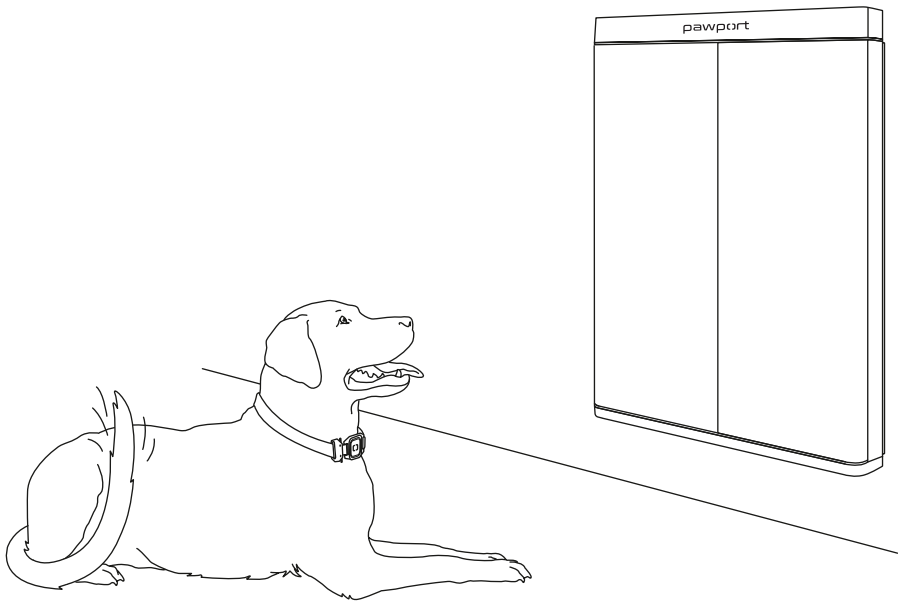


pawport

The smart, secure pet door.



Retrofit

Smart Pet Door Installation

For mounting onto an existing, non-Pawport pet door frame



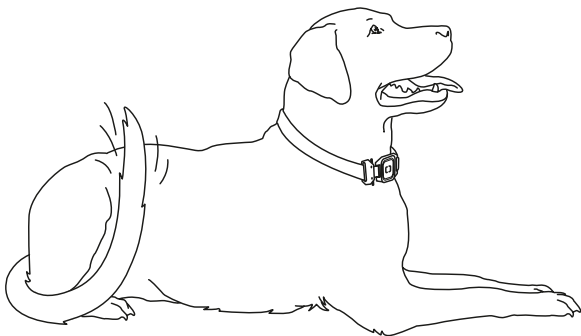
 Available in other languages



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.

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.

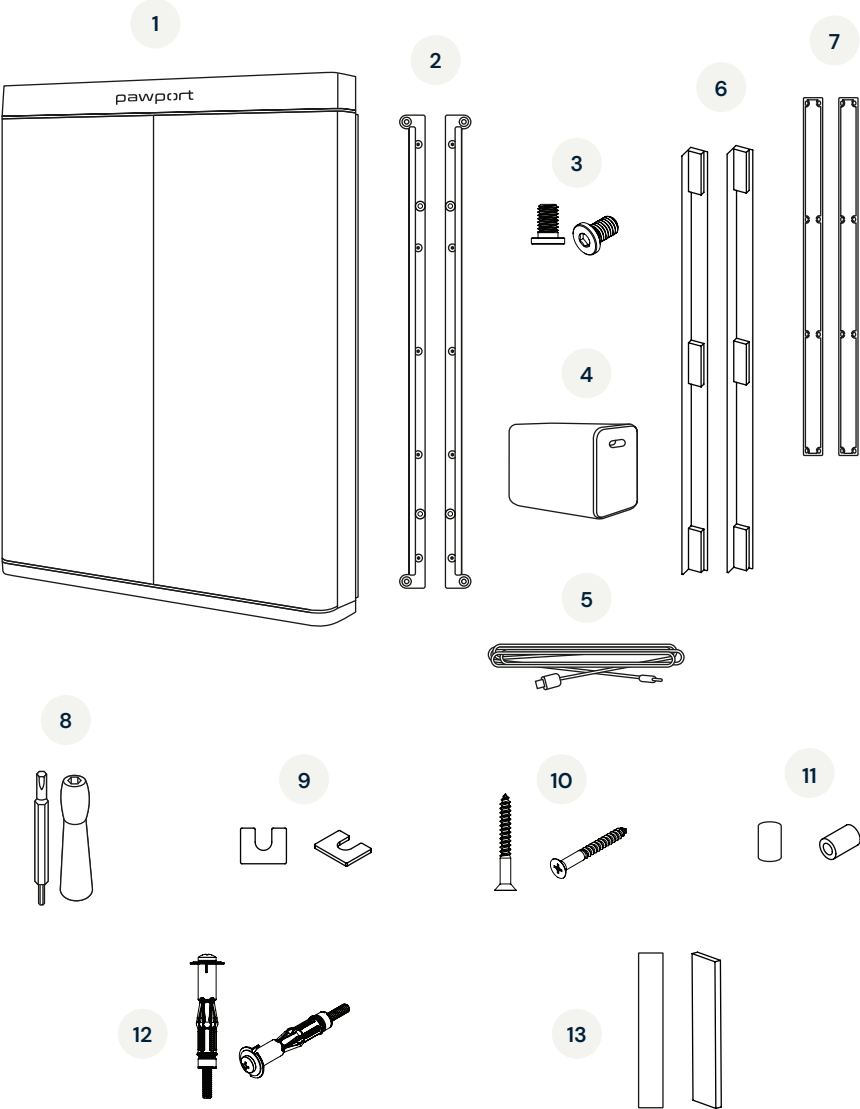
Always install Pawport according to the instructions provided. Use only official Pawport power accessories and components. Do not attempt to modify or disassemble the product. Keep all parts and tools out of reach of children and pets during installation.

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.



- 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



Pawport Tunnel & Frame Systems, Pawport Smart Pet Tags, and Pawport Battery Packs are sold separately.

Installing Pawport

⚠ CAUTION

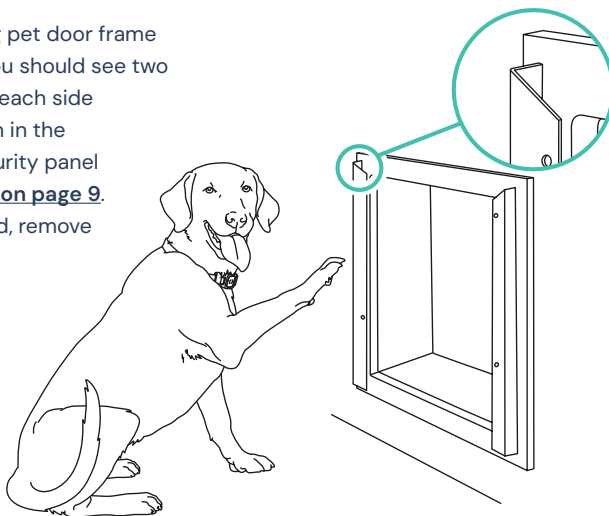
Use care when handling metal components. Some parts are heavy or may have sharp edges. Wear protective gloves and keep pets and children away during installation.

Let's go! First, understand which installation method you will be using:

Option 1

Retrofit installation

Start by looking at your existing pet door frame on the interior of your home. You should see two security panel grooves, one on each side of the tunnel opening, as shown in the illustration. Locate the two security panel grooves and **proceed to step 1 on page 9.** If your security panel is installed, remove it now.



IMPORTANT!



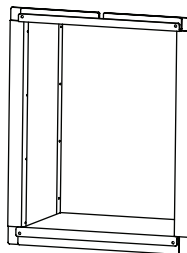
If you do not have security panel grooves, you can mount Pawport directly onto the wall, over your existing pet door frame. Scan the QR code to view the instructional video. **Once you have completed the steps in the tutorial, proceed to step 4 on page 12.**



Option 2

Installations onto a Pawport Tunnel & Frame System

If you are installing the Pawport Smart Pet Door onto a Pawport Tunnel & Frame System, please use the **Smart Pet Door Installation Manual (Tunnel & Frame System)**, included with the Smart Pet Door, instead of this guide.

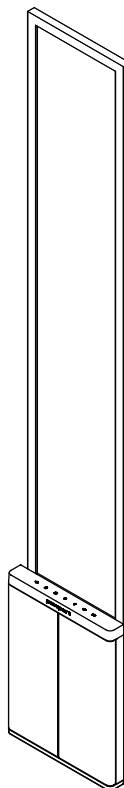


Option 3

Sliding glass door insert installation

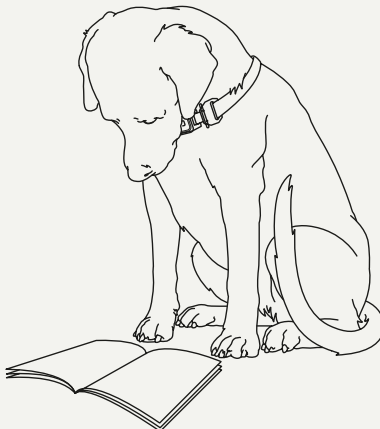


If you have an existing pet door frame that is built into a sliding glass door insert, scan the QR code below to view the instructional video and/or digital manual.



