Introduction

Thank you for purchasing Shor-Line products. As a leader in animal care equipment, our commitment to provide quality products and personable customer service is the same as it was in 1927.

This Guide provides information regarding the installation, use, and care of your Shor-Line product. Keep this Guide in a safe and convenient place for reference.

For further questions, to purchase additional products, or to replace a lost or damaged Guide, please feel free to contact Shor-Line:

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Shor-Line may provide instructions that supplement or supersede this Guide at any time. Contact Shor-Line to ensure the Guide is the latest version.

During installation, if a contradiction between this Guide, existing conditions, or local regulations arise, contact a Shor-Line representative before proceeding with installation.

Visit Shor-line.com for a full list of TERMS AND CONDITIONS.

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# INTRODUCTION

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General information

Refer to the Guide, images and content to assist with the installation of the product. Throughout the Guide, safety notices provide help for a successful installation.

SAFETY FIRST!

Shor-Line uses the following symbols and signal words to identify potential hazards or unsafe practices:

**Safety Alert Symbol**

*Indicates a potential personal injury hazard exists. It is important to heed any safety warning information associated with this alert symbol.*

**Signal Words for Hazard Alerting Safety Messages**

[DANGER] *Indicates a hazardous situation which, if not avoided, WILL result in serious injury or death.*

[WARNING] *Indicates a hazardous situation which, if not avoided, COULD result in serious injury or death.*

[CAUTION] *Indicates a hazardous situation which, if not avoided, COULD result in minor or moderate injury.*

**Important Information Symbol**

[NOTICE] *Indicates information considered important but not directly hazard related.*

**Personal Protective Equipment (PPE)**

PPE refers to protective clothing or other equipment designed to protect against injury. It is the responsibility of the clientinstaller to ensure all local and federal codes are adhered to during the installation and assembly of this product. Included is a list of PPE items suggested, but not limited to, protective equipment to help complete the installation safely.

- Eye protection
- Gloves
- Metatarsal, foot protection
- Back Support Brace
- Ear protection

SHOR-LINE makes no guarantee, implied or otherwise, that the information included in this Guide will be complete or failsafe, or that the information will prevent an injury from occurring. Standard measures described may not reflect the full extent of all steps that may need to be taken in any given emergency instance.

**California Proposition 65 Warning**

[WARNING] This product can expose you to chemicals including chromium, which are known to the state of California to cause cancer. For more information go to: [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)
Safety Warnings Included In This Guide

**DANGER**

READ THIS GUIDE COMPLETELY BEFORE INSTALLATION AND USE AND THOROUGHLY UNDERSTAND AND FOLLOW ALL SAFETY INSTRUCTIONS.

DO NOT use a plasma cutter to cut the Portal hole. Plasma cutters can create excessive heat that can result in severe burns or fire which will cause SERIOUS PERSONAL INJURY OR DEATH.

PRIOR TO DRILLING OR CUTTING A CAGE PANEL, ALWAYS INSPECT the space between the cage panels to be sure there are no electrical wires or other obstructions present. Cutting into live wires or other obstructions can result in electrical shock which will cause SERIOUS PERSONAL INJURY OR DEATH or property damage.

**WARNING**

Installation of the Portal MUST BE COMPLETED BY A QUALIFIED INSTALLER familiar with sheet metal manipulation/modifications. Cutting or drilling into metal cages can produce sharp or jagged edges which could cause serious lacerations which, if not avoided, could result in SERIOUS INJURY OR DEATH.

Stay clear of and DO NOT TOUCH exposed cut steel. Cutting or drilling into metal cages can produce sharp or jagged edges which could cause serious lacerations which, if not avoided, could result in SERIOUS INJURY OR DEATH.

Stainless steel cages are heavy. Enlist help and USE SAFE LIFTING PRACTICES when removing any cages from or placing cages back into the cage bank to avoid risk of SERIOUS INJURY OR DEATH.

WEAR PERSONAL PROTECTIVE EQUIPMENT, such as, but not limited to, eye protection, ear protection, and gloves during installation. Failure to do so could result in SERIOUS INJURY OR DEATH.

**CAUTION**

This product is intended to be used for animals only. Do not use for anything other than the intended purpose.

Be sure to secure long hair or loose fitting clothing during installation. Long hair or loose fitting clothing can become ensnared on exposed (cut) stainless steel edges and cutting tools, and if not avoided, could result in minor or moderate injury.

Keep hands clear of possible pinch areas when moving parts, which if not avoided, could result in minor to moderate injury.

