



Defective Key Box

If the key box is attached to the door handle when the battery fails, the box owner cannot open the shackle to remove the key box from the door. **The key box owner is responsible for removing the key box and exchanging it at the Association.**

There are several ways to remove a failed key box from a door handle.

1. Contact a locksmith company of your choice to remove the box. The locksmith can remove the house key from the key canister by drilling a hole in the key canister.
2. Remove the door handle.
3. Cut the shackle with bolt cutters.

Key canister replacement is the responsibility of the key box owner, and they are available for purchase at the Association.

The key box owner must submit the failed key box and a payment receipt from the locksmith to the Association within 15 days of removing the box. The Association will then reimburse the key box owner up to \$80 in locksmith expenses and replace the defective key box.

We strongly recommend the key box owner make several attempts to open the key canister or remove the shackle before calling a locksmith. The Association will not reimburse locksmith expenses if we find the key box was in good working order when the box was removed.