



holiday 2014

VOLUME XXI - ISSUE 4



RAPID ACCESS



Eagan Fire Department, MN



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Protecting the Knox Master Key

Who hasn't started a project and gotten half way through and then thought of what they would change if they could start over? It's not different for those who have either implemented the Knox® System themselves or inherited it from a predecessor.

One department that went through this process was **Eagan Fire Department in Minnesota**. A few years back they decided to try a KeySecure®



unit to secure their Knox Master Key. They tested a couple of units on a few of their trucks to see how the units would work for their department. “In the past the only people who had (master) keys would be the battalion chiefs, chiefs, and inspectors. Since we’re a volunteer department I cannot guarantee that a chief officer will respond to a call. At any given time there isn’t a chief assigned to work. What we found out was that as soon as we put them in the fire engines we liked them so much that it became very apparent we wanted to expand to our other fire engines,” shared Fire Chief Mike Scott.

Prior to ordering the additional KeySecure units the department decided to rekey their existing Knox Products. They wanted to make sure there wasn’t a key unaccounted for. KeySecure units were installed in all of the engines as well as the battalion and chiefs cars. This provides protection of the master key while still making the key very accessible. “I was a little reluctant to put the key in the fire trucks unless they were in a secure area. I’ve seen real estate boxes or key rings that some departments use – these scared me. I wanted to make sure we could assure property owners that the fire department was doing everything to ensure the master key doesn’t get into the wrong hands. We’re doing everything we can for accountability,” said Scott.

When Eagan first introduced the Knox System in their jurisdiction, they offered another box as well. When they rekeyed the department, they standardized on the Knox System for the entire jurisdiction. “We were so happy with the Knox System that we standardized on the Knox System. The Knox System is truly one system that offers a variety of options. It’s all



RAPIDACCESS

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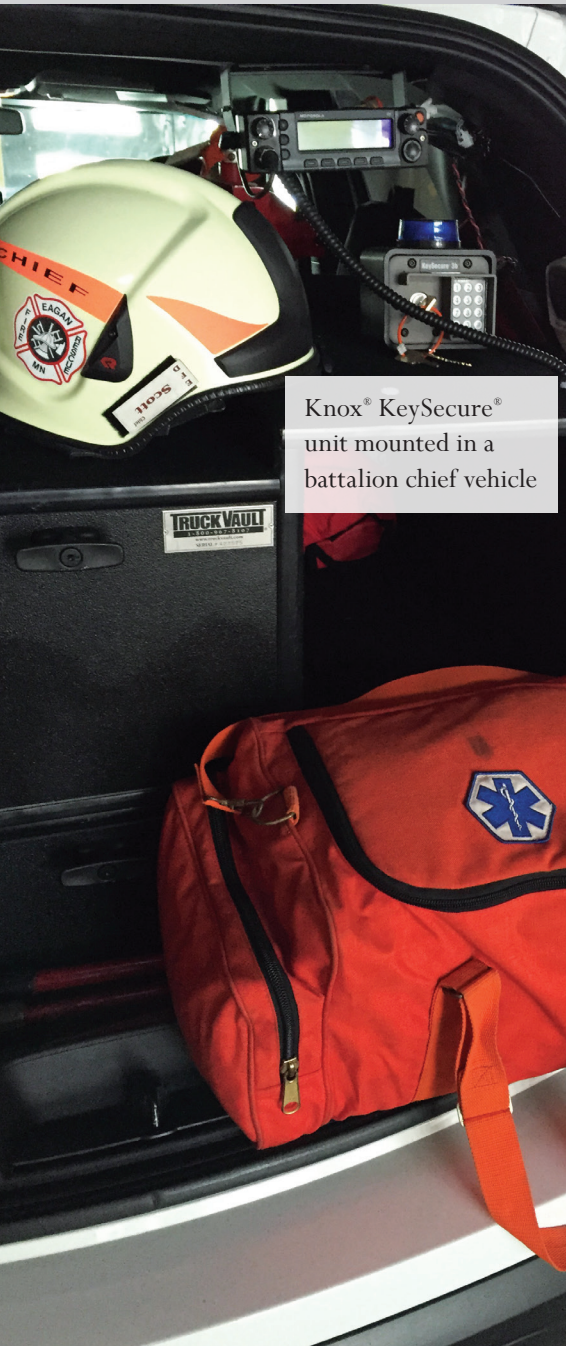
under one umbrella,” explained Scott.

