

# Knox Box Online Ordering Instructions

To streamline your on-line ordering process, and eliminate the possibility of accidentally ordering a box from the wrong service area, we have put together a few simple steps for placing your order. If you have any questions while attempting to complete your on-line order, you can contact either Casey Laughlin at 861-8005 or Michelle Wagner at 861-8030.

To place your online order:

1. Visit [www.knoxbox.com](http://www.knoxbox.com)
2. Click the green button that has the shopping cart on it.
3. The next screen will say "To Order, Please Find Your Department First". Do not enter a zip code. In the Department Name box, always enter **Mat-Su (not case sensitive but you need the hyphen)**. Then click the "Search Departments" button.
4. Choose the Fire Service Area that the property is located in. THIS IS AN IMPORTANT STEP. PLEASE BE SURE YOU HAVE CONFIRMED WHICH FSA YOUR PROPERTY IS LOCATED IN. IF YOU ORDER INCORRECTLY, THE FIRE DEPARTMENT IN YOUR AREA WILL NOT BE ABLE TO OPEN YOUR KNOX BOX. Click the green "OK" button to choose.
5. Be sure when you get to the next screen that the FSA you have chosen is shown in the box at the top of the page. This page will give you the options available to order the 3200 Series box. If you wish to order one of these types of boxes, make your selection and click "add to cart". Then proceed to the checkout process. If you wish to order another type of product, use the left hand menu and choose the item you would like to order. Click "add to cart" and proceed to checkout.
  - a. Generally, businesses use the 3200 series boxes.
  - b. Residential boxes are generally the 1650 series.
  - c. Electronic Gates need to order a "Key Switch" and be wired to the gate.
  - d. Padlocks are available for gates that are not electronic.
6. Always be sure to use an accurate installation address so the fire department can keep track of where we have Knox products. There are times that maintenance is necessary and we want to make sure we know your box is out there and won't get overlooked.
7. From here, create an account, and check out.

Knox usually ships quite promptly so there shouldn't be a long delay in receiving your box.

When you have installed your box, contact Casey Laughlin at 861-8005 or Michelle Wagner at 861-8030 to arrange for someone to come out and lock your key in your Knox Box.