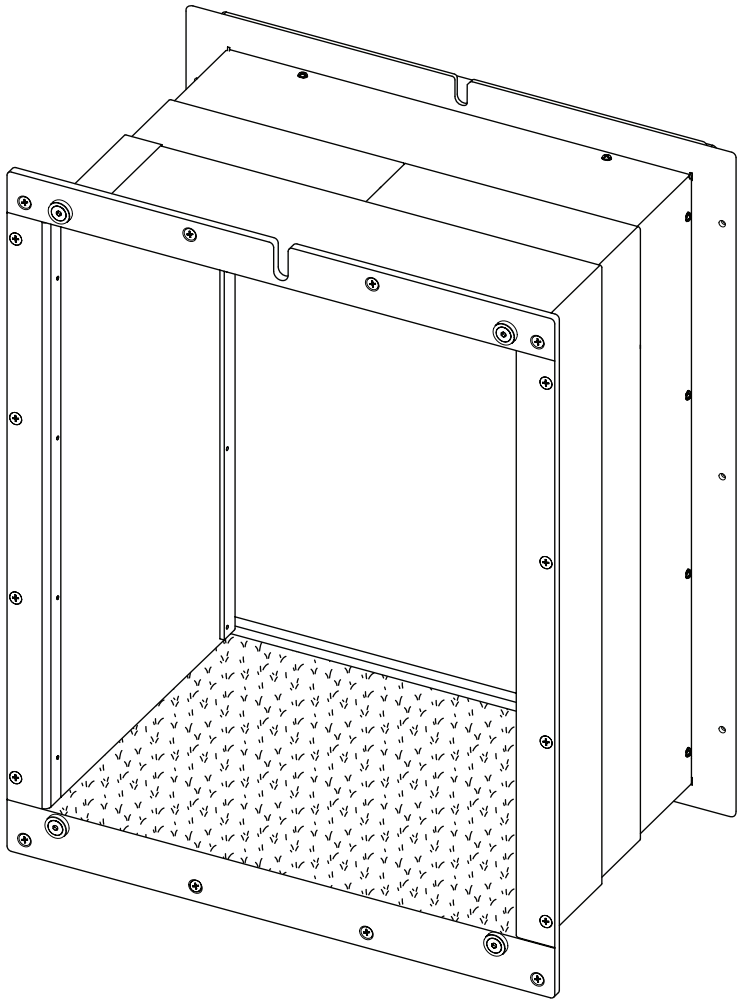
pawport
The smart, secure pet door.



Tunnel & Frame System Installation

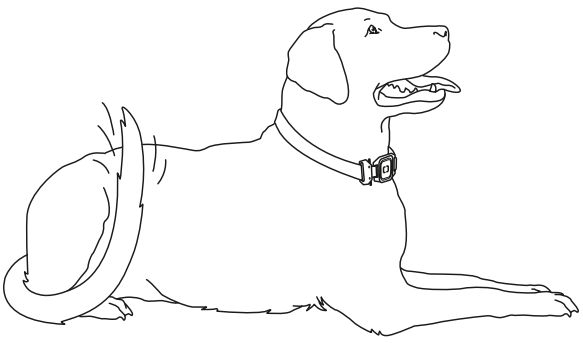
Professional installation recommended

Available in other languages

Need help?

www.pawport.com/support

support@pawport.com



⚠ 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. Professional installation is highly recommended. This is a precision installation that may require construction tools and experience. Not all users will be able to safely or successfully complete the install without assistance.

This product is designed to be installed in conjunction with the Pawport Smart Pet Door. Improper installation may result in injury, water intrusion, or structural damage and may void your warranty.

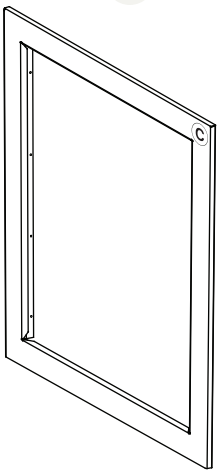
Installation of this product involves cutting into walls, doors, or other surfaces. Use appropriate tools and protective equipment. Keep all tools and parts out of reach of children and pets until installation is complete.

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

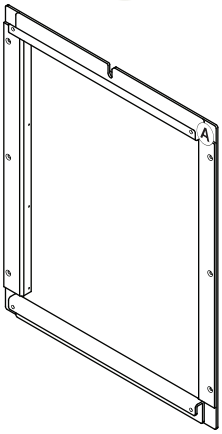
What's included

Before you start installing your Tunnel & Frame System, check that you have everything you need. Depending on your installation type, some items may not be required.

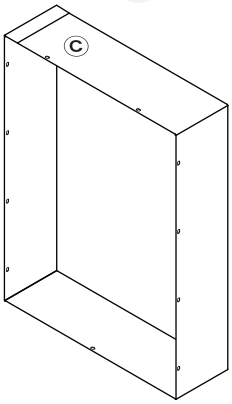
1



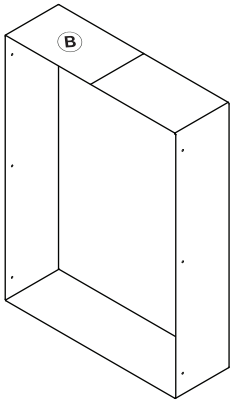
2



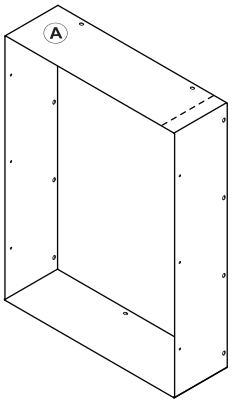
3



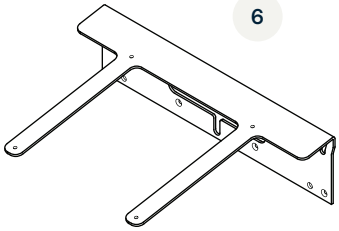
4



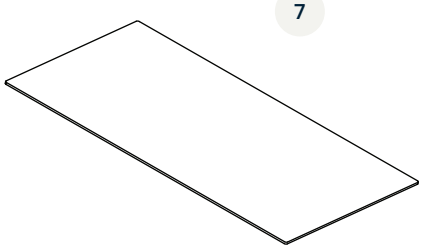
5



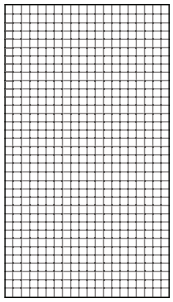
6



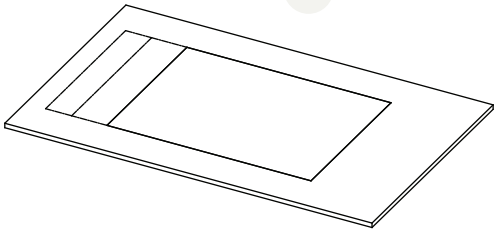
7



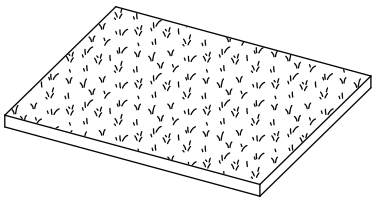
8



9

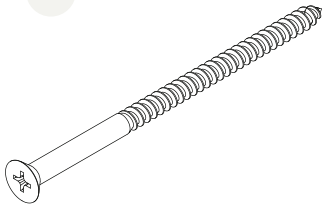


10

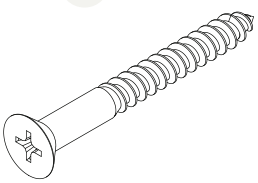


11

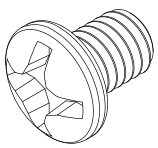
12



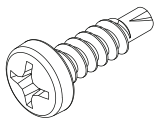
13



14



15



16

1	Outdoor frame
2	Indoor frame
3	Outdoor-side tunnel section
4	Middle tunnel section
5	Indoor-side tunnel section
6	Mounting bracket
7	Awning
8	Trimmable tunnel liners ×2
9	Tunnel template
10	Turf floor
11	Adhesive strips ×12
12	3" (76 mm) wood screws ×14
13	2" (51 mm) wood screws ×14
14	M3 screws ×22
15	Self-tapping screws ×12
16	M4 flange nuts ×4

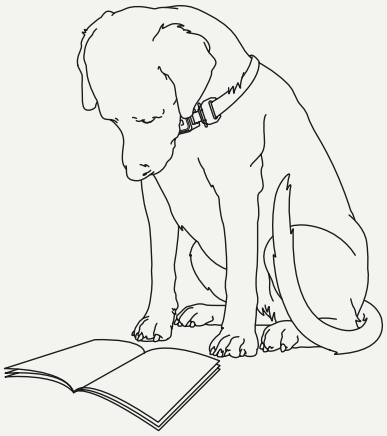
Tools you may need:

1. Phillips head screwdriver
2. Adjustable wrench or pliers
3. Measuring tape
4. Level
5. Stud finder
6. Utility knife or drywall saw
7. Drill with wood or masonry bits
8. Sealant gun (for silicone)
9. Pencil or marker
10. Tape
11. Angle grinder or appropriate power saw

*Other tools may be required.

Hate to read?

We feel you! Scan below to view the instructional video and follow along.



Where to install

Before you begin installation, consider these requirements for placement:

Ensure the install location is free of obstructions (cabinets, furniture, doorways, etc.). You can set the Smart Pet Door to open at either a 90° angle or a 120° angle.

If you are installing the Pawport Tunnel & Frame System **without** the Pawport Outdoor Pet Door, the Smart Pet Door must be installed in a location with an exterior overhang or covering to protect both the tunnel and Smart Pet Door from harsh weather.

In some areas, the included Pawport awning will assist in protecting the tunnel; however, this must only be relied upon where other coverage is in place.

If installing into an exterior door or wall that is uncovered and exposed to rain, snow, or moisture, the Pawport Smart Pet Door **must be used in conjunction with** the Pawport Outdoor Pet Door to protect from the elements.

How is installing Pawport different?

Typical pet doors are installed into drywall, “floating” inside of the drywall opening. Pawport is preferably installed directly into studs.

Think of Pawport as if it is the same as an exterior door or window to a home. It is attached to framing and sealed.

Because there is no “flap,” Pawport is designed to take extreme impacts, much like a security door. As a result, installing where it is “floating” in drywall will result in low security. **At minimum, one side of the frame must be installed into studs.**

Installing directly into studs on **both sides** ensures that Pawport cannot be easily forced open.

Select a surface for your Pawport system installation:

1. Framed wall - proceed to the next page

The Pawport Tunnel & Frame System is compatible with walls between 4.5" (114 mm) and 10" (254 mm) thick. If your wall is thicker than 10" (254 mm), extensions are available. Contact Pawport Support for assistance.

A 13" (330 mm) space is required between wall studs. For a typical installation involving studs 16" (406 mm) on center, optional simple blocking is recommended (see later steps).

2. Masonry wall

Masonry walls may require special tools and expertise.

The Pawport Tunnel & Frame System can be installed into a block wall. The dimensions of the openings are the same as a framed wall (see step 1 on page 6).

Fasteners used to install the system into masonry are not included and should be designed for use in masonry construction. Consult a professional for help.

3. Exterior door - proceed to page 24

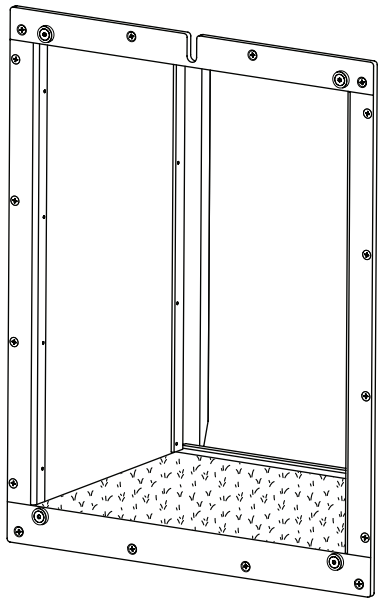
Minimum door thickness is 9/16" (14 mm).

