). Holding Pawport with one hand on each side, lift and hang the metal lip into the slots of the top two spacers, as shown. Slowly lower the device to ensure the hanging lip is resting securely on the slotted spacers.

Be careful as you may be unable to see the slotted spacers! Note that you may not be able to hang Pawport in a perfectly centered fashion, depending on the width of your sliding glass door insert. This is normal.

Plug the included USB-C charger (item 4) into a standard electrical outlet (100-240V AC, 50/60Hz, 1.5A). Plug the included USB-C cable (item 5) into the charger. Plug the other end of the cable into the USB-C port located on the bottom of Pawport.

Turn Pawport on by reaching under from the bottom and flipping the master toggle switch, located on the back near the middle, as pictured.

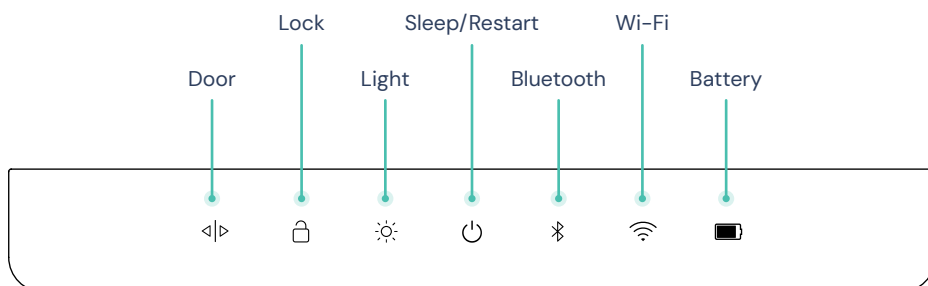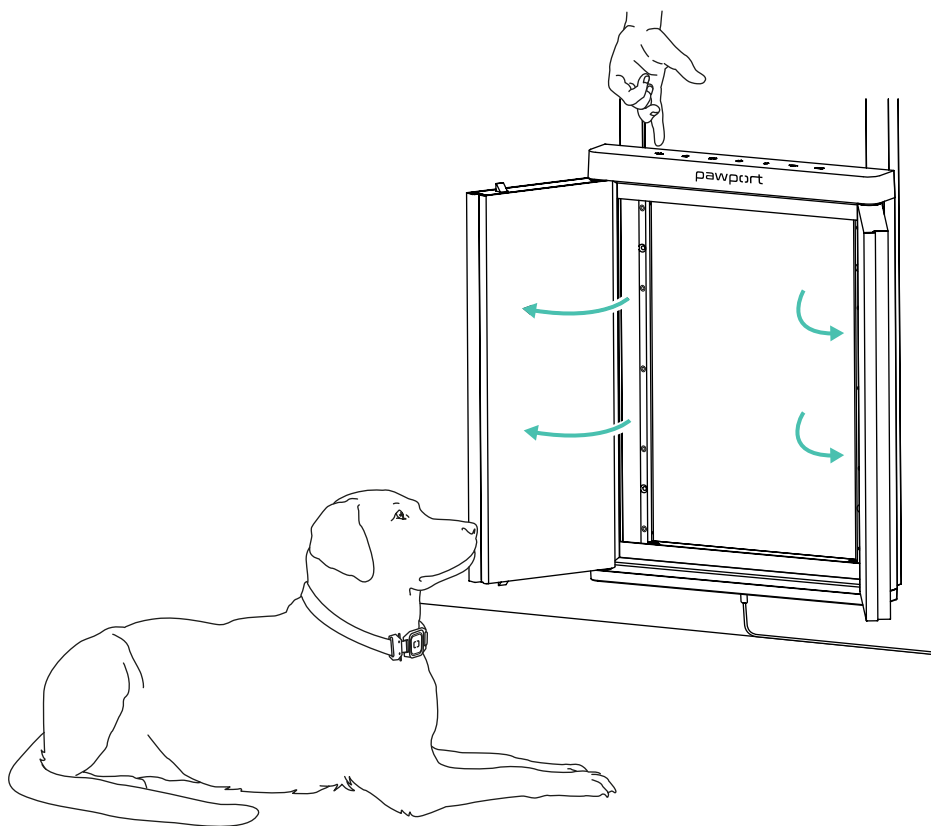When you turn on Pawport, it lights up and plays a welcome sound!

