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Knox Company • 1601 W. Deer Valley Road, Phoenix, Arizona 85027 • 800-552-5669 • Fax 623-587-2299 • www.knoxbox.com • E-mail: info@knoxbox.com

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- ☐ Chiefs
- ☐ Fire Prevention
- ☐ Station Captains
- ☐ EMS
- ☐ Haz-Mat Team
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ENGLEWOOD, CO

Eliminating Debris by Securing FDCs

A few months ago, Marla Wilcox, Assistant Fire Marshal for Englewood, Colorado's Department of Safety Services noticed that there was some trash stuffed in the FDC connections of a local big box store. Per the department's policy, she requested the store clean out and re-secure the connection with locking FDC plugs. The store ordered the plugs and cleared the connection of all visible debris. After the store received their locking plugs, they contacted the fire prevention office to have the plugs installed and locked. When firefighters arrived to install the plugs, it appeared the store had cleared the connection of the debris. But knowing that it had been stuffed with trash, the bureau decided to use a snake camera to ensure the connection didn't have any debris further back. With the snake camera, they were able to see that debris was stuffed all the way back to the check valve. The debris consisted of a handful of rocks and an orange Titlist golf ball – all debris that would negatively impact the performance of the connection if the department had to hook up their hoses during a fire. While it took some effort, the firefighters were able to remove all of the debris. Then, they locked a Knox FDC plug to prevent debris from being stuffed inside. "If the store had debris beyond our reach, we would have required them to back flush their system," Wilcox said.

While most individuals mean no harm, stuffing rocks and other debris into FDC connections can negatively impact a connection's usefulness for responding crews. It only takes a handful of debris to negatively impact a department's ability to fight a fire at the store.

FF/Medic Austin Blanchard, Lt. Mark Stout and Driver-Operator-Engineer (DOE) Mark Jacobson cleaning out FDC connection prior to installing locking FDC plug

While Englewood does not have an ordinance requiring the locking plugs, there is a department policy requiring the plugs on all new construction as well as existing businesses that are found to be missing caps during their annual inspection. "If caps are found missing during an inspection,

Continued Back Cover

EDITORIAL

This winter edition is packed with information to get you started on the right foot in 2008. As a reminder, Knox encourages all users of KeySecure 3 and Sentralok A to update their firmware and software on a quarterly basis. These updates are available at no charge on our website – www.knoxbox.com.

The Knox newsletter is the fire department's voice as well as ours. If you would like to share how your department has solved issues by instituting the Knox program, or if you have some valuable pointers for departments just implementing the system, let's spread the word in the newsletter.

Please contact me at 800.552.5669 ext 505 or cjones@knoxbox.com.

Cynthia Jones

Publisher
Knox Company

Editor Cynthia Jones
Art Director Cynthia Weiss

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Exciting New Feature for Sentralok® A Users

A new feature has been added to Sentralok A that allows users to check who last released the master key without having to download the complete audit trail. To access this new feature, you will need to update your Sentralok A firmware. As a reminder, please conduct an audit trail collection prior to updating your firmware. Firmware updates can be obtained from www.knoxbox.com with a user name and password.

How the New Feature Works

Once your firmware has been updated, you will have access to the new program option command – **[71#]**. To access this command, follow the steps listed below. (After installing the new firmware, you must perform one release prior to accessing the new command.)

Step 1

Type in the program PIN code **[XX...X#]** to enter program mode. If the correct code is entered, the following message ***"Entering Program Mode Select Option"*** scrolls across the display.

Step 2

At **Opt:**, type in the program command **[71#]** to display the last PIN entered that released the Knox Master Key.

Step 3

"Last Release PIN is:" will scroll across the display, then after a pause, last release information will be displayed depending on the unit's mode. *See Unit Modes.* ⟶

Step 4

To exit program mode and return to normal operation, use the standard exit code **[**#]**. The display will show ***"Opt:**."*** The message ***"Leaving Program Mode"*** will scroll across the display followed by the standard Banner.

Unit Modes

PIN Code only mode: Last PIN # will be displayed

Remote only mode: ***"REMOTE"*** will be displayed indicating key released using a remote release code via radio.