There is no maximum door thickness; however the installer is responsible for ensuring that the core of the door is protected for thick-door installs.

Provided screws are intended for wooden doors. If you have a steel door, contact Pawport Support or consult a professional.

4. Glass

For installation directly into glass, you will need the Pawport Glass Mount, available at www.pawport.com.

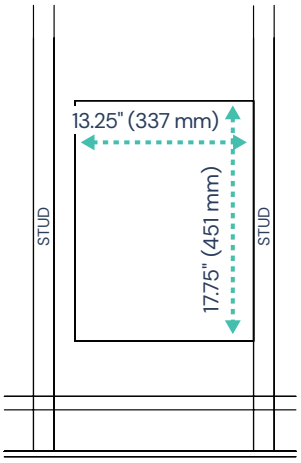


Installing into a framed wall

Step 1

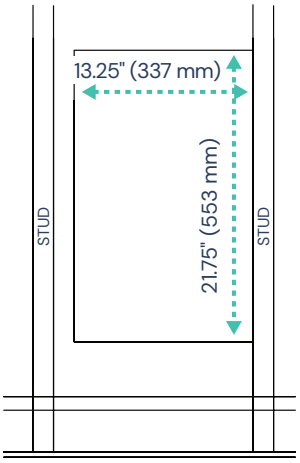
Determine installation placement

Framed wall: Determine the stud placement in your walls. The tunnel is most easily placed between two existing studs. Be sure there are no electrical, plumbing, gas, or HVAC components in the location. Pawport requires at least 13" (330 mm) of clearance between studs.



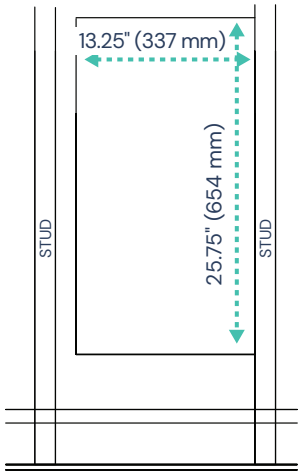
Medium

Tunnel cut size: 13.25" W x 17.75" H
(337 mm x 451 mm)



Large

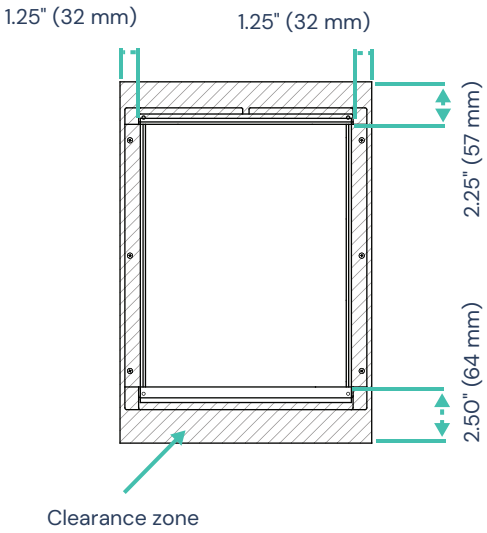
Tunnel cut size: 13.25" W x 21.75" H
(337 mm x 553 mm)



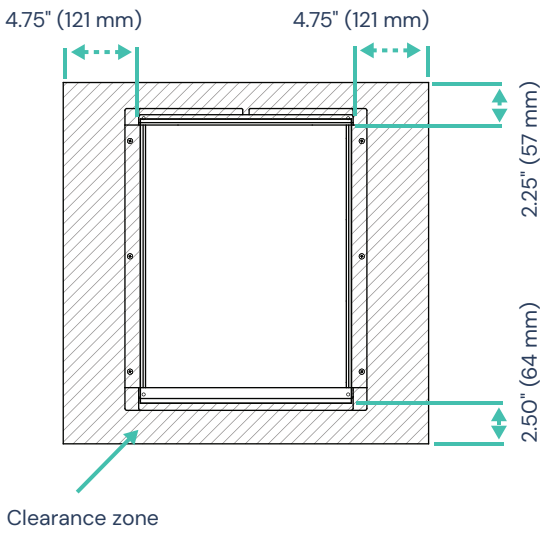
Extra large

Tunnel cut size: 13.25" W x 25.75" H
(337 mm x 654 mm)

When determining a location to install the Tunnel & Frame System, please note the required clearance zones around the wall opening as shown below. To open the Smart Pet Door to the maximum range of 120°, ensure these zones maintain a minimum clearance of 9" (229 mm) in front of the wall, free of any obstructions (furniture, baseboards, cabinets, doorways, etc.).



Door open 90°



Door open 120°

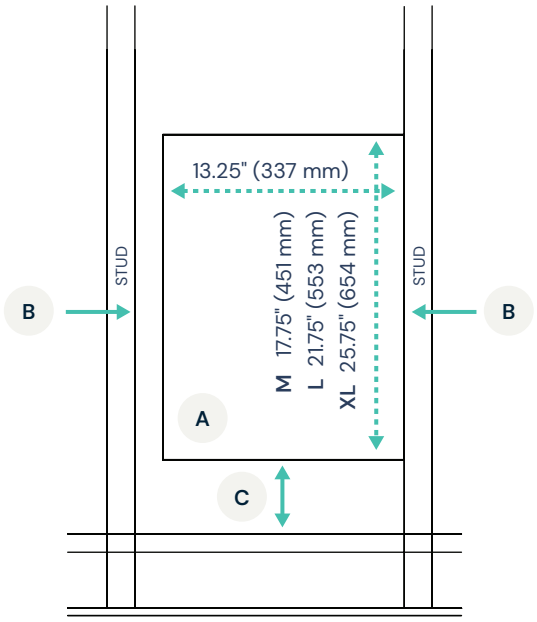
Step 2

Align and cut the opening

Framed wall: Align the opening (A) to one of the studs (B) as shown. Cut the drywall or plaster, exterior sheathing, and siding to the dimensions provided. Use the template provided (item 9) to help mark your cut location. Ensure that all cuts are level and square.

The height off the floor of the opening (C) is determined by the size of the pet. It's best to align the opening so that the pet doesn't need to crouch to fit through, but also not so high that they need to jump.

Exterior door: Cut the opening to the exact measurement as indicated in step 1. **Proceed to page 24 for exterior door installation instructions.**



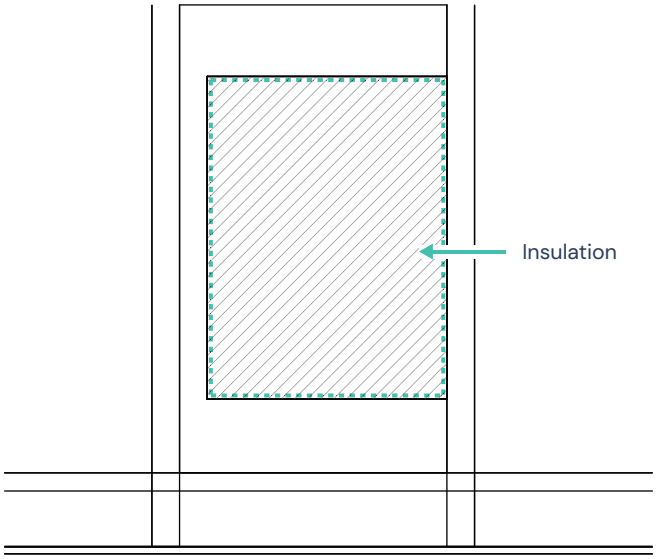
⚠ CAUTION

This step requires the use of power tools and involves cutting into structural surfaces. Check for electrical wiring, plumbing, or gas lines before cutting. If uncertain, consult a professional to avoid risk of electric shock, fire, or structural damage.

Step 3

Remove insulation

Once the opening has been made in the wall, it will likely reveal a patch of insulation. Cut and remove insulation from the area shown.



⚠ CAUTION

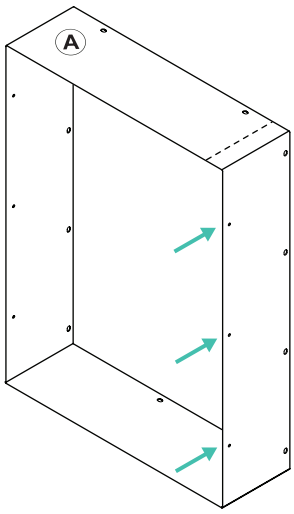
Use care when handling insulation materials. Wear gloves and a mask if necessary to avoid irritation or inhalation of fibers.

Step 4

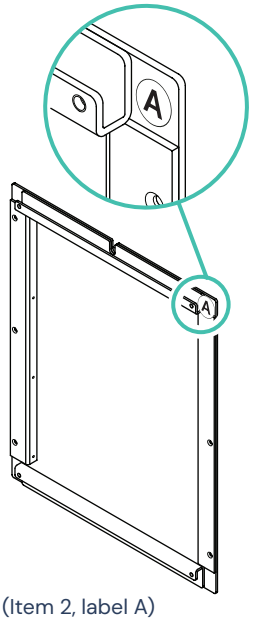
Identify both the indoor-side tunnel section and frame

The indoor-side tunnel section has a small overlap at the top-right corner. The short top piece should sit under the long top piece, creating an overlap of about an inch.

If you are installing the Pawport Smart Pet Door into an exterior door, you do not need the tunnel sections. **Proceed to page 24 for exterior door installation instructions.**



(Item 5, label A)



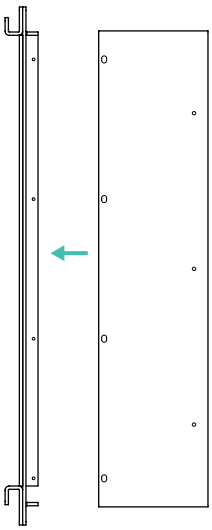
(Item 2, label A)

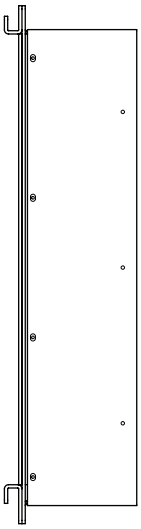
Step 5

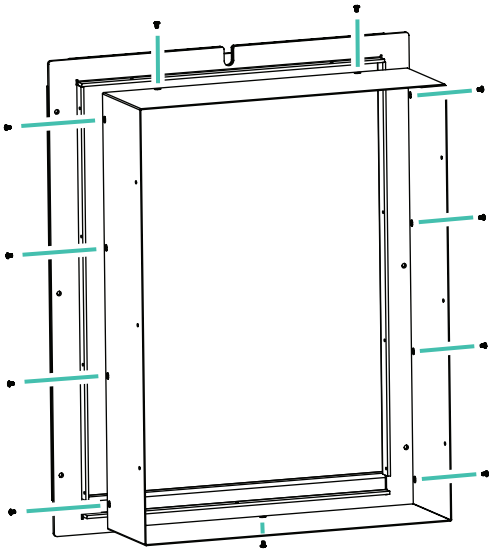
Fasten the indoor-side tunnel section to the indoor frame

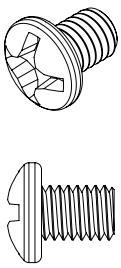
For wall installations only. Affix the indoor-side tunnel section to the indoor frame using 11 of the M3 screws (item 14) and a Phillips head screwdriver. Line up the holes on the indoor-side tunnel section with the holes on the indoor frame. Ensure the notch on the indoor frame is facing up.

For an exterior door installation, this step is not required.