Hate to read?

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



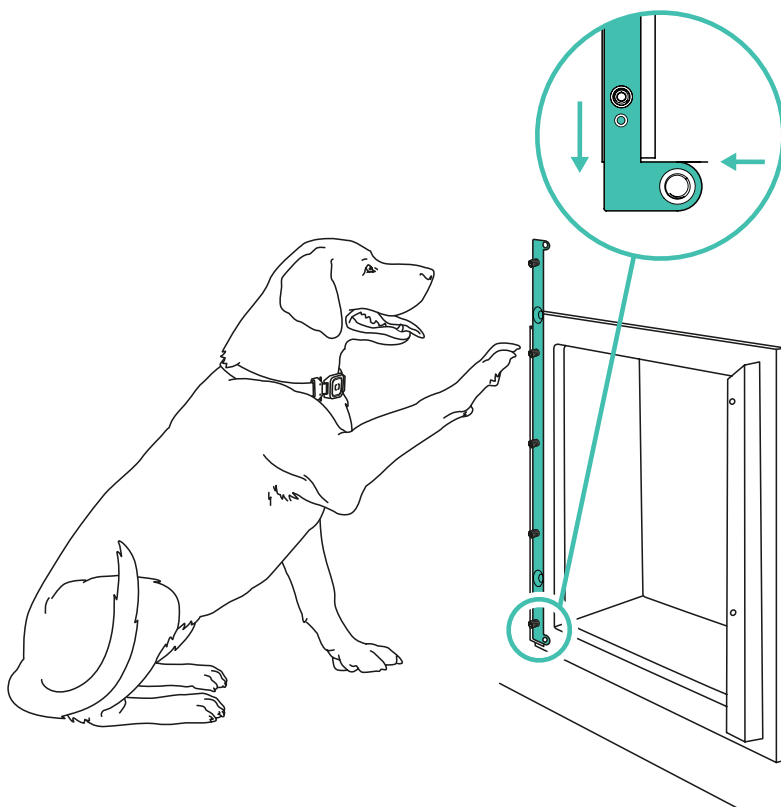
Step 1

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

Lower the rail down to the bottom of the groove. The mounting rails may be taller than the opening of your existing pet door frame. 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.



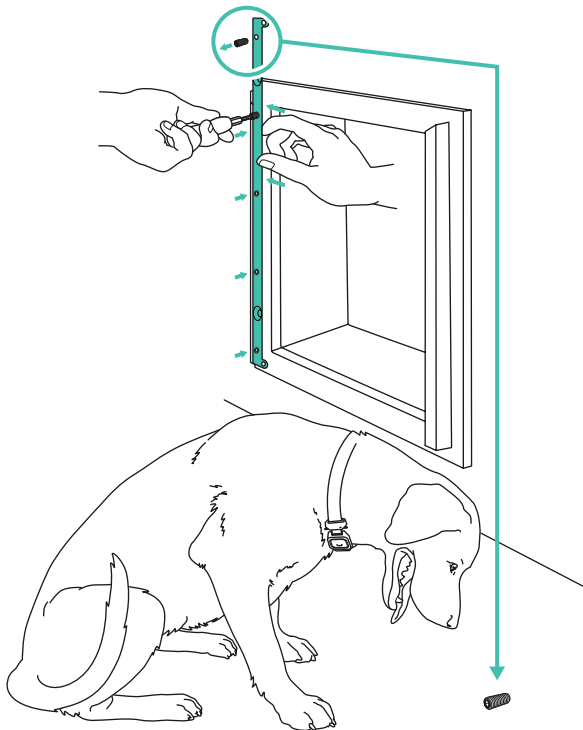
Step 2

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 overtighten screws. Overtightening may damage the mounting rails or prevent proper installation.

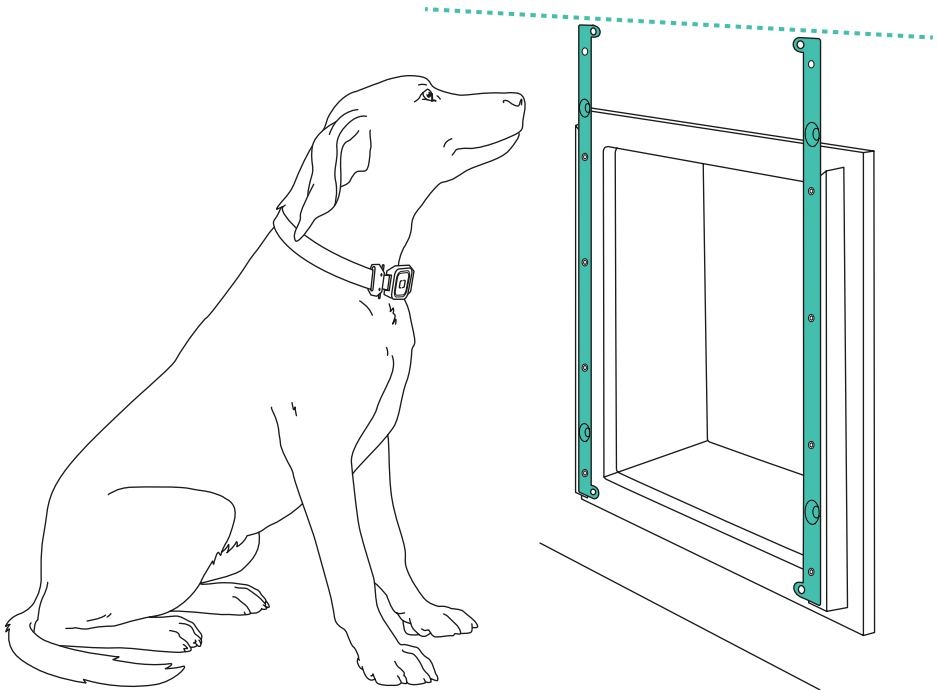
Step 3

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 tunnel 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 tunnel opening and is level with the left rail.

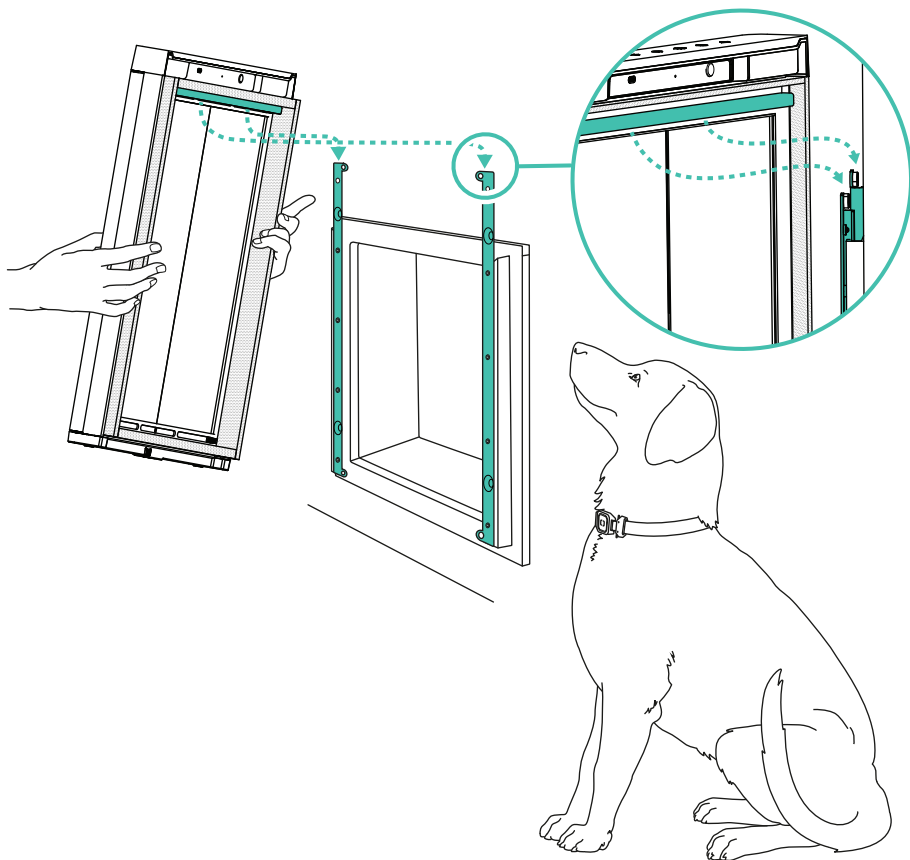


Step 4

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 over the top of the tabs on the mounting rails. Slowly lower the device to ensure the hanging lip is resting securely on the mounting rail tabs.



Be careful as you may be unable to see the top of the rails!



