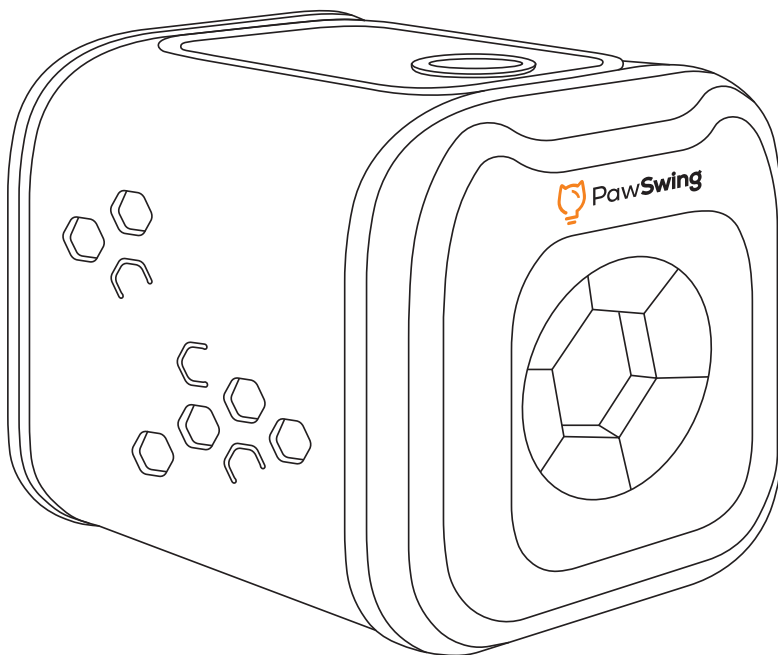




Pawswing Neo Self Grooming Cat House

User Manual



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01 Safety Warning & Precautions (MUST READ)

To ensure safe and effective use, please read and follow these precautions:

- **Do not** force your cat into the PawSwing Neo Self Grooming Cat House. Always follow the recommended adaptation steps.
- **Do not** reduce the entrance size immediately after setup. Allow your cat to adapt gradually.
- **Do not** allow children to operate or play with the product.
- **Do not** allow cats wearing accessories such as leashes, collars, or clothes that may cause entanglement to use the product.
- **Do not** allow cats with severe matting, skin conditions, or open wounds to use the product.
- Ensure cats using the product weigh between 8 lb and 25 lb (3.5kg–11.3 kg) and are at least one year old.
- Place the product on a stable, dry, and level surface, away from moisture and potential hazards such as elevated areas.

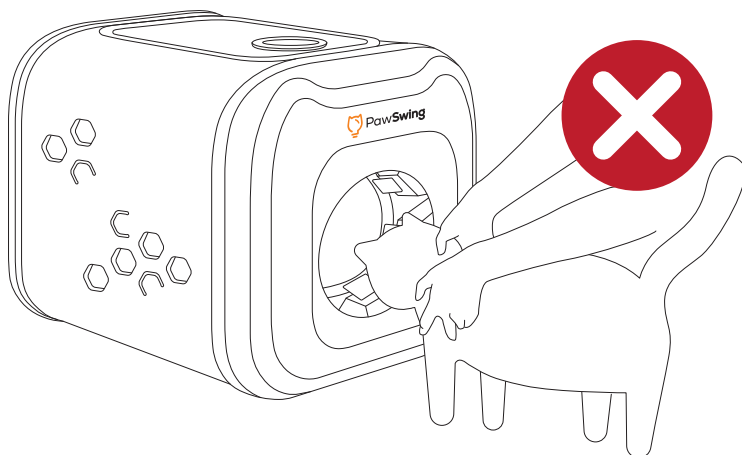
Follow Instructions Carefully And Avoid Unsafe Behaviors



Never force your cat

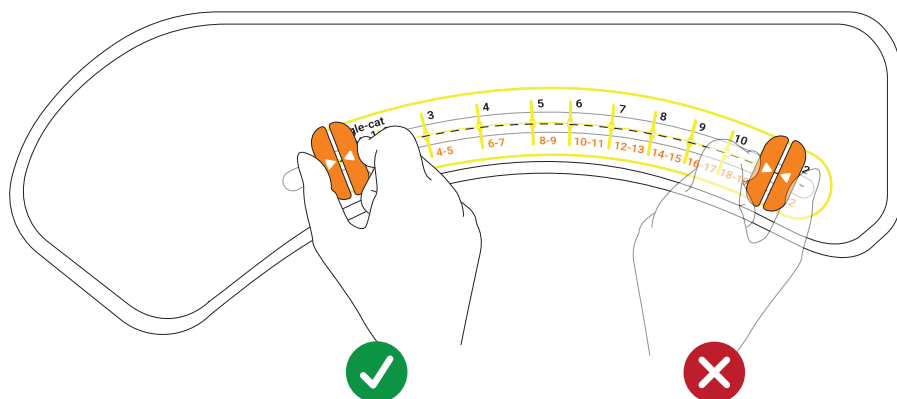
Do not manually push or pull your cat into the device.

Forced entry may cause fear, stress, or rejection of the product.



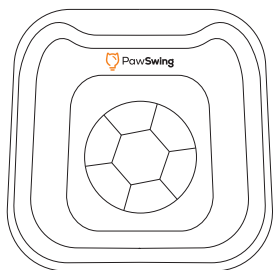
Be patient

Do not reduce the entrance on the first day of use. The initial opening size directly affects your cat's willingness and confidence to explore.

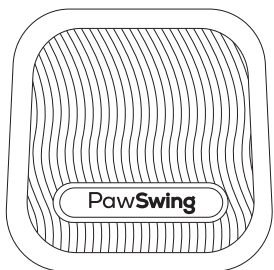


02 Package Contents

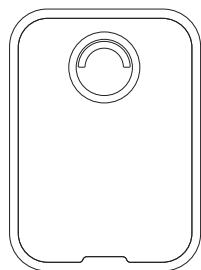
Before installation and use, please carefully check that all items listed below are included:



Grooming Entrance

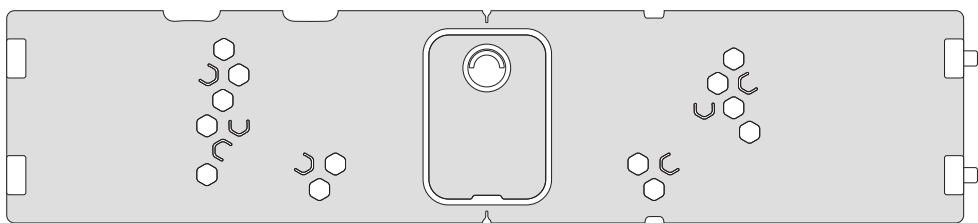


Rear Panel

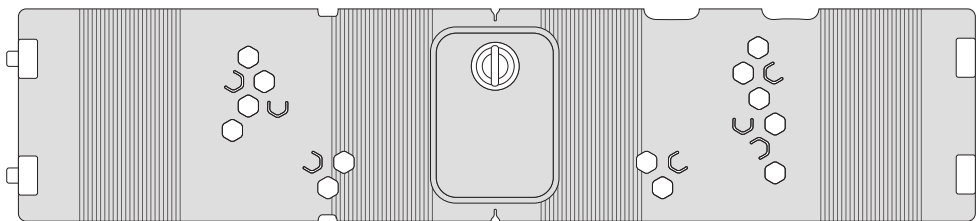


Top Panel
(Pre-installed on the Felt Panel)

Main Box Felt Panel



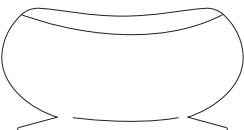
Main Box Felt Panel – External Side (smooth surface, without grooves)



Main Box Felt Panel – Internal Side (with grooves)