PIN & Remote mode: Only the last PIN # will be displayed.

NOTE: After the PIN # or REMOTE is displayed, the Date and Time of the release will scroll.

If you have any questions regarding updating your firmware or this new feature for Sentralok A, please call **1-866-566-9269** for technical assistance.

Knox Installation Packets

FORT COLLINS, CO

The Poudre Fire Authority in Colorado has been using the Knox System since 1983. The procedures for implementing their Knox Program have evolved over the years. Today, Poudre has found an implementation that suits their community perfectly.

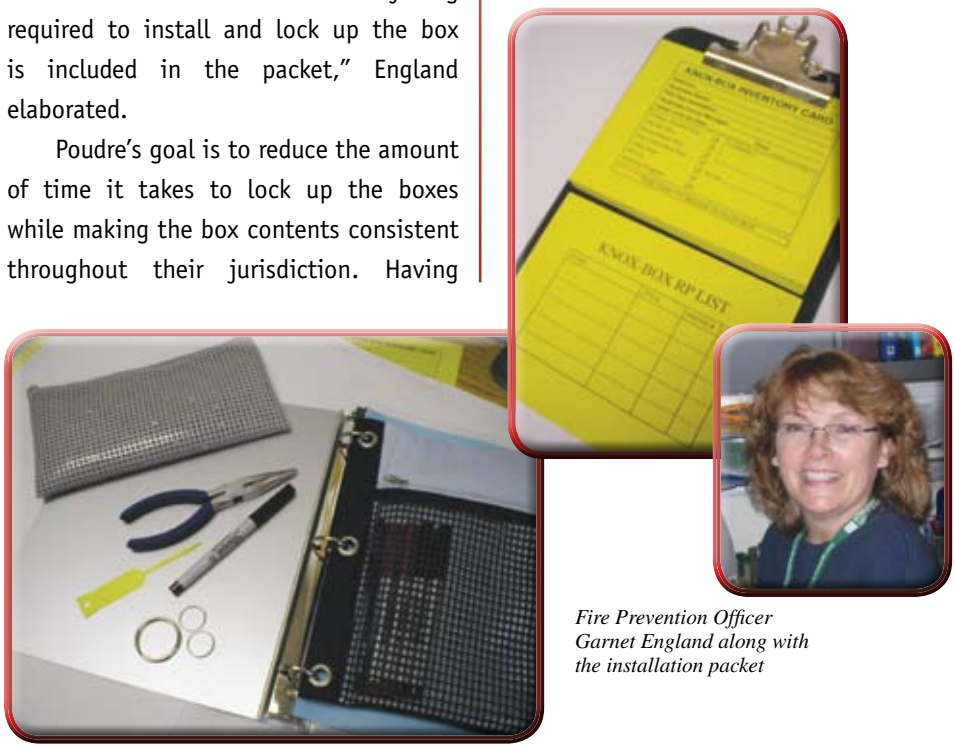
"In our program we require a box on any building that has a fire protection system – either a sprinkler system or alarm," shared Garnet England. "We order the Knox-Box key boxes in bulk. The property owners purchase them directly from the fire department at cost. This saves the property owner the time and effort of getting a box."

When a property owner picks up their box from the fire prevention office, they also receive an installation packet. "We provide them a packet when they purchase the box," England stated. The packets were designed to be user friendly for the building owners. Each packet includes an information card, rings for keys, and yellow tags to note the function of each key. Additionally, there are two sheets of instructions – where to place the box and how to fill out the forms. "Everything required to install and lock up the box is included in the packet," England elaborated.

Poudre's goal is to reduce the amount of time it takes to lock up the boxes while making the box contents consistent throughout their jurisdiction. Having a standard format for the information contained within the box helps to reduce the time responding crews need to access the information and materials found within the box. Crews no longer hunt for keys within the box. Nor do they have to try each key in the box until they find one that works. Now, all keys are clearly labeled.