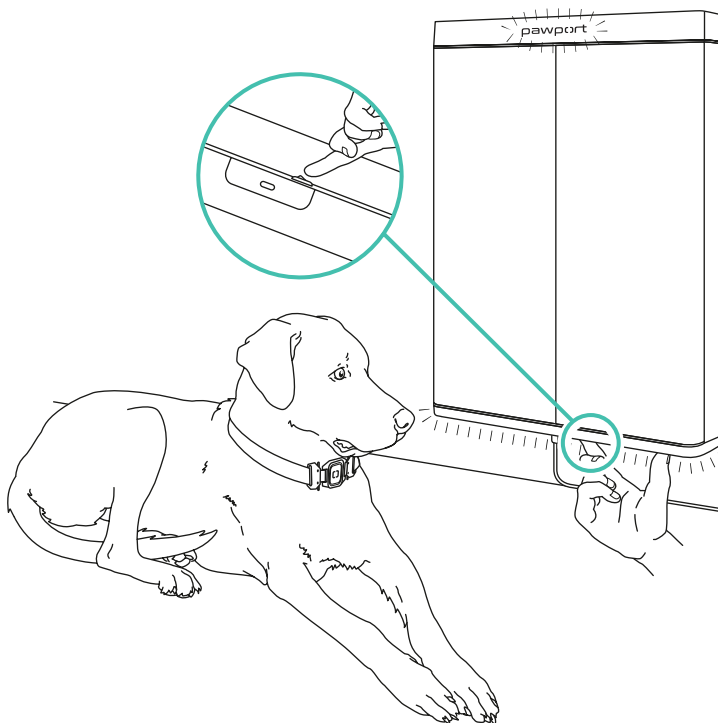
Step 5

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!

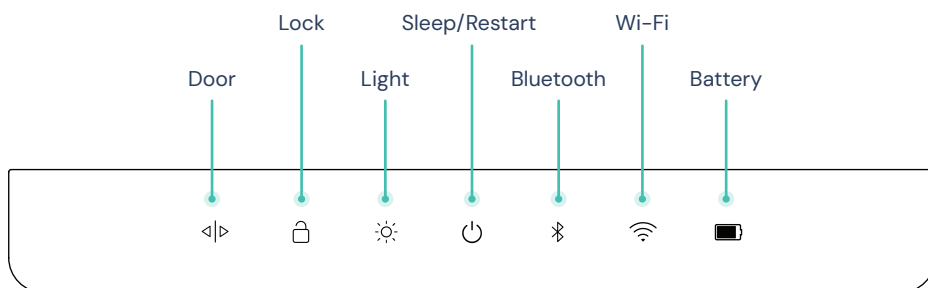
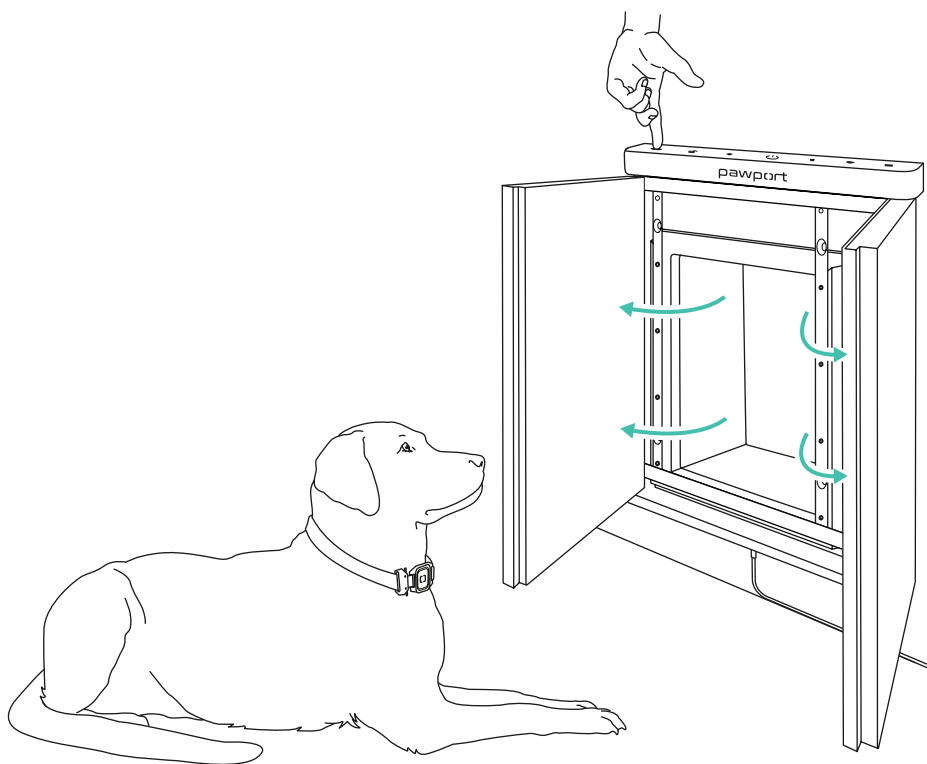


WARNING

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

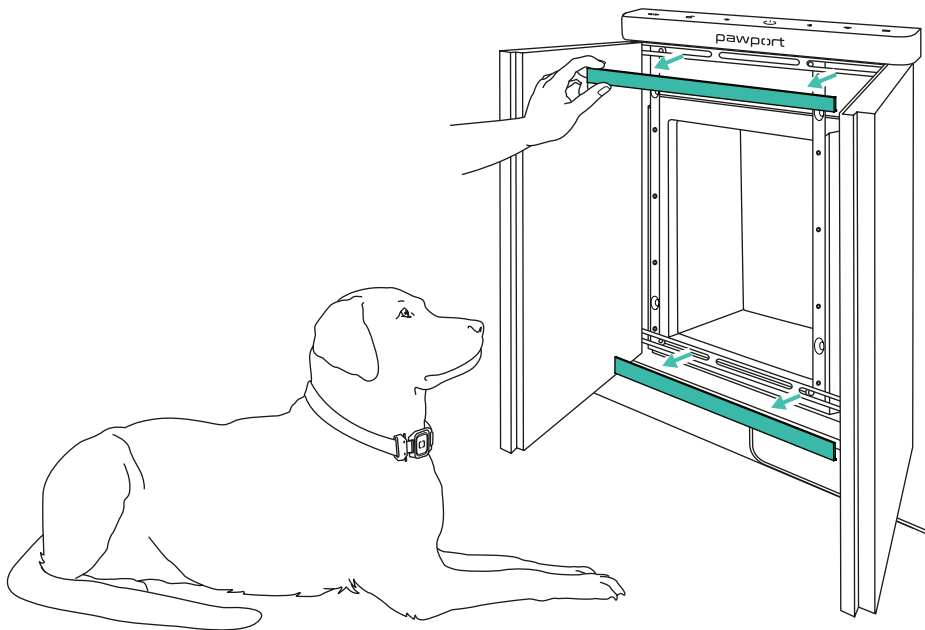
Step 6

Press the door open/close button ◀|▶ on the top control panel to open the doors.



