

## Knox Ordering Information

**Knox** products provide secure rapid entry systems for 1<sup>st</sup> responder use during emergencies to help minimize property damage caused by forced entry. Knox products are sometimes required, but can also be installed voluntarily. Knox products for OCFA's jurisdiction must be ordered online at <https://www.knoxbox.com>. Follow the ordering instructions below to help navigate the Knox website to ensure you order the correct product for your project.

### Check Before You Order

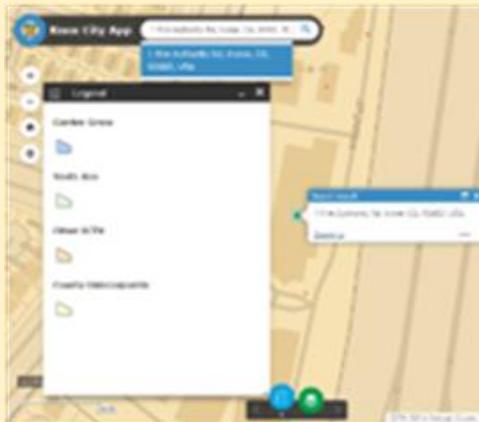
**Important:** Knox products are different for each of OCFA's 3 areas, so check, then order according to the installation address.

**OCFA & Unincorporated OC**

**City of Garden Grove**  
(Not Unincorporated Garden Grove)

**City of Santa Ana**  
(Not Unincorporated Santa Ana)

**Step 1** – Type the installation address into the **Knox App**, then follow the instructions corresponding to the color your project displays in. Addresses in Yellow, for Unincorporated OC, must use the orange column instructions.



**Step 2** - Decide who gets access. It's either just the Fire Department, or both the Fire Department and Police:

- **Fire Department only** - Mostly used for single tenant buildings, single-family homes/Homebox, and fire control rooms.
- **Fire Department & Police**: Typically used for gates, pools, perimeter/common areas, parking lots, multi-tenant buildings and multi-family residential (Irvine projects should consult Irvine PD for special requirements).

**Ordering Tip:** Different access options, Fire only vs. Fire + Police, require separate orders. Also, different installation addresses must be on separate orders as well.

### How To Order

The Knoxbox.com website can be confusing, so just follow Steps 3 - 7 and you should be fine.

**Step 3** - On Knoxbox.com, click the red “Buy” button, select **California** as the location, and **OCFA** as the local Fire Agency:

Your location  
 CALIFORNIA

Local fire department/agency  
 ocfa  
 OCFA  
 OCFA/Garden Grove  
 OCFA/Santa Ana

Search

**Step 4** - Ignore the Trusted Partner ad (click X in upper right corner), then choose either the Knox or TRL option.

Why Choose an Authorized Local Knox Trusted Partner?

Select Preferred Buying Option  
 Sample cost comparison is for a KnoxBox Model 2211\*

Authorized Local Trusted Partner

TRL Systems  
 Save with local delivery  
 Same day pick up on stocked items  
 Deep specific ordering assistance  
 Local on-site knowledge  
 Product education & guidance  
 Installation services may be available (please inquire)

\$459  
 Free local pick-up on stocked items  
 Flexible payment options:  
 Full 30 financing available

Knox Company  
 Product education & guidance

\$459  
 +\$50 minimum for shipping, local pick-up not available

**Step 5** –Choose the desired access option from the color column your installation address displayed in (UCI is not a choice):

OCFA & Unincorporated OC	City of Garden Grove	City of Santa Ana
OCFA CA Building Access - Fire Only <span>Select</span>	OCFA/Garden Grove CA High Security (Bldg Access-Fire Only) <span>Select</span>	OCFA/Santa Ana CA High Security (Bldg Access-Fire Only) <span>Select</span>
OCFA CA Perimeter Access for Fire & Police <span>Select</span>	OCFA/Garden Grove CA Low Security (Perimeter access for Fire & Police) <span>Select</span>	OCFA/Santa Ana CA Low Security (Perimeter access for Fire & Police) <span>Select</span>
OCFA CA Residential Use ONLY - HomeBoxes <span>Select</span>	OCFA/Garden Grove CA Residential Use ONLY - HomeBoxes <span>Select</span>	OCFA/Santa Ana CA Residential Use ONLY - HomeBoxes <span>Select</span>
OCFA CA University of CA <span>Select</span>		

Contact UCI Fire Dept. for UCI Knox orders, not OCFA

**Step 6** - Click on the product picture you want, then select the options:



Commercial KnoxBoxes



Gate Key Switches and Padlocks



Emergency Boxes



Remote Power Box



Residential KnoxBoxes



Accessories

**Step 7** - Complete the customer and payment information, then submit the order.

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### After Placing the Order

After an order is submitted on Knoxbox.com, OCFA electronically verifies if it's correct for the address and use. If so, OCFA approves the order, which is transmitted to Knox. Customers receive a confirmation email from Knox.

- If OCFA sees a problem, the order will be denied and the customer will be advised as to why, then instructed to reorder.
- Customers are responsible for having Knox products installed and can use 3<sup>rd</sup> party installers.
- When ready to place keys in the Knox Box and lock it up, customers can contact OCFA to arrange a time by calling (714) 573-6100 (leave a message if no one answers).

**Recommended Knox Box Placement:** 5-6 feet above grade is optimal, preferably within 3 feet of the door/gate. It must be strongly secured/not easily tamped with. Visibility is key, so think about where a responding firefighter would look for a Knox Box when they exit the right side of an engine during an emergency call in the middle of the night, in the dark, in the rain.

For questions specifically about Knox products for OCFA's jurisdiction, it's best to contact OCFA at (714) 573-6100.  
*(Please leave a message if no one answers)*