

# cluster box units



More flexibility for secure,  
convenient centralized delivery  
of mail and packages

**This Product Distributed By:**  
**U.S. Mail Supply, Inc.**  
3065 North 124th Street  
Brookfield, WI 53005-3857  
Ph: 800-571-0147 / Fax: 800-589-1068  
[www.usmailsupply.com](http://www.usmailsupply.com)



*Image: Florence vital™ CBU with matching vogue™ accessories  
Location: Frederick, MD  
Application: Townhomes*

# cluster box units



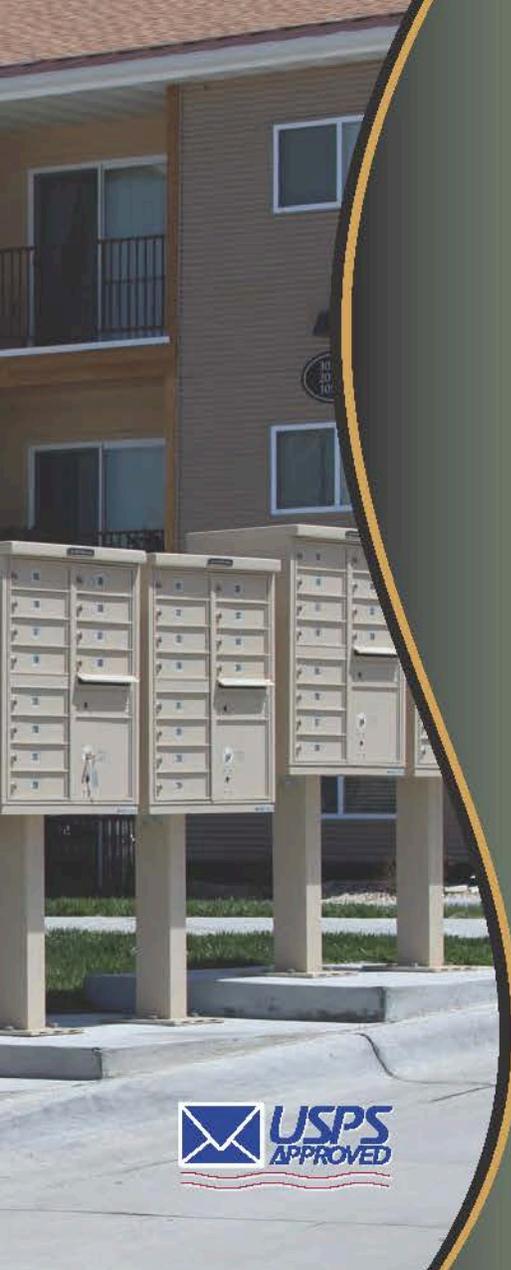
## Secure Cluster Boxes Handle Mail and Packages

Whether your neighborhood has aging mailboxes or if you are just tired of the snowplow knocking over your curb-side mailbox, secure and convenient cluster box units may be the solution.

Developed and approved by the USPS in 2005, the new cluster box unit "F" specification became the standard for all manufacturers and replaces both the outdated Neighborhood Delivery Collection Box Unit (NDCBU) and the "E" series CBU. No longer permitted for replacement or new installations, the original NDCBU introduced convenience for residents and letter carriers alike, but unfortunately these units are now falling into disrepair as they have aged, and are in many

cases, quite dilapidated. The newer specifications and thoroughly tested design requires more stringent security features which help protect your valuable mail and parcels better than any previously available community mailbox.

With up to 16 locked compartments, plus up to four integrated parcel lockers, and a secure outgoing slot convenient for mail collection, pre-configured CBU equipment is the perfect solution for your project. These pedestal-mounted units are widely used across North America for safe, secure access to mail and package delivery 24 hours a day by multiple residents in one central location.



The most popular centralized mail delivery equipment for residential neighborhoods is the free-standing, pedestal-mounted Cluster Box Unit (CBU). These units boast locked compartments plus integrated parcel lockers and a secure outgoing slot for convenient mail collection.

These pre-configured outdoor units are widely used across North America for safe, secure access to mail and package delivery 24 hours a day by multiple residents in one central location.

