

# Owner's Guide

*Important Homeowner Information!*

MY  
Package  
Concierge®



# FLORENCE

 CORPORATION

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# Getting to Know MyPackageConcierge®

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Package deliveries to homes continue to grow as online purchases are now part of our everyday lifestyle!

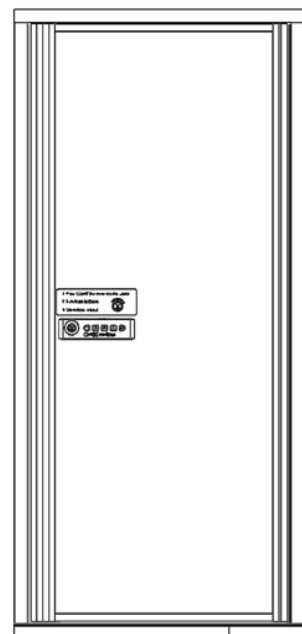
**MyPackageConcierge®** provides you a secure place for deliveries to help ensure your packages stay safe and sound while you are away from home.

Packages can be delivered by any carrier company you use for online order purchases – you control access simply by providing carriers or others your access code.

**Product Features:**

1. Internal package compartment size is 34.5" High x 12" Wide x 15" Deep
2. Constructed of heavy aluminum and stainless steel components for superior strength and corrosion resistance
3. Rugged, powdercoat finish resists scratching and vandalism
4. Resettable, push button combination lock provides homeowner and delivery carrier easy access
5. Water intrusion management system (patent pending) to discharge water if it gets into interior compartment when door is open
6. Lock is mechanical - no electricity required – auto locks when door is closed

For more product information, please visit [www.MyPackageConcierge.com](http://www.MyPackageConcierge.com) .



See next page to find out how easy it is to setup and use your new **MyPackageConcierge®**.

# Using MyPackageConcierge®

You can start using your new **MyPackageConcierge®** in two simple steps...

- 1) Setup your unique user access code on the resettable combination lock\*
- 2) When ordering something online – enter your MyPackageConcierge® access code in the shipping address

Insert carrier delivery instructions in **line #2 of the shipping address** - see sample below:

*First & Last Name*

*Line #1 – Address / House # & Street Name*

***Line #2 – Input XXXX to open MyPackageConcierge [on porch... or other location]***

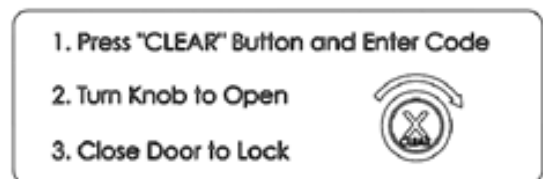
*City, State & Zip Code*

**Packages are delivered fast and easy using your MyPackageConcierge® – your Delivery Carrier will...**

- 1) Enter the user access code you provided in your online order shipping address
- 2) Open the **MyPackageConcierge®**
- 3) Deposit your package(s) inside
- 4) Close the door to lock

### Repeat!

Additional package deliveries can be made as long as there is space in **MyPackageConcierge®**.



**Retrieve your packages waiting securely for you in MyPackageConcierge® by...**

- 1) Entering your unique user access code to unlock the door
- 2) Retrieve your packages from the unit
- 3) Close the door to lock

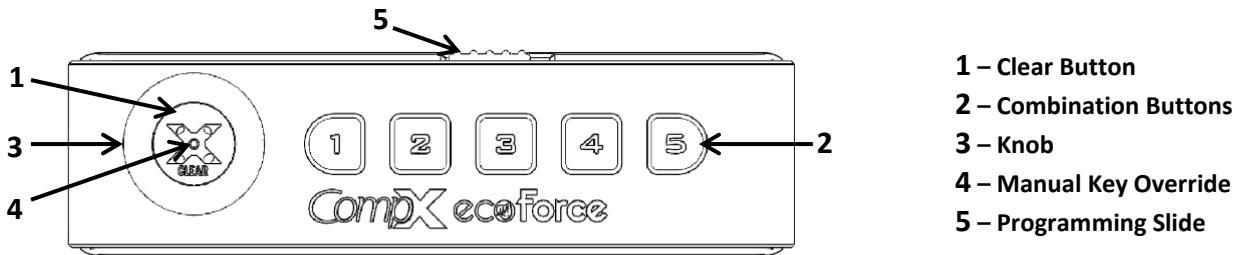


\* Please refer to page 4 for instructions on setting up your MyPackageConcierge® resettable combination lock

# Setting Your MyPackageConcierge® User Access Code

## Get to know your new ecoForce resettable lock before setting up your user access code.

The ecoForce resettable combination lock is easy to setup and operate – please see features below.



## Factory Default Combination is 1-2-3-4-5.

To operate your new ecoForce\* lock the first time...

