



Get ready

On installation day, the technician will need access to the following:

- The building
- The call box (usually requires a key)
- The control panel (often in a locked control or maintenance room)

Please be prepared to provide the technician a way to access these locked areas during installation. If you don't have keys, a fob, or access card the technician can use temporarily, please make sure your maintenance manager is onsite and able to provide access at the time of installation.

Things you should know

The technician will also need the following on installation day:

- **Power outlet.** If there's not one available in your control room, the technician may need to install a power strip to plug in the Key for Business device.
- **Package delivery instructions.** Be ready to provide the technician with step-by-step delivery instructions, including route and parking requirements, for your building. They will be used by Amazon drivers during deliveries.

What to expect on installation day

Key for Business installation is typically quick and easy. It should take approximately one hour. Here's what to expect.

Step 1: First, the technician will confirm Key for Business is compatible with your building's existing access system. Note: the device is compatible with over 95% of systems.

Step 2: The technician will install the Key for Business device in a low visibility area near your control panel. There will be no visible change to your building's call box area or exterior access point.

Step 3: The technician will take photos of the Key for Business access points.

Step 4: Before leaving, the technician will ensure your new and pre-existing equipment are in working order.

If you have any questions about your installation, please contact KfB-customerexperience@amazon.com. For delivery-related questions, contact 1-877-252-2701.

We look forward to helping you streamline Amazon deliveries to your building with Key for Business.

Best,
FirstLink Service Team
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