Plus, continued growth in online shopping means providing ample parcel locker space for package delivery is more important than ever! Expand your residents' ability to securely receive packages by adding matching outdoor parcel lockers (OPL) to your new or existing centralized mail delivery

installation, or create a standalone package center. Florence is proud to be the **only** USPS Approved manufacturer of the OPL, ensuring the Postal Service can always deliver the packages you or your customers are waiting for the very first time! *(see page 12 for product details)*



**Obsolete** NDCBUs are no longer permitted for replacement or new installations.



**New** CBUs accommodate both mail and packages while providing greater security.

# Cluster Box Units

## Features and Options



Florence "F" Series CBU is Officially Licensed by the US Postal Service

The complete Florence vital™ 1570 series CBU line was the first Officially Licensed CBU product of the US Postal Service for centralized mail delivery. License #1CDSEQ-08-B-0012



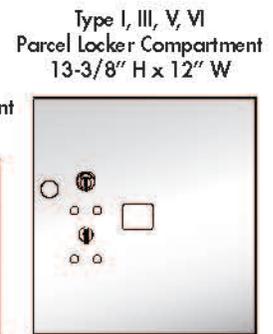
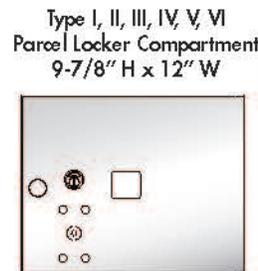
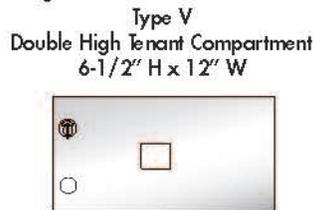
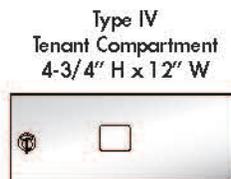
Whether you plan to serve four or 2,000 residents, cluster box units (CBU) provide a flexible solution to accommodate your building project needs. Simply select the pre-configured unit(s) that has the best options for your residents. These standard units can be used individually or in larger group installations - all providing a convenient, secure method of mail and package delivery to residents.

[florencemailboxes.com/CBU](http://florencemailboxes.com/CBU)

## Cluster Box Unit Standard Compartment Sizes

All CBU Types are USPS Approved and pre-configured with standard tenant and parcel locker compartment heights which meet specific regulations.

Note: All OPL parcel locker compartments are 19-5/8" H x 12" W



(Actual Size Shown)

## Door ID Options

**Decals:** All CBUs come standard with silver adhesive decals which are 1-1/2"H x 1-3/4"W. Black lettering can contain up to five characters per decal.

**Engraving:** Custom engraving utilizes the USPS Standard *US Block* font, with up to 12 characters per line. (Five additional font options are also available, see page 21.) This 3/4" high engraving may be created with or without one of two color fill options.



## Color Options

All cluster box unit types are available in four different architectural color options; all in a durable, powder coat finish.

\*Note: Postal Grey is USPS Approved for replacement only and is not intended for new installations.



Black (BK)