"When we first started handing out the packets, I would arrive and the building owner would hand me the packet to complete. I'm getting them educated. Now, more have completed the forms before I arrive to lock up the box. It makes the lock-up go much more quickly," explained England.

"The main thing is the consistency in the system. Every Knox-Box opened up in our jurisdiction looks the same. Before, the keys would be on the bottom of the box rather than on the hook. The labeling of the keys wasn't consistent. Now, everything is spelled out for the building owners and the boxes have become consistent," England shared.



Fire Prevention Officer Garnet England along with the installation packet

"Maintenance of the boxes is a difficult thing. Once you get the box locked, keeping it updated is an issue, particularly with strip malls. Many times tenants change the locks. A lot of times, these transitions to new locks are not made at the Knox-Box. As sprinklers are tested once a year, we check the Knox-Box. This is how we are maintaining the program. We check the keys. We also complete a form – a lockup verification form," England explained.

"Every time we open a Knox-Box, we have a form that is completed. This form is used to verify that the keys and contents are still current," England stated.

The forms have been in use for over 2 years. "We've added more items to the bag as we've gone along. It's been a learning curve. We carried extra tags and rings. All the tags are yellow and were donated by Dellenbauch, a local car dealer," said England.

As part of the packet, each building owner must complete a yellow information card. This card is kept in the box. The front side of the card provides an inventory of what is in the box. Responders scan it and know immediately what they have. The backside of the form is the emergency contact list. The tenant lists the contact persons in the order they are to be called, if needed.

Every item in the packet serves the purpose of making the responding crews job easier.

Having a standard packet has allowed Poudre to maintain their Knox Program and ensure the boxes are up to date when needed by responding crews.

Fire Sprinkler Systems: Are You Protecting Them?

Every firefighter and code official understands the importance of Automatic Fire Sprinklers. Fire sprinklers are widely recognized as the single most effective method for fighting the spread of fires in their early stages – before they can cause severe injury to people and damage to property.

- A fire occurs in a residential structure every 79 seconds. (Source: U.S. Fire Administration)
- Industry estimates suggest that 80% of all fires in fully sprinklered structures are suppressed by the activation of a single sprinkler head, and close to 90% by the activation of only two heads.
- NFPA research reveals that historically property damage was as much as 70% less in structures with fire sprinklers than it was in structures without sprinklers.
- NFPA has no recorded incident where more than two people were killed in a structure fire when the facility was protected by a fully functional automatic sprinkler system, other than when there was a catastrophic explosion or injuries to firefighters/emergency responders.
- Fire Sprinklers have a Success/ Reliability rate of 96%-99%. (Source: NFSA & AFSA)
- Fire sprinklers are cost effective: about 1% of the total building costs. In residences, that equates to roughly the cost of new carpeting. (Source: NFSA & AFSA)

Given the overwhelming evidence substantiating the value of sprinkler systems, are you doing everything you can to protect them and keep them serviceable?

Open FDC inlets become a receptacle for trash and other debris

Inherent Vulnerability

With the importance we place on automatic fire sprinklers, it needs to be pointed out that while they can be tremendously effective, they do have weaknesses. Some of the things that affect sprinkler systems over time are:

- Corrosion, making delivery of water to original design specifications virtually impossible
- Natural disasters like earthquakes, hurricanes and tornadoes
- Poor installation
- Quality of the individual component parts

All of these vulnerabilities magnify the importance of the ability of the fire department to connect to these systems and augment the pressure and water flow. The appliance that the fire department relies on to supplement these systems, the Fire Department Connection (FDC), is potentially the most vulnerable and most often compromised component of the entire system.

How would you connect to this FDC in an emergency?

Sprinkler connections are also vulnerable to individuals that would sabotage the system in an incendiary fire scenario. A single small rubber ball introduced into open FDC inlets can clog up the entire system making it impossible for the fire department to augment the system through the FDC. As far back as the 1950 NFPA Inspection Manual, fire professionals have recognized the vulnerability of open FDCs. In the early '50s the problem was blamed on children. In 2008, the threat matrix has to include arson for profit and terrorist attacks.

