



PRINCE WILLIAM COUNTY DEPARTMENT OF FIRE AND RESCUE OFFICE OF THE FIRE MARSHAL

Prince William County

Key Box (Knox Box) FAQ

Why do I have to use a Knox Box?

- July 1, 2005, Prince William County implemented the key box program. It allows the Fire Department immediate emergency access to the facility, structure, or home. The Knox Box is a secure way that owners or occupants can place keys or other items inside the Fire Department can use to gain access to the facility or structure. Currently the Knox Box is the only key box approved and accepted for use.

How do I order a Knox Box?

- Knox Boxes can be ordered online at www.knoxbox.com
- Depending on the type of occupancy, you can order a Commercial, or Home Knox Box.

Where should the Knox Box be installed?

- The Knox Box should be installed in a location that is easily visible and accessible for the Fire Department.
- Depending on the use, some can be mounted at the rear of a building for the Fire Department to gain access to a fire alarm or sprinkler system.

How high should they be mounted?

- Most Knox Boxes should be mounted between 42" and 54" above the ground for easy access by Fire Department personnel.

Should items inside the Knox Box be labeled?

- Yes, they should be clearly labeled with their intended purpose.



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How do I get the Knox Box secured?

- Once you have the Knox Box mounted, you can contact the Fire Marshal's Office at (703) 792-6360 and they can schedule a time to have a Fire Marshal come out and inspect the installation and secure your keys inside.
- Starting July 1st, 2026 the Fire Marshal's Office charges an inspection fee for the initial inspection and securing of keys for Commercial Knox Boxes.
- The fee is 85.00 and has to be paid prior to the inspection being completed.
- We will also document the location and add it into our system.

What happens if I must change locks and get new keys?

- Contact the Fire Marshal's Office at (703) 792-6360 and we can have one of our Fire Marshal's come out and unlock the Knox Box and change out the keys.

What happens if a Knox Box is broken or does not open?

- Contact the Fire Marshal's Office at (703) 792-6360 and they will have one of their Fire Marshal's come out and inspect the Knox Box. If it gets broken and can't be repaired, it is up to the owner or occupant to contact Knox Box for a replacement.