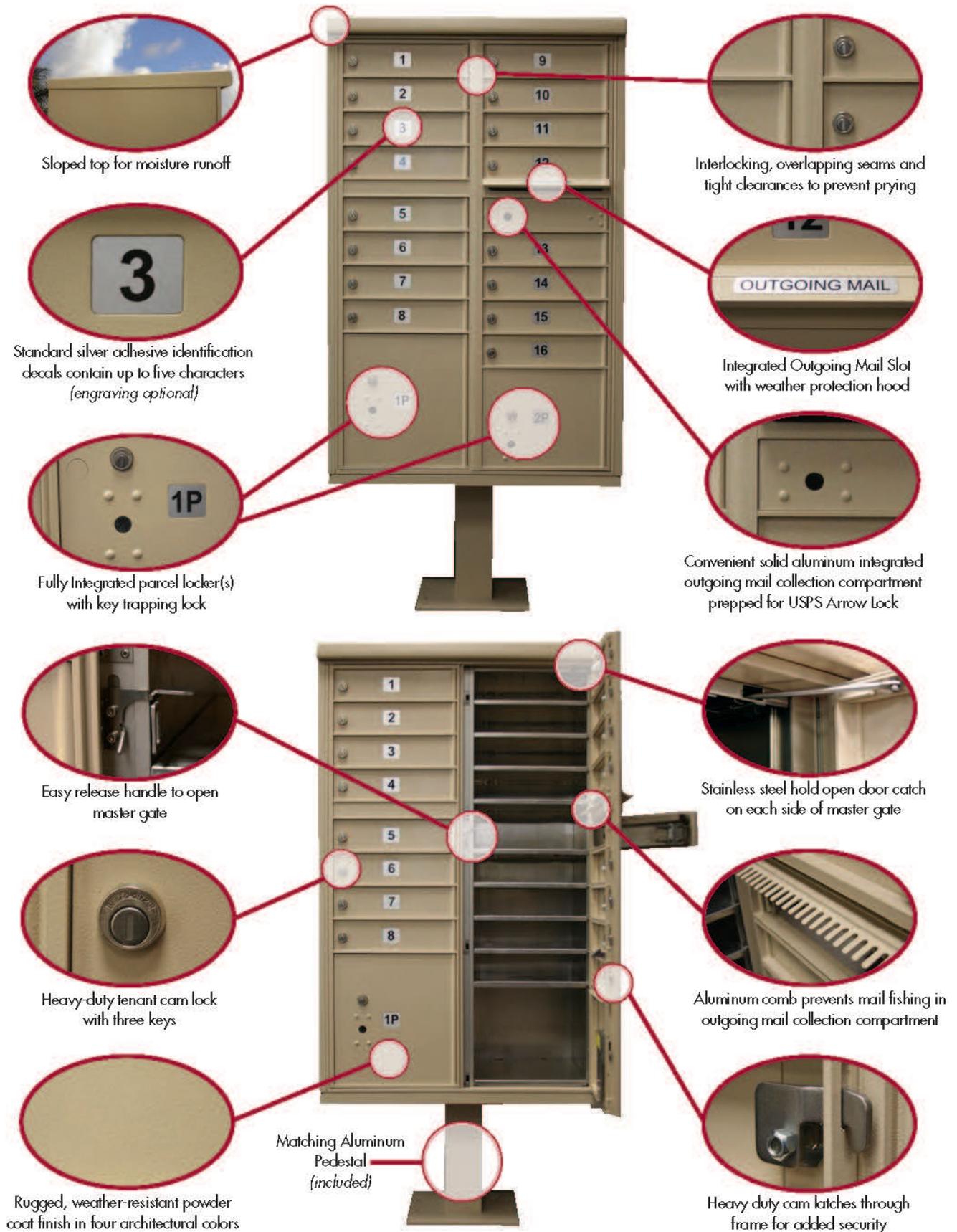
Dark Bronze (DB)



Sandstone (SD)



Postal Grey\* (PG)



Sloped top for moisture runoff

Standard silver adhesive identification decals contain up to five characters  
*(engraving optional)*

Fully Integrated parcel locker(s) with key trapping lock

Interlocking, overlapping seams and tight clearances to prevent prying

Integrated Outgoing Mail Slot with weather protection hood

Convenient solid aluminum integrated outgoing mail collection compartment prepped for USPS Arrow Lock

Easy release handle to open master gate

Heavy-duty tenant cam lock with three keys

Matching Aluminum Pedestal  
*(included)*

Rugged, weather-resistant powder coat finish in four architectural colors

Stainless steel hold open door catch on each side of master gate

Aluminum comb prevents mail fishing in outgoing mail collection compartment

Heavy duty cam latches through frame for added security



## Outdoor Delivery Equipment

Florence is proud to partner with end-users, design, construction and building professionals, and postal officials alike to continually develop new products which meet the ever-changing project demands and USPS Centralized Mail Delivery requirements.



### vital™ cluster box units

Pre-configured units include built-in parcel lockers and outgoing mail collection for added convenience to be used alone or in large groupings to accommodate every project need.



1570-8XX



1570-12XX



1570-16XX



1570-13XX



1570-4T5XX



1570-8T6XX

MODEL #	CBU TYPE	INSTALLED HEIGHT	INSTALLED WIDTH	INSTALLED DEPTH	PEDESTAL HEIGHT	WEIGHT (LBS)	STANDARD TENANT COMPARTMENT DIMENSIONS	MAILBOX COMPARTMENTS	PARCEL LOCKERS
1570-8XX	vital™ Type I CBU	62"	30-1/2"	18"	28-1/2"	144	3"H x 12"W x 15"D	8	2
1570-12XX	vital™ Type II CBU	62"	30-1/2"	18"	28-1/2"	144	3"H x 12"W x 15"D	12	1
1570-16XX	vital™ Type III CBU	62"	30-1/2"	18"	14-1/2"	175	3"H x 12"W x 15"D	16	2
1570-13XX	vital™ Type IV CBU	62"	30-1/2"	18"	14-1/2"	167	4-3/4"H x 12"W x 15"D	13	1
1570-4T5XX	vital™ Type V CBU	62"	30-1/2"	18"	28-1/2"	145	6-1/2"H x 12"W x 15"D	4	2
1570-8T6XX	vital™ Type VI CBU	62"	30-1/2"	18"	14-1/2"	176	3"H x 12"W x 15"D	8	4

Note: Exchange "XX" in Model # above for two-digit color reference: Black=BK Dark Bronze=DB Sandstone=SD Postal Grey=PG

### valiant™ outdoor parcel lockers

Industry unique package delivery system with key trapping locks can be used alone or with CBU installation to increase convenience for your residents.