Cat Hair Storage Bag

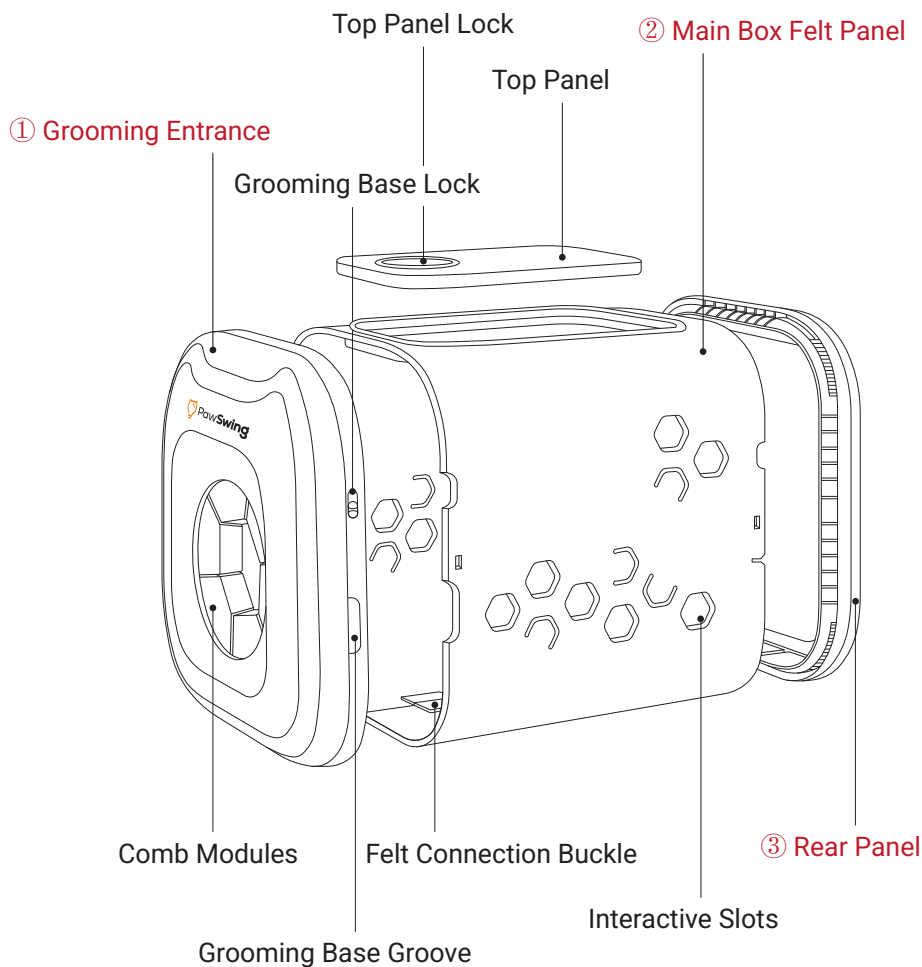


Food Bowl

03 Product Overview

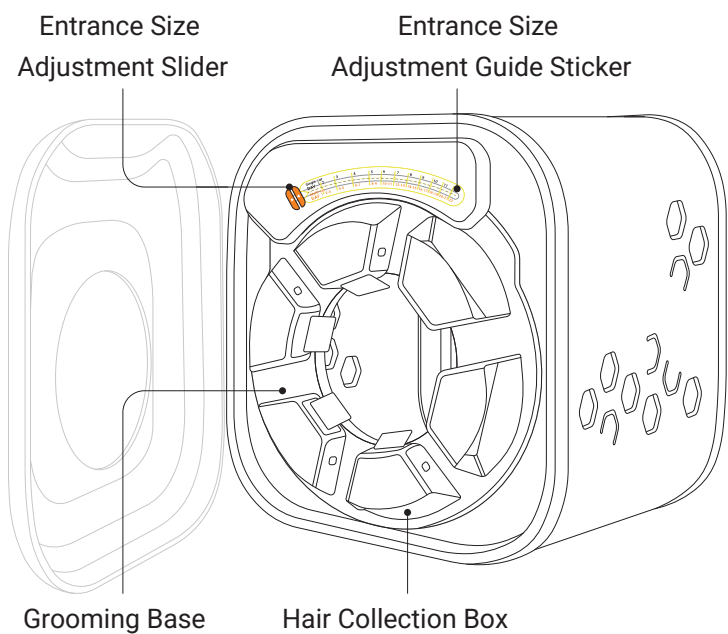
The following diagram shows the names and positions of each component, helping you easily identify them during installation and use.

*Components highlighted in color are key parts that require special attention during assembly.



Exploded View

Grooming Entrance

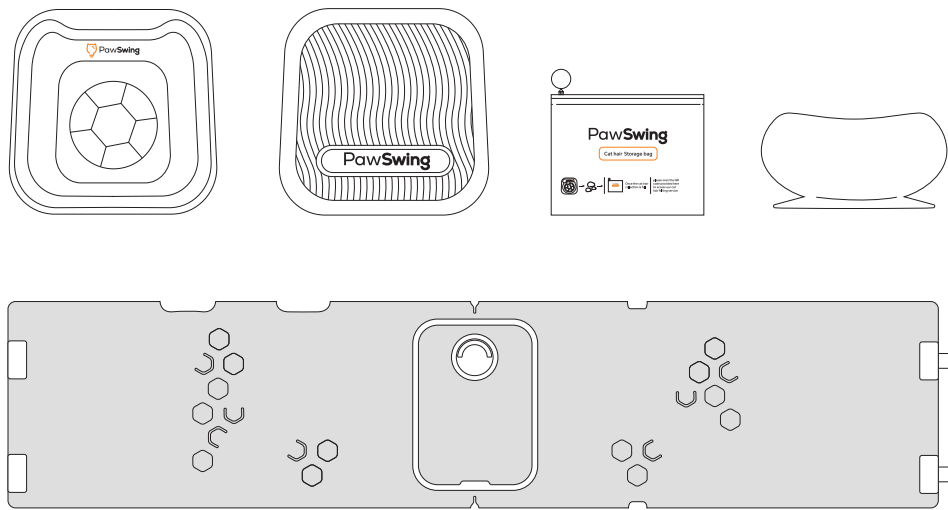


Key Component Functions

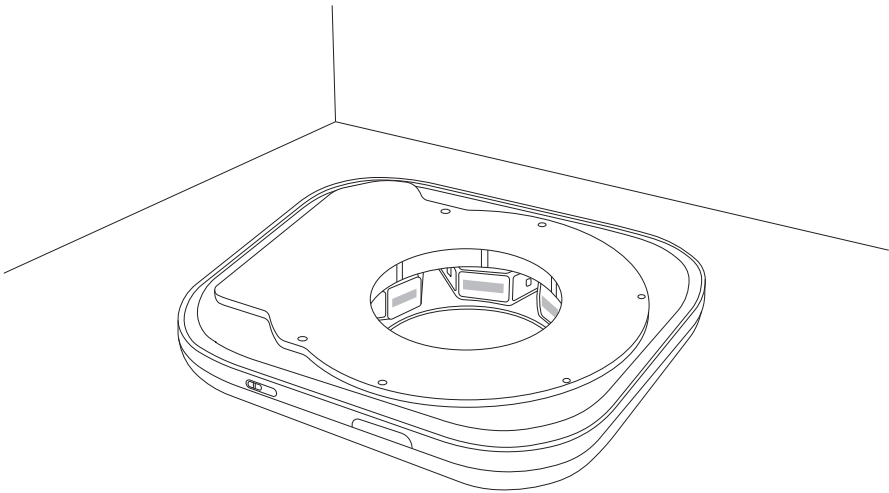
Name	Functional Description
Felt Connection Buckle	Connects the two sides of the felt to form the Main Box
Interactive Slots	Allows you to observe and interact with your cat inside the Main Box.
Top Panel Lock	Locks and unlocks the Top Panel
Entrance Size Adjustment Slider	Controls the size of the Grooming Entrance
Entrance Size Adjustment Guide Sticker	Provides a reference for the recommended gradual adjustment of the Entrance size
Grooming Base Lock	Locks and unlocks the Grooming Base

04 Installation Guide

① Lay out all components and verify that all parts are included according to the package contents list.