“I also liked that the Knox KeySecure unit has a strobe light. It’s pretty easy when out on a call to put the key in the pocket of your turnout gear and forget you put it there. Then when the next person needs the key, it can’t be located. The strobe light is a good constant reminder that the key is out and to make sure it is accounted for before leaving the scene,” Scott explained. The audit trail also provides the ability to find out when the keys were used and who used them. The department can take this information and trace it back to why the key was used. “If you put a realtor box or another box I wouldn’t

have that ability. (With KeySecure units,) We’re able to check on how the key is being used and make sure our use is compliant with the fire code and our standard operating policy”, Scott explained.

The security of the Knox Master Key is very important to Eagan Fire. “If you can’t account for one of your (master) keys, that’s a huge deal. Not just financially in having to rekey but in the security of your entire system. And the department loses its credibility with the community. Thankfully, we’ve never lost a key,” Scott said.

Eagan found the installation of the units to



Knox® KeySecure®
unit mounted in a
battalion chief vehicle

be fairly easy. It was handled by the city's mechanics department. They received their units in one large shipment and had them installed in about one month. "It doesn't take long to install them. It's a matter of getting the truck to the city's garage. It was a very simple process," shared Scott.

The IT department installed the software. The firefighters were trained on using the units during one of their training sessions on new systems. Each firefighter received their PIN and was given the opportunity to test using the KeySecure during the training. As a volunteer department, Eagan doesn't always know who is responding to each call and whether an officer will be on-site. So they choose to give each department member who had been with the department five years or more a unique PIN code.

The police wanted to share the system with the fire department but the fire department didn't allow as it contradicted the fire code that required the boxes. Now the police have their own system separate from fire.

Eagan fire serves the tenth largest city in Minnesota and answers 2000 calls annually. They have a large industrial/commercial area that is in the flight path of the Minneapolis/St Paul airport. "We're a fairly large volunteer department with five full-time members and 100 volunteers working out of five fire stations," Scott said. ◀



2015 Authorization Order Forms


A small supply of the 2015 Commercial Authorization Order Forms were sent to all registered departments the beginning of December 2014. We ask that all orders submitted to the Knox Company in 2015 be either online or on the new form otherwise orders may be delayed.

Over the past few years, we've seen a rapid growth in online ordering at knoxbox.com. It is now the most popular way to order a Knox-Box. This change in ordering has led us to update the authorization order form. This new form is now 4 pages instead of 12.

So what has changed? The first 2 pages are identical to the original 2 pages. We removed the 10 page catalog/price list from the booklet and replaced it with a condensed 2 page price list. Many departments prefer to use the Click-N-Print Custom Order Guides they're able to design and print from the knoxbox.com website in lieu of the order form. (This feature is only available to departments who have signed up for online ordering.)

The 1650 Residential Knox-Box is not on the Commercial Authorization Order Form since Knox does not recommend this product for commercial applications. The 2015 Residential Forms will be available in January 2015.

If you haven't signed up for online ordering we strongly encourage you to give it a

try. With online ordering, the paper authorization order form is still accepted with the appropriate signature offering your property owners a choice in how they order – paper or online. If you have any questions on how eApproval works, please contact customer service at 800-552-5669 or your regional account manager. 





How to Deal with a Box that won't open

Have you ever arrived on scene and find it difficult to open the Knox-Box? Over time grit can build up in a lock core, particularly if the lock core isn't used often. This built-up grit can make it difficult to open the box. Knox utilizes high quality, precision locks that require a minimal amount of maintenance to insure continuous reliability. However, **annual inspection and maintenance of the lock is recommended.** This is a convenient time to check the condition of the box and door gasket as well as verify that the key contained in the box is still current. A few minutes of your time now can help to ensure the Knox products in your jurisdiction work as designed when needed most.

The following Maintenance recommendations apply to all Knox Rapid Entry products, including padlocks, key boxes, and key operated key switches.

6 Months - Spray lock mechanism with key lube or LPS-1, operate lock twice to check operation and spread lubricant. Do not use oil-based products such as WD40.