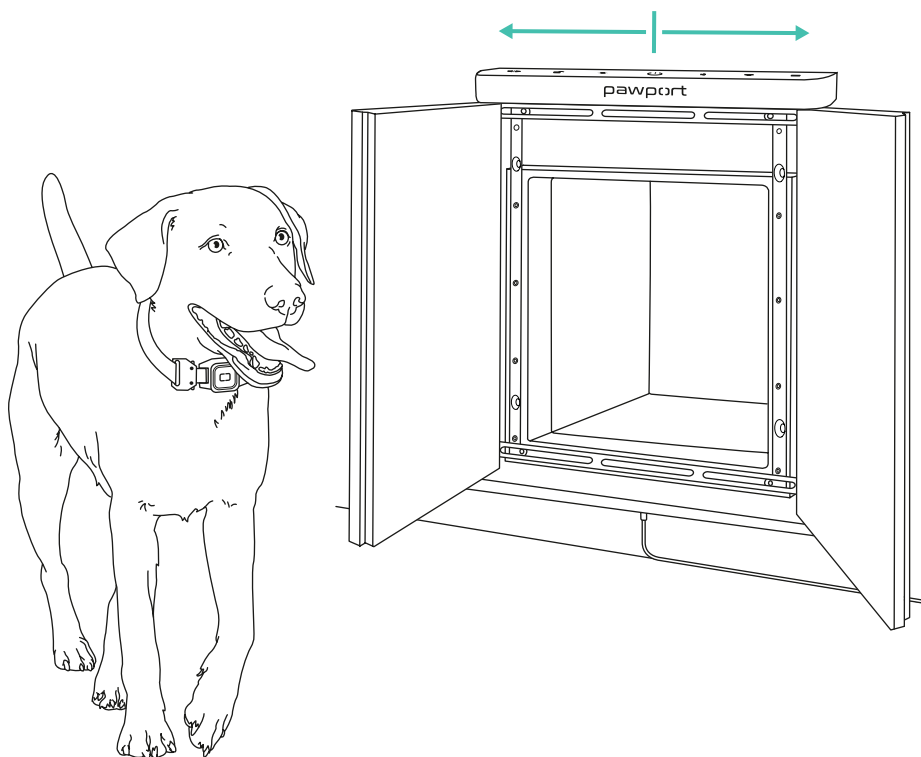
Step 7

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



NOTE

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

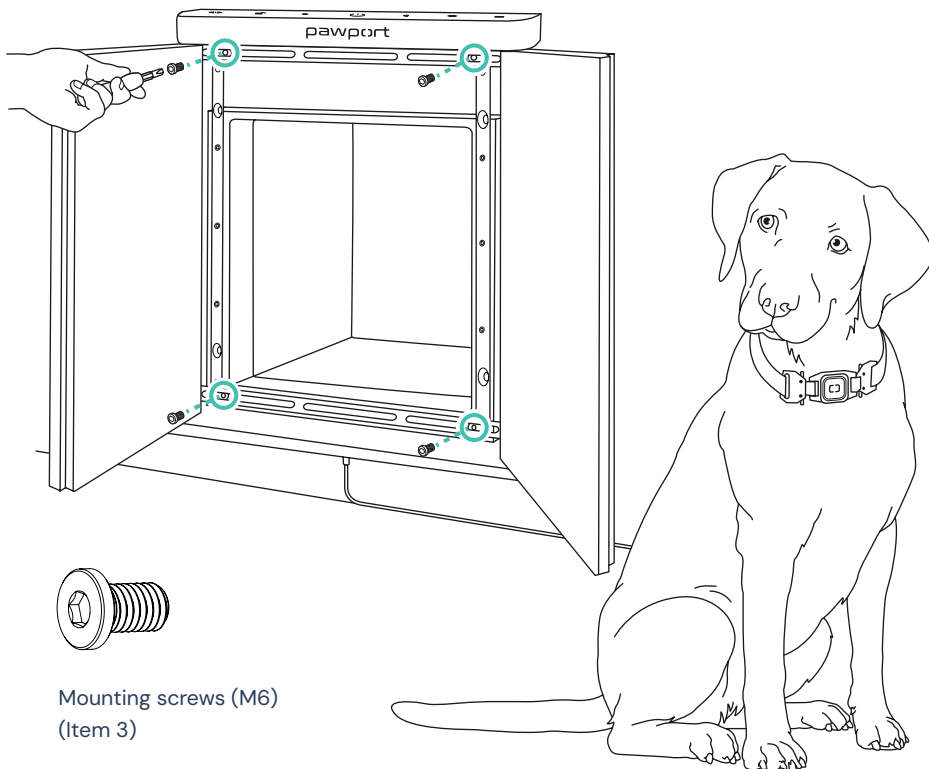
Ensure the doors are not obstructed and have full clearance to open and close. Obstructions may result in injury or damage to the motor.

Step 8

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



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



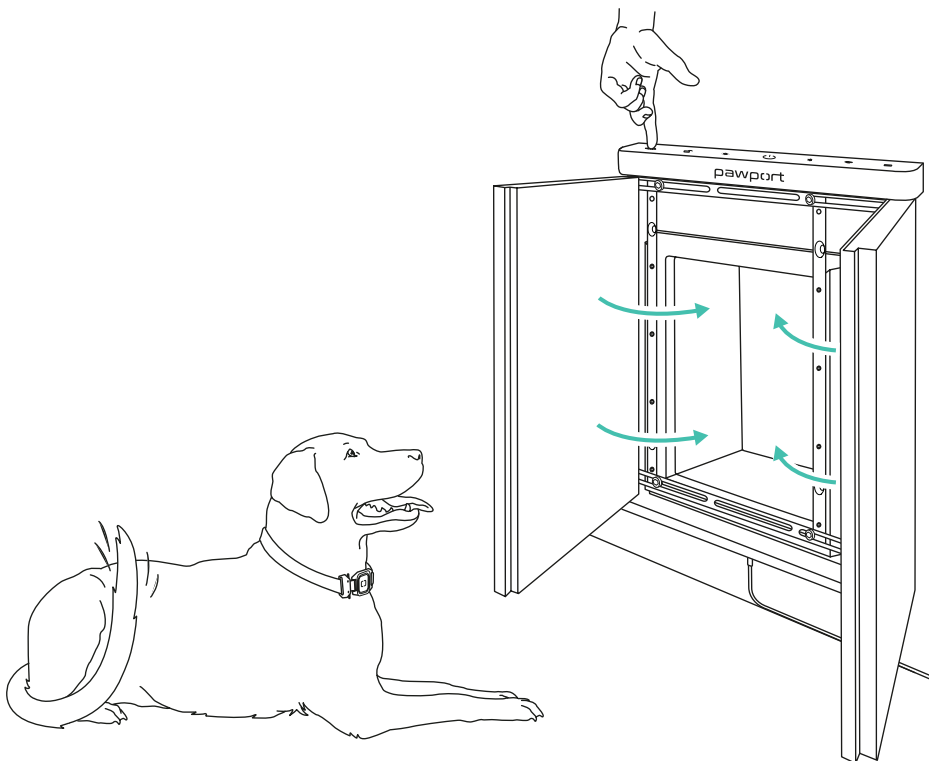
Mounting screws (M6)
(item 3)

⚠ CAUTION

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

Step 9

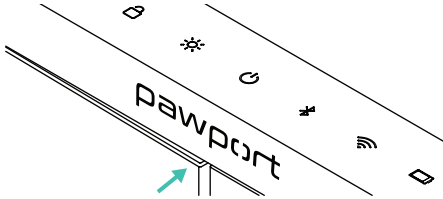
Press the door open/close button ◀|▶ on the top control panel to shut the doors.



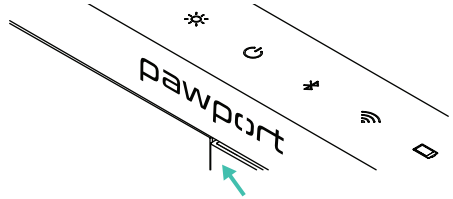
Your Pawport Smart Pet Door is now installed. Proceed to the next steps to fine-tune and perfect your installation.

Ensuring a perfect fit and finish

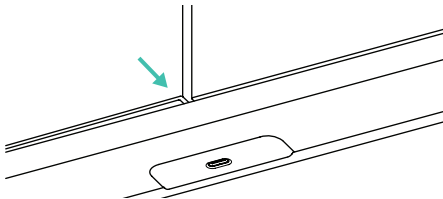
The Pawport doors should close perfectly flat together, with no protruding corners. If you have any of the protrusions shown below, read the help box at the bottom of the page.



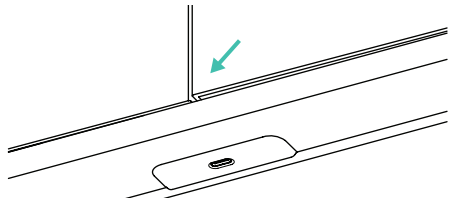
Protruding top left door panel



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, scan the QR code to view the instructional video on how to level Pawport to your wall, using the included u-shaped spacers (item 9).

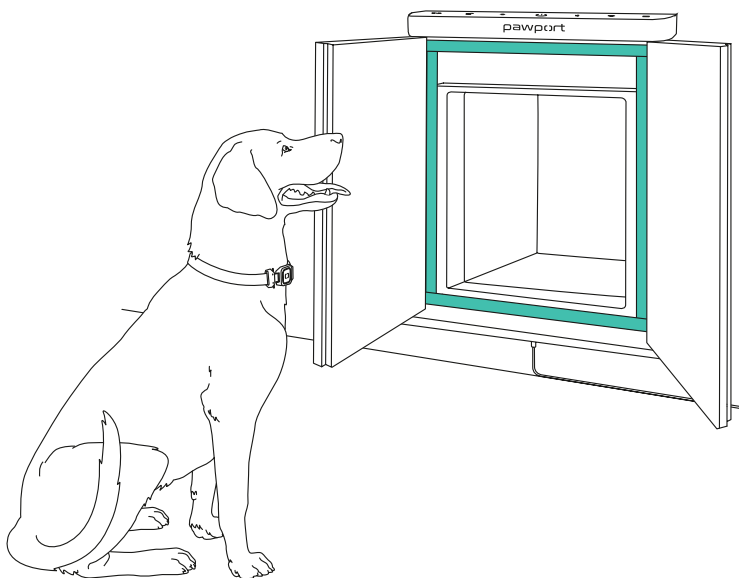


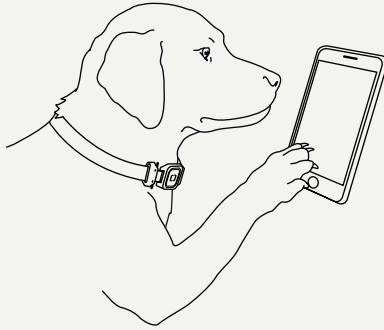
Once you have installed the spacers, proceed to the next page to add the optional finish trim.

Installing the finish trim



To install the optional finish trim for a sleek, finished aesthetic, scan the QR code to view the instructional video 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



Outdoor Pet Door Installation



 Available in other languages

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.