⚠ **WARNING**

Use only the official Pawport charger and accessories. Using unauthorized power components may result in electric shock, fire, or damage to the device.
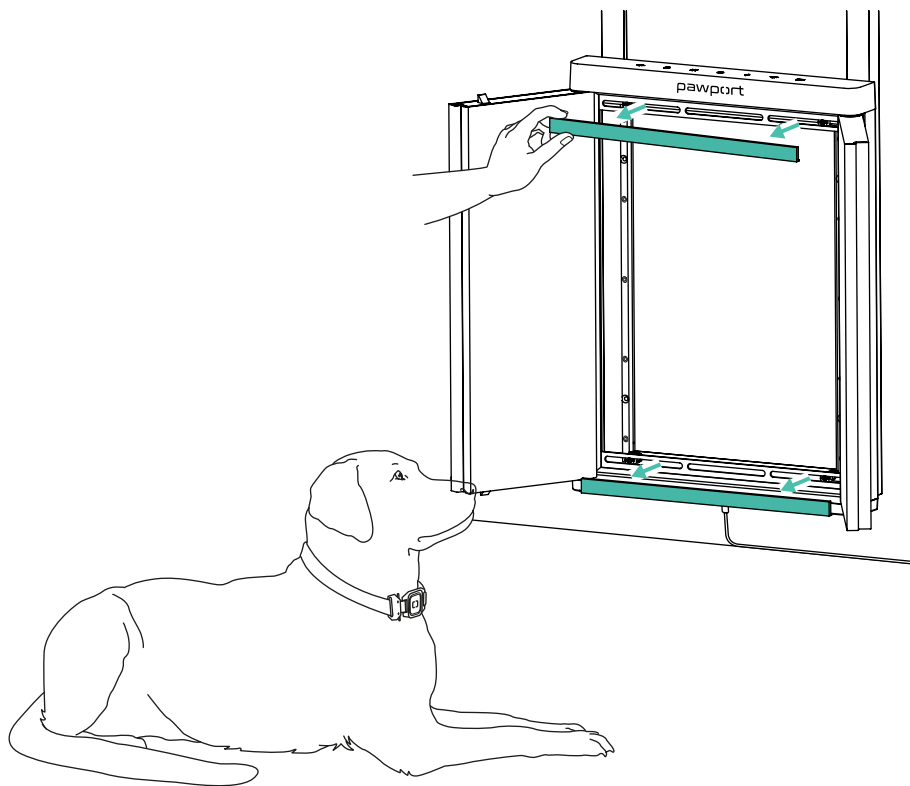
## Step 7

Press the door open/close button ◁|▷ on the top control panel to open the doors.
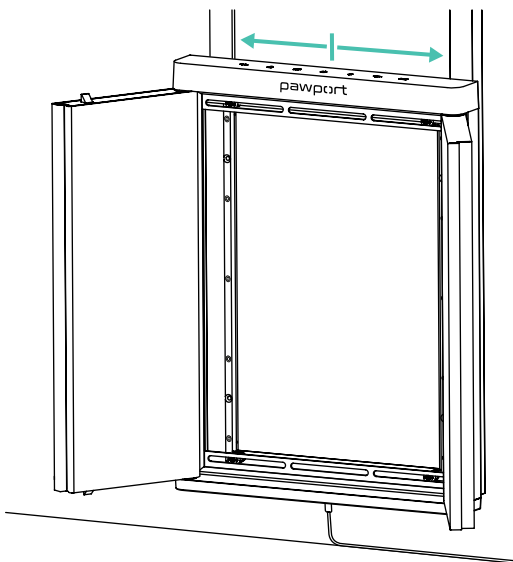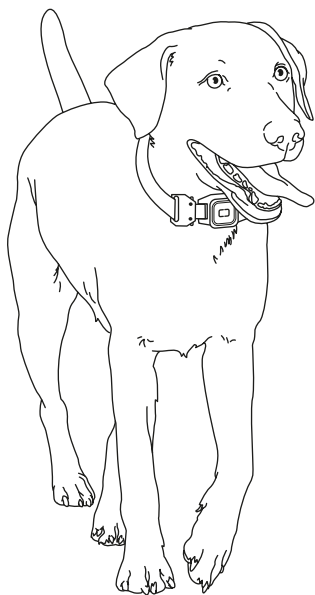