**NOTICE**

SHOR-LINE is not responsible for replacing mis-cut or damaged cages.

During cleaning and maintenance, DO NOT pull the Portal Door away from the cage wall. Injury or damage to property could occur.
SECTION ONE, PRE-ASSEMBLY

Shipment Inventory And Inspection

Shipment Inventory

At arrival, unpack and inspect the shipment to ensure it is complete and free of damages that may have occurred during shipping. Compare the packing list with the shipment to ensure all parts/components have been received in good condition. See FIGURES 1.1-1.2

**NOTICE** Avoid using razor blade or cutting devices, product surfaces scratch easily.

Shipment Inspection

While verifying the shipment contents, take a moment to inspect each component for damage. This should be done before the shipment is signed received and accepted. If damaged components are apparent, follow the claim procedures set forth by the carrier.

Damage Reporting

Follow the instructions within Shor-Line’s Damage and Freight Procedures. Contact Shor-Line (800.444.1579) immediately to expedite the process.

**NOTICE** After fifteen (15) calendar days of receipt of merchandise, this policy becomes void.

Hole Template

The SHOR-LINE Portal comes complete with the portal components, spacer, and hardware required to complete the installation. The two cages that are to be linked, using the Portal, will have to be modified to receive the Portal.

The Portal does NOT include the hole Template unless it was ordered at the time of purchase.

A .125” thick aluminum plate hole Template is available and can be ordered to assist locating the proposed holes in each cage. See FIGURE 1.1

The Template is useful and durable; the same Template can be reused for each Portal installation. **FIGURE 1.1 - Template (Kat Portal Shown)**

**NOTICE** It is important to locate the proposed holes perfectly aligned to each other in each cage. The Template insures consistent location on both the left and right cages. Shor-Line is not responsible for replacing mis-cut or damaged cages.

<table>
<thead>
<tr>
<th>PART #</th>
<th>DESCRIPTION</th>
<th>OPENING</th>
<th>HOLE CENTER</th>
</tr>
</thead>
<tbody>
<tr>
<td>300.2229.00</td>
<td>Kat Portal Hole Template - Aluminum Plate</td>
<td>8.5” Diameter</td>
<td>8-5/16” Offset (Both)</td>
</tr>
<tr>
<td>300.2334.00</td>
<td>Puppy Portal Hole Template - Aluminum Plate</td>
<td>12.5” Diameter</td>
<td>8-5/16” Offset (Both)</td>
</tr>
</tbody>
</table>
# Portal Assembly Contents

<table>
<thead>
<tr>
<th>ITEM</th>
<th>PART #</th>
<th>DESCRIPTION</th>
<th>QTY</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>902.0000.30</td>
<td>Kat Portal - Standard Model (See Contents Below)</td>
<td></td>
</tr>
<tr>
<td>01</td>
<td></td>
<td>• Portal - Female Flange (Marked &quot;B&quot;)</td>
<td>1</td>
</tr>
<tr>
<td>02</td>
<td></td>
<td>• Portal - Male Flange (Marked &quot;A&quot;)</td>
<td>1</td>
</tr>
<tr>
<td>03</td>
<td></td>
<td>• Portal - Door Panel</td>
<td>1</td>
</tr>
<tr>
<td>04</td>
<td></td>
<td>• 181.9020.06 Kat Portal, 2&quot; Wide Spacer (Styles Vary)</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 802.0000.25 Hardware Kit (See Contents Below)</td>
<td></td>
</tr>
<tr>
<td>05</td>
<td></td>
<td>• #8-16x1 Pan Hd Phillips, Hi-Lo, Stainless Steel</td>
<td>2</td>
</tr>
<tr>
<td>06</td>
<td></td>
<td>• #10-32x1.5 Truss Hd Phillips, Stainless Steel</td>
<td>2</td>
</tr>
<tr>
<td>07</td>
<td></td>
<td>• #10-0.668x0.203 Flat Washer, Stainless Steel</td>
<td>2</td>
</tr>
<tr>
<td>08</td>
<td></td>
<td>• .250x0.682x0.328 Wave Washer, Stainless Steel</td>
<td>1</td>
</tr>
<tr>
<td>09</td>
<td></td>
<td>• Quick Release Pin Assembly</td>
<td>1</td>
</tr>
<tr>
<td>10</td>
<td></td>
<td>• Short Nylon Standoff Spacer (Kat Portal)</td>
<td>2</td>
</tr>
</tbody>
</table>