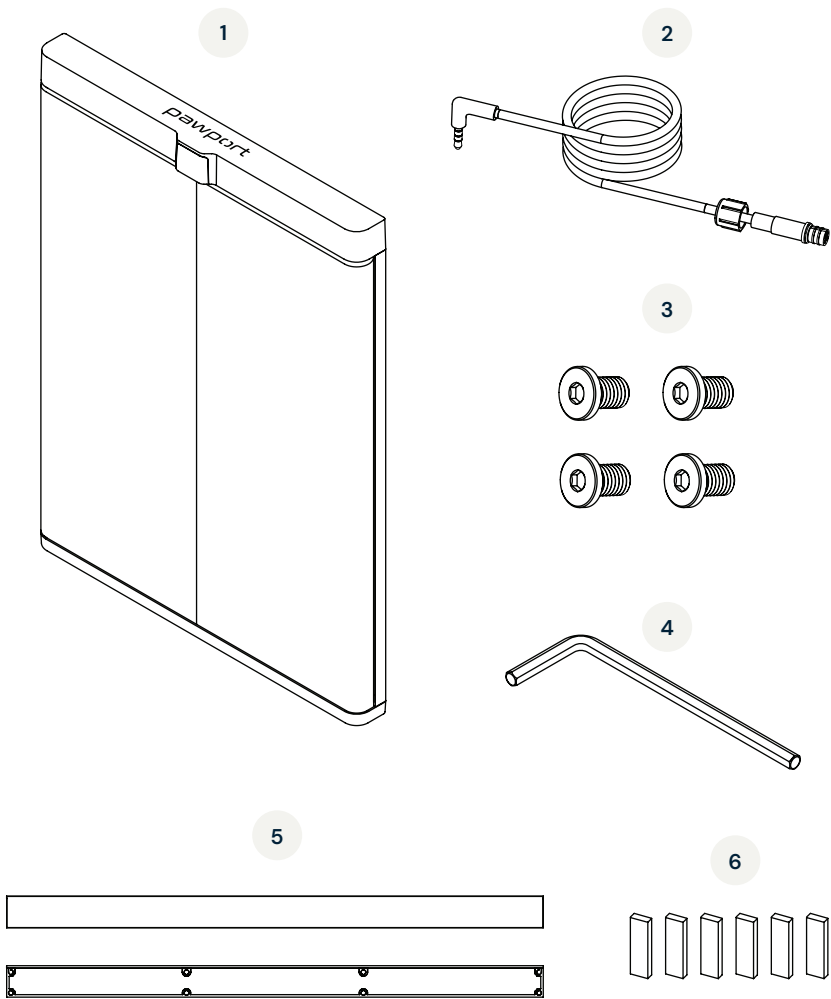
The Pawport Outdoor Pet Door contains electronic, mechanical, and structural components. This product is intended only for use with the Pawport Smart Pet Door. Do not install as a standalone entry. Improper installation may result in injury to persons or pets, water intrusion, structural damage, or voided warranty.

Always install the Outdoor Pet Door according to the instructions provided. Use only official Pawport 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.

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 Outdoor Pet Door, check that you have everything you need.



- 1 Outdoor Pet Door
- 2 Pairing wire
- 3 M5 ultra-low-profile screws ×4
- 4 3 mm Allen wrench
- 5 Magnetic finish trim ×2
- 6 Adhesive strips ×6



STOP!

The Pawport Outdoor Pet Door functions exclusively with the Pawport Smart Pet Door and cannot operate independently. It must be installed with the Pawport Tunnel & Frame System and is not compatible with retrofit installations.

NOTE

Before you install the Pawport Outdoor Pet Door, ensure that you have already installed the Pawport Tunnel & Frame System, the pairing wire, and the Pawport Smart Pet Door.

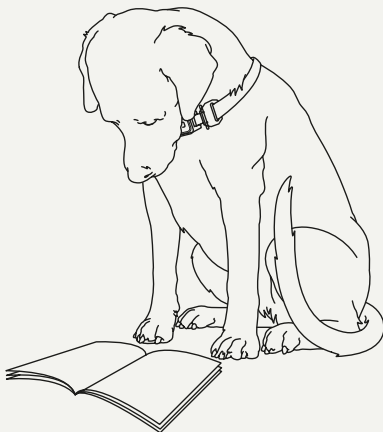
STOP!

If you have not installed the pairing wire, do so now before continuing. Scan the QR code to view the instructional video and read the instructions.



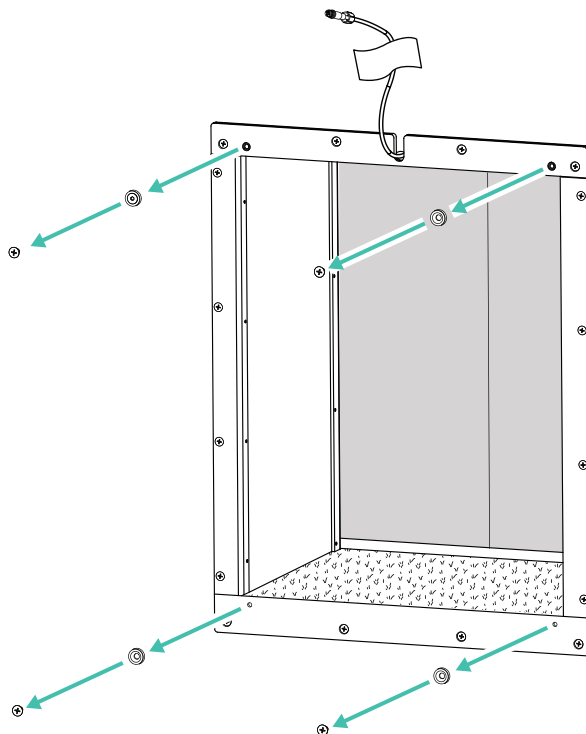
Hate to read?

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



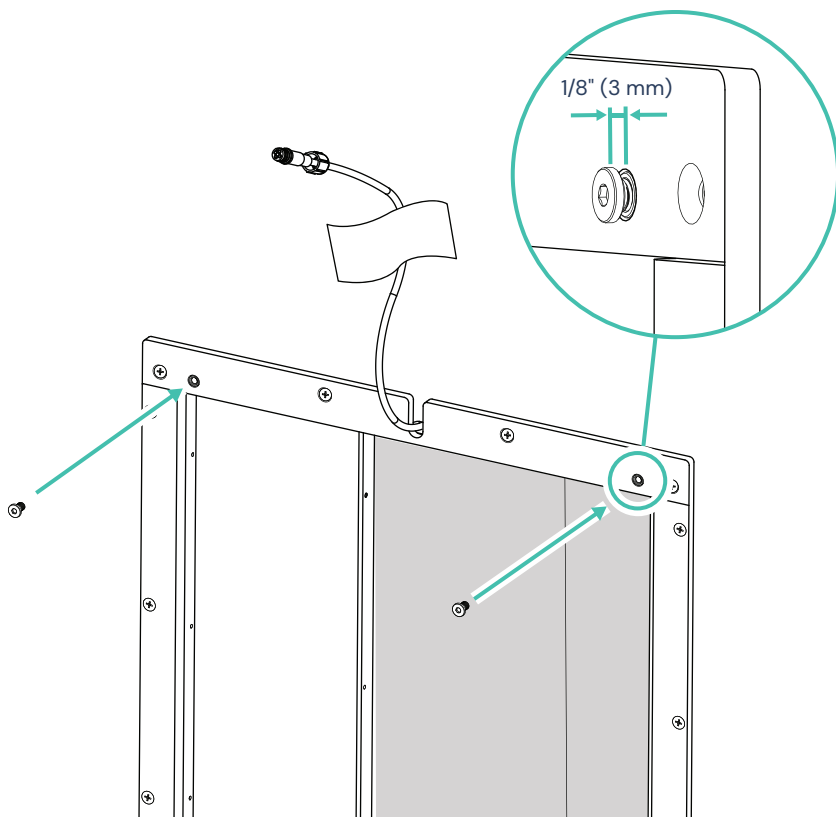
Step 1

Using a Phillips head screwdriver, remove the four magnets and screws from the exterior frame.



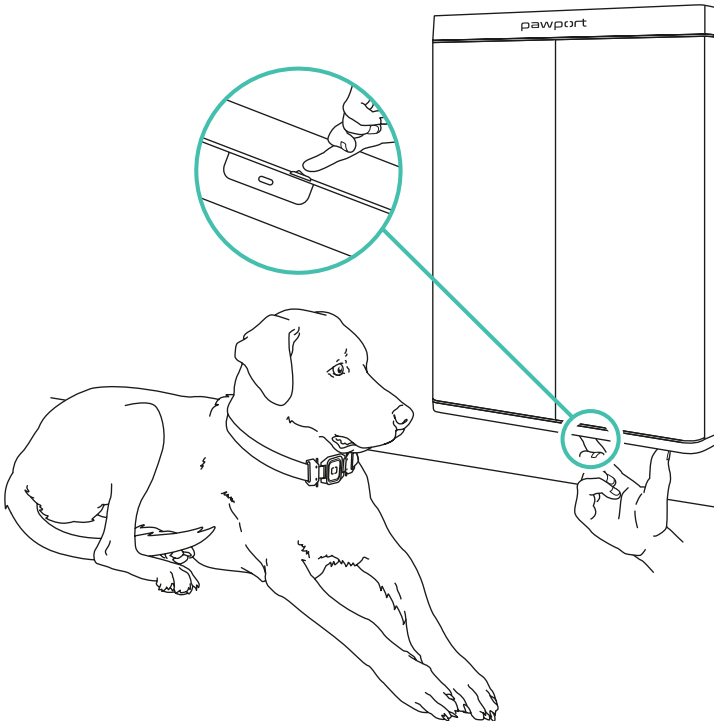
Step 2

Using the included Allen wrench (item 4), partially install two of the ultra-low-profile screws (item 3) into the top of the exterior frame as shown. Do not tighten all the way. Leave about 1/8" (3 mm) of thread exposed.



