



Knoxbox FAQ



What is a Knoxbox?

A Knoxbox is a secure, access-controlled lockbox system used by first responders to quickly access keys to a property in emergency situations. The box is installed outside your building and contains keys to the property's doors, allowing emergency personnel to enter without causing damage or delay.

Why do I need a Knoxbox?

Knoxboxes provide a safe and efficient way for fire and emergency medical services to access your property in case of an emergency. By providing them with a key, they can enter the property without breaking windows or forcing entry, potentially saving time, reducing damage, and improving overall response times.

How does a Knoxbox work?

1. **Installation:** A Knoxbox is mounted securely on your property. It's typically placed near the main entrance, easily visible to emergency responders.
2. **Key Storage:** The box securely holds the keys to your building. These keys could open the front door, gates, or other entry points necessary for access.
3. **Access:** Only authorized emergency personnel have the key to the Knoxbox. In an emergency, they can unlock the box using a master key that's part of the Knox system.
4. **Quick Entry:** The responder retrieves the key and gains immediate access to your building, ensuring the fastest response in urgent situations.

Who can access the Knoxbox?

Knoxboxes can only be accessed by authorized personnel, typically emergency responders such as firefighters, and paramedics. The Knox system is highly secure and includes strict protocols to ensure only these professionals have access.

How do emergency responders know where the Knoxbox is located?

The location of Knoxboxes is typically included in emergency responder databases and is available to local authorities. First responders are trained to know where to find these boxes in the event of an emergency.

How do I install a Knoxbox?

Installation is simple. Visit the Knoxbox website at: [Residential KnoxBoxes - Knox Rapid Access System](#), and choose the right box for your building and arrange installation. The box is typically mounted near an entrance, ensuring it's easily accessible to emergency personnel.

Can I choose what keys go inside the Knoxbox?

Yes, you can choose the key that is placed inside the Knoxbox. Many businesses and property owners include the key for the front door, back door, security gates, or other critical access points. The residential Knoxbox holds one key.

Are Knoxboxes secure?

Yes, Knoxboxes are designed with high-security features to prevent unauthorized access. Only emergency responders who are registered in the Knox system can use the master key to open the box. The boxes are built to withstand harsh weather and physical tampering.

Do I need a Knoxbox if I have a security system?

Even if you have a security system, a Knoxbox is a critical addition for emergency situations. Security systems may not always provide immediate access, especially if you're not available to disarm the system. A Knoxbox ensures that emergency responders can enter your building immediately without delay.

How do I update or replace the keys in my Knoxbox?

To update or replace keys, contact Sedona Fire District at 928.204.8926. They can assist you in removing the old key and adding a new one to ensure that responders always have the proper access.

Can I access the Knoxbox myself?

No, the Knoxbox is only designed to be opened by authorized emergency personnel. As a property owner or manager, you should keep a copy of the key inside the box for emergency use.

How do I get started with Knoxbox?

Getting started is easy! Simply visit the Knox website at Residential KnoxBoxes—Knox Rapid Access System to learn more about the different models available and the installation process. You'll be able to choose the box that's right for your property and have it installed by a licensed professional.