**NOT SHOWN**

• Long Nylon Standoff Spacer (Puppy Portal) | 2   |

# Portal Configurations

<table>
<thead>
<tr>
<th>PART #</th>
<th>DESCRIPTION</th>
<th>OPENING</th>
<th>APPLICATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>902.0000.30</td>
<td>Kat Portal - Standard Model (See FIGURE 1.2)</td>
<td>6.25 wide x 7.5&quot; tall</td>
<td>Standard 2&quot; Gap Cage</td>
</tr>
<tr>
<td>• 181.9020.06</td>
<td>Kat Portal, 2&quot; Wide Spacer (Styles Vary)</td>
<td>6.25 wide x 7.5&quot; tall</td>
<td>Cat Condo 1.5&quot; Gap</td>
</tr>
<tr>
<td>902.0000.31</td>
<td>Kat Portal - Narrow Model</td>
<td>6.25 wide x 7.5&quot; tall</td>
<td>Wide 3&quot; Gap Cage</td>
</tr>
<tr>
<td></td>
<td>• Spacer Not Required</td>
<td></td>
<td></td>
</tr>
<tr>
<td>902.0000.32</td>
<td>Kat Portal - Wide Model (Custom Depth Portal)</td>
<td>6.25 wide x 7.5&quot; tall</td>
<td>Wide 3&quot; Gap Cage</td>
</tr>
<tr>
<td></td>
<td>• Spacer Customer Provided</td>
<td></td>
<td></td>
</tr>
<tr>
<td>902.0000.33</td>
<td>Puppy Portal - Standard Model</td>
<td>10.25 wide x 11.5&quot; tall</td>
<td>Standard 2&quot; Gap Cage</td>
</tr>
<tr>
<td>• 181.9020.10</td>
<td>Puppy Portal Spacer, 2&quot; Wide (Styles Vary)</td>
<td>10.25 wide x 11.5&quot; tall</td>
<td>Wide 3&quot; Gap Cage</td>
</tr>
<tr>
<td>902.0000.34</td>
<td>Puppy Portal - Wide Model</td>
<td>10.25 wide x 11.5&quot; tall</td>
<td>Wide 3&quot; Gap Cage</td>
</tr>
<tr>
<td></td>
<td>• Spacer Customer Provided</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Tools And Equipment

Tools and equipment required to complete the installation can vary depending on the task at hand and type of construction method employed. Below is a list of tools and equipment used in the installation procedures outlined in this Guide. Techniques may vary.

**WARNING** Installation of the Portal MUST BE COMPLETED BY A QUALIFIED INSTALLER familiar with sheet metal manipulation/modifications. Cutting or drilling into metal cages can produce sharp or jagged edges which could cause serious lacerations which, if not avoided, could result in SERIOUS INJURY OR DEATH.

<table>
<thead>
<tr>
<th>ITEM</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>MEASURING TAPE</td>
</tr>
<tr>
<td>02</td>
<td>PAINT PEN OR MARKER</td>
</tr>
<tr>
<td>03</td>
<td>CLEAN/SOFT TOWELS</td>
</tr>
<tr>
<td>04</td>
<td>RUBBING ALCOHOL</td>
</tr>
<tr>
<td>05</td>
<td>HAMMER (NOT SHOWN)</td>
</tr>
<tr>
<td>06</td>
<td>PUNCH</td>
</tr>
<tr>
<td>07</td>
<td>DRILL, STARTER DRILL BIT (NOT SHOWN)</td>
</tr>
<tr>
<td>08</td>
<td>STEP HOLE DRILL BIT (UP TO 1/2&quot;)</td>
</tr>
<tr>
<td>09</td>
<td>STEP HOLE DRILL BIT (UP TO 1-1/2&quot;)</td>
</tr>
<tr>
<td>10</td>
<td>SHEER NIBBLER</td>
</tr>
<tr>
<td>11</td>
<td>SILICONE (CLEAR)</td>
</tr>
<tr>
<td>12</td>
<td>PHILLIPS HEAD SCREWDRIVER (#2)</td>
</tr>
<tr>
<td>13</td>
<td>PHILLIPS HEAD SCREWDRIVER (#3)</td>
</tr>
</tbody>
</table>

**WARNING** WEAR PERSONAL PROTECTIVE EQUIPMENT, such as, but not limited to, eye protection, ear protection, and gloves during installation. Failure to do so could result in SERIOUS INJURY OR DEATH.

