

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:

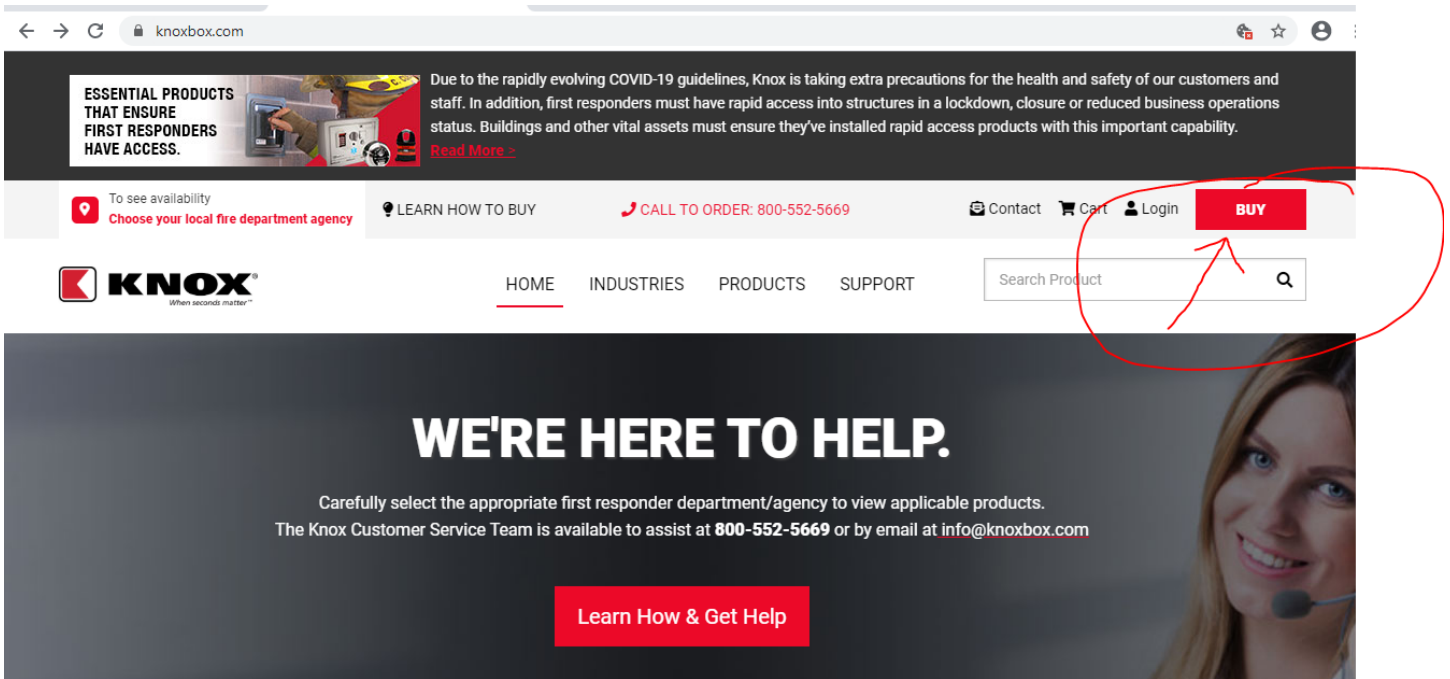
1. Visit www.knoxbox.com
2. Click the RED "Buy" button in the upper right corner.
3. The next screen will say "To view products in your area, locate your local first responder department/agency - 1. Choose Alaska from the "Your Location" drop down menu. 2. In the "Your Department Name" box, always enter 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.