It is difficult to walk down the street of most cities in this country and not see open, vulnerable FDCs or connections with everything from soda cans to the evening paper stuffed inside. A commercial in the most recent Super Bowl depicted baseballs rolling out of an open FDC as a super star player walked by. Even in post 9/11 America, with the importance we place on vigilance and Homeland Security, you can go to the airports of our largest cities and find open, vulnerable fire department connections. If we see these vulnerabilities, those that would harm us see them too.

Open FDCs are so common that they've become creative props for television advertisers. This scene showing baseballs popping out of a siamese connection was aired twice during this year's Super Bowl.

Accumulated debris will eventually require a backflush to keep FDCs serviceable. Photo courtesy of Moline, Il Fire Department

Codes, Standards & FDC Protection

What do you do when you see open FDCs when making an inspection or doing engine company surveys? Do you do anything at all? Do you simply tell the business owner to replace the missing caps? Is that enough? Most code experts agree that the installation standards and codes address the problem of open, unprotected FDCs. The standards suggest the best course of action is to make certain that when missing caps are replaced the system is also purged and inspected for debris (NFPA 25). If these are 'yard pipe' remote connections, this means inspecting them from the FDC, through the underground piping to the sprinkler check valve, and possibly beyond.

Proactive Code Enforcement

In 2003, the International Fire Code and International Building Code added provisions that allow local code officials to require locking FDC caps. With the provisions of the code, you have an opportunity to take a meaningful proactive approach that will protect both lives and property in your jurisdiction for years to come. Here are some simple steps you can take to start down a path that will yield long-term results:

- Survey the open FDCs in your town, and set in motion a program that will repair unserviceable connections or replace missing caps.
- Conduct a risk analysis to determine your level of vulnerability.
- Develop a plan that protects structures during both the construction phase (Building Code) and the long-term maintenance of the structure (Fire Code).
- Consider passing a local ordinance that will address protecting the FDCs in your community and virtually eliminate the potential for abuse, accidental damage, or malicious act.

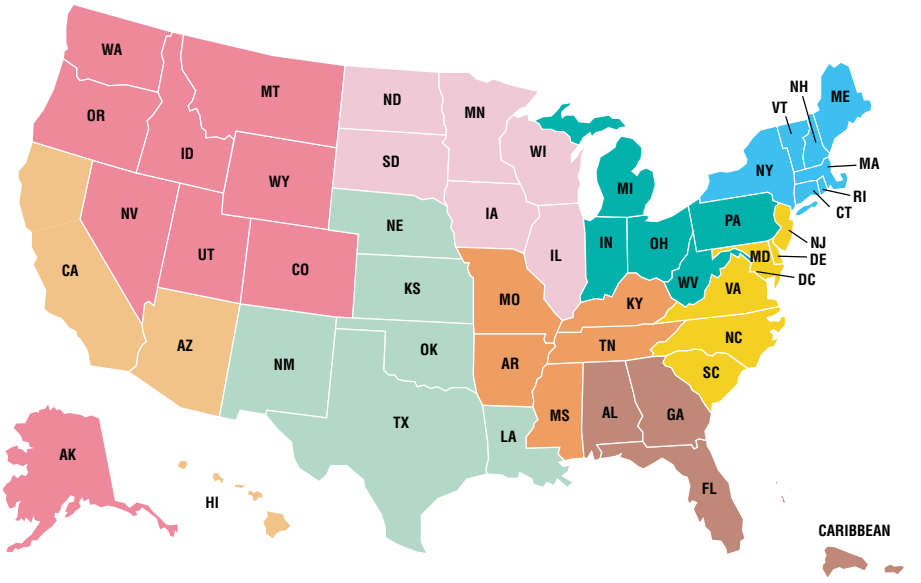
Knox SecureCap™ protecting a parking garage standpipe connection.

If you don't take steps to enhance the survivability and service capability of the sprinkler systems in your community, who will?