1 Year Mark - Repeat six month lubricant routine, as well as, looking for any chips or nicks in powder coat. These should be painted over to avoid spread of corrosion.






Maintenance of Door Gasket

When servicing the lock in a Knox-Box, it is recommended that the door gasket be serviced by applying a light coat of grease-like silicone paste (Dow Corning #4 or equal) to the gasket surface. This will keep the gasket from freezing to the box and also add extra moisture resistance.

Emergency procedure for opening box should lock fail to function due to grit or surface corrosion:

Spray lock cylinder generously with a good carburetor cleaner or Gumout, Poxytube or LPS-1. This product will thoroughly clean lock mechanism and dissolve any grit that may be holding up a pin from properly falling. Take key and work in and out of lock a few times. Repeat procedure. Next, send a strong vibration through the lock core to free the stuck pin. This can be done by using any metal tool, wrench, hammer, etc. Place a piece of wood against the lock core, then send the vibration with one of the above-mentioned tools.

The carburetor cleaner will dissipate, leaving no residue. Follow up with routine maintenance annually, more so if it appears to be a problem with grit at the particular installation site.

If you have any questions regarding the recommendations or need additional information please contact us at 866-566-9269. 

KeySecure is self-contained, moderately priced and easy to operate that provides a consistent level of security for your complete, UL listed Knox System.

Benefits of KeySecure®

- Minimizes potential for a lost or misplaced key
- All master key access recorded in an audit trail providing accountability
- Key stored in a locked, visible position
- Resists physical attack for increased security
- Optional strobe light signaling key removal – available in blue, red or amber

Don't take a chance of misplacing your key. Keep it safe in a Knox Master Key Retention Device. If you currently don't store all your Knox Master Keys in KeySecure units, we encourage you to talk with your account manager to explore adding KeySecure units to your Knox System.



Are you updating Quarterly?

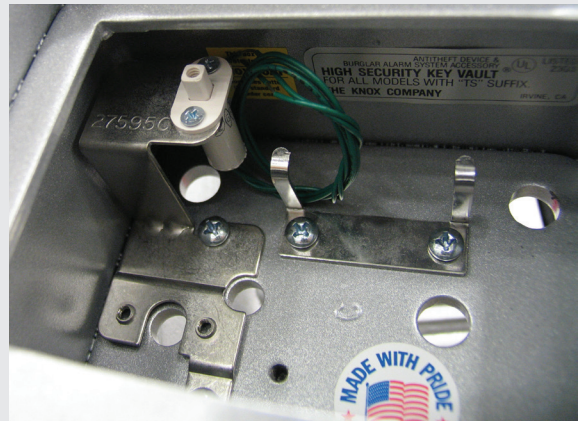
Software and firmware is constantly evolving with most of the changes rather minor. Knox encourages all Knox administrators to check for software and firmware updates on a quarterly basis and before adding any new units to your existing program. These updates are available at no charge. To check for updates, please log on to the Knox Department Login area at www.knoxbox.com and follow the installation instructions provided on the website. Feel free to contact Knox electronic support if you have any questions requiring technical assistance or need a login ID. 866-KNOX-BOX (866-566-9269)

IMPORTANT: Prior to performing ANY software or firmware updates, be sure to conduct an audit trail download from the unit, as audit trail records may be overwritten during the upgrade.

Tamper Switches

Tamper switches add another layer of security to already attack resistant Knox[®] products by having the building alarm system monitor any activity that occurs with a Knox-Box[®] key box. These switches will alleviate property owner concern about unauthorized entry and use of building keys. Tamper switches are standard on all commercial Knox-Box and Knox-Vault key boxes. They are optional on all cabinets and elevator key boxes since these product lines are meant to store items other than building entry keys and aren't weather proof for outdoor installation.

The “tamper” are pre-installed at the factory and are easy to connect to a building alarm system. Do not connect a tamper switch to the fire alarm. The “tamper”



detect movement of a Knox-Box door and the attempted removal of the box from its mounting.

As a reminder, the tamper switch should be connected to a building burglar alarm and not the fire alarm.




Box Security

Security is never easy. Security has always been the top priority for the Knox[®] Company, and the entire Knox System is designed to maintain key and lock integrity. Once the product is shipped from our facility, maintaining the security becomes your department's responsibility, failure of which could jeopardize your entire Knox System.

