



**Montgomery County
Department of Permitting Services**

2425 Reedie Dr, 7th Flr
Wheaton, MD 20902
Phone: 311 in Montgomery County or (240)777-0311
www.montgomerycountymd.gov/dps



KNOX BOX ORDERING INFORMATION

INSTRUCTIONS FOR ORDERING A “KNOX BOX” FROM THE KNOX COMPANY

To purchase a Knox Box, please follow the online purchase application process below. Once you complete your purchase request online, an email will be sent by the Knox Company to the Montgomery County Fire Marshal's Office requesting approval of the purchase. The Fire Marshal will respond to the email, electronically approving your purchase. The Knox Company will then email you advising your purchase has been approved. The email will have a link that will allow you to pay for and complete your purchase. The Knox Company will then ship the product to you.

Once you have the “Knox Box” installed on your building, you may contact the Fire Marshal's Office at 240-777-0311 or go online to <https://forms.gle/BLvwEdKzkoyunAAB6> to request to have a fire inspector come out to place your building access keys inside the box. The fire inspector will then lock the box and your installation will be complete.

ITEMS TO BE PLACED IN THE BOX:

Where one box is installed, we will be asking for three sets of keys or access control devices. If your building has more than one Knox Box only two key sets are required per box. Each set of keys needs to be on a separate Key ring and labeled. Access Control devices, like Key Cards or Key Fobs should also be labeled.

Other items that are highly encouraged to be placed in your Knox Box that will provide assistance to the Fire Department include, but are not limited to:

- Laminated floor plans that include building information such as electrical, HVAC, Fire Control, and Sprinkler Rooms. Alarm Reset locations, Fire Pump, Sprinkler Control valves, and any building systems controls.
- Laminated cards for after hours or emergency contacts.
- Laminated information that is specific to your building.
- The hoist way and/or elevator rescue keys.

ONLINE ORDERING INSTRUCTIONS:

- Click on the following link: <https://www.knoxbox.com> or type Knox Box into your search engine or web browser.

Once on the Knox Company Website, you will need to create an account in order to purchase an item.

- Click on “Login” in the upper right corner of the page.
- Create an account by entering the information requested under “New Customers Only”.
- Click “Create Account”.
- Click the red “BUY” icon in the upper right corner of your screen.
- Enter “Montgomery Co Fire Marshal” in the box that says, “Enter department name” (Or Enter your address into the boxes provided to enter your address).
- Click “Select Department” next to the Montgomery Co Fire Marshal – Silver Spring MD information.
- Scroll through the list of products that are accepted by Montgomery Co Fire Marshal.
- Click “Select and Configure” under the product you wish to purchase.
- Fill in all the requested information and then click “Submit for Approval”.

For additional information contact: The Knox Company Customer Service at 1-800-552-5669 or The Office of the Fire Marshal at 240-777-0311.