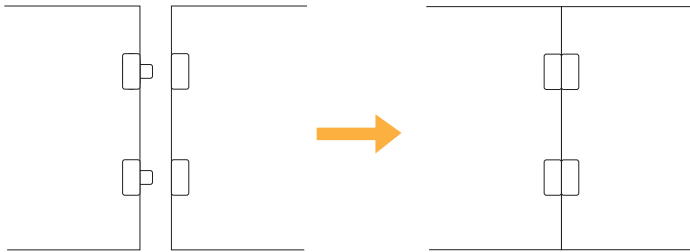


② Place the Grooming Entrance on a flat surface, with the logo facing downward.

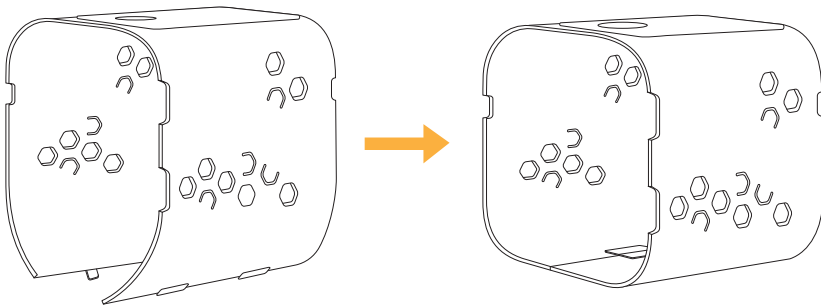


③ Roll the internal side of the Main Box Felt Panel inward and fasten the Felt Connection Buckles on both sides.

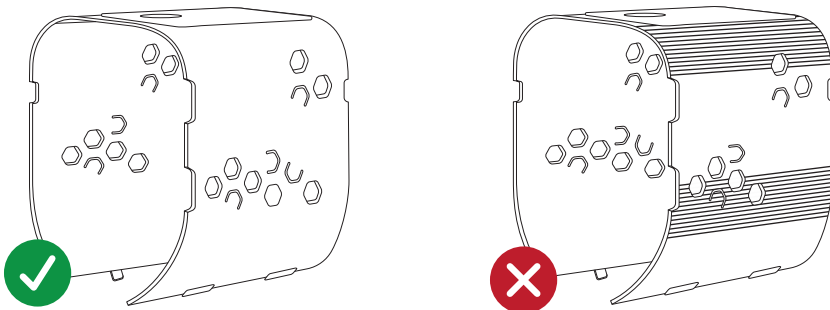
*The side with structural grooves is the internal side. After rolling, the grooves should face inward.



Felt Connection Buckle Assembly Diagram



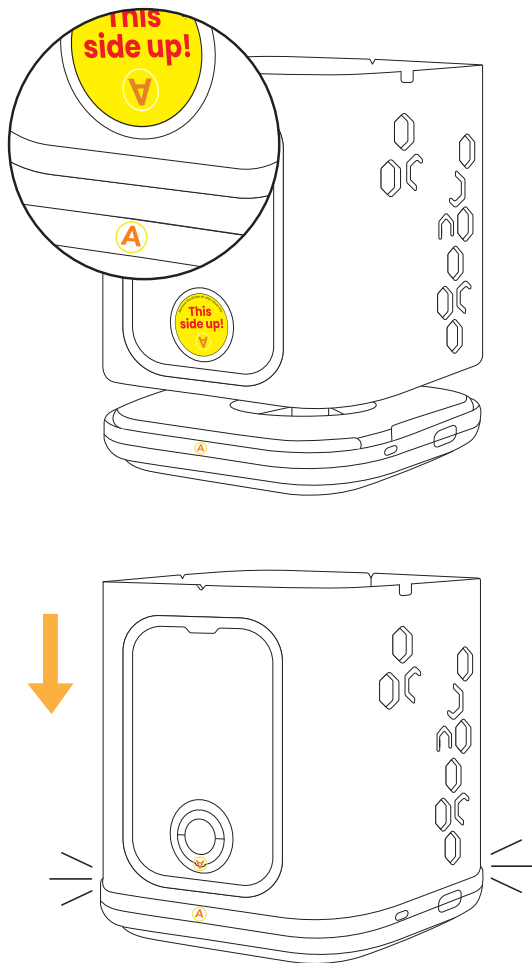
Rolling Direction Diagram



Folding direction of the Main Box Felt Panel

④ Insert the Felt Panel into the slots around the Grooming Entrance. To ensure stability, align it with the reference line marked on the felt.

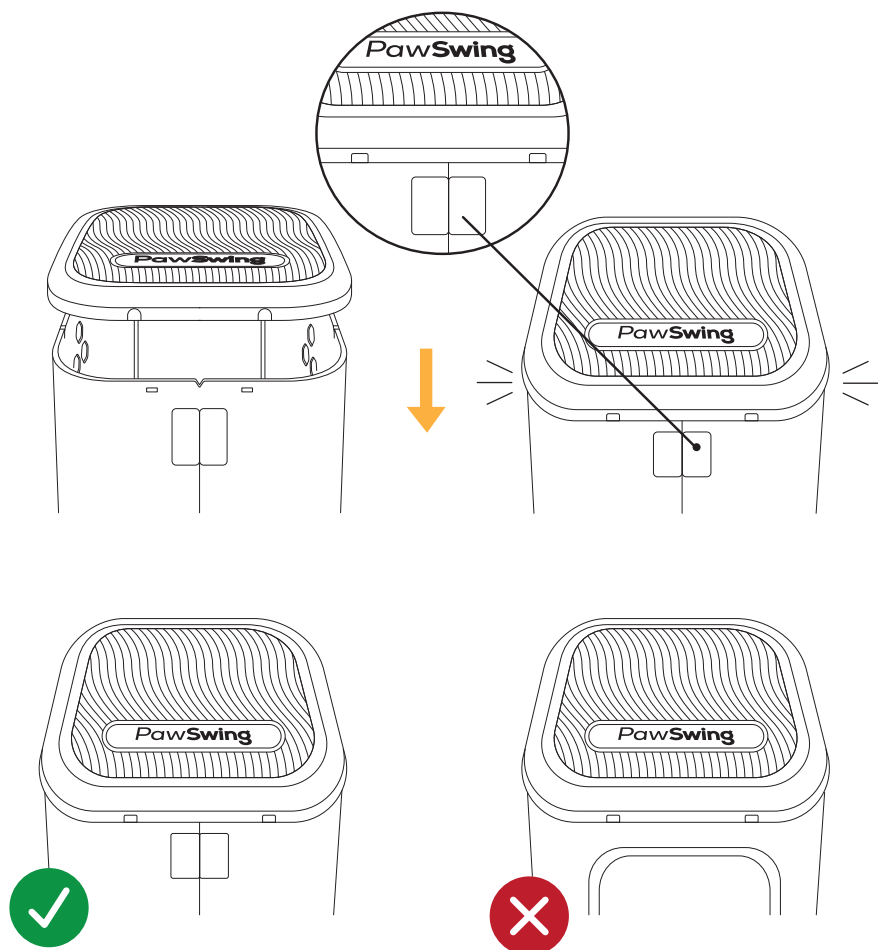
*Match the side of the Main Box marked "A" with the side of the Grooming Entrance marked "A" to confirm the correct orientation.



Connection direction between the Main Box Felt Panel and the Grooming Entrance

⑤ Attach the Rear Panel to the opposite side of the Main Box. For stability, align it with the reference line on the felt. If aligned correctly, the panel should slide in smoothly.

