

## **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 RED "Buy" button in the upper right corner.
3. The next screen will say "To view products in your area, locate your local first responder department/agency - 1. Choose Alaska from the "Your Location" drop down menu. 2. In the "Your Department Name" box, always enter Mat-Su Borough (not case sensitive but you need the hyphen). Then click the "Search" 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 RED "Select" button. Note about Residential Boxes, if you are purchasing a residential box, please follow the above steps but DO NOT choose the option that says RESIDENTIAL ONLY, HOME BOXES. Order your residential box through the appropriate service area link (such as Central, West Lakes, Palmer, etc.).
5. If you don't see any products listed on this next page, be sure you click on the "Products" tab near the top of that page, then scroll down a bit. This page will give you the options available to order the 3200 or 4400 Series Commercial boxes. There are other types of products as well, such as residential boxes, gate switches, and padlocks. Once you have made your selection, enter an accurate installation address (very important - there are times where box maintenance is necessary and we need to be sure your box doesn't get overlooked), then 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 from here create your account and checkout.
  - Notes about gates: Electronic Gates need to order a "Key Switch" and be wired to the gate. Padlocks are available for gates that are not electronic.

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.