M3 screws
(Item 14)

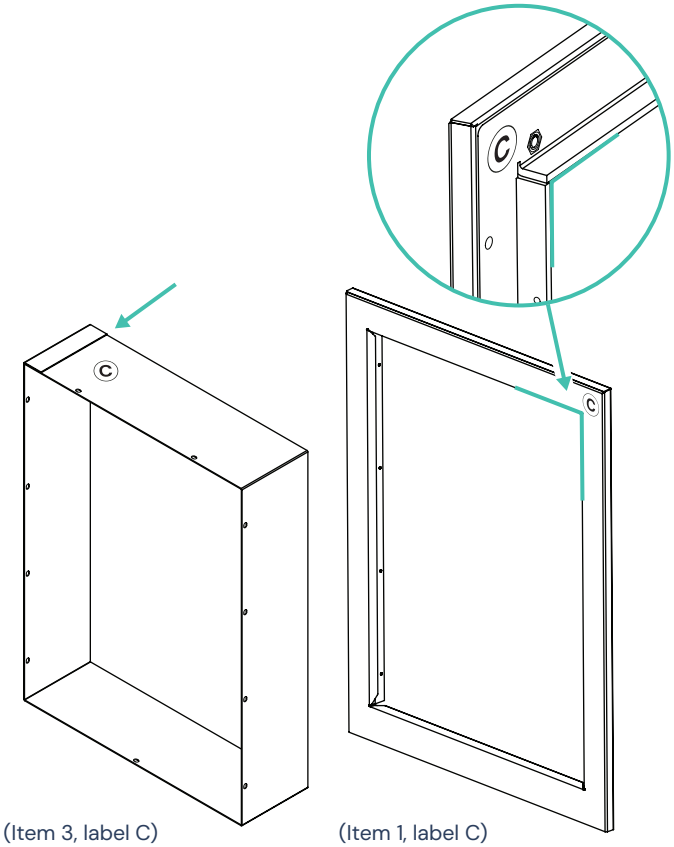
Step 6

Identify both the outdoor-side tunnel section and frame

The outdoor-side tunnel section has a small overlap at the top-left corner. The short top piece should sit over the long top piece, creating an overlap of about an inch.

NOTE

The magnetic trim will be pre-installed to the outdoor frame.

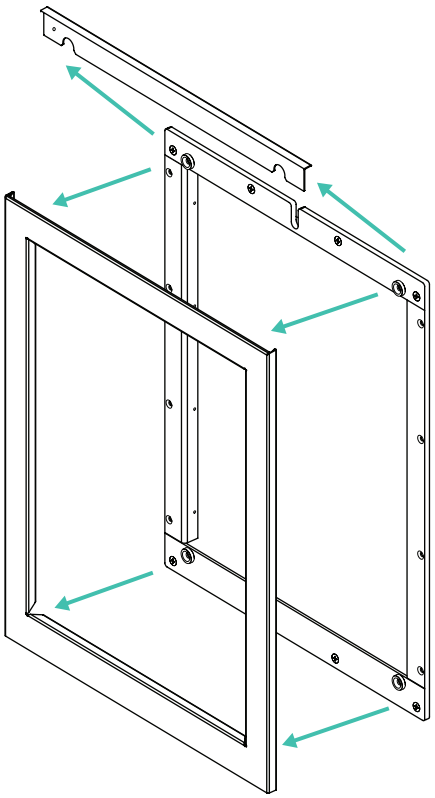


(Item 3, label C) (Item 1, label C)

Step 7

Remove magnetic trim

Pull off the magnetic trim and trim cap from the outdoor frame as shown and place them to the side.

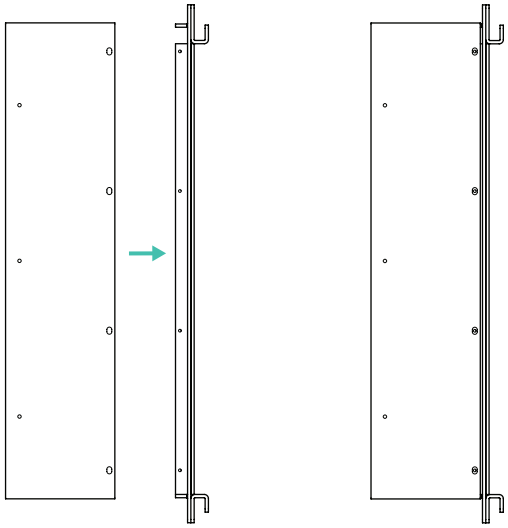


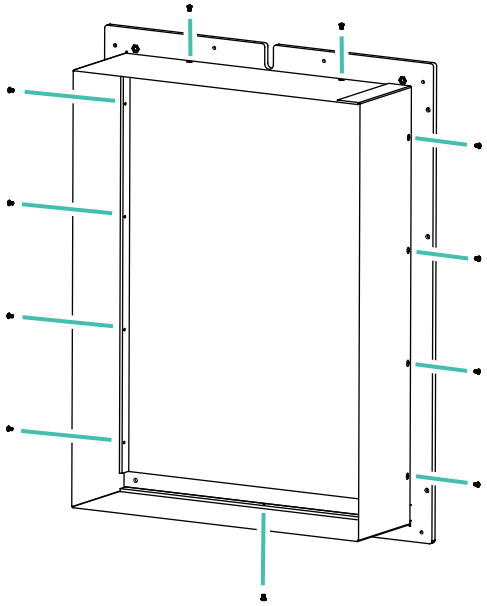
Step 8

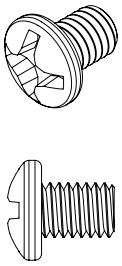
Fasten the outdoor-side tunnel section to the outdoor frame

For wall installations only. Affix the outdoor-side tunnel section to the outdoor frame using 11 of the M3 screws (item 14) and a Phillips head screwdriver. Line up the holes on the outdoor-side tunnel section with the holes on the outdoor frame. Ensure the notch on the outdoor frame is facing up.

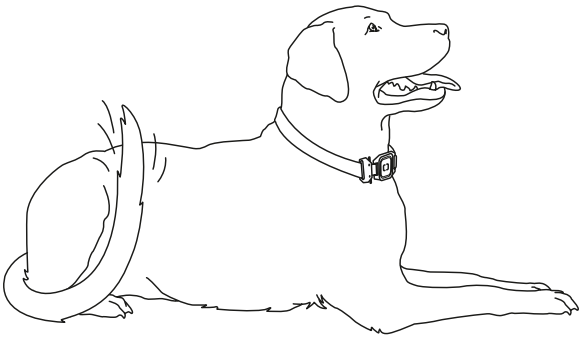
For an exterior door installation, this step is not required.





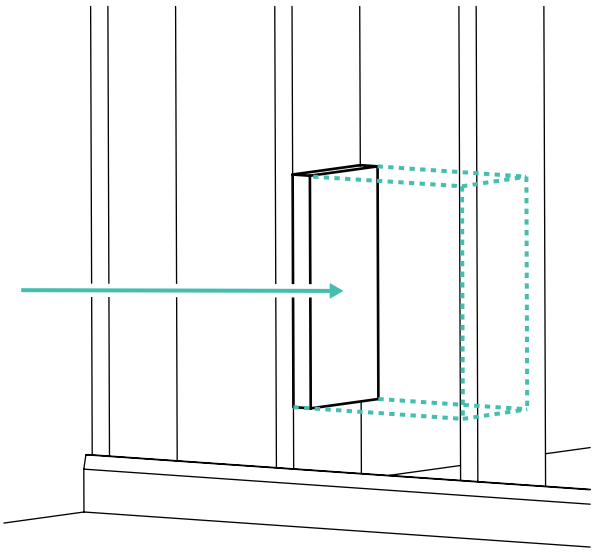


M3 screws
(Item 14)



Step 9

Add blocking to a wall stud



If your wall stud spacing is 16" (406 mm) on center, or greater, it is recommended to add blocking to reduce the width of the opening to 13" (330 mm). On a typical 16" (406 mm) on center framed wall, this means adding a standard framing stud as blocking that matches the existing framing studs; for example, a 2x4 (51 mm x 102 mm), 2x6 (51 mm x 152 mm), or 2x8 (51 mm x 203 mm), in most cases.

Using the same material as the framing studs, cut a piece of blocking the same height as your tunnel opening and secure to the wall stud on the interior of the opening as shown. This will provide a secure location to screw the tunnel to.

If your stud spacing is greater than 16" (406 mm) on center, more blocking may be required.

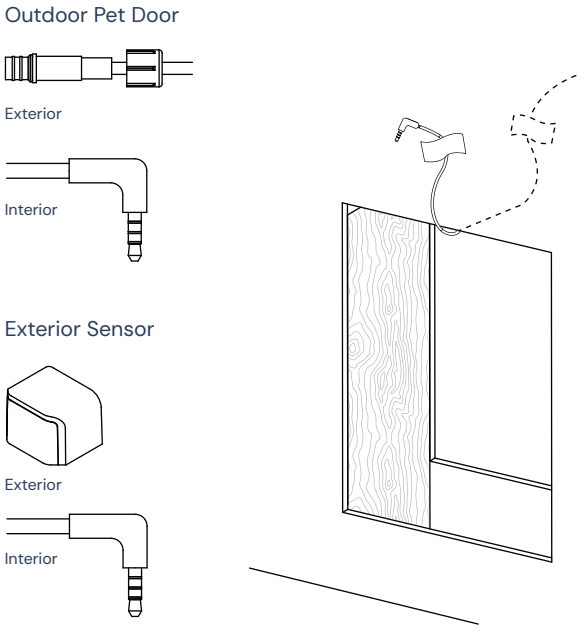
If you choose to not add blocking, the frame will mount into studs only on one side, and the “floating” side can be anchored to the wall using drywall anchors.

⚠ WARNING

For maximum security and structural stability, the frame should be installed into wall studs on both sides or supported with proper blocking. Floating installations may reduce security and are not recommended unless wall anchors are used.

Step 10

Position the pairing wire



If you plan to install a Pawport Outdoor Pet Door or Exterior Sensor (optional) it’s highly recommended that you now roughly position the pairing wire that is included with either product, as shown. Either pairing wire may be added later if you are not sure.

Use tape to position the pairing wire at the top-middle of the opening on both sides of the wall.

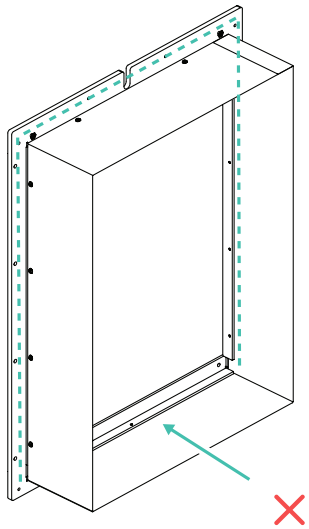
Refer to the diagram for wire orientation.

⚠ CAUTION

Do not pinch or sharply bend the pairing wire. Ensure wire ends remain dry and undamaged. Improper handling may result in connection failure or damage to the Smart Pet Door system.

Step 11

Mount the outdoor frame assembly



It is recommended to use a silicone sealant on the back flange of the outdoor frame as shown by the dashed line. Do **NOT** apply silicone sealant to the bottom flange.

Apply sealant now.

⚠ CAUTION

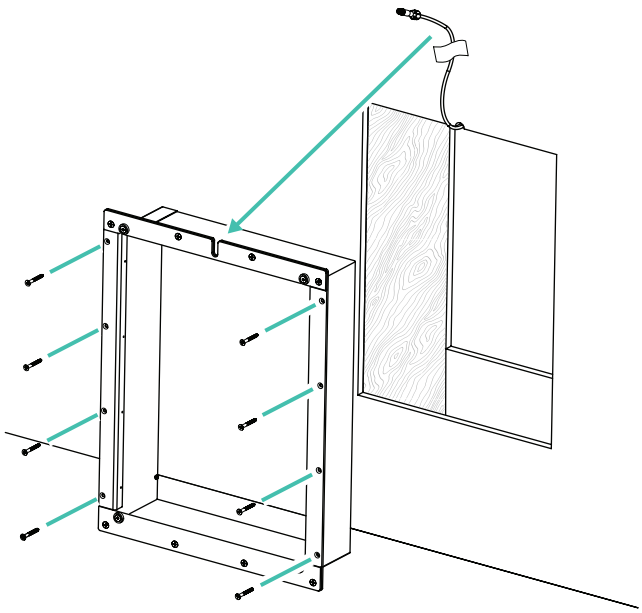
Apply sealant only where directed. Do not seal the bottom flange—this area is designed to allow for water drainage. Sealing incorrectly may cause water pooling or damage.