- 1) Press the Clear Button firmly
- 2) Press Combination Buttons down in order one-at-a-time [1-2-3-4-5]
- 3) Rotate Knob 90° clockwise to unlock
- 4) Release Knob to allow self-locking cam to engage and lock

## Changing the Combination (User Access Code)

To change the user access code on your lock, follow the steps below to enter programming mode.

1. Press the Clear Button firmly
2. Press current Combination Buttons down in order and one at-a-time
3. Move Programming Slide towards the Knob
4. Press Clear Button down completely to clear current combination code until you hear a “click”
5. Enter your new code by pressing buttons in the order you choose - user code can be from 3-5 digits
6. Rotate Knob 90° clockwise to set your new combination
7. Release Knob to allow self-locking cam to engage and lock
  - ✓ Check that your new combination is set by reopening your MyPackageConcierge before using

## Manual Key Override

Your MyPackageConcierge® comes with a key in case you need to unlock the unit manually - to use the override:

1. Insert key completely
2. Rotate key 90° clockwise to unlock
3. Release Knob to allow cam to engage and lock



Manual Override Key



Code Recovery Pin\*

## **IMPORTANT SECURITY NOTE:**

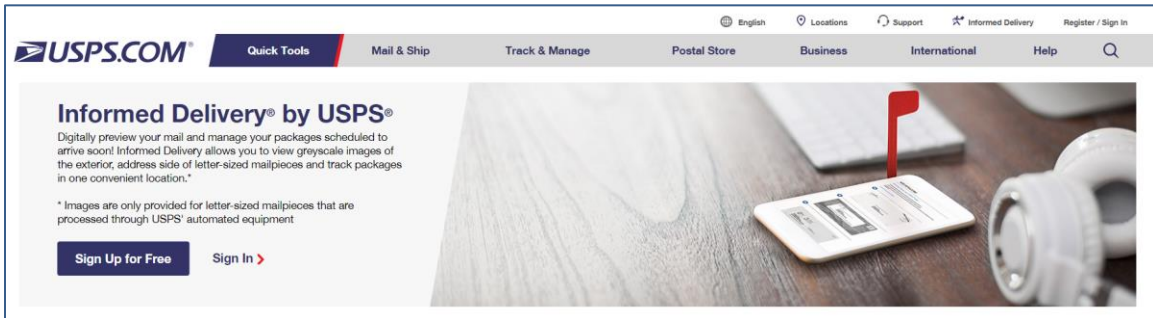
**Change your user code combination code from the factory default! Please don't use your new MyPackageConcierge® for package deliveries until you set your own unique user code.**

\*For additional lock details or to discover a lost or forgotten combination, please visit [www.compxecoforce.com](http://www.compxecoforce.com)

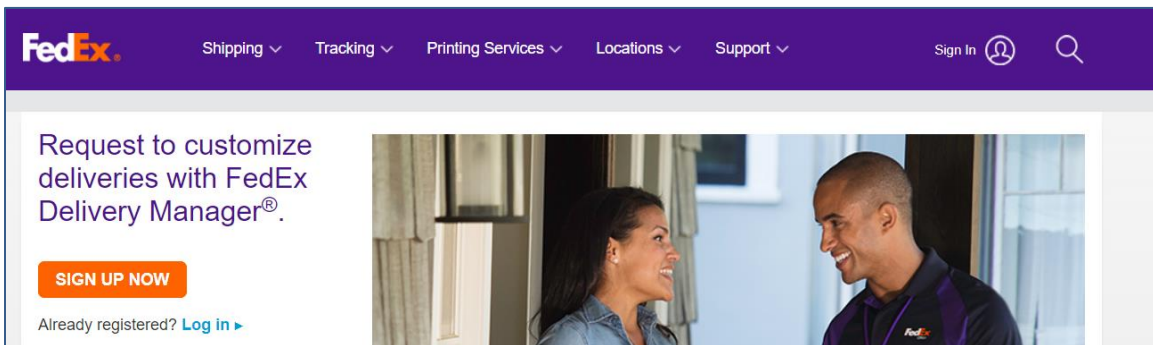
# Parcel Carrier Customer Delivery Services

Did you know that each of the major national parcel carrier companies offer free customer services that allow you to provide special instructions for package deliveries to your home? Creating accounts with the carriers is super easy and free! **You can choose to receive email or text communications that will be sent to you with each package delivery.**