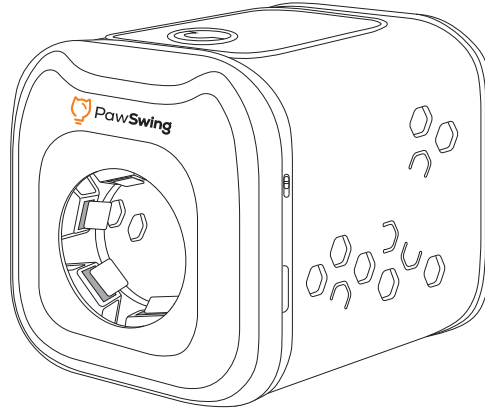
***Align the PawSwing logo on the Rear Panel with the Felt Connection Buckle, as shown in the diagram, to ensure correct orientation.**



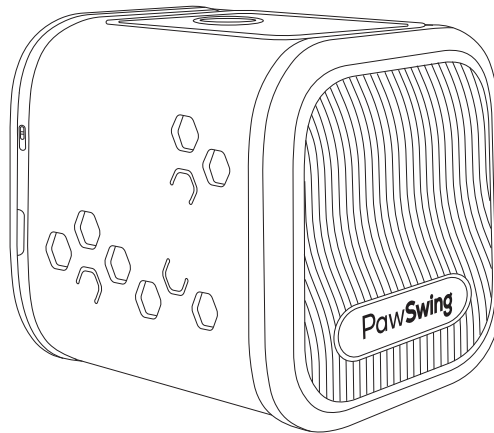
Installation direction of the Rear Panel

⑥ Verify panel orientation and position using the diagrams.

***Use the Entrance logo, Rear Panel logo, and Top Panel Lock as reference points.**



Front View Diagram



Rear View Diagram

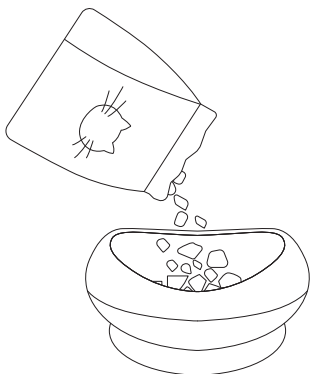
⑦ Installation Completed!

Please continue reading this manual to learn how to use PawSwing Neo. ***Reminder: Follow the instructions carefully to help your cat adapt comfortably and quickly to the PawSwing Neo.**

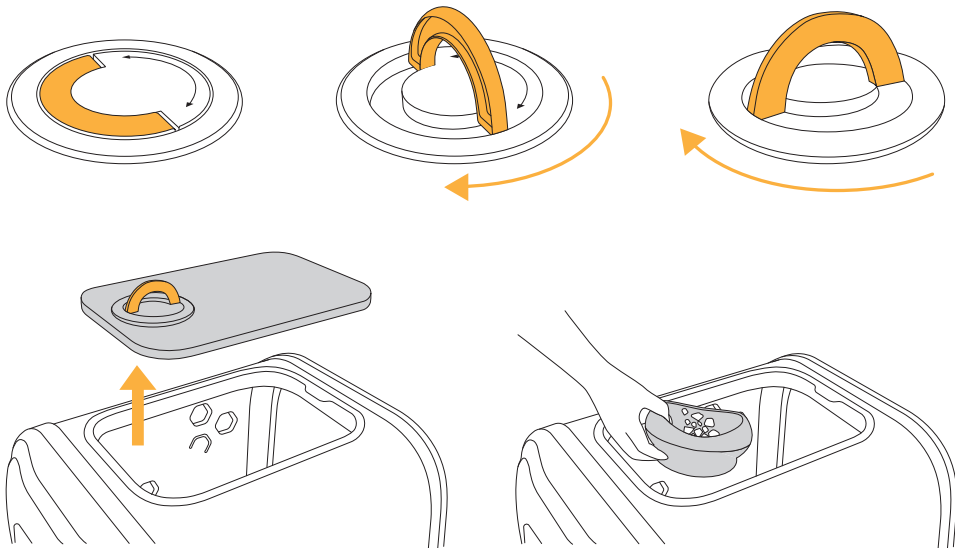
05 How to Use

Please read carefully and follow the steps below:

- ① Place an appropriate amount of food/treats into the matching Food Bowl.

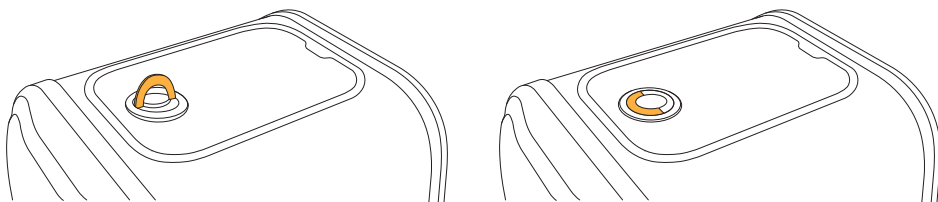


- ② Lift the Top Panel Lock, rotate it 180° clockwise to unlock, open the Top Panel and place the Food Bowl inside the Main Box.

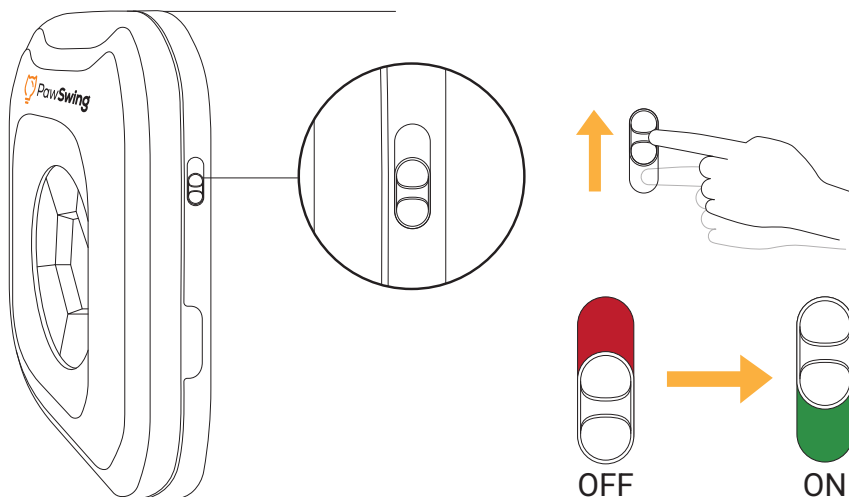


③ Close the Top Panel so that it fits snugly.

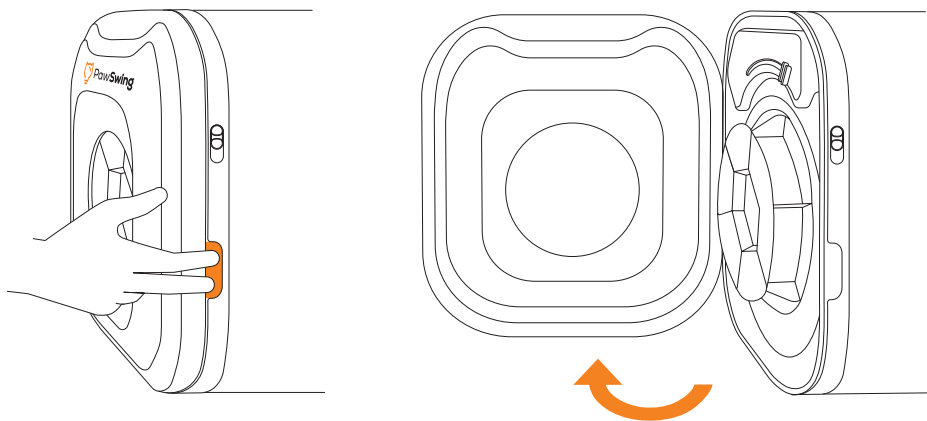
Rotate the Top Panel Lock to secure it and ensure the lock lies flat, confirming it is properly locked to prevent your cat from pushing the top open.



