



# PARTS BOOK

**How to Order:** To place an order call Fire King Security Products at 1-800-528-9900, extension 611, or you may fax your order to 1-800-227-7513 (please provide shipping information). You may also e-mail your order to [parts@fireking.com](mailto:parts@fireking.com) (please provide shipping information).

**Requirements:** 1) The Parts Sales Department is setup for the sale of out of warranty service parts. If you are servicing a safe that is under warranty, please direct your order to Technical Services Department (800-452-4655).

2) To place an order with Fire King Security Products Parts Department, you must have an open account or pay by credit card. Open account requires a minimum of \$100.00 purchase. Credit card purchases do not have a minimum.

**Core Charges:** A core charge may be applied, for the return of selected used parts, at the discretion of Fire King Security Products Parts Department. An ARS label is shipped with the product to cover return shipping charges on old parts. **Note: If applicable, the "Core Charge Return Form" is shipped with the parts and must accompany the identified part(s) when returned. If the form is not included, credit will not be issued.**

**Warranty:** A 90 day warranty (parts only) is applied to parts for manufactured defects only. Customer negligence, abuse, or acts of God are not covered. A 15% restocking fee may be applied for all return shipments. To return a defective part, please contact Fire King Security Products at 1-800-528-9900 ext. 611 and identify the defect. All defective warranty parts will be issued a return material authorization (RMA) by Fire King and a call tag number. This will be used to pick up and return the defective product for evaluation. Return shipment will not be accepted unless authorized (RMA) by Fire King. This includes items that are being returned (shipped freight prepaid) and subject to a restocking fee. Fire King Security Products reserves the right to have its representative inspect any product or part to honor any claim. At this time credit will be processed, if applicable. Returns ship to:

Fire King Security Products  
101 Security Parkway  
New Albany IN 47150

**Shipping:** All parts are shipped UPS Ground unless otherwise specified. Shipping and handling charges are applied to all orders. Prices vary depending on weight, destination, and shipping method (UPS Ground, UPS 2<sup>nd</sup> Day Air, or UPS Next Day Air).

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First Printing: February 2001  
Last Revised: September 2001

# Fire King®

SECURITY PRODUCTS  
FOR THE 21ST CENTURY

# Fax Cover Sheet

## PARTS ORDER FORM ATTENTION PARTS DEPARTMENT

PART #	DESCRIPTION	QTY	\$ UNIT	\$ EXTENDED
SHIPPING & HANDLING	<input type="checkbox"/> Ground <5 lbs: \$8.00 <input type="checkbox"/> 2nd Day <5 lbs: \$15.00 <input type="checkbox"/> Next Day <5 lbs: \$30.00 <input type="checkbox"/> Saturday: Add \$10.00	<input type="checkbox"/> Ground 5-10 lbs: \$10.00 <input type="checkbox"/> 2nd Day 5-10 lbs: \$20.00 <input type="checkbox"/> Next Day 5-10 lbs: \$44.00 <input type="checkbox"/> Other:		

**\$ TOTAL**

Ordered By \_\_\_\_\_

Bill To Company \_\_\_\_\_

Bill To Address \_\_\_\_\_

Ship To Company \_\_\_\_\_

Ship To Address \_\_\_\_\_

Contact Phone \_\_\_\_\_

Contact Fax \_\_\_\_\_

*NOTICE: You must indicate shipping and handling charges. Sales Tax (Indiana, or where otherwise required by law) will be added to your total.*

Purchase Order (Established Accounts Only)

\_\_\_ Visa \_\_\_ MasterCard \_\_\_ Discover \_\_\_ AMEX

Card # \_\_\_\_\_

Expires \_\_\_\_\_

Name on Card \_\_\_\_\_

After copying and filling out this form, fax it 1-800-227-7513.  
To confirm or check order status, call our Parts Department at 1-800-528-9900, ext. 611.