

Columbus County

EMERGENCY SERVICES

TELEPHONE
910-640-6610



TELEFAX
910-640-1241



The following information will provide the steps needed to be taken to purchase KNOX BOX products for your commercial or residential property within Columbus County.

Step 1: Visit the following web page www.knoxbox.com

Step 2: Click on the **BUY** button in the top right corner of the web page.

Step 3: Click in the box where it ask to enter the department name. After clicking this box type *Columbus Co Fire Marshals Ofc*

Step 4: At this point you should see several Columbus County Fire Departments to select from. All will begin with Columbus Co Fire Marshals Ofc then with each individual department being different in the middle column. You will need to find

_____ which is the fire district you reside in, and then click the

(Write in Department Name)

Select Department button beside same.

If unsure of which department your property resides in please contact the Columbus County Fire Marshal's Office at 910-640-6610 to confirm this information.

Step 5: You should now be at the product selection page. The products are categorized starting at commercial Knox Boxed and then ending with residential Knox Boxes. Please choose which type of Knox Box accommodates your property best and then click the **Select & Configure** button underneath the product.

Step 6: You should now be at a page where you configure the Knox Box as you wish such as color, surface or recessed mount, and tamper switch type. After choosing the correct selections you will then click the **ADD TO CART** button.

(See Reverse Side)

Step 7: At this point you should be at a page where you will confirm the product installation address. After this you will need to click the **SUBMIT** button unless you are ordering multiple Knox Boxes for the same location.

Step 8: You will now be at a page where you will need to click the **Submit for eApproval** button.

Step 9: You will now need to go to the New Customers Only column and fill out the information completely and create an account with Knox Box.

Step 8: At this point you will be asked to return to the site to complete your transaction once your approving public safety agency (Columbus County Fire Marshals Office) has reviewed your product selection, installation address, and selected Fire Department district. You should be notified of this via email.

Step 9: After completion of transactions and payments, Knox Box will mail the product to your location. After receiving the Knox Box it is the property/business owner's responsibility of installation of the box to the building.

Step 10: After completing installation of the Knox Box and all keys are ready to be placed in the Knox Box, you will need to contact either your local fire department or the Columbus County Fire Marshal to come to your location and lock keys inside of the Knox Box. These Knox Boxes are shipped unlocked to you and the only way for them to be locked or unlocked is by Fire Departments or Fire Marshal's Office.

If you have any questions or concerns please feel free to contact the Columbus County Fire Marshal's Office at 910-640-6610.