| Door | Lock | Light | Sleep/Restart | Bluetooth | Wi-Fi | Battery |
|------|------|-------|---------------|-----------|-------|---------|
| ◁\|▷ | 🔒 | ☼ | ⏻ | ✳ | 🛜 | ▪ |

Pull off the two magnetic horizontal trim (item 7) pieces and set them aside.

For most installations, Pawport will be centered around your pet door opening, unless space limitations require an adjustment. With the doors open, slide Pawport left or right to the position that your space requires.
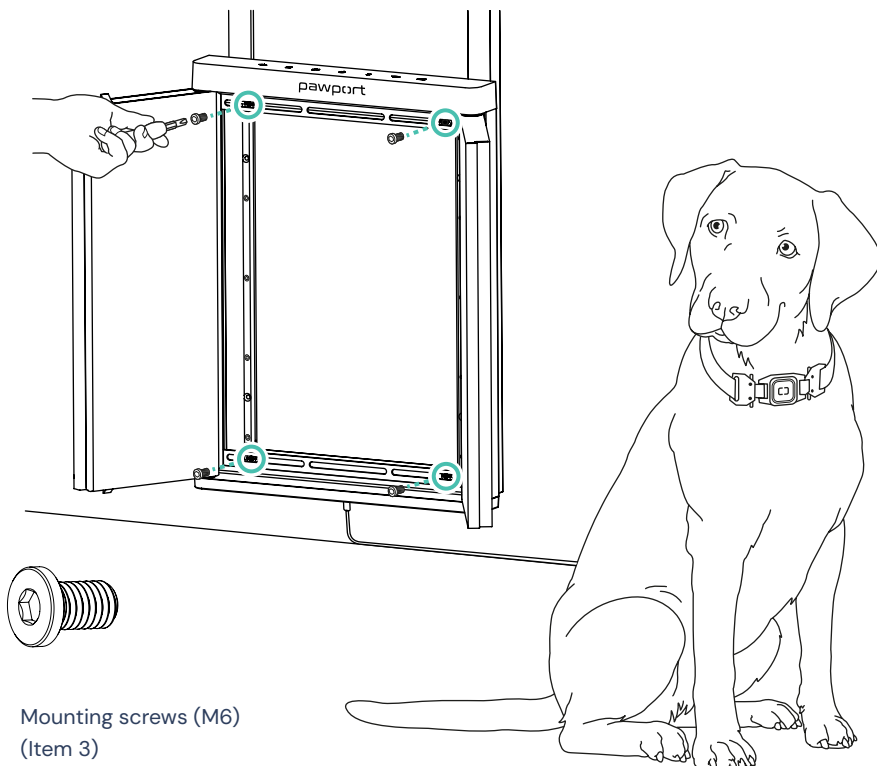


⚠ **WARNING**

Ensure the doors are not obstructed and have full clearance to open and close. Obstructions may result in injury or damage to the motor.

## Step 9

Using the larger end of the dual-sided Allen tool, insert and tighten the four mounting screws (item 3) into the slotted spacers to fasten Pawport to the rails.