④ Locate the Grooming Base Lock and swipe it upward to unlock.

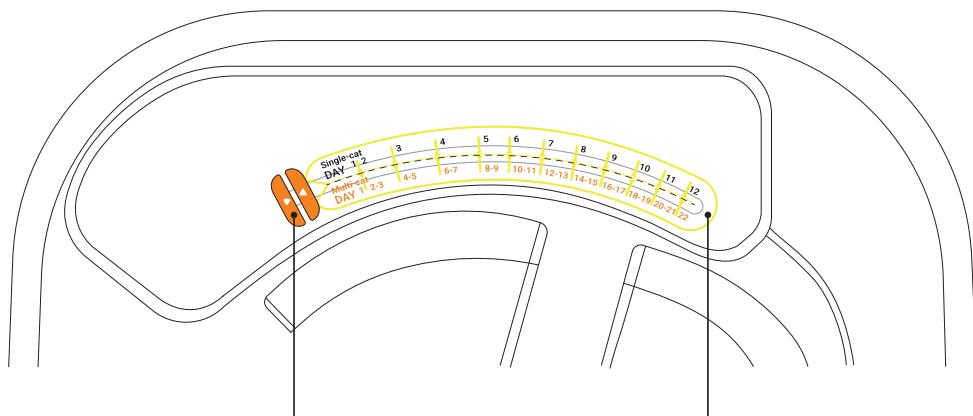


⑤ Locate the Grooming Base Groove and pull outward to open the Grooming Base.



⑥ Adjust the Grooming Base, inspect it, or remove any collected hair as needed.

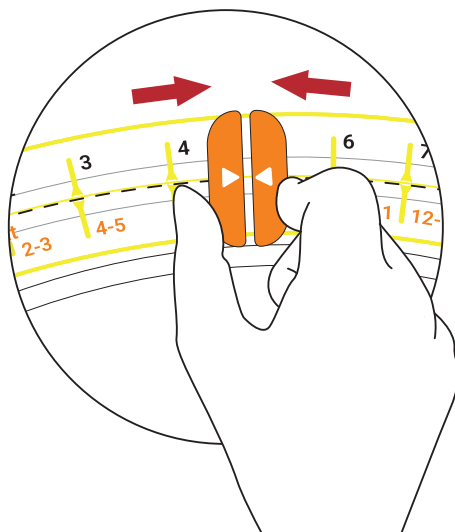
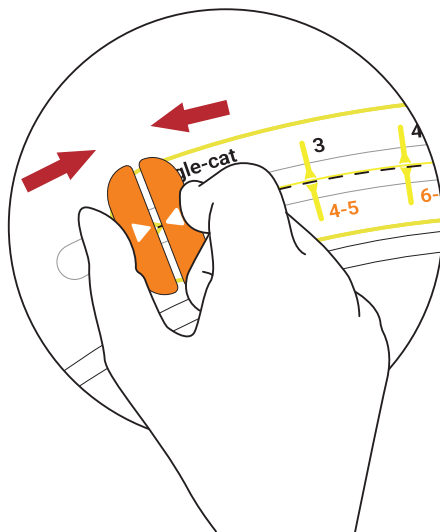
***The Grooming Base is set to the largest size when the product first arrives. Please follow the Guide Sticker to adjust the size gradually.**



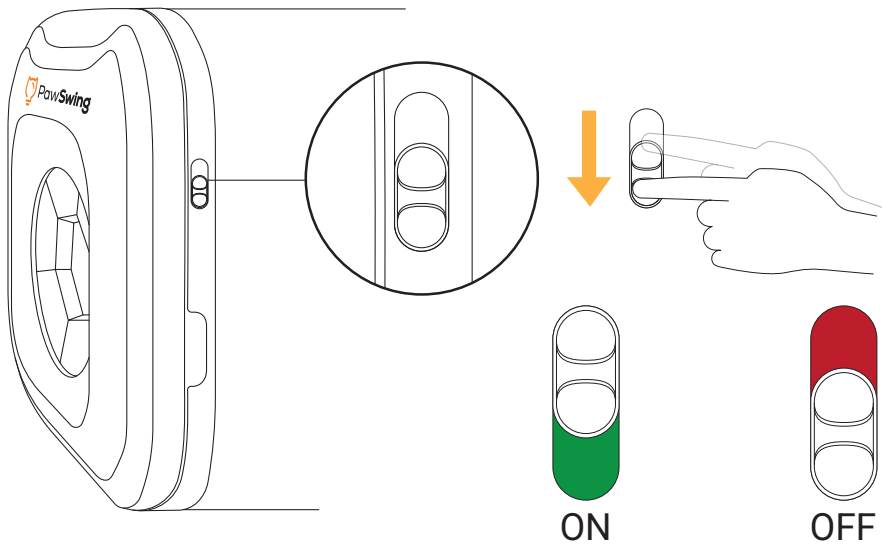
Entrance Size Adjustment Slider

Entrance Size Adjustment Guide Sticker

- ⑦ Pinch the two sliders simultaneously to bring them closer, slide left and right to adjust the size of the entrance.



⑧ After each adjustment, slide the lock downward to secure the Grooming Base.

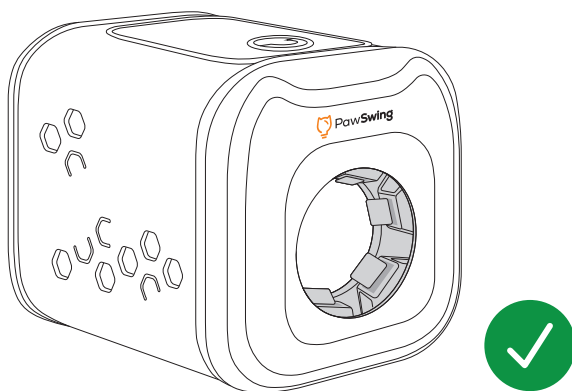


Important Notes:

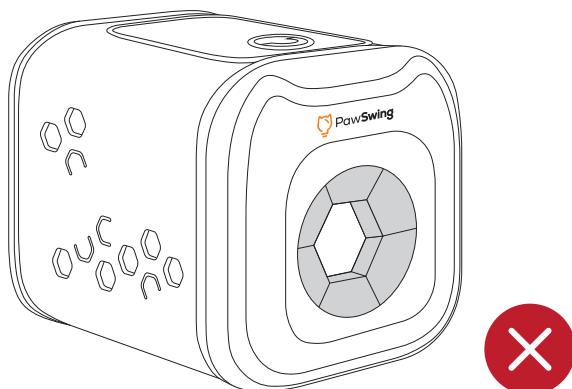
The product should initially be used with the Grooming Entrance at its maximum opening.

Before introducing your cat for the first time, check that the entrance is fully open. Do not let your cat use PawSwing Neo if it is not set correctly.

***Setting a small entrance initially may give your cat a negative first impression, increasing resistance to use.**



Correct Entrance Status Diagram



Incorrect Entrance Status Diagram

Helping Your Cat Get Used to PawSwing Neo

Progressive Entrance Adjustment Guide – The Secret to Making Cats Love Automatic Grooming

Guide Sticker: DAY1



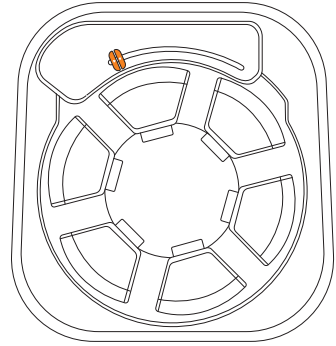
Single-cat households:

Keep the entrance at the maximum position.

