Knox Box Ordering Instructions

Once you know which service area you need, you can then call Knox to order via telephone, or go online to order.

When ordering by phone, you will always need the system account number, and sub account number. Even if you call and give them the name of your fire service area, it is very common that they will look up an old account and tell you it is inactive. Be sure to have the correct system code below available to give the Knox rep if you decide to call.

If you are unsure which fire service area your property is in, please call the Knox Admin at Stn 6-5 @ 907-861-8018 to confirm, or look it up on the borough's MyProperty site.

See below for system account numbers:

- Mat-Su Borough Emergency Services PS-50-0026-11-00
  - Central FSA - Sub District 1 (PS-50-0026-11-00-A)
  - West Lakes FSA - Sub District 2 (PS-50-0026-11-00-B)
  - Palmer/Butte/Sutton FSAs - Sub District 3 (PS-50-0026-11-00-F)
  - Houston FSA - Sub District 4 (PS-50-0026-11-00-D)
  - Talkeetna/Willow/Caswell FSAs - Sub District 5 (PS-50-0026-11-00-E)

To order by phone:

Please call the Knox Company at 1-800-566-9269.

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 set of instructions for placing your order.

There are two ways to proceed with on-line ordering:

1. Choosing the department first.
2. Entering the Installation Address first, then confirming the suggested department.

Option 1. Choosing the Department First: (not entering an installation address to search for department):

1. Visit www.knoxbox.com

2. Click the RED "**START HERE**" button in the upper left corner.

3. The next screen will say “Search by Installation Address”, go to the BOTTOM of that box, and click on the blue “Search for your Department” button.

4. In the drop-down menus, choose Alaska for State, then in the Department Name box, type in Mat-Su Borough, and click on the selection that says “Mat-Su Borough Emerg Svcs”, then click “Confirm Department”. IF THERE ARE OTHER DEPARTMENT OPTIONS ON THIS SCREEN, PLEASE IGNORE THEM AS THEY ARE CONNECTED TO OLDER ACCOUNTS AND WILL NOT WORK. We are working with Knox to get those removed as options.

5. On the next screen, you should see a list of all the available Mat-Su Fire Service Areas. Choose the Fire Service Area that your 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 "Confirm Department” button.

6. The next screen should show all the product options for purchase. If you don’t see any options, you can click the red “SHOP PRODUCTS” button in the upper left corner of your screen (just below the Knox logo). You will need to select the product you want and add it to your cart.

   If you get a popup screen with the message “Looks like there are no products available here for the department you selected – try selecting a different category” – this means that you may have selected an old account and you will need to start over at Step 1.

   *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.

7. You will need to go to the cart and click on the “Add Installation Address” button. Complete the information as required.

8. From here you can check out either as a guest or by creating an account.

When you have installed your box, contact the admin at 861-8018 or Michelle Wagner at 861-8030 to arrange for someone to come out and lock your key in your Knox Box.

Option 2. Entering an installation address to search for department:

1. Visit www.knoxbox.com
2. Click the RED "**START HERE**" button in the upper left corner.
3. The next screen will say “Search by Installation Address”: Type in your name, or the business name, the intended installation address of the Knox Box, then click the red “Set Address” box. Another box will pop up asking you to confirm your address.
4. The next window will give you a selection of departments; choose the Mat-Su Borough Emerg Svc., click confirm, then in the next pop-up window, you will need to choose the fire service area you are in.

   The next screen should show all the product options for purchase. If you don’t see any options, you can click the red “SHOP PRODUCTS” button in the upper left corner of your screen (just below the Knox logo). You will need to select the product you want and add it to your cart.

   If you get a popup screen with the message “Looks like there are no products available here for the department you selected – try selecting a different category” – this means that you may have selected an old account and you will need to start over at Step 1.

   *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.
5. From here you can check out either as a guest or by creating an account.

When you have installed your box, contact the admin at 861-8018 or Michelle Wagner at 861-8030 to arrange for someone to come out and lock your key in your Knox Box.