**CAUTION** Be sure to secure long hair or loose fitting clothing during installation. Long hair or loose fitting clothing can become ensnared on exposed (cut) stainless steel edges and cutting tools, and if not avoided, could result in minor or moderate injury.

**NOTICE** Ensure the tools are properly maintained. Drill bits and cutting heads should be in good order. Use drilling oil as required.
Assembly Procedures

Cage Preparation

Portal Location

The following instructions include the steps and precautions to install one Portal between two cages that are a part of a cage bank. Repeat the procedures for each Portal installation.

*WARNING* Installation of the Portal MUST BE COMPLETED BY A QUALIFIED INSTALLER familiar with sheet metal manipulation/modifications. Cutting or drilling into metal cages can produce sharp or jagged edges which could cause serious lacerations which, if not avoided, could result in SERIOUS INJURY OR DEATH.

The Template can be used to mark the Portal hole location from the inside of the cage and can also be used to locate the holes from the outside of the cage. Depending on the size of the proposed cages, it may be determined that hole placement and cutting may be easier from the outside of the cage. The Trim Plates (#3 Phillips Head Screwdriver) will have to be removed and the cages will have to be removed from the bank for this type of installation.

*WARNING* Stainless steel cages are heavy. Enlist help and USE SAFE LIFTING PRACTICES when removing any cages from or placing cages back into the cage bank to avoid risk of SERIOUS INJURY OR DEATH.

Any cages removed during the hole cutting process will have to be reinstalled in the cage bank before continuing with the Portal installation.

For the purpose of these instructions each cage will have a unique identifier, the cage on the right is "CAGE ONE" and the cage on the left is considered "CAGE TWO". See Figure 2.1

![Figure 2.1 - Cage Identification (Example)](image-url)
Cage Door Removal

Door hinges may vary depending on the release model of the cages. Type III cages are used for this procedure. Contact SHOR-LINE for door removal procedures for older model cages.

**STEP 1:** Ensure both proposed cages are cleared of animals, bedding, and are thoroughly clean.

**STEP 2:** Remove the door from the Cage.

A: Unlatch and swing door to the open position (90 degrees). See FIGURE 2.2

*CAUTION*

Keep hands clear of possible pinch areas when moving parts, which if not avoided, could result in minor to moderate injury.

B: Lift the door upward and slide the door from the hinges. Set away from the work area. See FIGURE 2.3

**STEP 3:** Repeat the door removal steps for each Cage to be fitted with a Portal.

![FIGURE 2.2 - Cage Door Removal](image1)

![FIGURE 2.3 - Cage Door Removal](image2)
 Portal Hole

Template

The portal holes can be cut with the cages located in a bank or as a stand-alone cage. For the purpose of this Guide, instruction included will describe the steps required to cut the portal holes with the cages located within a bank of cages.

**WARNING** Installation of the Portal MUST BE COMPLETED BY A QUALIFIED INSTALLER familiar with sheet metal manipulation/modifications. Cutting or drilling into metal cages can produce sharp or jagged edges which could cause serious lacerations which, if not avoided, could result in SERIOUS INJURY OR DEATH.

**NOTICE** Allowing the cutting tool to run off-line will cause irreparable damage to the cage. SHOR-LINE is not responsible for replacing mis-cut or damaged cages.

The Template and a marker will be used to locate a hole in the side walls of the two cages that are to receive the Portal.

**STEP 4:** Gently move the Template into CAGE ONE, resting the bent aluminum (flange) against the side and back panels. See FIGURE 2.4

**STEP 5:** Move the Template down and rest against the bottom and back panels. The radius of the flanges match the radius of the cage for a snug fit.

**STEP 6:** Once the Template is in place, mark the side panel using the Template as a guide for the hole location. See FIGURE 2.5

**STEP 7:** Remove the template, careful not to smudge the hole marking or scratch the cage surface.

**STEP 8:** The Template will have to be rotated to rest in CAGE TWO. Insert the Template and mark the hole location following the same steps used to locate the hole for CAGE ONE.

**FIGURE 2.4 - Template**

**FIGURE 2.5 - Template**
Mark/Punch Starter Hole

A hammer, punch, drill, step hole drill bits, and cleaning supplies will be used to create a starter hole. This hole will be the start point for the Nibbler cutting tool, the hole must be large enough to fit the cutting head of the Nibbler to begin the cut.

Location of the hole will vary depending on model/size of the Nibbler used to cut the portal hole.