Step 3

Ensure that the doors of the Smart Pet Door on the interior of your home are closed. Then, turn off the Smart Pet Door by flipping the master switch underneath the unit to “off.” Do not use the on/off button on the top control panel.

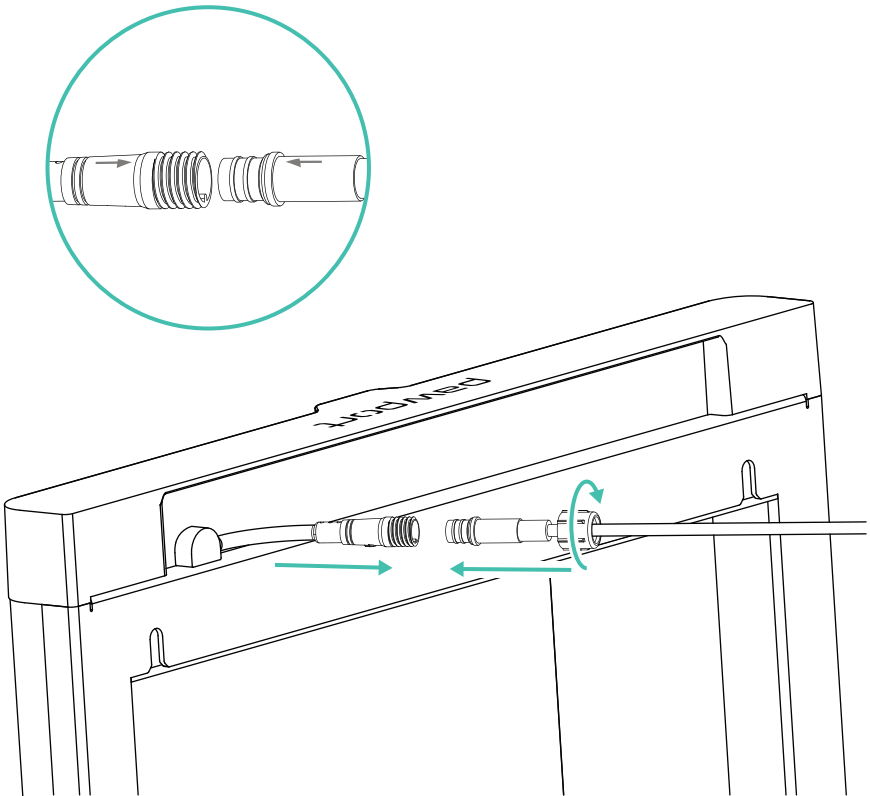


WARNING

Always use the master power switch located underneath the Smart Pet Door to power off the unit before connecting any cables or wires. Do not use the control panel on top to power off during installation.

Step 4

Locate the plug on the top back of the Outdoor Pet Door (item 1) and connect it to the pairing wire (item 2) that is located above the exterior frame. **IMPORTANT: Align the arrows on both connectors and plug them together.** Screw the lock ring until snug, then tuck the excess cable into the wall.

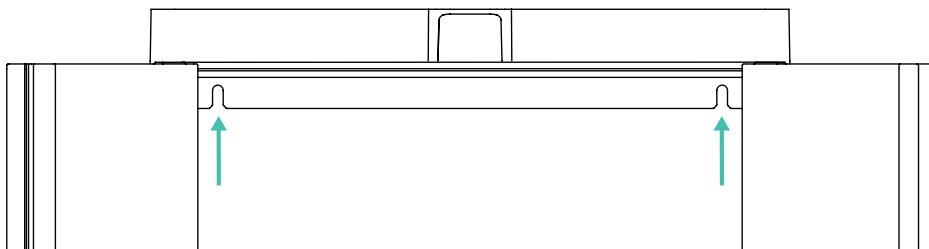


⚠ CAUTION

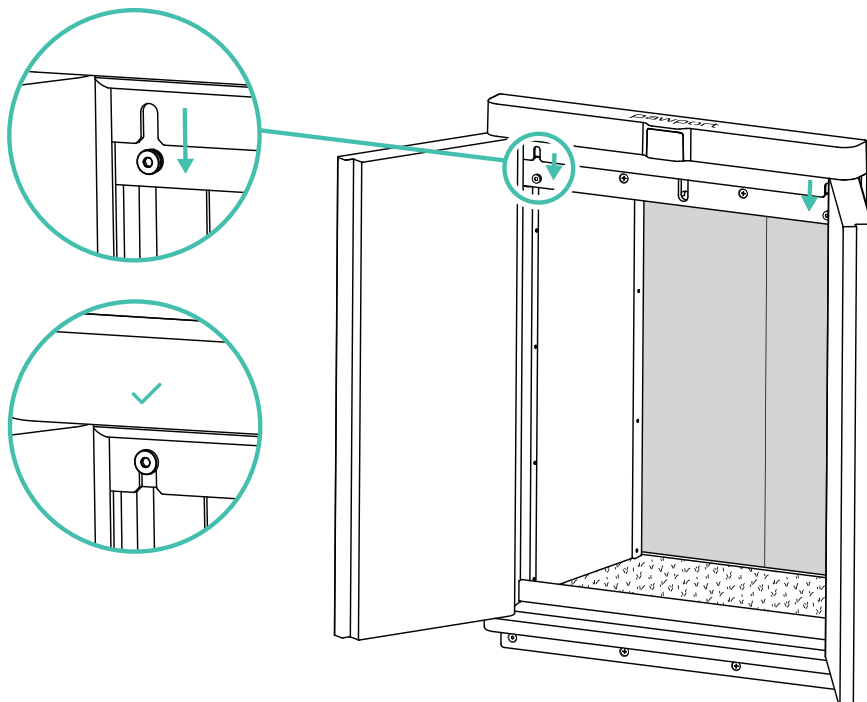
Ensure that the pairing wire is dry, undamaged, and free of debris before connecting. Do not use damaged, modified, or non-Pawport cables or wires. Improper connection may cause electric shock or product failure.

Step 5

Gently push open the doors of the Outdoor Pet Door from the back. Facing the door, locate the slots in the top of the door frame, just underneath the top cap.



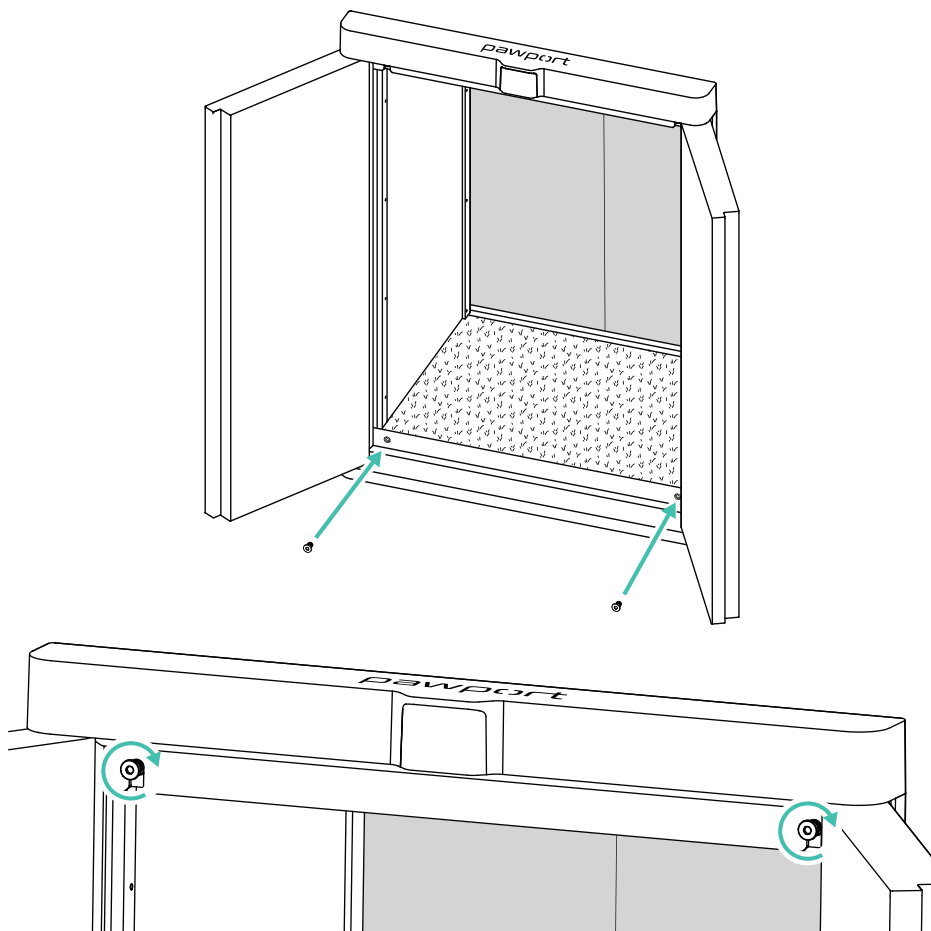
Holding the Outdoor Pet Door with one hand on each side, lift and hang the unit by positioning the slots in the frame onto the two protruding screws from step 2. Slowly lower the door so both screws are fully inserted into the slots and support the unit.