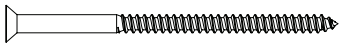
Position the outdoor tunnel/frame assembly into the opening on the exterior wall. Check to make sure the outdoor frame is level on the wall. Use screws appropriate for the wall material to secure the outdoor tunnel/frame assembly to the exterior wall. Two types of wood screws are provided if suitable: 2" (51 mm) and 3" (76 mm) (items 13 & 12). Tighten the screws with a Phillips head screwdriver as shown.

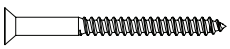
You will likely need to pre-drill holes for this step. Fastening the frame to the wall is left to the installer's discretion.

If you taped a pairing wire in the previous step, position the wire so that it sits neatly into the slot at the top of the outdoor frame. Be sure not to pinch the wire.

Use additional sealant to fill the wire channel. Seal around the pairing wire, if applicable.



 (Item 12)

 (Item 13)

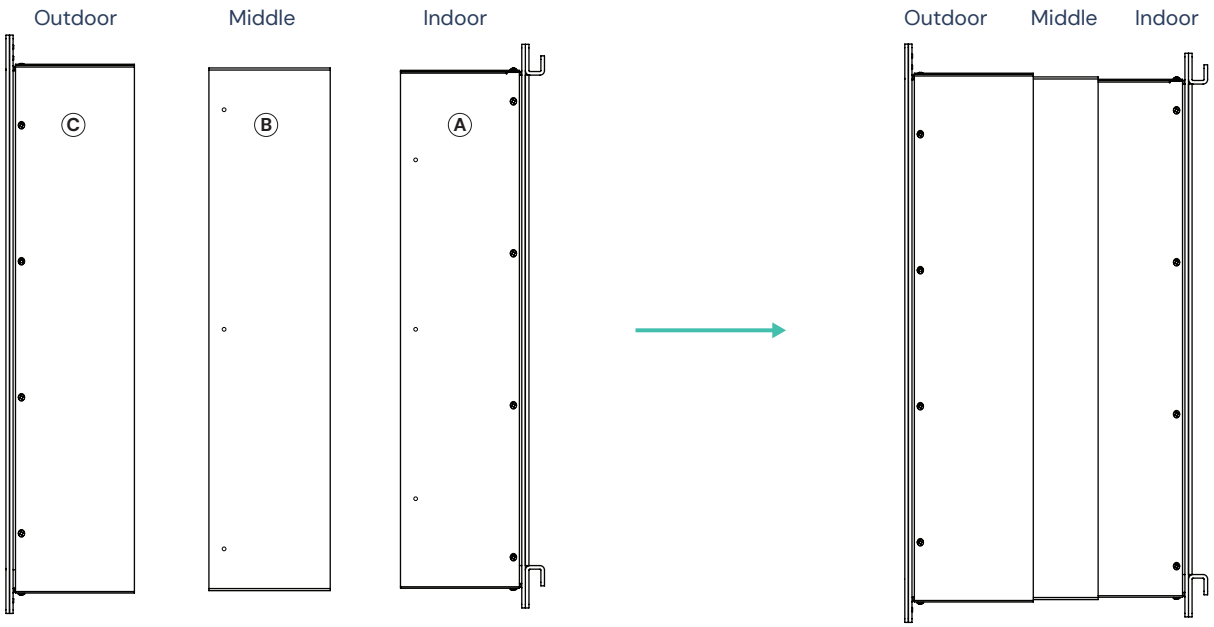
⚠ CAUTION

Use appropriate fasteners and pre-drill holes when necessary to avoid cracking or damaging wall surfaces. Do not overtighten screws—this may warp or crack the frame or surface.

Step 12

Identify the middle tunnel section

The tunnel sections are designed to telescope into one another. The indoor-side tunnel section fits into the middle tunnel section, which fits into the outdoor-side tunnel section. See the next step to install the middle tunnel section.

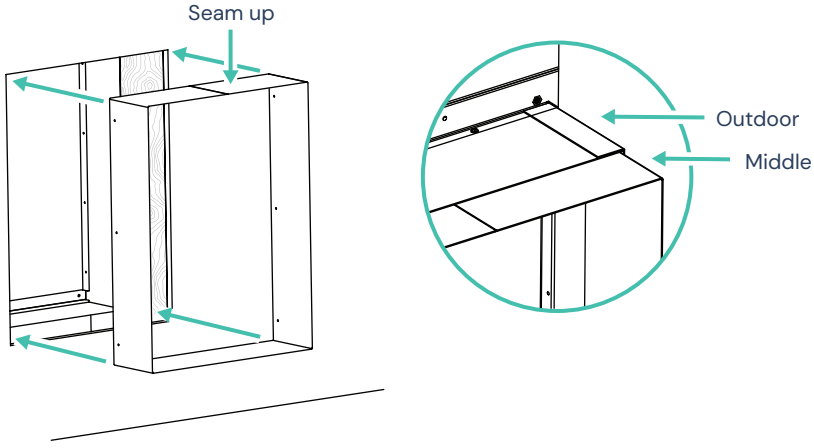


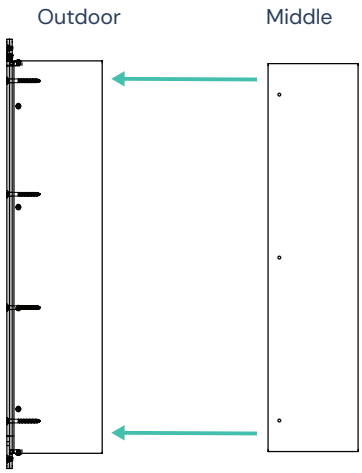
(Item 4, label B)

Step 13

Install the middle tunnel section

From the interior, slide the middle tunnel section (item 4), **with the seam up**, into the outdoor-side tunnel section through the opening in the wall. Overlap the tunnel sections by at least 1" (25 mm). **Do not fasten yet.**





Step 14

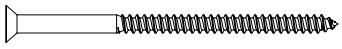
Mount the indoor frame assembly

From the interior of the wall, slide the indoor tunnel/frame assembly into the opening so that the indoor-side tunnel section fits into the middle tunnel section, which fits into the outdoor-side tunnel section.

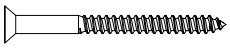
The middle tunnel section will still not be fastened. Allow it to remain loose, floating between the indoor-side and outdoor-side tunnel sections.

Make sure that the pairing wire (if used) is not pinched and is positioned into the slot at the top of the indoor frame before proceeding.

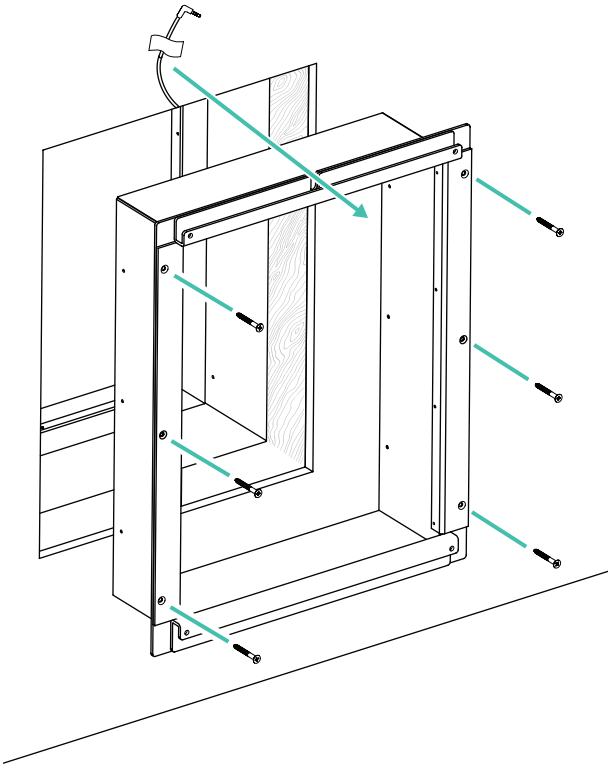
Check to make sure the indoor frame is level on the wall. Use screws appropriate for the wall material to secure the indoor frame. Two types of wood screws are provided if suitable: 2" (51 mm) and 3" (76 mm) (items 13 & 12). Tighten the screws with a Phillips head screw-driver through the drywall into the wall stud on one side, and through the drywall into the blocking on the other side. If no blocking was used, employ wall anchors on that side. Pre-drilling holes is left to the installer's discretion.



(Item 12)



(Item 13)

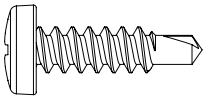


Step 15

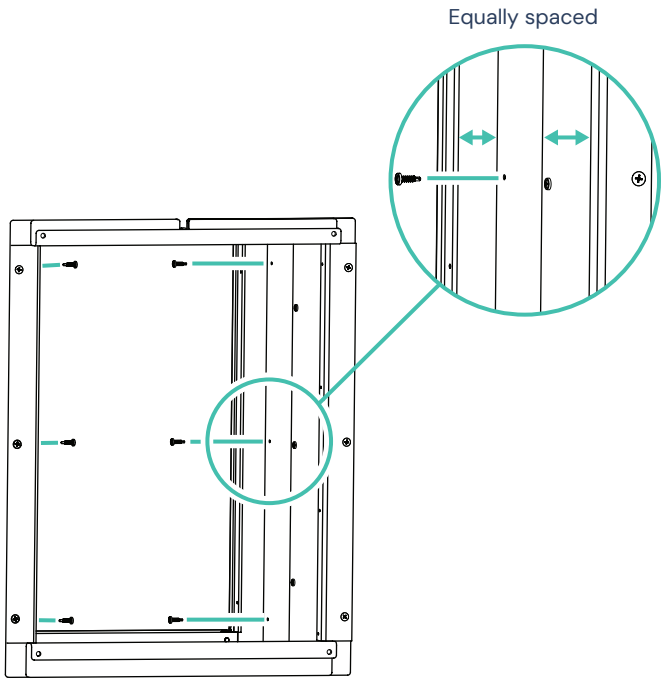
Secure the tunnel sections

Position the middle tunnel section so that the overlap is approximately equal on both sides, depending on wall thickness. In some cases the middle section will be almost completely hidden.

Using the 12 provided self-tapping screws (item 15), affix the tunnel sections together through the pre-drilled holes with a Phillips head screwdriver.



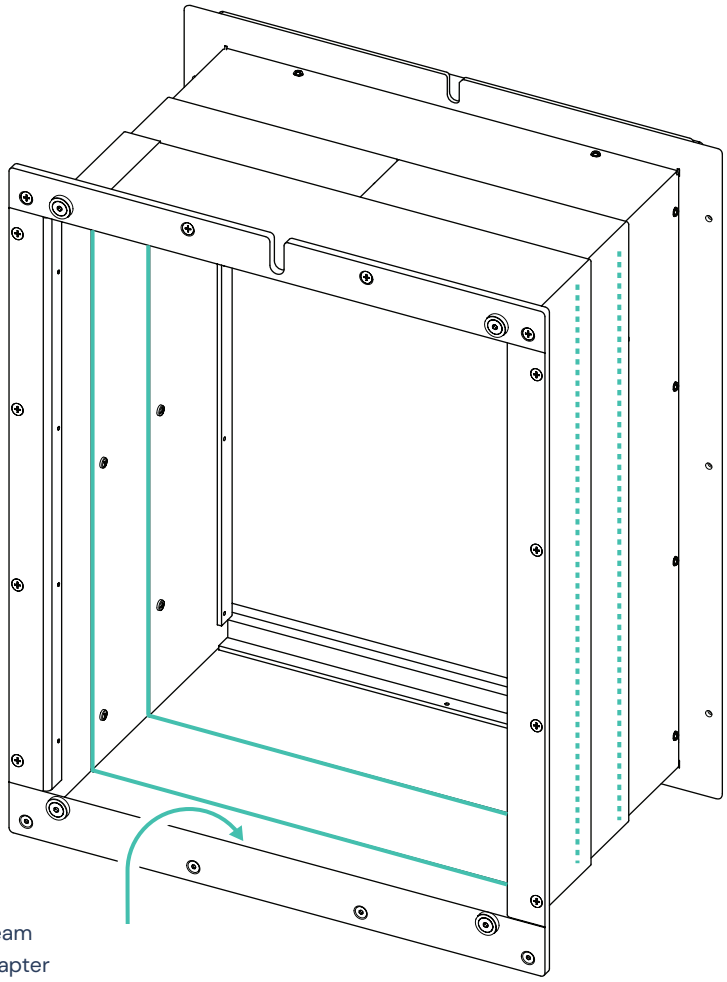
(Item 15)



Step 16

Optional sealing

For additional protection, it is recommended to use silicone to seal the edges where the interior sections of the tunnel overlap, as shown by the bold and dashed lines.



