

Knox Ordering Information

Knox products provide secure rapid entry systems for 1st 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

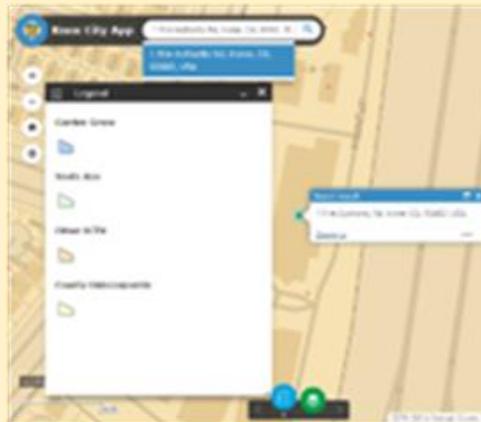
Important: Knox products are different for each of OCFA's 3 areas, so check, then order according to the installation address.

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

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.

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 3rd 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)