Step 6

Using the included Allen wrench (item 4), install the remaining two ultra-low-profile screws (item 3) into the bottom of the Outdoor Pet Door frame and tighten as shown.

Tighten the two partially-installed upper screws.



CAUTION

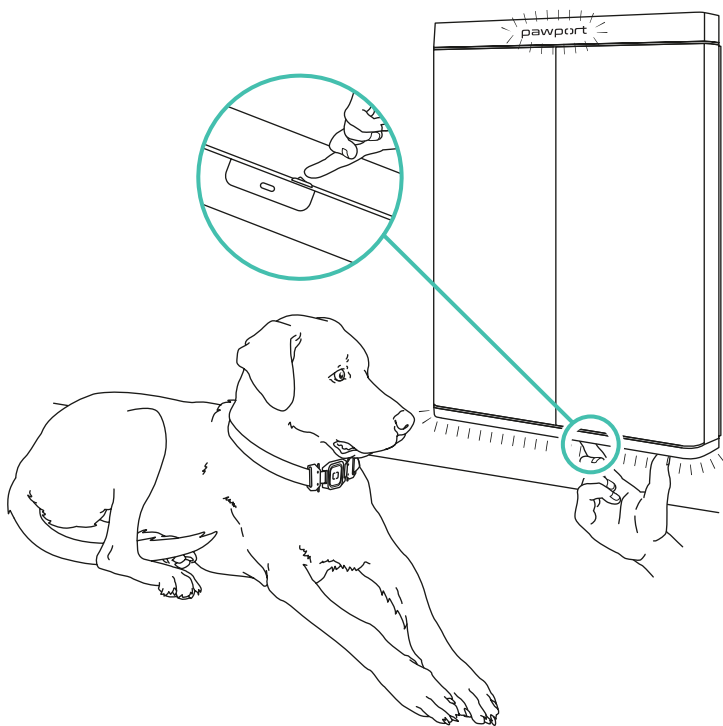
Do not overtighten screws. Overtightening may damage the frame or prevent proper installation.

Step 7

Close the doors by gently pressing them shut.

Turn the Smart Pet Door back on by flipping the master switch underneath the unit to "on."

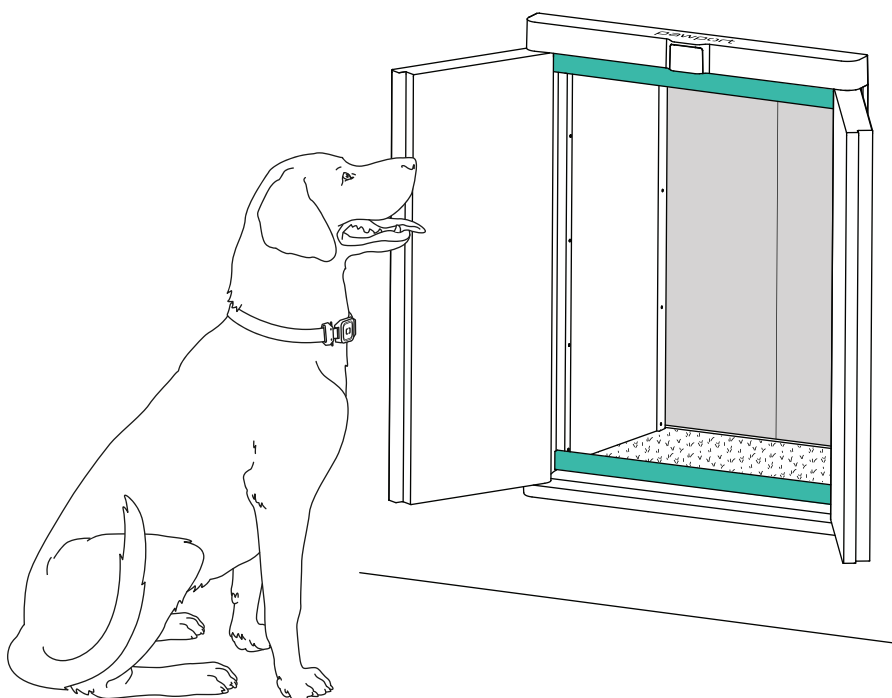
Your Pawport Outdoor Pet Door will now work in sync with your Smart Pet Door. No additional configuration or setup is required.



Step 8



To install the optional finish trim for a sleek, finished aesthetic, scan the QR code to view the instructional video and follow along.





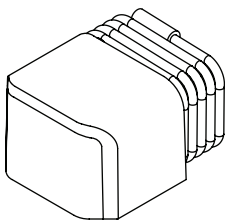
Job done!

Your Pawport Outdoor Pet Door
installation is now complete!



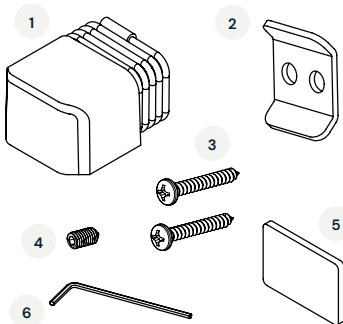
For additional manuals and video tutorials visit:

www.pawport.com/support



Exterior Sensor Installation

What's included



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.

This product is designed for use with the Pawport Smart Pet Door. Improper installation, handling, or connection of the sensor may result in damage to the device or the Smart Pet Door system.

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

- 1 Exterior Sensor
- 2 Bracket
- 3 Philips head screws x2
- 4 Set screw
- 5 High-strength adhesive patch
- 6 Hex wrench

Getting started

STOP!

For installations with a Pawport Tunnel & Frame System, you must have access to the exterior frame. If you have a Pawport Outdoor Pet Door or magnetic trim installed, remove it now.



Remove Outdoor
Pet Door



Remove magnetic
trim

IMPORTANT!

To connect the Exterior Sensor to your Smart Pet Door, you will need to access the auxiliary input on the back side of the door. It is recommended to thread the Exterior Sensor cable during the Pawport Tunnel & Frame System installation. For instructions, [refer to the Tunnel & Frame System Installation Manual](#).



Remove Smart
Pet Door

If you did not thread the cable during the Tunnel & Frame System installation, remove the Smart Pet Door now and proceed to the next step.

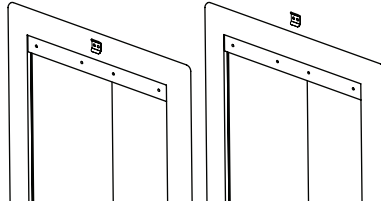
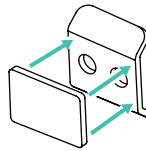
Mounting options:

For adhesive mounting, press the high-strength adhesive patch (item 5) onto the back side of the bracket (item 2), as shown. Press the bracket onto the center of your pet door frame. If preferred, you may instead place the bracket slightly above the frame, directly onto the wall. Press firmly to secure.



CAUTION

Ensure the mounting surface is clean, dry, and free of dust or debris before applying the adhesive. Do not use adhesive on surfaces that may peel or degrade, as the sensor could detach.



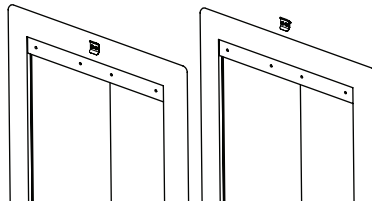
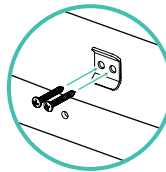
Mounting options:

For hardware mounting, use screws appropriate for the wall material to secure the bracket (item 2) onto the center of your pet door frame. If preferred, you may instead install the bracket slightly above the frame, directly onto the wall. 1" (25 mm) Phillips head screws are provided if suitable (item 3). Tighten the screws with a Phillips head screwdriver.



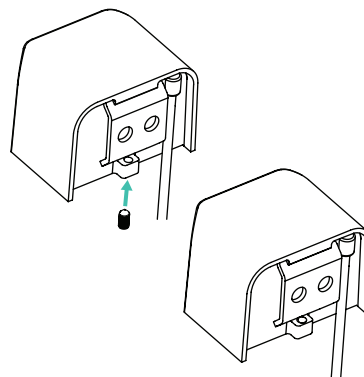
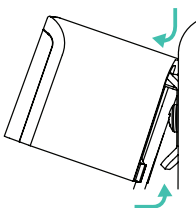
CAUTION

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



Attach the sensor to the bracket

Once the bracket is mounted, place the Exterior Sensor (item 1) onto the bracket, as shown. Secure the sensor in place with the provided set screw (item 4) and hex wrench (item 6). Do not overtighten the set screw.



Thread the cable

There are two options for connecting the sensor to your Smart Pet Door. Choose the option below that fits your installation type:

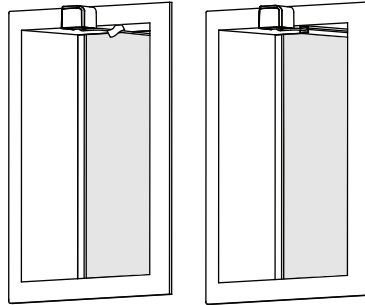
Option 1:

For retrofit installations, thread the cable through the tunnel. Conceal the cable with the Pawport Cable Raceway (sold separately) if preferred.