**STEP 1:** Dry run: Hold the Nibbler along the cutting line to ensure there is enough clearance to fully rotate the cutting tool without making contact with the back and bottom panels. See FIGURE 2.6

**STEP 2:** Establish a comfortable starting point, where the Nibbler will be able to rotate around the hole clearing the back and bottom panels.

**STEP 3:** Mark a punch location within the portal hole. The mark should be inside the circle and offset the minimum distance for the cutting hole to be drilled. ¾" for these procedures. See FIGURE 2.7

**STEP 4:** Use the hammer to strike the punch, locating an indentation in the panel. This indentation provides a starting point for the drill bit. See FIGURE 2.8 and 2.9

FIGURE 2.6 - Test Clearance

FIGURE 2.7 - Punch Location

FIGURE 2.8 - Punch Indention

FIGURE 2.9 - Punch Indention
Drill Starter Hole

A starter hole will have to be drilled in order to insert (start) the Nibbler. Take care to ensure the starter hole does not encroach or expand past the portal hole outline.

**DANGER** PRIOR TO DRILLING OR CUTTING A CAGE PANEL, ALWAYS INSPECT the space between the cage panels to be sure there are no electrical wires or other obstructions present. Cutting into live wires or other obstructions can result in electrical shock which will cause SERIOUS PERSONAL INJURY OR DEATH or property damage.

**NOTICE** The punched indention helps center the drill bit in place. Care should be taken when drilling holes in steel, as the drill bit can release from the punched indention and scratch the cage surface.

**STEP 1:** Use a power Drill and a 1/4” Drill Bit to start a hole at a size that will accept a Step Drill Bit. See FIGURE 2.10

**STEP 2:** Use a power Drill and Step Drill Bit to increase the hole to a size that will accept the cutting head (Up to 7/8”). See FIGURE 2.11

**STEP 3:** Remove metal shavings and clean the cage of debris.

Portal Hole Cut

**DANGER** DO NOT use a plasma cutter to cut the Portal hole. Plasma cutters can create excessive heat that can result in severe burns or fire which will cause SERIOUS PERSONAL INJURY OR DEATH.

PRIOR TO DRILLING OR CUTTING A CAGE PANEL, ALWAYS INSPECT the space between the cage panels to be sure there are no electrical wires or other obstructions present. Cutting into live wires or other obstructions can result in electrical shock which will cause SERIOUS PERSONAL INJURY OR DEATH or property damage.

**WARNING** Installation of the Portal MUST BE COMPLETED BY A QUALIFIED INSTALLER familiar with sheet metal manipulation/modifications. Cutting or drilling into metal cages can produce sharp or jagged edges which could cause serious lacerations which, if not avoided, could result in SERIOUS INJURY OR DEATH.
There are several techniques (tools) that can be used to cut a hole in stainless steel. For the purpose of this Guide, instruction included will describe the steps required to cut the portal holes with a Nibbler using a 11/16" cutting head.

The cutting head will have to be locked into place, perpendicular to the handle of the Nibbler. "Free" and straight cutting positions could cause clearance issues due to the location of the hole and its proximity to the back and bottom panels of the cage. See FIGURE 2.12

**STEP 1:** Insert the cutting head into the hole and locate a starting point to begin the cut. See FIGURE 2.13

**STEP 2:** Rotate the Nibbler as it cuts the steel, following the hole guide line. See FIGURE 2.13 to 2.16

**STEP 3:** Bend, file any edge surfaces protruding from the panel wall that could affect the seal. See FIGURE 2.17

**STEP 4:** Remove metal shavings and clean the cage of debris.
Portal Installation

Spacer Installation

Stage the Flange A in Cage TWO and the Flange B in Cage ONE. To discern between components, the Flange A has mounting holes on the trim face. See FIGURES 2.18 and 2.19

The Flange components will be inserted following the Spacer installation and should be staged in each Cage, within reach. See FIGURE 2.20

The Spacer provides support between the Cage walls to help prevent wall panel movement. The diameter of the Spacer is larger than the Portal hole. The Spacer has a split seam which, when the two ends of the ring are collapsed can rest on each other reducing the diameter, enabling the Spacer to be inserted into the hole. See FIGURE 2.21

STEP 1: Collapse one end of the Spacer ring inside the other. See FIGURE 2.21

STEP 2: Insert the Spacer ring in-between the two cages. HOLD IN PLACE. See FIGURE 2.22 & 2.23
Flange Components Installation

**STEP 1:** Add a 1/4” continuous bead of clear silicone to the inside of each Flange. Read and follow the manufacturers instructions for silicone application. See FIGURE 2.24