✕ Do **NOT** apply sealant to the seam behind the lower accessory adapter plate.

⚠ **CAUTION**

Apply sealant only where directed. Do not seal the bottom flange—this area is designed to allow for water drainage. Sealing incorrectly may cause water pooling or damage.

Step 17

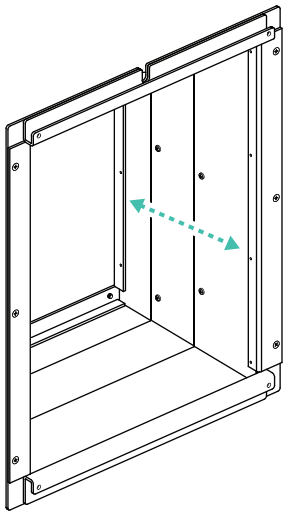
Install internal tunnel lining

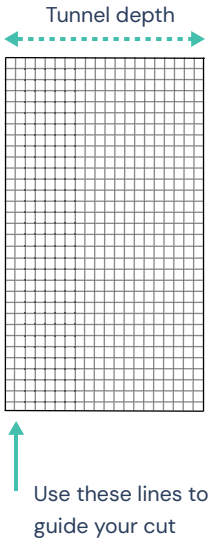
With the tunnel installation complete, the provided trimmable tunnel liners (item 8) can be placed on the interior walls of the tunnel to provide a finished look.

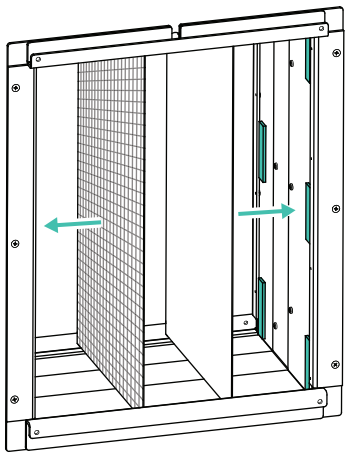
First, measure the depth of the tunnel between the indoor and outdoor frames, as shown. Using the printed guidelines on the backside, cut the liners to size to ensure a straight edge.

Next, remove the paper backing from the 12 provided adhesive strips (item 11), and place them onto the left and right interior walls in the pattern shown. Ensure the adhesives are not covering any screws.

Adhere the liners to each side of the tunnel as shown.





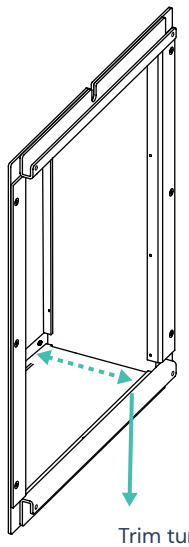


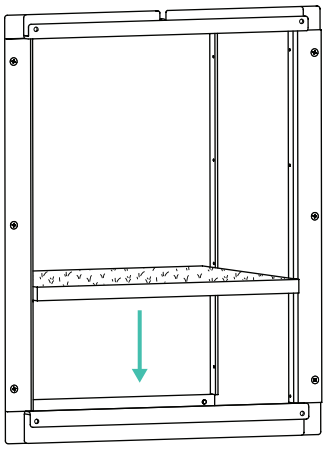
Step 18

Trim and install turf

Trim the included turf floor (item 10) to fit your space.

The turf fits in the pocket created by the indoor and outdoor frames.





Trim turf to appropriate dimension

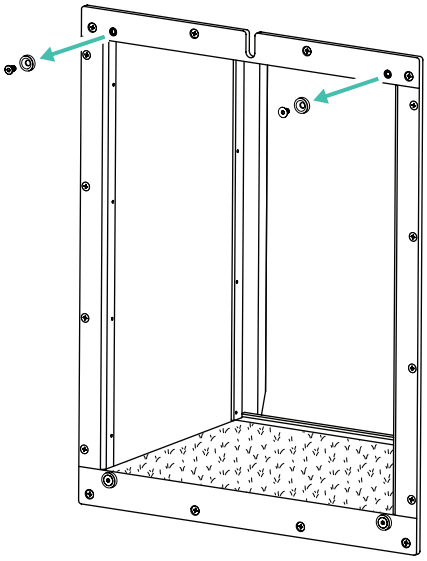
Step 19

Optional awning

If you plan to install the optional awning (item 7) or the Pawport Solar Panel (sold separately), you must first install the mounting bracket (item 6).

If you do not plan to install the optional awning or Solar Panel, skip this step and **proceed to step 27 on page 22.**

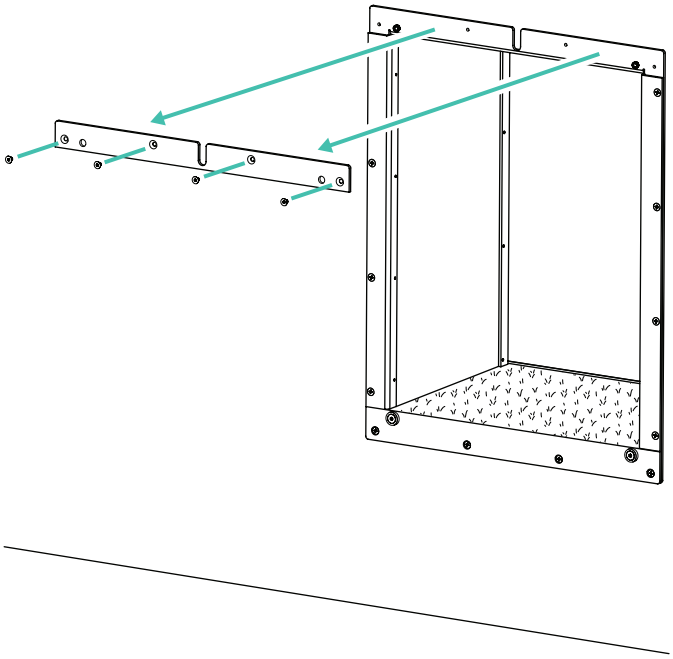
Using a Phillips head screwdriver, remove the top two magnets and their screws from the outdoor frame. Keep magnets and screws together and nearby.



Step 20

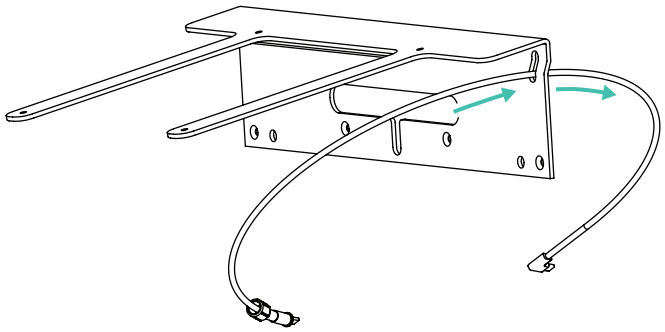
Remove upper accessory adapter plate

Use a Phillips head screwdriver to remove the upper accessory adapter plate from the outdoor frame.



Step 21

Thread the connector cable



If you are installing the Solar Panel (optional), position the mounting bracket so that the arms of the bracket are facing you. Thread the right-angle USB-C end of the connector cable (included with the Solar Panel) through the hole in the top-right corner of the bracket. The screw-on waterproof connector will not fit through the hole, leaving the bracket hanging on the cable.

If you are installing the awning instead of the Solar Panel, **proceed to step 23 on page 19.**

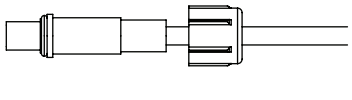
Step 22

Position the connector cable

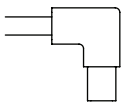
Use a fish tape or a slender, stiff rod to guide the connector cable from the exterior wall through the holes in the slots at the top of the tunnel. Pull it completely through so the wire enters the exterior slot and exits the interior slot. Refer to the diagram for wire orientation.

NOTE

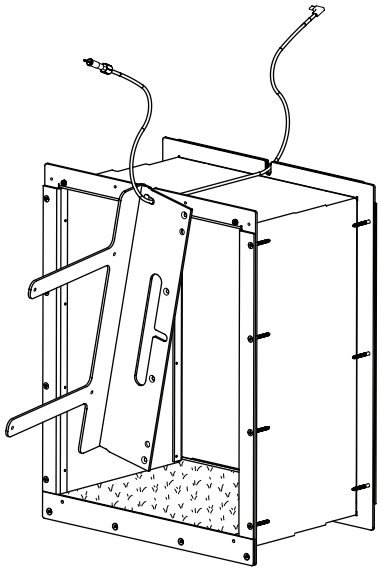
Since the bracket will be hanging on the cable, a second person may be required for this step.

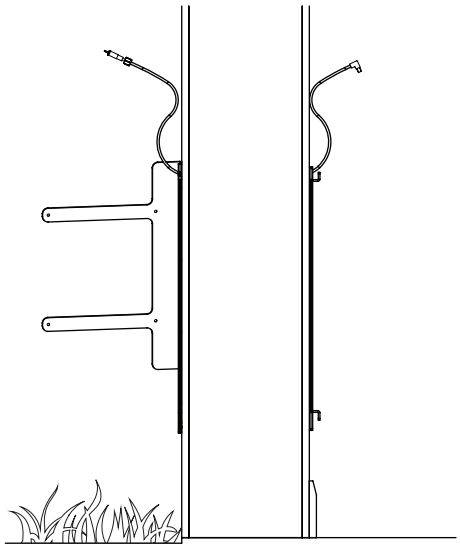


Exterior



Interior





⚠ CAUTION

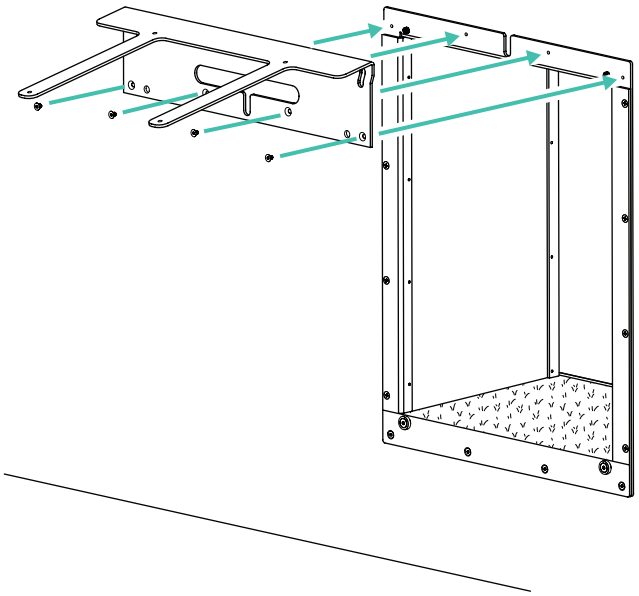
Do not force the cable or crimp it during installation. Use gentle pressure to prevent damage to the connectors or kinking of the cable.

Step 23

Attach mounting bracket

With the screws you previously removed, install the mounting bracket in place of the upper accessory adapter plate. Be careful not to overtighten these screws or pinch any wires or cables (if used).

If you taped a pairing wire above the frame, thread it through the slot in the mounting bracket and re-secure.