CAUTION

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

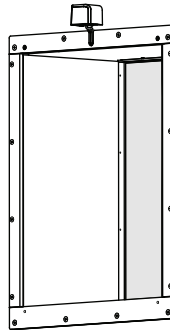


Option 2:

For installations with a Pawport Tunnel & Frame System, thread the cable above the tunnel through the slots in the interior and exterior frames. You will need to push the cable through the opening using a fish tape.

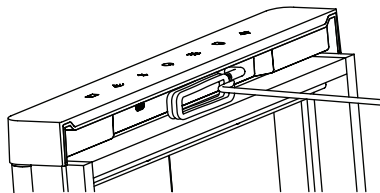


For details on threading the cable above the tunnel, scan the QR code to watch the instructional video.



Connect the sensor

On the interior, plug the cable into the auxiliary input on the top back of the Smart Pet Door. Make sure the connector is fully inserted; do not force it. Reinstall the Smart Pet Door, making sure not to pinch the cable. Route or secure the excess cable as appropriate for your installation.



Safety, Warranty & Compliance Information

WARNINGS

READ BEFORE INSTALLATION: Improper installation, use, or maintenance of the Pawport Smart Pet Door may result in injury, damage to product, or voided warranty coverage. Please read all information in this booklet carefully before proceeding.

Retain this booklet for future reference and servicing.

RISK OF INJURY OR DAMAGE: Keep hands, fingers, and other objects clear of door while in operation. Smart Pet Door opens and closes automatically. Do not allow children to play near the door or operate it unsupervised. Pets and objects should not obstruct door path. While system includes obstruction detection and will attempt to reopen or close if something is sensed, injury or damage may still occur.

ELECTRICAL & POWER SAFETY

- Use only supplied UL-Listed USB-C PD Adapter (Model PD65W, UL File E502345, UL 62368-1 Certified).
- Do not use unauthorized or modified chargers. Keep all power components dry and away from heat.

CHOCKING HAZARD: Contains small parts – not for children under 3 years.

CALIFORNIA PROPOSITION 65 WARNING

 **WARNING:** Cancer and Reproductive Harm – www.P65Warnings.ca.gov

MOVING DOOR

Keep hands and pets clear during operation to avoid injury.

INSTALLATION & USE

This product is designed to retrofit over most existing pet doors or be installed using Pawport Tunnel and Frame (sold separately). Ensure mounting rails are properly aligned and secured before use. Only install in walls, doors, or glass panels that meet structural safety requirements. Do not install near open flames, standing water, or in areas with extreme temperatures or high moisture.

- Install only on stable surfaces or over approved Pawport Tunnel and Frame systems.
- Avoid locations with open flames, standing water, or extreme temperatures.
- Wear protective gloves during installation.
- Smart Pet Door is not weatherproof unless installed under shelter.

CAUTIONS

INTENDED USE ONLY: The Smart Pet Door is designed for domestic pets using Pawport Smart Pet Tags. Use only as directed in user manual and quick start guide. Improper use may result in malfunction, injury, or voided warranty.

SHARP EDGES & HEAVY MATERIALS: Components are made of heavy materials. Use care when handling to avoid injury. Wear protective gloves and eye protection during installation. Keep all parts and tools out of reach of children and pets until installation is complete.

INDOOR USE & WEATHER PROTECTION: To prevent weather-related damage, Smart Pet Door must be installed in combination with a Pawport Outdoor Pet Door, in a protected area such as a patio or sheltered porch, or over an existing pet door with original flap still in place. The product is not weatherproof on its own. Water must be kept out of tunnel. If not installed with secondary protection, it must only be used in climates with minimal exposure to rain, snow, or extreme temperatures. Failure to follow these guidelines may result in device damage and will void warranty if weather exposure is cause.

MAINTENANCE & CLEANING: Inspect Smart Pet Door regularly for signs of wear, damage, or misalignment. Do not operate door if damaged. Clean only with a soft, damp cloth. Do not use solvents, abrasives, or chemical cleaners.

WIRELESS & APP FUNCTIONALITY: Wireless performance may vary depending on your environment. Always test system before relying on features like auto-lock or scheduled openings. Keep Pawport app and firmware up to date for optimal performance and safety.

DISPOSAL & RECYCLING

Recycle responsibly. Do not dispose of this product in household waste. Follow local recycling regulations or visit www.call2recycle.org.

FCC COMPLIANCE

FCC ID: 2BSOT-SPD101

Contains FCC ID 2AC7Z-ESP32WROOM32E

Contains Wi-Fi (2.4 GHz) and Bluetooth LE modules – FCC Part 15 Subpart C

Contains UWB module – FCC Part 15 Subpart F

Complies with FCC Rules Part 15. Operation is subject to the following two conditions:

- This device may not cause harmful interference; and
- This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

ELECTRICAL RATINGS

- Input: 20 V ~ 2.5 A (Max)
- Power Supply: 100–240 V ~ 50/60 Hz 1.5 A (Max) → USB-C PD 20 V ~ 2.5 A output

Use only UL-listed Adapter Model PD65W

MANUFACTURER INFORMATION

Pawport (a division of Smartec Products, LLC)

2340 W Parkside Ln, Ste H-112, Phoenix AZ 85027 USA

support@pawport.com | www.pawport.com

Made in China | Developed and assembled in Phoenix, AZ | All Rights Reserved.

PAWPORT SMART PET DOOR LIMITED WARRANTY

This Limited Warranty applies to the Pawport Smart Pet Door (the "Product") and is provided by Pawport ("Pawport," "we," or "us") to the original purchaser of the Product (the "Customer"). This warranty is valid worldwide and is subject to the terms and conditions set forth herein.

Limited Warranty (1-Year – Magnuson-Moss Compliant)

Pawport warrants that the Product will be free from defects in materials and workmanship under normal use for a period of one (1) year from the date of original retail purchase (the "Warranty Period"). This warranty is valid only for Products purchased directly from Pawport or through an authorized vendor. Proof of purchase is required to establish warranty eligibility.

If a defect in the Product arises during the Warranty Period and a valid claim is submitted to Pawport, we will, at our sole discretion, (i) repair the Product using new or refurbished parts, (ii) replace the Product with a new or refurbished unit, or (iii) provide a full or partial refund. Pawport will provide a prepaid shipping label for returns in supported regions. For international customers, an alternative resolution such as reimbursement or refund may be provided in lieu of a prepaid shipping label due to regional limitations.

Exclusions and Limitations

This warranty does not cover:

- Cosmetic damage, including but not limited to scratches, dents, and surface wear.
- Damage caused by misuse, abuse, accidents, neglect, or improper installation.
- Damage resulting from improper use of the Product, including the use of unauthorized power accessories or chargers.
- Damage caused by pets, environmental conditions, or natural disasters.
- Unauthorized repairs, alterations, or modifications to the Product. Attempting to repair or disassemble the Product in any way will void the warranty.
- Consumable parts and accessories sold separately, which are covered under separate warranty terms.
- Damage resulting from installation or use of the Product outside of a properly installed Pawport Tunnel & Frame System, if applicable.

This warranty does not apply to any Product that is sold "as is" or that has been resold without proper documentation from the original purchase.

Transferability

This warranty is transferable only if Product remains within original Warranty Period and the new owner provides proof of original purchase.

Support and Warranty Claim

All support inquiries and warranty claims should be directed to www.pawport.com/support. Localized support may not be available in all regions.

International Coverage

While this warranty is valid worldwide, international customers may be responsible for additional customs duties, taxes, or import fees. Pawport reserves right to offer refunds or other resolutions in lieu of prepaid return shipping for claims originating outside supported shipping regions.

Compliance and Installation Requirements

Any hardwired installations must be conducted by a licensed professional and comply with all local building codes and regulations. Failure to follow installation instructions may void this warranty.

Legal Rights and Disclaimer

This Limited Warranty provides specific legal rights, and Customer may have other rights which vary by state, province, or country. This warranty does not affect any statutory rights under applicable consumer protection laws.

To maximum extent permitted by applicable law, Pawport disclaims all other warranties, express or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose. In no event shall Pawport or its affiliates be liable for indirect, incidental, special, or consequential damages, including but not limited to loss of use, loss of data, loss of profits, or damage to persons, pets, or property arising from use of Product, even if advised of possibility of such damages.

Claims & Support

For support or warranty claims, visit: www.pawport.com/support

REGULATORY COMPLIANCE SUMMARY

This device complies with the regulations listed below. Operation is subject to the following FCC conditions:

- FCC 47 CFR Part 15 Subpart B (Class B Digital Device)
- 47 CFR § 2.1077 (Responsible Party Identification)
- UL 62368-1 (Power Safety)
- California Prop 65 § 25249.6
- CPSC 16 CFR § 1500.19 (Choking Hazard Labeling)
- ANSI Z535.4 (Safety Label Hierarchy and Symbols)
- UN 38.3 (Battery Transport Safety)

