

Timbrook Public Safety Center
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TO: All Fire & Rescue Personnel

FROM: Matthew Gearhart, Assistant Fire Marshal

RE: Knox Box Maintenance Inspections

DATE: March 12, 2013

INFORMATIONAL BULLETIN IB-13012

The Department will be conducting Knox box maintenance on all Knox boxes located within the City of Winchester. This maintenance not only ensures functionality of the boxes when we need them, but will also familiarize personnel with the locations and contents. All maintenance should be completed during normal business hours. During these maintenance sessions personnel will need to complete the following tasks:

- Make contact with the occupancy owner or manager and explain the purpose for the visit.
- Verify the business name, address, and contacts. At minimum a building owner and/or business manager or responsible party should be documented.
- Verify the names of *Emergency Contacts* or *Key Holders* along with contact information that can be updated in Firehouse and CAD.
- Identify if the Knox box has a tamper switch connected to an alarm. If so, then ensure that the system is placed in test mode with the alarm company.
- Insert lubricant into the key hole before opening the box.
- Insert key and turn several times until key is freely moving back and forth and without any hang ups.
- Spray the lock mechanism with a liberal amount of dry Teflon lubricant.
 - **Do not use oil-based products such as WD40.**
- Operate lock twice to check operation and spread lubricant.
- Wipe off any excess lubricant from the front of the Knox box.
- Open box and ensure the contents are correct with current Fire Department listing. Complete inspection form. Any discrepancies from the list shall be recorded on your form and returned to the office for updating.
- Remove any debris from the box by hand or with a can of compressed air. Be sure to wear eye protection when using the compressed air.

- Replace contents into box.
- Before replacing and securing the Knox box door; **apply a light coat of Teflon to the gasket surface.** This adds extra moisture resistance and prevents the gasket from freezing to the box.
- Replace and secure door. **When applicable, please have occupant place alarm back into regular monitor mode.**
- Thank the occupants for their time.

If the lock does not open due to grit or surface corrosion, perform the following procedure:

- Spray the lock cylinder generously with the carburetor cleaner provided. This product will leave no residue and will dissolve any grit that may be interfering with the moving parts of the lock.
- Take the Knox master key and work it in and out of the lock several times.
- Spray the lock cylinder with the dry Teflon lubricant provided a second time.
- Place a piece of wood against the lock core and tap it with a wrench or hammer. This sends a strong vibration through the lock core to realign lock pins.
- Repeat the process if the lock does not open.

The results of the inspections shall be documented on the “Knox Box Maintenance” form and returned for corrections. **Any occupancy with elevators must have an elevator control key with the keys located in the Knox Box.** Should the keys not have an elevator key with them inquire from the occupant if they have one to place in the Knox Box. If a key **is not** available please make a note on the maintenance form so that the Fire Marshal’s Office can follow-up with them.

The supplied maintenance kit will be given to station 1 first and then should be passed on to station 2, etc. until the maintenance is complete. Each station will have two weeks to complete the maintenance inspections for their first due Knox Boxes. A maintenance form should be completed for each Knox Box inspected. The maintenance is to be completed by **May 31, 2013** and forms returned to the Fire Marshal no later than **June 7, 2013**.

Personnel should be cognizant of multiple trips out of the station and utility/serv units should be utilized whenever staffing levels permit.

If you should have any questions please contact Fire Marshal Luttrell or me.