



## **MEDFORD FIRE-RESCUE FIRE & LIFE SAFETY DIVISION**

[www.medfordfirerescue.org](http://www.medfordfirerescue.org)

***"SERVE AND PRESERVE"***

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## **KEY BOX EMERGENCY RAPID ACCESS SYSTEM**

Medford Fire-Rescue is committed to providing superior services to the public. As part of this commitment, property owners may elect to install a lock box system to provide for rapid access by the fire department to secured properties in the event of the need for lifesaving or firefighting operations. The lock box may also be required in new construction where the building is equipped with a fire sprinkler system (this allows the fire department to shut down the system to prevent further water damage if needed). Medford Fire-Rescue uses only the Knox Company lock systems. All first due fire apparatus carry a special high-security master key which unlocks all the Knox locks installed in our jurisdiction. The following information answers the frequently asked questions regarding a system of this type and will assist you in your decision to purchase and install a Knox-Box system.



### ***How does the Knox-Box system work?***

The Knox-Box is a heavy-duty constructed enclosure in which the property owner places keys, cards, buttons or pertinent information for use by the fire department during an emergency. Pad locks are also available for gates keyed to the fire department master key. The master key which opens all of the Knox Company locks is only in the possession of Medford Fire-Rescue. The property owner must contact us any time the lock box is to be opened to place, change, or check the contents of the box.

### ***Who owns the locks?***

The property owner owns the lock box. The property owner orders and installs the access system through Medford Fire-Rescue. Medford Fire-Rescue facilitates the purchase and installation of the lock system as a service to the community but has no financial interest in the Knox-Box access system. It is necessary, however, that we standardize the system to eliminate the need to carrying multiple access keys. The property owner is responsible for repairs and/or maintenance of the locks.

***How is the Fire Department master key secured?***

The Fire Department master key is secured into each primary fire vehicle in a lock device that operates a light and buzzer when the key is removed. The key and security system is checked daily.

***How should the box be mounted?***

The Knox-Box should be mounted within 10 feet of the main entrance to your facility (or near the exterior door to the fire sprinkler riser room), with the bottom of the box not less than 8 feet, nor more than 10 feet, above the walking surface. If you have special problems or needs regarding the installation of the lock box, contact Medford Fire-Rescue for assistance.

***What is the procedure for obtaining and installing a Knox-Box?***

1. Order a Knox-Box at <https://www.Knoxbox.com>.
2. Click on Products/Place Order.
3. Type Medford Fire-Rescue in the department search box and then click on Medford Fire-Rescue
4. Click on Proceed with Order
5. Choose the desired lock box
6. Proceed with checkout
7. Once Medford Fire-Rescue approves, your Knox-Box will be shipped to you from the Knox company

***What is the procedure for securing keys and information in the Knox-Box?***

After installation, contact Medford Fire-Rescue to place your facility key(s) or other information into the lock box and lock it. From this point, you must contact Medford Fire-Rescue any time you need to open the lock box. Remember, the master key to the Knox-Box is only in the possession of Medford Fire-Rescue.