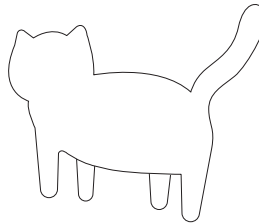
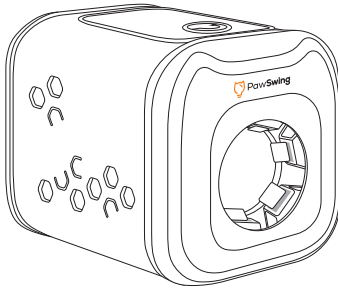


Multi-cat households:

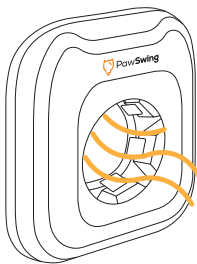
Keep the entrance at the maximum position.



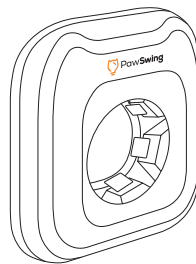
Why: A wide entrance feels safe and pressure-free, encouraging cats to explore freely without resistance.



How: Place your cat's favorite food or snacks inside to attract them. Never force your cat inside.



?



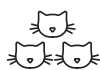
!





Single-cat households (Guide Sticker: DAY 1–6)

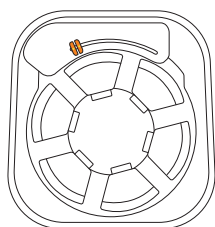
Reduce the entrance by one position every other day.



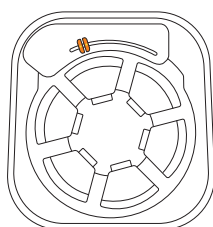
Multi-cat households (Guide Sticker: DAY 1–11)

Reduce the entrance by one position every two days.

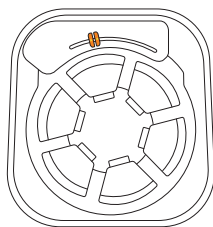
Why: The entrance is still relatively spacious. Gradual reduction gives cats enough time to adjust without noticing the change.



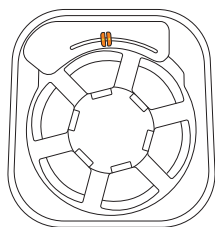
Day1



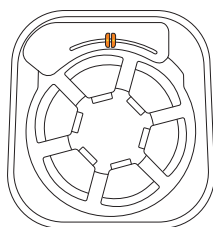
Day2 / Day2–3



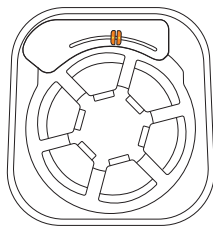
Day3 / Day4–5



Day4 / Day6–7

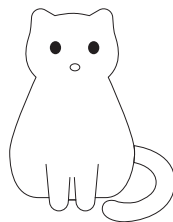


Day5 / Day8–9

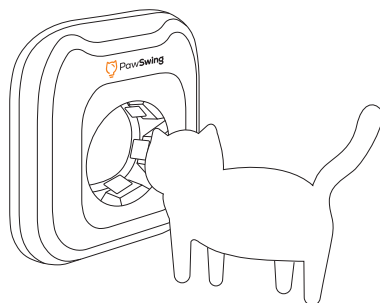
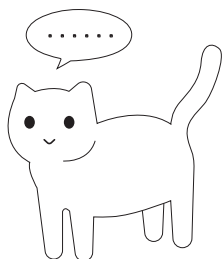
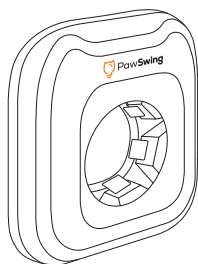


Day6 / Day10–11

Is there a change?



How: Continue using food to motivate your cat and observe their behavior carefully.





Single-cat households (Guide Sticker: DAY 7–12)

Reduce one position every other day.

(Extend the interval by 1–2 days if needed.)

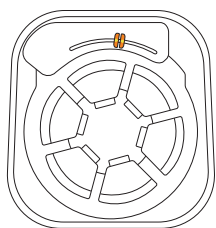


Multi-cat households (Guide Sticker: DAY 12–22)

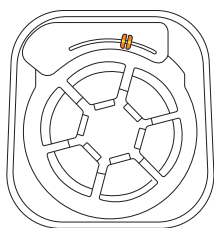
Reduce one position every two days.

(Extend the interval by 1–2 days if needed.)

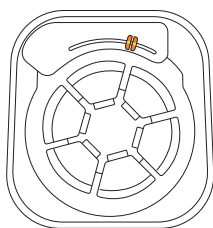
Why: By this stage, cats are more familiar with the PawSwing Neo. Gradually narrowing the entrance encourages them to squeeze through, which helps the grooming combs make better contact with their fur.



 
Day7 / Day12–13

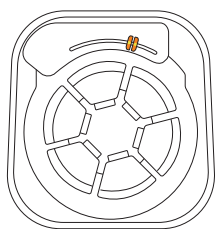


 
Day8 / Day14–15

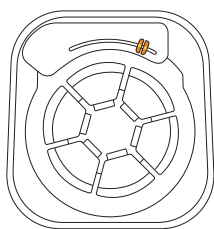


 
Day9 / Day16–17

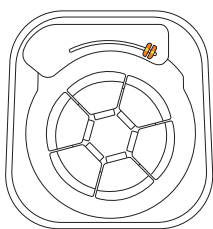
It seems
a little small...