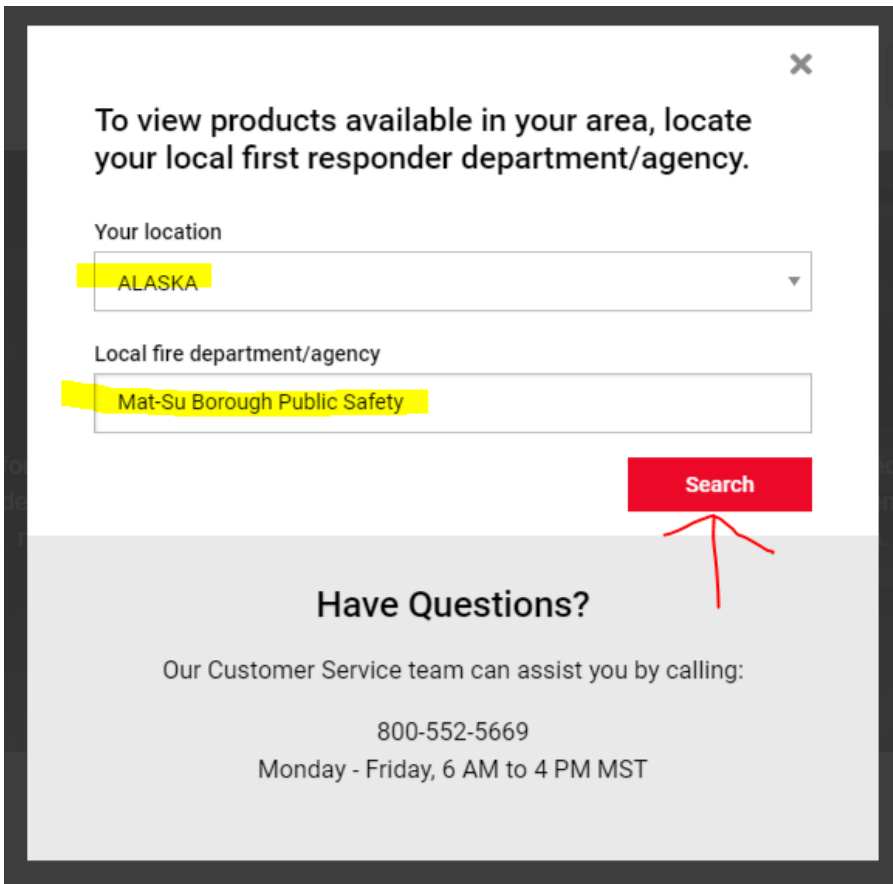
When you have installed your box, contact Casey Laughlin at 861-8005 or Michelle Wagner at 861-8030 to arrange for someone to come out and lock your key in your Knox Box.

TO ORDER KNOX BOXES ONLINE, GO TO KNOXBOX.COM AND FOLLOW THE BELOW INSTRUCTIONS:

1. CLICK THE "BUY" BUTTON



2. ENTER ALASKA, AND MAT-SU BOROUGH PUBLIC SAFETY, THEN CLICK "SEARCH"



IF YOU DON'T INITIALLY SEE THE DEPARTMENT YOU NEED, CLICK THE RED SCROLL BAR AS SHOWN. IF YOU DO NOT KNOW WHAT FIRE SERVICE AREA YOU ARE IN, YOU CAN CALL CASEY LAUGHLIN AT 907-861-8005, OR MICHELLE WAGNER AT 907-861-8030. TO ORDER A RESIDENTIAL BOX, PLEASE FOLLOW ALL THE SAME STEPS AND DISREGARD THE OPTION THAT SAYS "RESIDENTIAL USE ONLY – HOME BOXES" – DO NOT CHOOSE THIS OPTION.

Note: If the department has multiple listings, select the appropriate access program (text in red) to display a set of products available for that program.

Mat-Su Borough Public Safety Wasilla, AK Fire Dept Use Only	Select
Mat-Su Borough Public Safety Wasilla, AK Residential Use ONLY - HomeBoxes	Select
Mat-Su Borough Public Safety Wasilla, AK Sub District 1 (Central FSA)	Select
Mat-Su Borough Public Safety Wasilla, AK Sub District 2 (West Lakes FSA)	Select
Mat-Su Borough Public Safety Wasilla, AK Sub District 3 (Butte/Sutton)	Select
Mat-Su Borough Public Safety Wasilla, AK Sub District 3 (Palmer)	Select
Mat-Su Borough Public Safety Wasilla, AK Sub District 4 (Houston)	Select
Mat-Su Borough Public Safety Wasilla, AK Sub District 5 (Talkeetna/Willow/Caswell Lakes)	Select

Have questions? Contact Customer Service at 800-552-5669

Scroll



SEE BELOW FOR MORE INSTRUCTIONS.....

3. CLICK THE "SELECT DEPARTMENT" BUTTON NEXT TO THE FIRE SERVICE AREA YOU NEED TO ORDER A BOX THROUGH.

4. YOU WILL NOW SEE A SELECTION OF ITEMS TO PURCHASE. CHOOSE THE ITEM THAT YOU WANT. IT WILL ASK YOU ABOUT COLOR, TYPE OF MOUNT, ETC., AND ONCE YOU HAVE CHOSEN YOUR OPTIONS YOU CLICK SUBMIT AND IT SHOULD ADD IT TO YOUR CART. FROM THERE IT WILL ASK YOU TO FILL IN YOUR INFORMATION AND CREATE AN ACCOUNT. ONCE ALL THAT IS DONE, YOU SHOULD BE ABLE TO EASILY CHECK OUT AND PAY BY CREDIT CARD.

IF YOU HAVE ANY ISSUES, PLEASE GIVE CASEY LAUGHLIN A CALL AT 907-861-8005.