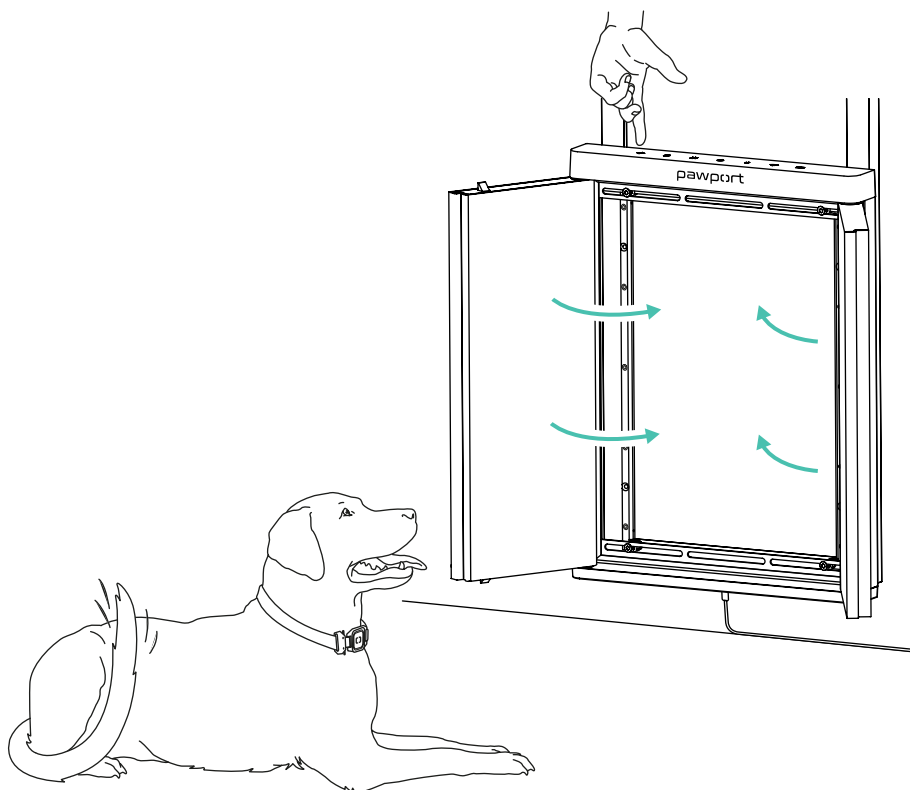🐶 Tighten these screws securely. This will lock Pawport in place.



Mounting screws (M6)
(Item 3)

⚠️ **CAUTION**

Confirm all screws are securely fastened before operating the door. Loose hardware may result in malfunction or detachment.
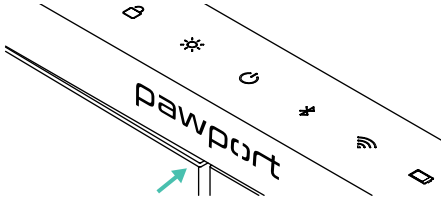
## Step 10

Press the door open/close button ◁|▷ on the top control panel to shut the doors.
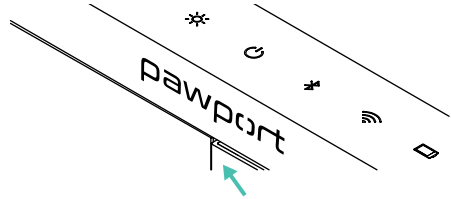
**Your Pawport Smart Pet Door is now installed.** Proceed to the next steps to fine-tune and perfect your installation.
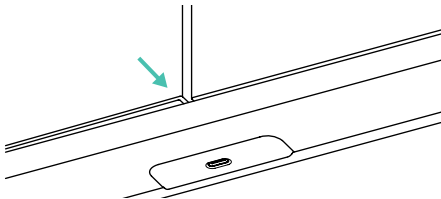
# Ensuring a perfect fit and finish