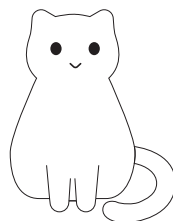
 
Day10 / Day18–19



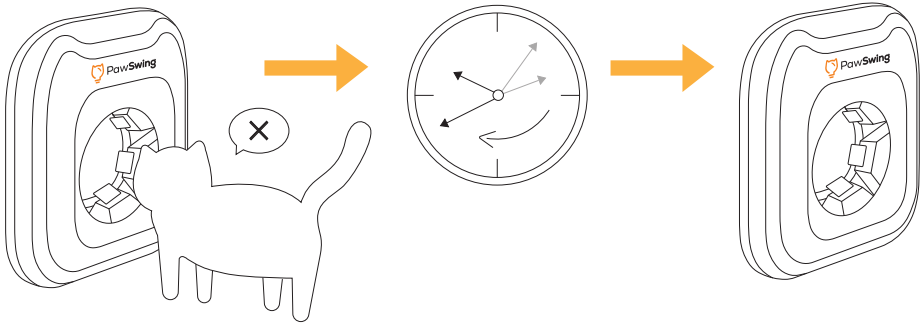
 
Day11 / Day20–21



 
Day12 / Day22



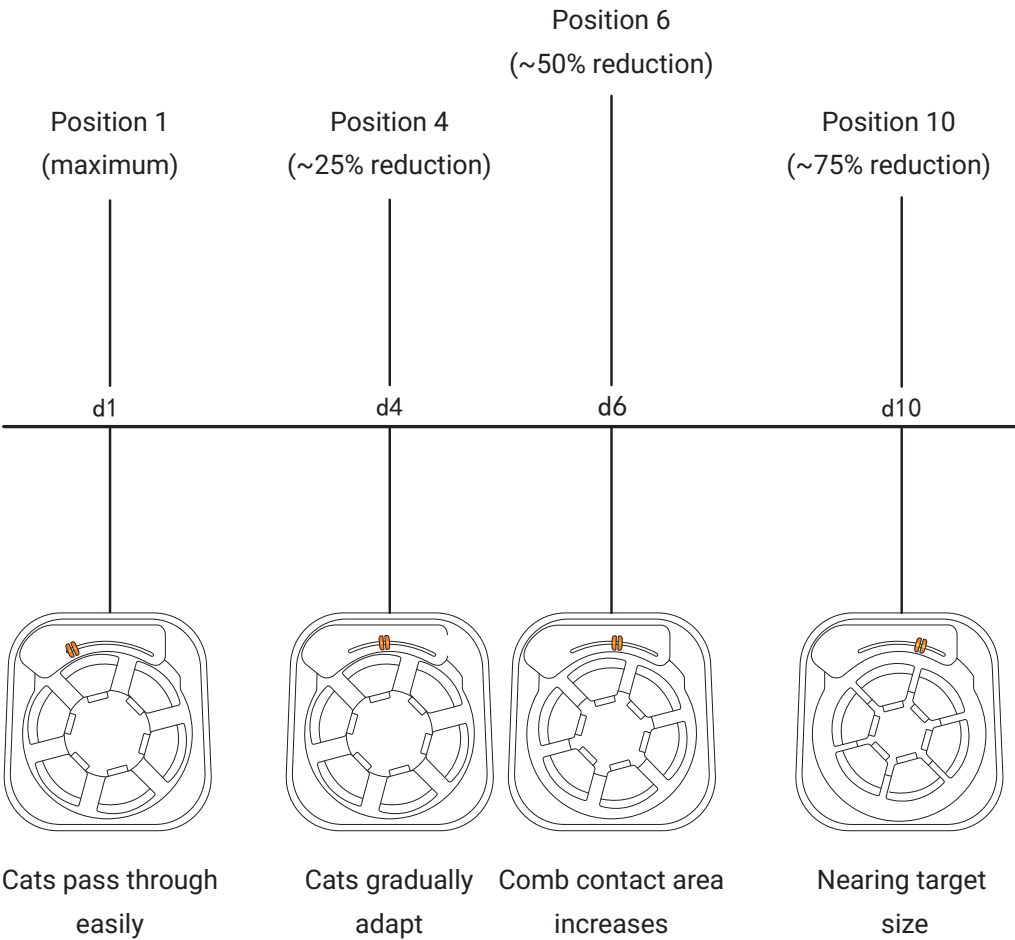
How: Be patient and continue using food rewards. Watch your cat closely—if they hesitate or seem less interested, wait an extra 1–2 days before making the next adjustment.



Extend the interval by 1–2 days

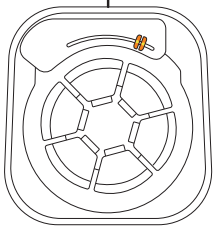
Adaptation Timeline Reference

This timeline is suitable for single-cat households and cats that adapt easily. For multi-cat households or cats that are introverted, timid, or highly cautious, extend the adaptation period according to each cat’s personality and response.



Position 12
(minimum)

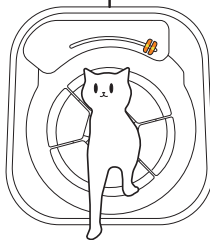
d12



Efficient grooming
state

Keep the PawSwing Neo
at Position 12

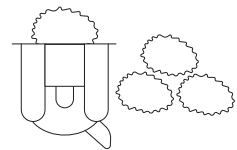
d18



Allows your cat to fully adapt
and get used to the PawSwing Neo

Keep the PawSwing Neo
at Position 12

d22



The Hair Collection Box will
collect noticeable amounts
of loose hair

Simplified Adaptation Guide

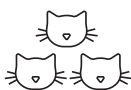
Single-cat households: Reduce one position per day → reach minimum in ~12 days.

Multi-cat households: Reduce one position every 2 days → reach minimum in ~22 days.

***Each cat is different. Adjust the timeline according to your cat's personality and adaptation progress.**



Single-cat

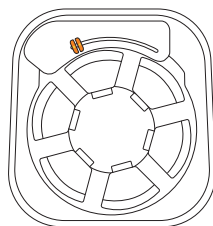


Multi-cat

Entrance size

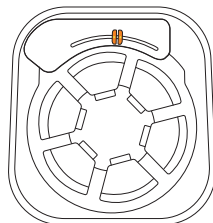
d1

d1



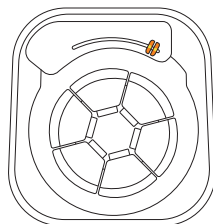
d7

d12



d12

d22



Comb Cycle Clock Table- Record Your Cat's Adaptation Progress!

Always start with the maximum opening. Be patient and observe your cat closely. The goal is for your cat to adapt naturally without stress.

*If your cat adapts quickly, the reduction from Position 1 to Position 6 can be done faster according to their size. However, we recommend gradually reducing from Position 6 to Position 12 as instructed to ensure smooth acceptance and a comfortable adaptation process.

Position 1	Position 2	Position 3	Position 4	Position 5	Position 6
D1	D	D	D	D	D

Position 7	Position 8	Position 9	Position 10	Position 11	Position 12
D	D	D	D	D	D

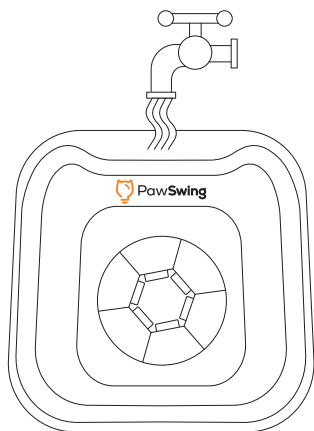
06 Cleaning & Replacement

Please read carefully and follow the steps below:

*After cleaning any part, always wait until it is completely dry before use, **especially the felt Main Box**.

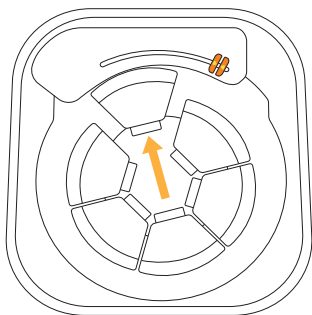
1. Grooming Entrance Cleaning

Do not wash the entire Grooming Base with water. Use a towel or wet wipes to clean the surface instead.



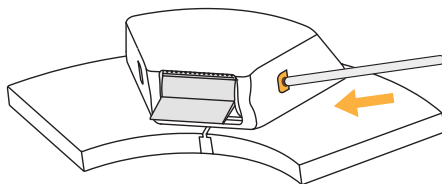
2. Comb Replacement

① Push the Hair Collection Box to its highest position.

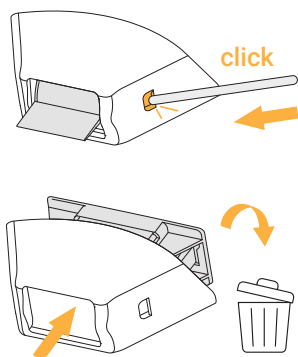


② Use a tool to push the comb bracket out from the “window area” on one side.

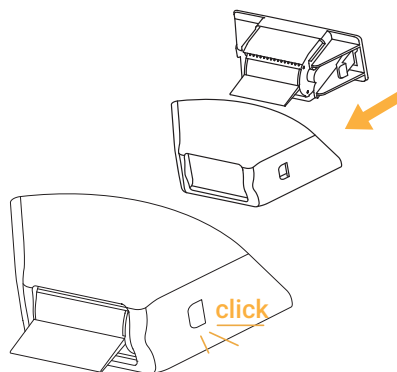
***Make sure the tool is smaller than the window opening. A stick-shaped tool is recommended.**



③ When you hear a click, remove the comb.



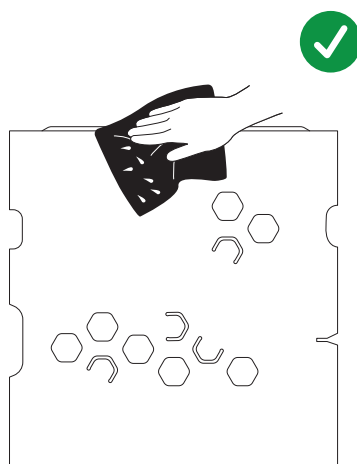
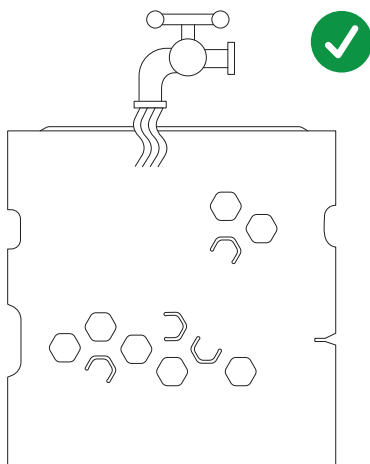
④ Insert the new comb, making sure the silicone strip is properly aligned. Press firmly until the bracket clicks back into place.