NOTE

If you plan to install a Pawport Outdoor Pet Door, you do not need to reinstall the trim magnets or magnetic trim. **Proceed to step 26 on page 21.**

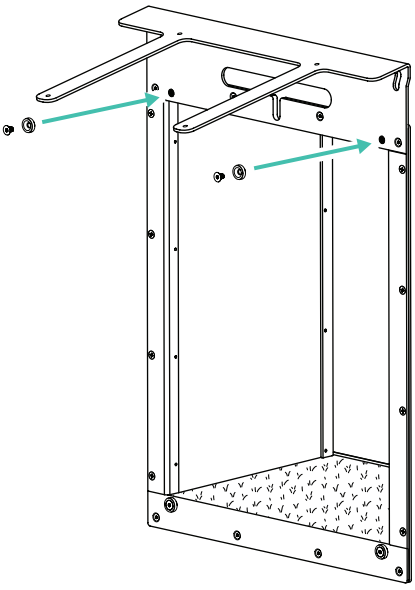
⚠ CAUTION

Do not overtighten screws. Overtightening may damage the frame or strip screw holes, affecting long-term durability.

Step 24

Reinstall the trim magnets

Place the magnets in the holes as shown and secure them in place with their screws using a Phillips head screwdriver.



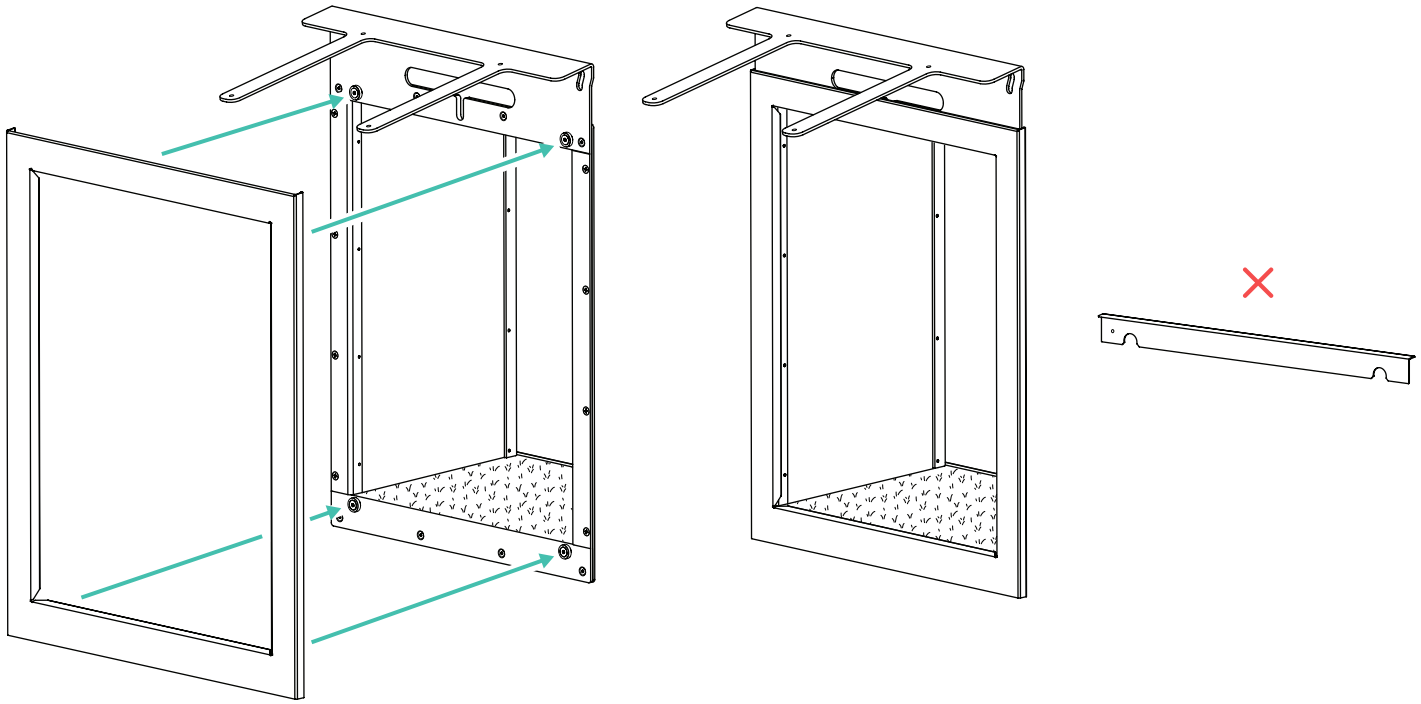
Step 25

Reinstall the magnetic trim

Align the magnetic trim with the tunnel opening and press so that the magnets engage and hold the trim in place.

NOTE

You will not be reinstalling the trim cap as that space is now filled by the mounting bracket.



Step 26

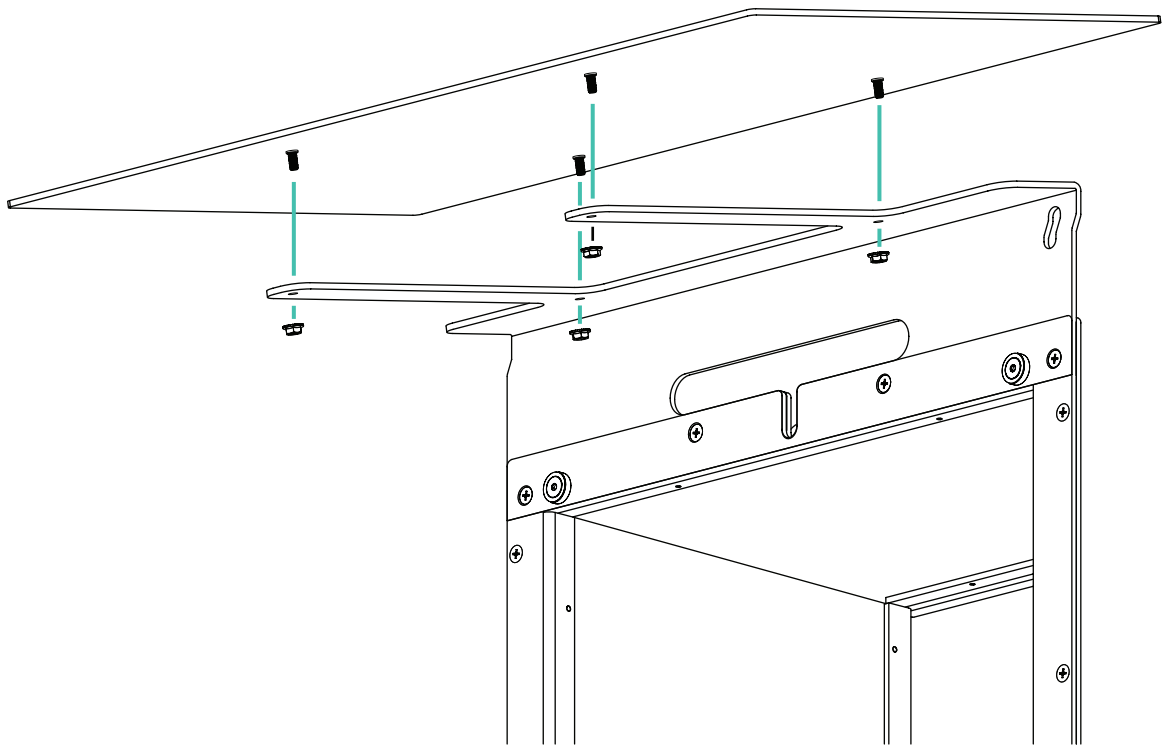
Install the awning

NOTE

If you are installing the Solar Panel, continue to the manual included with the Solar Panel to complete installation.

Place the awning (item 7) on top of the mounting bracket with the flat side up.

Insert the threaded posts on the bottom of the awning through the holes in the mounting bracket. Once inserted, secure the awning from underneath using the four flange nuts (item 16) and a wrench or pliers. Do not overtighten.

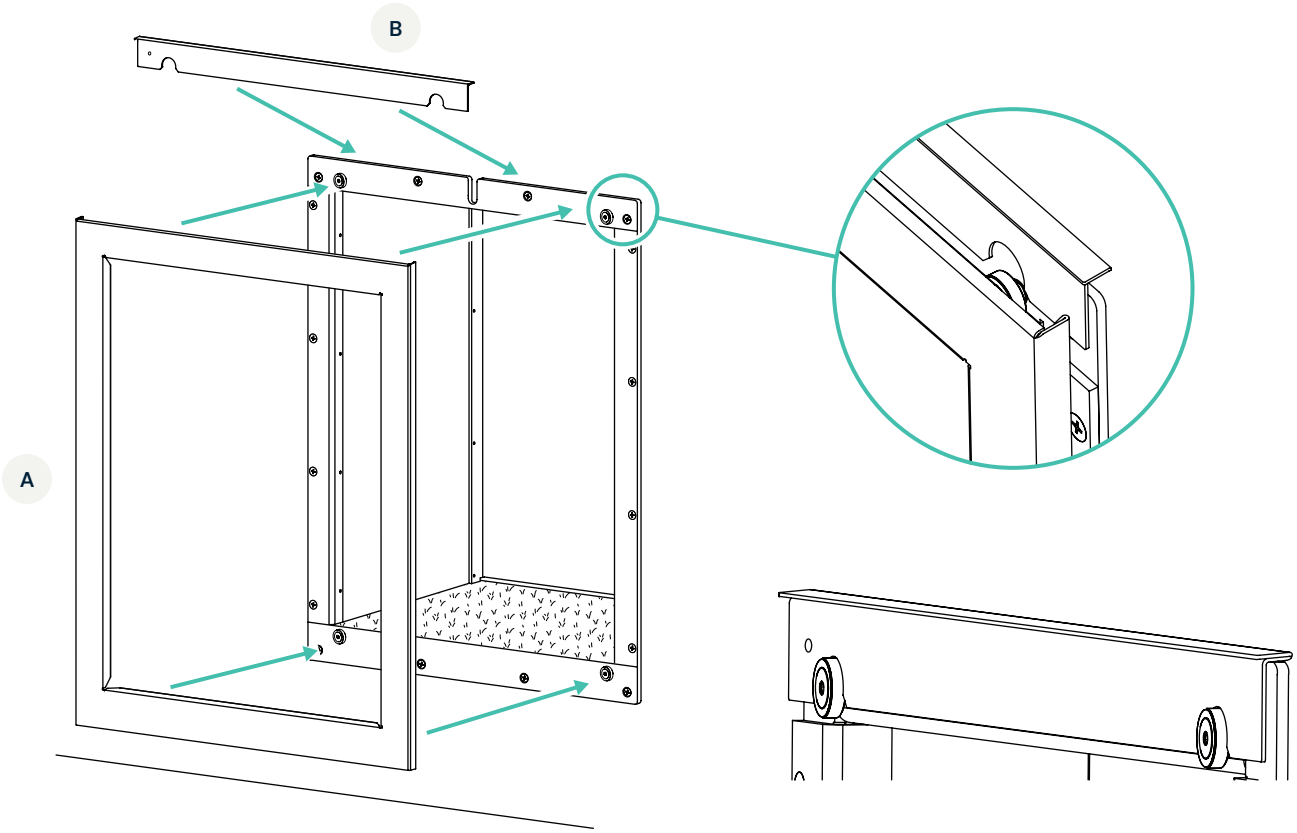


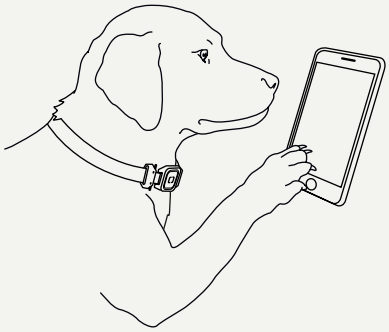
Your Tunnel & Frame System installation is now complete! If you plan to install a Pawport Outdoor Pet Door, continue to the manual included with the Outdoor Pet Door to finish installing your complete system.