The Pawport doors should close perfectly flat together, with no protruding corners. If you have any of the protrusions shown below, read the help box at the bottom of the page.
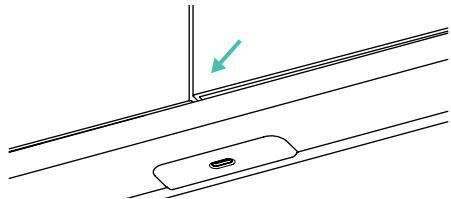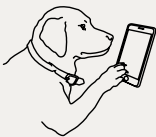


Protruding top left door panel



Protruding top right door panel



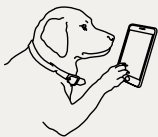Protruding bottom left door panel

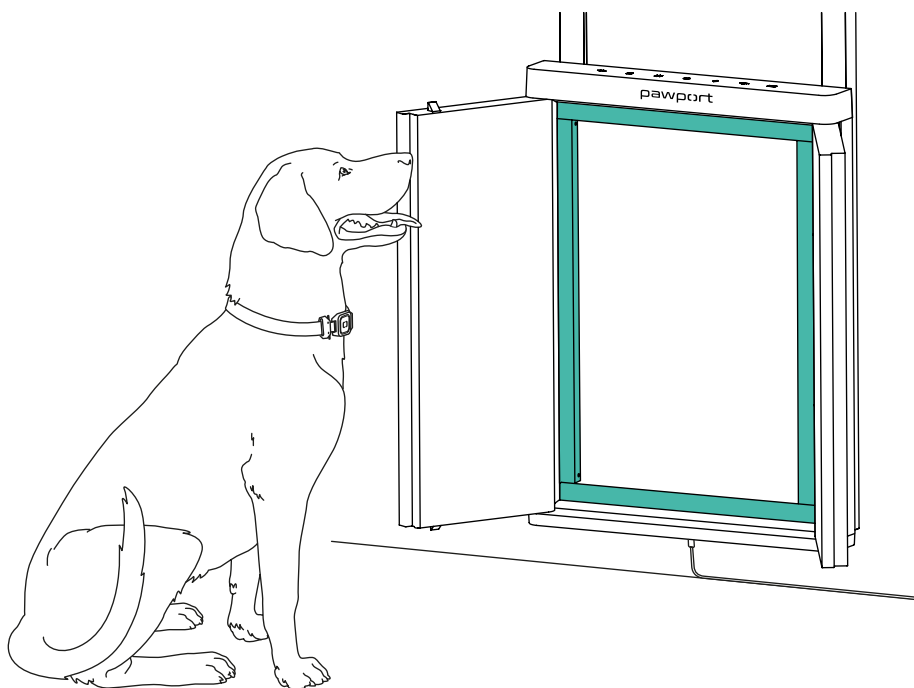

Protruding bottom right door panel

Some walls are slightly irregular and not flat; this can affect the way the doors close. Check to see that the doors are nice and flush when they close, and that the seam between the doors is straight. If the doors do not sit perfectly flat together, click here to view the instructional video on how to level Pawport to your wall, using the included u-shaped spacers (item 9).
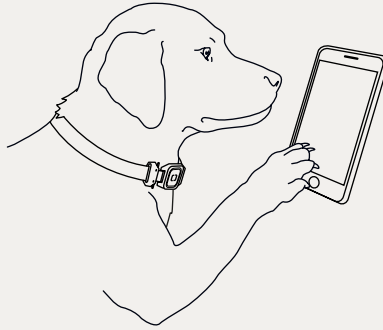
**Once you have installed the spacers, proceed to the next page to add the optional finish trim.**

# Installing the finish trim



To install the optional finish trim for a sleek, finished aesthetic, <u>click here to view the instructional video</u> and follow along.

# Job done!

Your Pawport Smart Pet Door
installation is now complete!

**What next?**
Refer to the included Quick Start Guide to:

• Download and install the Pawport app
• Set up your Smart Pet Door for app control
• Pair your Smart Pet Tags to your Smart Pet Door, manage settings, and
  more

## For additional manuals and video tutorials visit:

www.pawport.com/support

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