**STEP 2:** Carefully rotate the flanges to ensure the attachment holes are parallel to the cage floor. See FIGURE 2.25

**STEP 3:** Insert the Female Flange Component through the hole/Spacer. The arrow and notch on the Flange should point upward. See FIGURE 2.26

**STEP 4:** Insert the Male Flange Component inside the Female Flange Component. The arrow, SHOR-LINE logo and notch on the Flange should be in the upward position. See FIGURE 2.27

**STEP 5:** Use two #8-16X1 PAN HD phillips screws to secure the two flanges together. The screws thread into the plastic flange. See FIGURE 2.28

**STEP 6:** Wipe clean any Silicone that has oozed out between the Flange and Cage wall. See FIGURE 2.29

**NOTICE**

Do NOT over-tighten the screws, damage to the components could occur.
Door Installation

The Portal Door is secured with one screw on the hinge side, and one screw on the door stop side. The Door is in the closed position when the paw is facing down, inversely, the paw is facing up when the Door is in the open position. See FIGURE 2.30 and FIGURE 2.31

*FIGURE 2.30 - Door Closed Position  FIGURE 2.31 - Door Open Position*

See FIGURE 1.2 to help identify each piece of hardware used for the door installation.

**NOTICE**

It is important to install all hardware in the correct order for the Door to operate correctly. Do NOT over-tighten screws, damage to the components could occur. Refer to the parts list (FIGURE 1.2) for hardware assembly order. The short Nylon Spacers are used for the Kat Portal and the long Nylon Spacers are used for the Puppy Portal.

**STEP 1:** Use one (1) of the Phillips screws, one (1) Flat Washer, the Wave Washer, and one (1) Nylon Standoff Spacer to secure the hinge side of Door. See FIGURE 2.32

**STEP 2:** Tighten the Hinge Screw just tight enough to provide tension on the Door. Rotate the Door to the open position to ensure free movement, yet the Door Hinge Screw should be tight enough to hold the door in any position.

*FIGURE 2.32 - Door Hinge Assembly*
STEP 3: Use one (1) of the Phillips screws, one (1) Flat Washer, Quick Release Pin Assembly, and one (1) Nylon Standoff Spacer to secure the door stop side of Door. See FIGURE 2.33

**NOTICE**

The screw is threaded into the Male Flange and does NOT go through the Door.

The short Nylon Spacers are used for the Kat Portal and the long Nylon Spacers are used for the Puppy Portals.

Refer to the parts list (FIGURE 1.2) for hardware assembly order.

STEP 4: With the Door in the closed position, paw down, the Quick Release Pin can be inserted into the hole to secure the Door closed. See FIGURE 2.34

STEP 5: Thoroughly clean both Cages and the Portal to ensure the removal of all chemicals and metal shavings before allowing the Cages to become occupied.

STEP 6: Reattach the Cage Doors.
Portal Use And Care

Door Operation

Opening and Closing the Portal Door

Once the Portal is installed, the door can be used to control access to one cage or the other by rotating the door to the closed or open position, as desired. The Door is in the closed position when the paw is facing down. Inversely the paw is facing up when the Door is in the open position. See FIGURE 3.1 and FIGURE 3.2

A pin is provided to lock the door in the closed position. Remove the pin from the stowed position, close the door and insert the pin through the Lock Hole. See FIGURE 3.3
General Maintenance & Care

Maintenance Recommendations

**NOTICE**  
*Routine maintenance will extend the quality and life of Shor-Line products.*

It is the owner's responsibility to set up scheduled maintenance programs, depending on the use of the equipment. Scheduled preventative maintenance should include, but not limited to daily or weekly inspections and maintenance of products to prolong its longevity and to help maintain proper product functions.

- Follow manufacturers cleaning and maintenance recommendations outlined in product literature provided for components not included in these recommendations. Configurations/component parts may vary.
- Check alignment of operable panels, doors, and components to ensure operation is free of obstructions. Adjust as required.
- Check any battery compartments to ensure the batteries are not failing, corroding the contacts or damaging the equipment. A pencil eraser can be used to clean electrical contacts in battery compartments.
- Check any wiring for kinks or exposed inner wiring. If damage exists, stop equipment use and contact Shor-Line Technical Services for direction.
- Check any hydraulic lift components for leaking fluid. If fluid is present, stop equipment use and contact Shor-Line Technical Services for direction. Do NOT attempt to repair hydraulic leaks.