3. Main Box Cleaning

The Main Box can be washed directly with water or wiped with a towel or wet wipes.

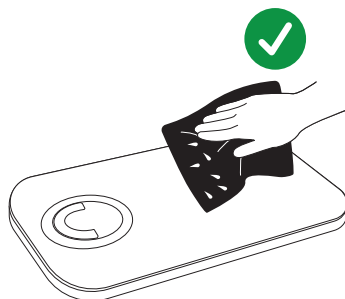
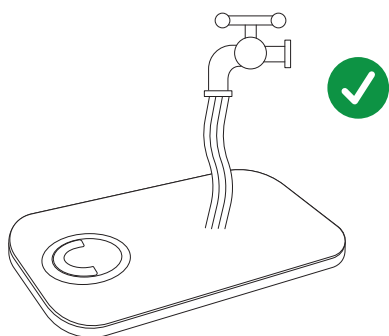
***Avoid using cleaning agents unless absolutely necessary. Cats rely on familiar scents for security, and masking them may cause stress or alertness.**



4. Top Panel Cleaning

The Top Panel can be washed directly with water or wiped with a towel/wet wipes.

***Avoid using cleaning agents unless necessary, to prevent masking your cat's familiar scent.**



07 Moving & Storage

1. Moving

When moving the device, do not lift it by the Top Panel Lock, as it is designed only for securing and unlocking the Top Panel.

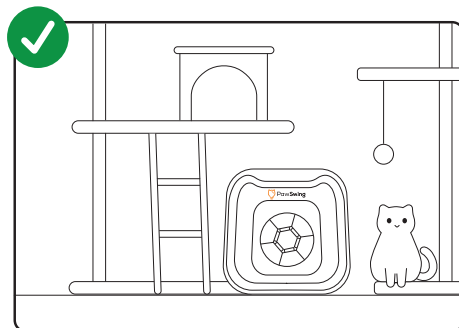
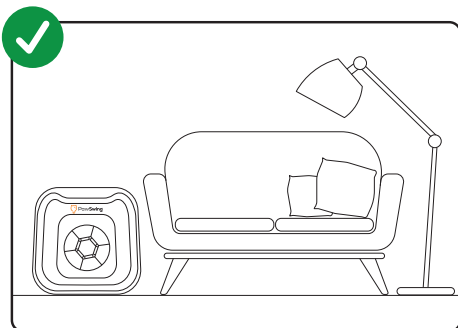
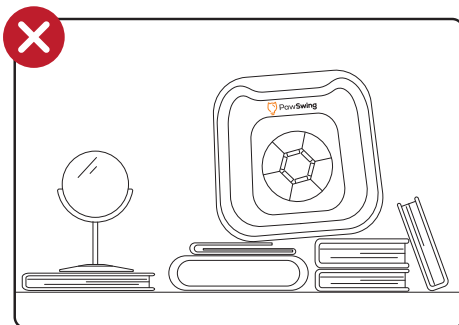
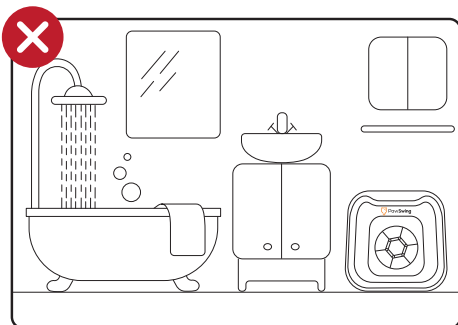
Please use both hands to hold and move the device.



2. Storage

① Protect from moisture.

② Store in a dry, flat place.



08 FAQs

Q1: My cat refuses to use the PawSwing Neo. What should I do?

A1: Every cat has its own personality! Some are naturally cautious and just need more time to adapt to new things. **Please be patient and never force your cat inside.**

- Use your cat's favorite treats or food, reserved exclusively for the PawSwing Neo, to attract them.
- Keep the entrance at its widest setting so your cat can explore freely.
- Place the PawSwing Neo in a spot your cat already enjoys, to build positive associations.
- Some cats prefer exploring when no one is around—try leaving a pet camera nearby so you can observe quietly.

Additionally, you can also open the Top Panel to make the inside more visible, showing your cat that it's a safe space.

If your cat is comfortable with position 1–6 but hesitates at smaller openings, try gently pushing the silicone strip inward beforehand. This way, their whiskers feel less restricted, which helps them feel more secure.

Above all, patience is key! If you've tried these steps but still see no progress, please reach out to our support team—we'll be happy to provide personalized guidance or follow-up care.

Q2: What if my cat only goes halfway in, or just reaches a paw inside for food?

A2: This is completely normal—and actually a positive sign! Willingness to explore shows your cat is already curious. Cats may pause halfway because:

- They're still getting used to the gentle push of the combs against their body.
- They're adjusting to the light tugging sensation, which often comes from small knots in the fur or slower entry speed.

To encourage progress, try placing their favorite snack or toy a little deeper inside to motivate them to pass through fully.

Important: Never push, pull, or force your cat through, as this could cause a negative experience. Even partial exploration or slow entry/exit is a good step forward.

If your cat shows **obvious discomfort** (such as yowling, resisting strongly, or breaking free quickly), **stop immediately** and check for fur mats or possible skin issues.

In short: halfway exploration = early trust. With time and patience, your cat will gradually learn to pass through completely.

Q3: Besides food, what other methods can help my cat get familiar with the PawSwing Neo?

A3: Food is helpful, but it's not the only option. Here are some additional ideas:

- Start with patience: Let the PawSwing Neo sit quietly in your cat's space for a few days so it becomes "familiar furniture".

- Optimal placement: Position it along common paths (balcony, litter box area, bedroom door) or near resting spots.
- Scent guidance: Sprinkle catnip inside or around the entrance, use catnip spray, or place their favorite blanket/toy inside to increase comfort.
- Space adjustment: If your cat hesitates, try removing the Top or Rear Panel temporarily to make it feel more open.
- Flexibility: If your cat resists after you shrink the entrance, go back to the previous position and give them more time to adapt.

Remember, independent exploration—even if slow or hesitant—means your cat is building trust. Stay patient, and they will gradually accept and enjoy the PawSwing Neo.

Q4: Do I need to purchase some replacement combs?

A4: For households with 1–3 cats, replace the combs every 6 months. For households with more than 3 cats, replace them every 3 months. Regular replacement ensures optimal grooming efficiency, but you can adjust the frequency based on your cat's actual usage.

Q5: The Main Box is dirty. Can I clean it with detergent?

A5: Yes, the Main Box is washable. You can disassemble it and clean it with a mild detergent or pet-safe shampoo. Be sure to rinse thoroughly and let it dry completely before reassembly. For light cleaning (e.g., removing fur), a silicone scraper works well. Because cats are highly scent-sensitive, we recommend using cleaning agents only when necessary to avoid masking familiar smells that provide comfort.

09 Customer Service

At PawSwing, we are committed to providing professional technical support and exceptional service.

If you can't find the answers you need on our website or in the manual, feel free to reach out via email—we're here to assist you.

- **Customer Service - Online Support**



Website



Facebook



Instagram

Working Hours: Sunday to Thursday, 5:30 PM - 3:00 AM (PST)

- **Customer Service - Email Support**

Email: service@paw-swing.com

For after-sales support, including accessory replacements, missing items, refunds, or returns, please contact our after-sales team, and we'll assist you promptly.

After-Sales Email: aftersales@paw-swing.com

All emails are typically responded to within 48 hours, though response times may vary slightly due to time zones and holidays.