Installation – The proper installation of the box is paramount to the security and safety of the box. Each box is shipped with installation instructions which can also be found on the Knox website. Proper installation includes both the height of the box (recommended to be 6 feet off the ground) and the correct type and number of fasteners (five 3/8" diameter Grade 5 or 8 fasteners). We strongly encourage all departments to require boxes be installed per the installation instructions.

Locked Box– An unlocked box is a public relations issue for the fire department and puts the entire rapid access system in jeopardy. An unlocked box leaves the keyway exposed and unprotected. All departments must have a procedure in place to ensure that the box door is locked following proper installation. A list of locations with installed boxes in your district is available to you through the Installation Report on our website.

KeySecure[®] – KeySecure[®] for the Knox Master Key provides a consistently high level of security for your complete, UL listed Knox System. The key for unlocking Knox-Box key boxes, vaults, cabinets, key switches and padlocks is visibly and securely held in the KeySecure unit until an authorized department member enters their assigned PIN code for key release. Protect the security of your Knox Rapid Entry System with KeySecure Master Key Retention. KeySecure units provide a higher level of security, and are a vital component in preventing the theft of the Knox Master Key. We encourage you to talk with your account manager to explore increasing your Knox System's security by updating your keyway or adding KeySecure units to your Knox System.

The Knox Company takes pride in manufacturing vandal resistant products. If you have any questions on how to increase the security of your Knox System, please contact your regional account manager. 



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Support Contacts

FIRE DEPARTMENT SUPPORT

This department provides customer service to fire departments.

**800-KNOX-BOX
(800-566-9269)**

ELECTRONIC SUPPORT

This department deals exclusively with technical questions regarding KeySecure®, Sentralok® and MedVault® units.

**866-KNOX-BOX
(866-566-9269)**

PROPERTY OWNER SUPPORT

Property Owners & General Inquiries to Knox should be directed to our main number.

**800-552-KNOX
(800-552-5669)**



Territory Update

Joe Shanley, regional account manager, is retiring January 9, 2015. We're excited for Joe to start this new phase in his life but he will be missed. Joe and his wife Joyce plan on spending more time with their sons and daughters-in-law and doing some traveling.

To make the transition smooth for our customers, Franny Singer recently joined the Knox Company to take over as Regional Account Manager. Over the next month, Joe and Franny will be working together to transition the accounts from Joe to Franny. To help make the transition as seamless as possible, the regions telephone numbers will not be changing. Joe will maintain the telephones until January when Franny will take them over.



Franny Singer


Please join us in welcoming Franny to the Knox Family and wishing Joe a long and joyous retirement!

New Sales Director!!

We're very excited to announce that Rebecca Heller has rejoined the Knox Company as our new Director of Sales.



Rebecca Heller

In her new role, Rebecca will oversee Knox's entire Sales Operation. Please join us in welcoming Rebecca back to Knox! 

Below are the national shows we'll be at in 2015 along with the first quarter regional shows. Be sure to check future issues for additional regional shows.

Trade Show Schedule

Show	Dates
FireRescue East	January 21-24
Firehouse World	January 26-29
Mega Show	February 21-22
EMSToday	February 26-28
FDIC	April 20-25
Metro Chiefs	April 28-May 3
Harrisburg Fire Expo	May 15-17
NFPA	June 22-24
Firehouse Expo	July 16-18
CSHEMA	July 17-22
South Atlantic Fire Expo	August 14-15
Fire Rescue International	August 26-29
EMS World	September 14-18



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Serving First Responders Since 1975

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Phoenix, AZ 85027

To Knox Program Coordinators,

During this holiday season, we want to take the opportunity to thank you for believing in the value of the Knox Rapid Entry System and for your contribution to the Knox program in your community.

We look forward to working with you in 2015 when we'll be celebrating our 40th anniversary.

We wish you the very best for the New Year. **Merry Christmas!**

Sincerely
The Knox Team

Closed for the Holidays

The Knox Company will be closed for the holidays beginning Monday, December 22, 2014 through Friday, January 2, 2015 and will re-open on Monday, January 5, 2015. Friday, December 19, 2014 will be the last full shipping day prior to the holiday shutdown.

Happy New Year!

Find us on Facebook and Twitter!



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