Care Recommendations

**NOTICE**  
*Routine product care will extend the quality and life of Shor-Line products and aids in protecting animals from transmittable diseases and infections.*

It is the owner's responsibility to set up scheduled cleaning programs, depending on the use of the equipment. Scheduled preventative cleaning should include, but not limited to daily or weekly inspections and cleaning of products to prolong its longevity and to help maintain finishes.

Safe Cleaning Practices

- Use the mildest cleaning procedure that will complete the job effectively. Ordinary waste deposits and fluids can usually be removed with soap and water, using a soft cloth or sponge. Rinse thoroughly with clear water and dry completely with a soft cloth to discourage hard-water spotting.
- Minor scale build up and some hard water spotting can be removed by washing with a vinegar diluted mixture followed by a clear water rinse and thorough drying.
- Bleach, deodorizing agents, disinfectants, and sanitizers can corrode stainless steel, thoroughly rinse all surfaces treated with these chemicals with a clear water rinse and dry with a soft cloth.
- If scrubbing is required, use only polymer or nylon fiber products made for use with polymer or nylon materials.
- Always rinse with clear water and dry of all surfaces treated with cleaning, sterilization solutions.

Unsafe Cleaning Practices (NOT Recommended)

- Do NOT use a dry cloth or wipe clear polymer surfaces which can scratch if dust/dirt is wiped with the hand or dry cloth.
- Polymer materials can discolor if exposed to sunlight, ultraviolet rays. Avoid direct sun exposure.
- Do NOT use ammonia or bleaches to clean polymer surfaces.
- Do NOT allow fluids to accumulate, puddle without removing and completely drying the surfaces and components. Standing water/liquids are a hazard and can cause damage to component materials.
- Do NOT use scouring powders that will scratch polymer finishes.

**NOTICE**  
*Steel wool or steel brushes should never be used to clean stainless steel or polymer surfaces, avoid abrasive cleaning techniques/supplies.*
Terms And Conditions

Shor-Line's TERMS AND CONDITIONS can be found at shor-line.com

Damaged Freight Procedures

Freight Claim - Contact the technical services department toll-free at 1.800.444.1579
To file a freight claim:
Inspect ALL packages upon arrival. If containers show evidence of damage when delivered, the packages should be opened and inspected before the carrier leaves. The shipment should be inventoried and inspected jointly by the customer and the carrier. The driver will then make proper notation on the delivery receipt.
Customer must inspect all materials for shortages, damages, conformity with the order, and defects before signing any documentation requested by the carrier. Customer must immediately complete such inspection and shall not accept delivery of goods that are damaged or not in accordance with the bill of lading or packing slip without proper notification to the carrier and Shor-Line. If products are damaged, defective, shorted or appear not to conform to the order, Customer shall discontinue their use and immediately notify the carrier and Shor-Line of such condition and afford a reasonable opportunity to inspect the same.
Customer shall make, or provide Shor-Line in writing with all information necessary to make a claim against such carrier for any shortage, damage, or discrepancy of the shipment within fifteen (15) days after receipt of the products. Claims or written information thereon not so presented within fifteen (15) days after receipt of the products will not be allowed.
No returned products will be accepted, credited or replaced, unless arrangements for their return have been made in compliance with Shor-Line's Return Policy.
If containers do not show evidence of damage, there may be "concealed damage". Customer must report any concealed damage within 15 days after receipt of the shipment. Such report is to be made directly to Shor-Line's Traffic Department who will file a claim with the carrier. All packaging and contents must be held for this inspection.

STEP 7: Customer must check goods, contents against packing slip, weight against bill of lading, containers, etc.

STEP 8: Customer fills out "Inspection Report of Loss or Damage Discovered After Delivery".

STEP 9: Customer is to sign the report form. A copy is left with the customer and should be forwarded to Shor-Line's traffic department to file a claim.

STEP 10: Call Shor-Line's Traffic Department to file a claim (1.800.444.1579). Shor-Line will arrange pick-up, return shipment, and replacement of the product.
Return Policy & Repairs - All products being returned for any reason or delivered for repair service (whether or not pursuant to the Limited Warranty) must receive advance authorization from Shor-Line. Customer must contact Shor-Line’s Technical Service Department at 1.800.444.1579 to receive a Return Authorization Number. All products returned, except for warranty service or pursuant to the Product Satisfaction policy, are subject to a minimum 15% restocking charge. Customer will be responsible for all freight charges on returns.