Knox Can Help

The 21st century is offering new challenges. It is important for all of us to look for new solutions to emerging threats. Along with our current line of locking FDC caps and Storz connections, Knox has developed SecureCap™, a standpipe/discharge side cap that will offer similar protection to interior standpipe connections, hydrants, foam discharge systems, and fire pump test headers. We are committed to the task of bringing solid, reliable products to the marketplace. The Knox FDC Program will give you an opportunity to make a lasting, meaningful contribution to your community. If you don't take steps to enhance the survivability and service capability of the sprinkler systems in your community, who will?

Knox Contacts



FIRE SERVICE MANAGERS

Northwest
Jeff Moser
866-361-5844
Fax 866-361-5845
jmoser@knoxbox.com

Central
Joe Shanley
866-223-2623
Fax 866-223-2640
jshanley@knoxbox.com

Northeast
Jon Kemp
866-436-0493
Fax 866-436-0494
jkemp@knoxbox.com

West
Marlene Briones
866-702-4406
Fax 866-275-4039
mbriones@knoxbox.com

North Central
Larry Lulich
866-889-4181
Fax 866-613-9412
llulich@knoxbox.com

Atlantic
Bryan McIntosh
877-707-5286
Fax 877-773-4197
bmcintosh@knoxbox.com

Southwest
Rebecca Heller
866-417-8458
Fax 800-704-0889
rheller@knoxbox.com

South
Virginia Cardwell
866-504-7230
Fax 901-685-2125
vcardwell@knoxbox.com

Southeast
Bill Brown
888-342-3530
Fax 888-342-6655
bbrown@knoxbox.com

SUPPORT CONTACTS

FIRE DEPARTMENT SUPPORT
This department provides customer service to fire departments.
800-KNOX-BOX
(800-566-9269)

ELECTRONIC SUPPORT
This department deals exclusively with technical questions regarding KeySecure® and Sentralok® units.
866-KNOX-BOX
(866-566-9269)

PROPERTY OWNER SUPPORT
Property Owners & General Inquiries to Knox should be directed to our main number.
800-552-KNOX
(800-552-5669)

Knox Master Key Performance

The Knox Master Key is a high security key with many security features built into the actual key. Normally you should not encounter any problem with your Knox Master Key, particularly if it is kept in a master key retention device. Unfortunately, not everyone utilizes a master key retention device. This leaves master keys vulnerable to additional wear and tear. Due to the security features of the key, additional wear and tear on the key can result in difficulty in the locking and unlocking of a Knox-Box®.

The Knox Company recommends you test your existing master keys on a regular basis to ensure they operate correctly. If you encounter a master key that does not consistently open a box, we suggest you follow the steps below to determine if it is the master key that is damaged or if the lock core has been contaminated with grit.

1. Try three or more different master keys to determine if it's the key or the keyway.
2. If all keys have difficulty opening the box, it is most likely an issue of the lock core having been contaminated with grit. Complete the annual maintenance steps listed below and retry the keys.

Medeco Lock Annual Maintenance

- Spray lock mechanism with a dry Teflon lubricant such as Key Lube or LPS-1.
- **CAUTION:** Do not use oil-based products such as WD40.
- Operate lock several times to check operation and spread lubricant.

If the lock still does not open consistently, perform the following procedure:

- Spray the lock cylinder generously with a good carburetor cleaner such as Gum Out, Poxylube or LPS-1. These products leave no residue that may interfere with the moving parts of the lock.

KNOX NEWS

Keep lock cleaner off building wall, as it may cause discoloration to the building's paint.

- Take the Knox master key and work it in and out of the lock several times.
- Spray the lock cylinder with a dry Teflon lubricant a second time.
- With a rubber mallet lightly tap the lock (if rubber mallet unavailable, place a piece of wood against the lock core and lightly tap it with a wrench or hammer). This sends a vibration through the lock core to help free the pins.
- Re-try all three keys. If all three keys still experience problems, contact Knox Fire Service at 1-866-566-9269.

3. If one or more keys function properly, i.e. have no difficulty in opening the box, then the keys that have difficulty are most likely damaged and need to be replaced.

In line with Knox key security policies, fire department requests for master keys must be written on department letterhead, signed by an authorized signer and mailed to the Knox Company. In the letter please state that you are replacing a damaged master key.