Step 27

Reinstall the magnetic trim

Align the magnetic trim frame (A) with the tunnel opening and press so that the magnets engage and hold the trim in place. Insert the magnetic trim cap (B) into the slot at the top of the frame between the magnetic trim frame and the installed wall frame to hide the gap at the top. Note the orientation of the lip on the trim cap, which should cover the top of the wall frame.



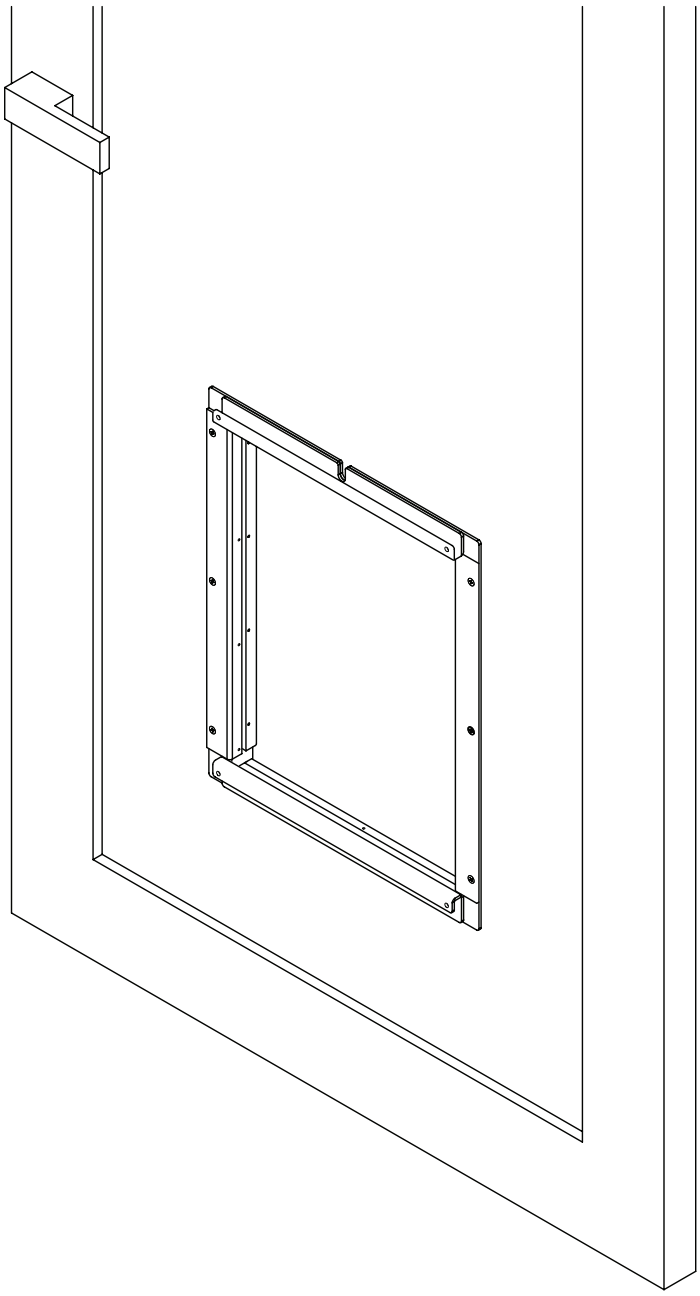


Job done!

Your Pawport Tunnel & Frame System
installation is now complete!

For additional manuals and video tutorials visit:

www.pawport.com/support



Installing into an exterior door

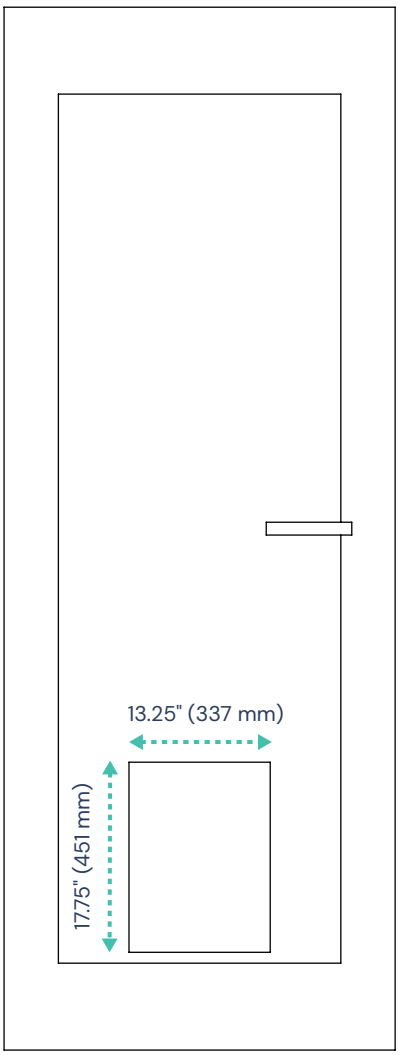
Step 1

Cut opening

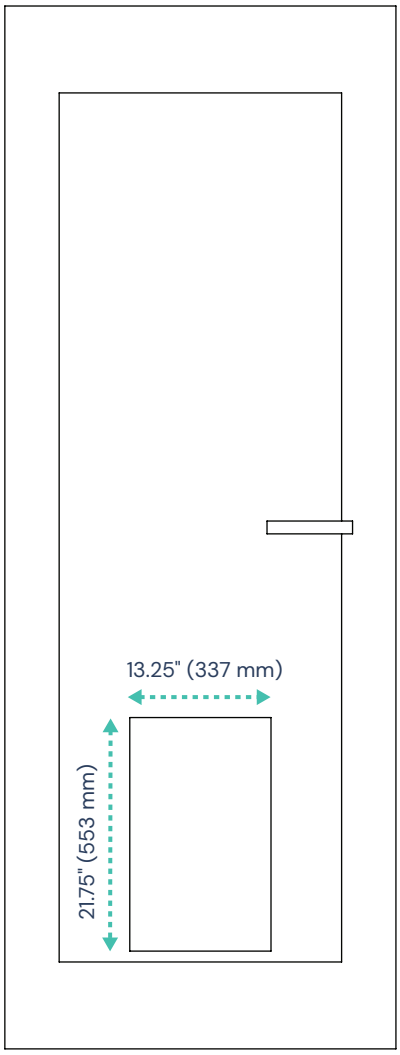
Before you cut an opening in your door, ensure adequate clearance using the diagrams on page 8.

Minimum door thickness is 9/16" (14 mm). There is no maximum door thickness; however the installer is responsible for ensuring that the core of the door is protected for thick-door installs. The provided screws (items 12 & 13) are intended for wooden doors. If you have a steel door, contact Pawport Support or consult a professional.

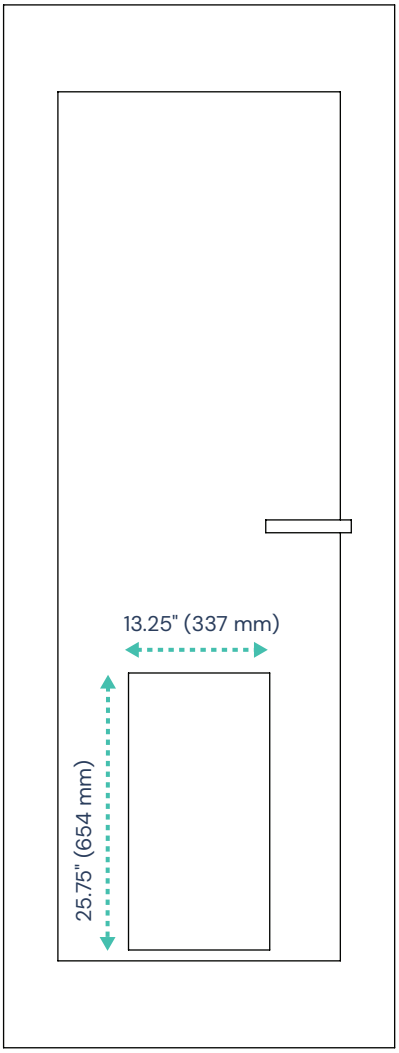
Cut an opening in your door to the dimensions provided.



Medium



Large



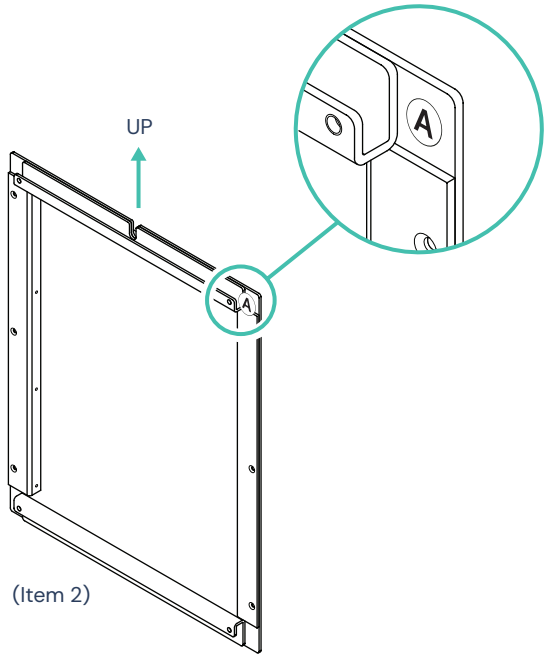
Extra large

⚠ **CAUTION**

This step requires the use of power tools. Consult a professional if needed.

Step 2

Identify the indoor frame

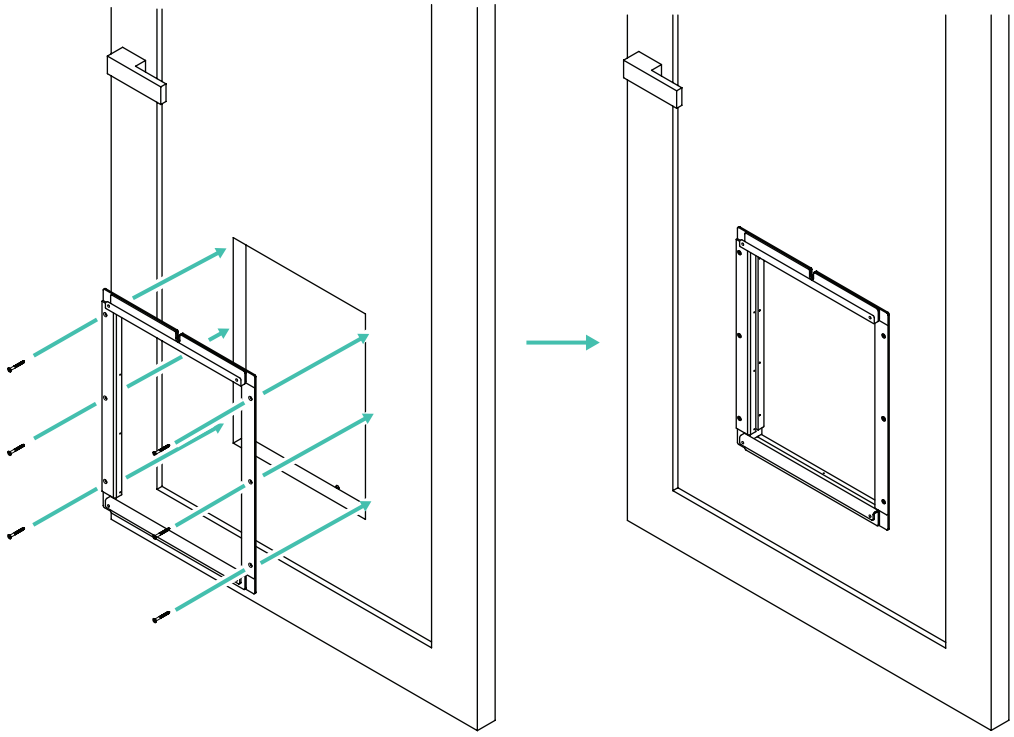


(Item 2)

Step 3

Mount the indoor frame

Starting on the interior side of your door, align the indoor frame with the opening. Insert the flanges of the indoor frame into the opening until the frame is flat with the door surface. Use screws appropriate for the door material and door thickness to secure the indoor frame to the door.