Return Product Authorization - To assure efficient handling on damaged or defective equipment, or repairs, please contact our Technical Service Department for Return Product Authorization (1.800.444.1579). Failure to obtain Return Product Authorization will only delay processing and may result in the denial of any repair, replacement or credit.

Repairs - It is mandatory to contact Technical Service Department at 1.800.444.1579 prior to sending product for repair.
Limited Warranty

In the event the Customer is not fully satisfied with the quality or workmanship of a product, SHOR-LINE in its sole discretion may arrange either to credit Customer's account (excluding shipping and handling costs) or replace the product. However, Customer must notify SHOR-LINE in writing of its dissatisfaction within fifteen (15) days of receipt of the product from SHOR-LINE. Customer must also return the rejected product to SHOR-LINE (freight paid) within thirty (30) days of its receipt in compliance with SHOR-LINE's Return Policy (See Section 4). SHOR-LINE’s obligation is limited to providing the applicable credit or product replacement, which will be processed only after receipt of the returned product. In addition, this Product Satisfaction Policy does not apply to specially designed, discontinued, used, factory second or repaired products.

SHOR-LINE warrants to the initial purchaser only of products manufactured by it that such products are free from defects in materials or labor for varying periods depending on the particular product and subject to the limitations and conditions set forth herein. SHOR-LINE's stainless steel products are warranted to be free from such defects for their normal useful life. SHOR-LINE's mechanical and electrical products, parts, devices and components (including such parts, devices and components of stainless steel products), and other non-stainless steel products are warranted to be free from such defects for one year. SHOR-LINE disclaims any express or implied warranty for products not manufactured by SHOR-LINE and the only warranty available therefor to customer is that offered by the products' manufacturers.

The warranty period shall run from the date of delivery to customer. If within the applicable warranty period a product proves to be defective as described herein, SHOR-LINE will repair or replace the product, at SHOR-LINE's sole discretion, conditional upon customer's written notice of the defect within fifteen (15) days after its discovery and compliance with applicable return procedures. Upon receipt of customer's notice including substantiation of customer's status as the initial purchaser and details of the defect, SHOR-LINE shall advise customer whether it plans to repair or replace the product. SHOR-LINE's obligation is solely limited to repair or replacement of a defective product and in no event shall SHOR-LINE be liable for transportation from or to SHOR-LINE's offices or any other expense which may arise in connection with this limited warranty or the aforementioned product satisfaction policy.

SHOR-LINE makes no other warranty or guarantee of any kind whatsoever, whether expressed or implied, statutory or otherwise including, but not limited to implied warranties of fitness and or merchantability. The above limited warranty constitutes SHOR-LINE’s only warranty and no person or entity is authorized, on behalf of SHOR-LINE, to modify or expand upon the provisions expressed in the limited warranty statement. SHOR-LINE's liability under this limited warranty shall be limited as provided for above and the foregoing shall be the customers sole remedy and recourse under this contract. There are no warranties, which extend beyond the description on the face hereof and goods are sold as-is. SHOR-LINE's limited warranty is only available to the initial purchaser of its products.

Customer agrees to comply with all instructions and specifications furnished by SHOR-LINE relating to installation, care and application of products sold. Customer agrees that it will not modify, misapply, or misuse such products in any manner including one that would deviate from the products' intended use. Any repairs, alterations or service provided by parties other than SHOR-LINE, or its authorized representative may void this limited warranty. This limited warranty shall not apply to normal wear and tear, damage caused by accident, negligence, improper operation, or the use of the corrosive material (including without limitation bleach-sodium hypochlorite) on stainless steel surfaces. SHOR-LINE's limited warranty made in connection with this sale shall not be effective and shall be void unless such goods are applied and used in accordance with SHOR-LINE’s instructions.

Limitation Of Liability

Under no circumstances shall SHOR-LINE be liable to buyer or any other person for any special liquidated, incidental or consequential damages, including, without limitation, damages based upon lost goodwill, lost sales or profits, work stoppage, delay, product failure, impairment of goods or otherwise and whether arising out of breach of warranty, breach of contract, negligence or otherwise, and in any case, SHOR-LINE’s liability for any and all losses and damages sustained by buyer and others, rising out of or by reason of this contract, shall not exceed the original purchase price of the products upon which liability is founded. In no event shall any action be commenced against SHOR-LINE more than one year after the cause of action with respect to which the claim is made has occurred. SHOR-LINE shall not be responsible for expenses for repairs not made by SHOR-LINE without the prior written consent of SHORE-LINE. Product specifications are subject to change without any notice or obligation on the part of SHOR-LINE.

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