Please mail the original letter when making key requests. We cannot accept faxes or copies when you are requesting keys. In addition, keys are shipped to your department's physical address via FedEx and require a signature acknowledging receipt. Please provide your street address rather than a post office box.

The original master key being replaced must be returned to the Knox Company for evaluation. Once our evaluation is complete, the key will be destroyed.

Again, problems with the master key are very rare. To reduce the likelihood of there being a problem, the Knox Company highly recommends you store your master key in a master key retention device.

2008 Tradeshow Schedule

Campus Fire Safety	Columbus, OH	March 3-4
CO ICC	Denver, CO	March 5, 2008
Maine Fire Chiefs	Portland, ME	March 12-14
California Fire Prevention Institute	Buellton, CA	March 10-14
Louisiana Fire Chiefs	Lake Charles, LA	March 13-15
NY ICC	Rochester, NY	March 18, 2008
EMS Today	Baltimore, MD	March 28-29
FDIC	Indianapolis, IN	April 10-12
Oregon Fire Chiefs	Redmond, OR	April 9-12
SC EMS Symposium	Myrtle Beach	April 16-19
Southeastern MI Fire Chiefs	Novi, MI	April 17, 2008
Fire-Rescue Med	Las Vegas	April 21-23

2008 Authorization Order Forms

A small supply of the 2008 Authorization Order Forms was mailed to each registered fire department in December 2007. We appreciate your diligence in making sure that only the newly formatted 2008 order forms are being used and that all forms from previous years have been discarded.

If you have not received your supply or you need additional quantities, please call Knox at 800.552.5669.

The Key to a Secure System

Knox System security is always important. Protecting the Knox® Master Key and documents listing installation addresses helps ensure that the Knox System is solely for the benefit of your department.

The four security steps listed below are the ways your department contributes to the security of the Knox program in your community. Thank you for following these simple yet important rules.

1. **Keep all Knox keys in a secure place.**
2. **Do not release the Knox provided keys to any non fire department or law enforcement personnel.**
3. **Do not provide Knox installation database access to any non fire department or law enforcement personnel unless required by law.**
4. **Notify Knox immediately of loss, theft or attempted duplication of any key.**

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Phoenix, Arizona 85027
623-687-2300
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Eliminating Debris...

Continued from Front Page

we require them to put on the locking plugs," shared Wilcox.

Each apparatus was equipped with a Knox Keywrench prior to the first plug being installed. Additionally, Englewood contacted all their mutual aid departments to see if they were using the program and had keywrenches on their apparatus. For those who were not using the locking plugs, Englewood provided keywrenches so that all responding mutual aid apparatus would have access. "We contacted all our mutual aid departments to determine who was currently using the plugs. For those not using the plugs, we provided key wrenches so they could access our connection," Wilcox stated. (Knox provides keywrenches at no charge to departments. We strongly encourage all departments to make sure their mutual aid departments also have Keywrenches – these are provided at no charge to fire departments.)

The first business to install the plugs did so based solely upon the recommendation of the fire marshal's office. "After explaining the purpose of the plugs, the business owner thought it was a great idea to install the plugs," explained Wilcox.

Debris removed from FDC connection

"To install the plugs, we follow the same procedure as the boxes," Wilcox said. All plugs are ordered and sent to the property owner. Once the plugs are received, the building owner contacts the fire prevention office to schedule a time to install and lock the plugs.

Englewood has chosen to not utilize on-line ordering for their jurisdiction. They have found that many business owners think that just because they have an Englewood address, Englewood is the responding department. Unfortunately, that is not the case. "By signing the forms ourselves, we're able to prevent a business owner from ordering product keyed to the wrong jurisdiction. Many businesses with an Englewood address are not actually located within our jurisdiction. They're within a neighboring department's jurisdiction. This saves property owners time and aggravation," Wilcox explained.

Englewood has been using the Knox System since the 1980's. They first started with the boxes and have expanded their program to include key switches for gates and locking FDC products. Over time, they have expanded and modified their program to make it easier for the fire department as well as the property owners.

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