⚠ **CAUTION**

Use appropriate fasteners and pre-drill holes when necessary to avoid cracking or damaging door surfaces. Do not overtighten screws—this may warp or crack the frame or surface.

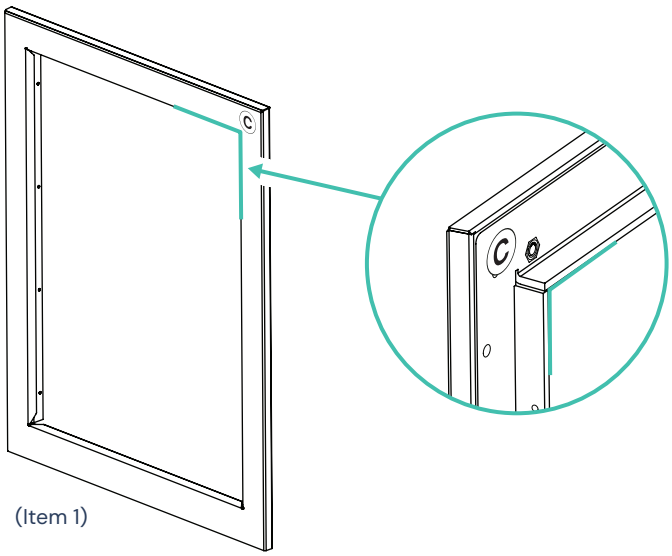
Step 4

Identify the outdoor frame

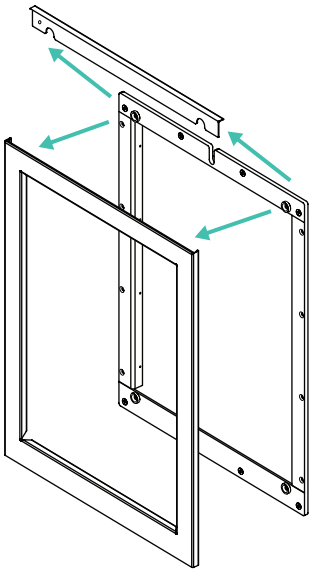
NOTE

The magnetic trim will be pre-installed to the outdoor frame.

Pull off the magnetic trim and trim cap from the frame as shown and place them to the side.



(Item 1)

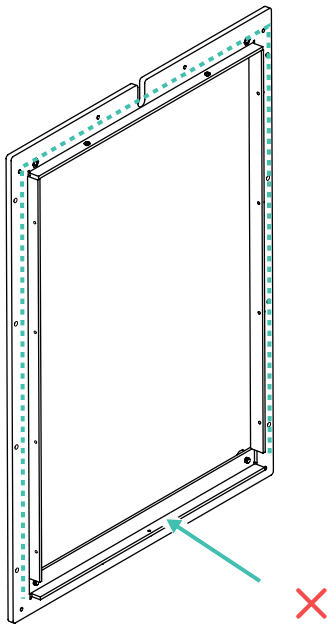


Step 5

Optional sealant

For additional protection, apply silicone sealant along the interior-facing flanges of the outdoor frame (as shown by the dashed line) to seal the frame to the exterior of the door.

Do **NOT** seal the bottom flange.



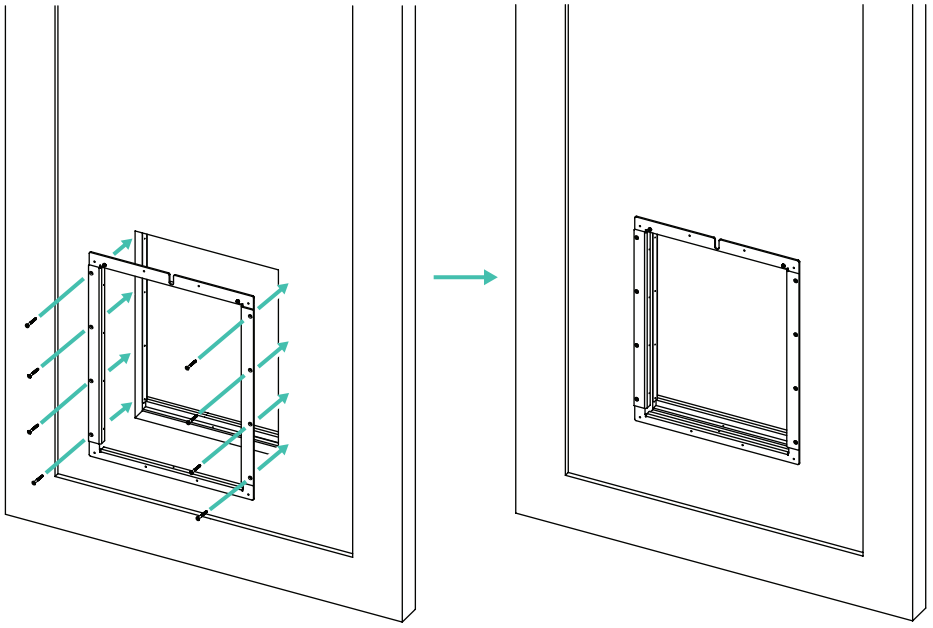
⚠ CAUTION

Apply sealant only where directed. Do not seal the bottom flange—this area is designed to allow for water drainage. Sealing incorrectly may cause water pooling or damage.

Step 6

Mount the outdoor frame

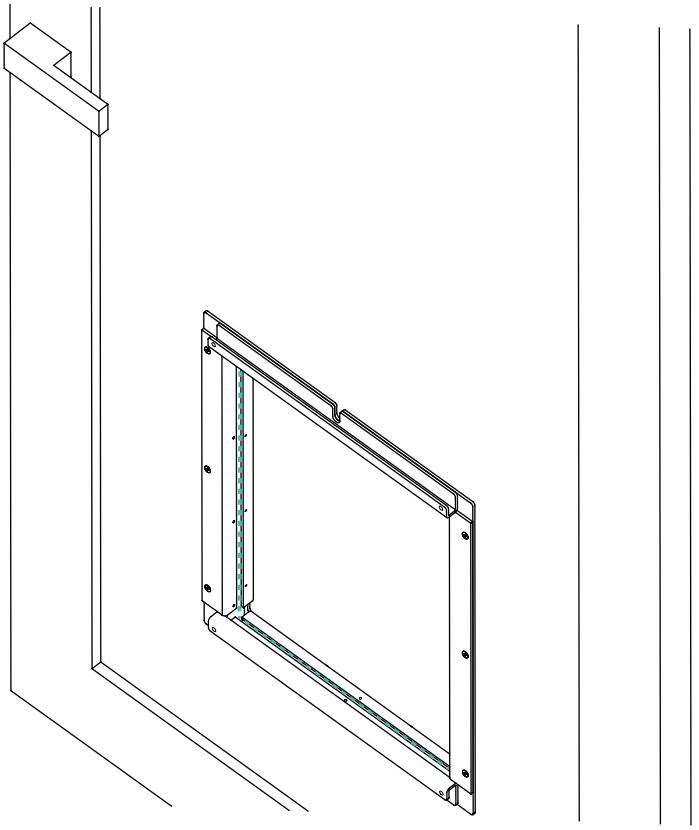
Align the outdoor frame with the opening on the exterior side of your door. Insert the flanges of the outdoor frame into the opening until the frame is flat with the door surface. Use screws appropriate for the door material and door thickness to secure the outdoor frame to the door.

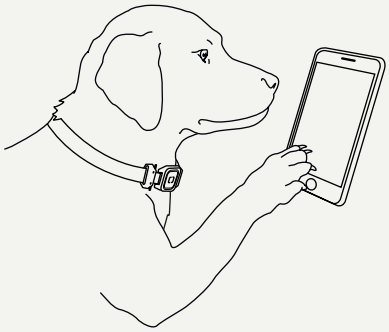


Step 7

Recommended sealant

It is also recommended to seal or weatherproof the interior edges of the frames against the core of the door, as well as any exposed door core at the bottom of the frame area. This weatherproofing is left to the installer's discretion.





Job done!

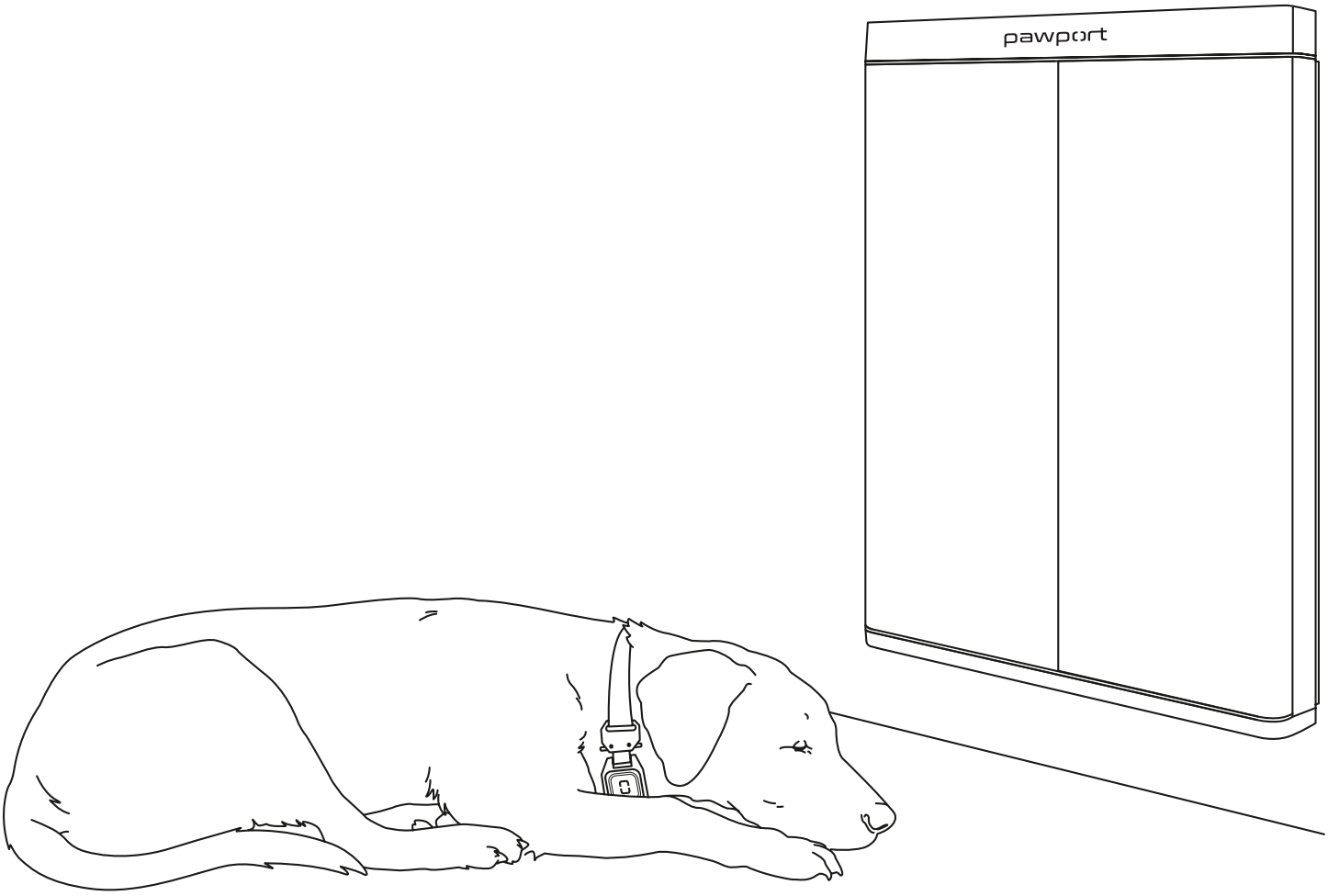
Your Pawport Tunnel & Frame System
installation is now complete!

For additional manuals and video tutorials visit:

www.pawport.com/support

pawport

The smart, secure pet door.



ID: MAN-TUNAFS-2025-001