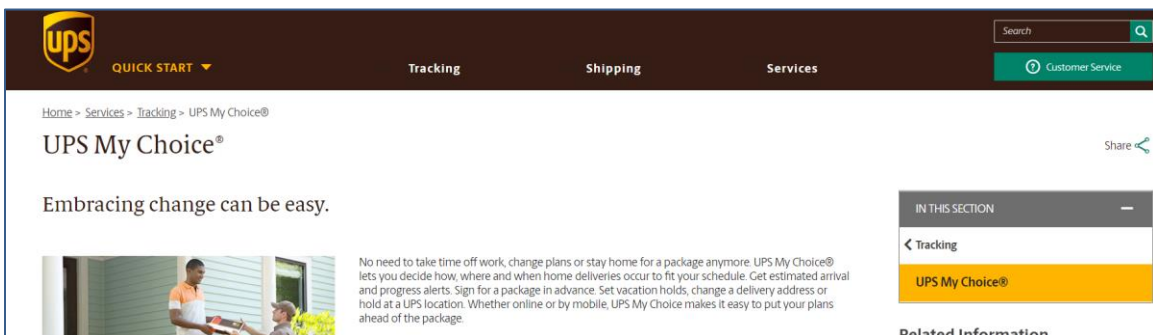
The links below will take you to sections of the carrier websites where you can create special instructions for your address that will help your carriers understand your needs as it relates to delivering packages to you at home. While these types of instructions are not required for carriers to use MyPackageConcierge® at your home – these services can be very helpful to you in a number of ways -- including providing you visibility to every package on its delivery route to your home via email or text communications.



<https://informedelivery.usps.com/box/pages/intro/start.action>



<https://www.fedex.com/apps/fdmenrollment/>



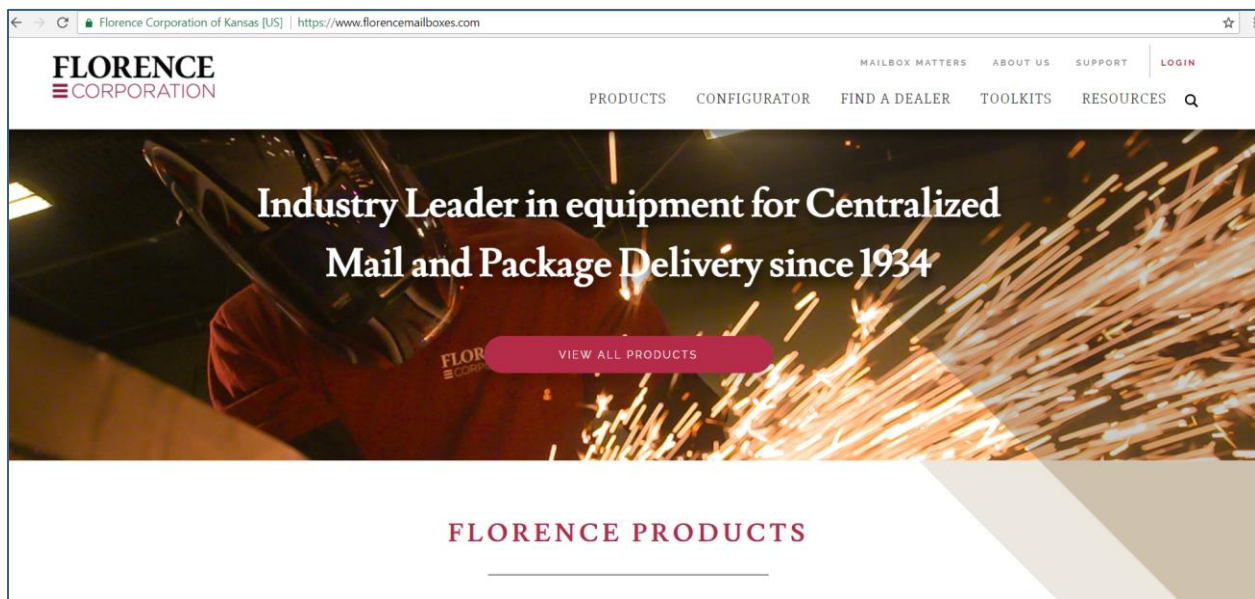
<https://www.ups.com/us/en/services/tracking/mychoice.page>

# MyPackageConcierge® Care & Warranty

The surface of MyPackageConcierge® and all Florence powder coated products may be cleaned of dirt or grime with a soft cloth dampened with any mild detergent or properly diluted biodegradable, water-based cleaner, such as "Simple Green™". Wipe from top to bottom to avoid run-down. Avoid use of abrasives, which might damage the product surface. Rinse with plain water and dry. Avoid cleaning during extreme temperature conditions.

Florence provides a five (5) year Warranty on its products from the date of purchase. This Warranty covers defects in material and workmanship of any manufactured item and Florence will, at its option, repair or replace a defective item or refund the price paid for the defective item. All claims must be made promptly in writing and accompanied by a copy of the original invoice.

For more MyPackageConcierge® product information visit: [www.florencemailboxes.com/MyPackageConcierge](http://www.florencemailboxes.com/MyPackageConcierge)



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