



**TRAVIS COUNTY  
EMERGENCY SERVICES DISTRICT 5**

665 W. FM 1626, Austin, TX 78748

TEL: 512-640-8273

[crr@tcesd5.org](mailto:crr@tcesd5.org)

**NATHAN MENDENHALL**  
Fire Code Official / Risk Reduction Officer

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TO: Travis County ESD 5 Customers

SUBJECT: **INFORMATION BULLETIN 005**  
Knox Keyed Products

DATE: October 1, 2025

CREATED BY: Travis County ESD 5 Fire Code Official

**Purpose:**

The Fire Code Official for Travis County ESD 5 (TCESD5) has created this Information Bulletin to assist applicants regarding submittal for an Operational Permit for Knox Keyed Products and ordering the product. This Information Bulletin incorporates the department's process for submitting applications to the fire code official, electronically through [www.tcesd5permits.com](http://www.tcesd5permits.com)

**Code References:**

2021 Fire Code of Travis County Emergency Services District 5 / Manchaca Fire Rescue, published by the ICC (Section 101.1, 105.5.26.5, 503.6.1, 506, 905.11, 912.4.1, D103.5); Travis County ESD 5 Ordinances 2025-08-14-01; 2025-08-14-02; 2025-09-11-01

**Scope:**

Knox-keyed products are required in many situations to assist with quick firefighting access to properties and structures. These requirements are listed in the code sections referenced in this Information Bulletin.

To obtain a Knox-keyed product, you must first obtain a Knox-Keyed Product Operational Permit. These permits are free. Visit [www.tcesd5permits.com](http://www.tcesd5permits.com)

Select Operational Permits. Sign in (first time users will need to register first by clicking on Register for an Account). If you have an account with Travis County Fire Marshal's Office, you can use those same login credentials here.

Select the Operational Permit called Knox-Keyed Boxes, Switches, Products and fill out the required fields. Click the blue submit button.

**For single family, duplexes, or triplex residential units only, select the Operational Permit called Knox Home Box.**

The application will go into processing status, and a permit number will be generated once we process the application (usually within 48 hours). Once the permit has been generated, you can order the Knox Products. **Prior to ordering any Knox product, please contact the fire code official of the District by emailing [crr@tcesd5.org](mailto:crr@tcesd5.org) to ensure it will meet the requirement specifications. It is a violation to order any Knox products using any other method other than the one described here.**

When ready to order, follow these instructions:

1. To order any approved Knox product please visit <https://www.knoxbox.com/Products>.
2. Please select "Texas", then in the box below type the words "Travis Co ESD #5 – Manchaca Fire/Rescue". You will see the department populate; then select "Travis Co ESD #5 – Manchaca Fire/Rescue".
3. Select Commercial Knox Products for all products other than the Home Knox Box. **Select Residential Use – Home Knox Box for single family, duplexes, or triplex residential units only.**
4. The list of available products will appear. You can select the needed products and fill out the fields required. A permit number is required to order Knox products so enter the permit number you received from the District as outlined in the Operational Permit instructions above.

Once the Knox product(s) arrive, visit [www.tcesd5permits.com](http://www.tcesd5permits.com) and select Request and Inspection. Choose the General Public selection and select Maintenance inspection. In the Optional Note for Fire Inspector section, enter: Knox product install completed and ready for inspection.

**Summary:**

This Information Bulletin is for informational purposes only.

**Prepared by:** Nathan Mendenhall, Risk Reduction Officer/TCESD 5 Fire Code Official