1590-T1XX

1590-T2XX

#### Sole Source Supplier:

Florence Manufacturing continues to dedicate itself to providing secure postal specialty products built to the latest USPS Standards. We are the *only* manufacturer authorized to supply cluster box units, outdoor parcel lockers, replacement pedestals, and parts directly to the USPS since they awarded Florence their single-source contract for outdoor delivery equipment in 2005. *Florence is also the only company in the industry approved to manufacture outdoor parcel lockers.*



MODEL #	OPL TYPE	INSTALLED HEIGHT	INSTALLED WIDTH	INSTALLED DEPTH	PEDESTAL HEIGHT	WEIGHT (LBS)	STANDARD PARCEL COMPARTMENT DIMENSIONS	MAILBOX COMPARTMENTS	PARCEL LOCKERS
1590-T1XX	valiant™ Type I OPL	62"	16"	18"	14-1/2"	100	19-5/8"H x 12"W x 15"D	0	2
1590-T2XX	valiant™ Type II OPL	62"	30-1/2"	18"	14-1/2"	139	19-5/8"H x 12"W x 15"D	0	4

Note: Exchange "XX" in Model # above for two-digit color reference: Black=BK Dark Bronze=DB Sandstone=SD Postal Grey=PG

## vogue™ cluster box accessories

These fashionable snap-together accessories place the final touches on your centralized neighborhood mailbox; choose from classic or traditional style to fit your surrounding area.



MODEL #	CBU/VOGUE COMBO TYPE	INSTALLED HEIGHT	INSTALLED WIDTH	INSTALLED DEPTH	WEIGHT (LBS)	STANDARD TENANT COMPARTMENT DIMENSIONS	MAILBOX COMPARTMENTS	PARCEL LOCKERS
1570-8VXX	Classic Type I CBU Combo	65-1/8"	33-7/8"	21-3/8"	182	3"H x 12"W x 15"D	8	2
1570-12VXX	Classic Type II CBU Combo	65-1/8"	33-7/8"	21-3/8"	182	3"H x 12"W x 15"D	12	1
1570-16VXX	Classic Type III CBU Combo	65-1/8"	33-7/8"	21-3/8"	206	3"H x 12"W x 15"D	16	2
1570-13VXX	Classic Type IV CBU Combo	65-1/8"	33-7/8"	21-3/8"	198	4-3/4"H x 12"W x 15"D	13	1
1570-4T5VXX	Classic Type V CBU Combo	65-1/8"	33-7/8"	21-3/8"	183	6-1/2"H x 12"W x 15"D	4	2
1570-8T6VXX	Classic Type VI CBU Combo	65-1/8"	33-7/8"	21-3/8"	207	3"H x 12"W x 15"D	8	4
1590-T1VXX	Classic Type I OPL Combo	65-1/8"	19-5/8"	21-3/8"	124	N/A	0	2
1590-T2VXX	Classic Type II OPL Combo	65-1/8"	33-7/8"	21-3/8"	182	N/A	0	4
1570-8V2XX	Traditional Type I CBU Combo	71-3/8"	31-5/8"	18-1/2"	177	3"H x 12"W x 15"D	8	2
1570-12V2XX	Traditional Type II CBU Combo	71-3/8"	31-5/8"	18-1/2"	177	3"H x 12"W x 15"D	12	1
1570-16V2XX	Traditional Type III CBU Combo	71-3/8"	31-5/8"	18-1/2"	203	3"H x 12"W x 15"D	16	2
1570-13V2XX	Traditional Type IV CBU Combo	71-3/8"	31-5/8"	18-1/2"	195	4-3/4"H x 12"W x 15"D	13	1
1570-4T5V2XX	Traditional Type V CBU Combo	71-3/8"	31-5/8"	18-1/2"	178	6-1/2"H x 12"W x 15"D	4	2
1570-8T6V2XX	Traditional Type VI CBU Combo	71-3/8"	31-5/8"	18-1/2"	204	3"H x 12"W x 15"D	8	4
1590-T1V2XX	Traditional Type I OPL Combo	71-3/8"	14-1/2"	18-1/2"	119	N/A	0	2
1590-T2V2XX	Traditional Type II OPL Combo	71-3/8"	31-5/8"	18-1/2"	178	N/A	0	4

Note: Exchange "XX" in Model # above for two-digit color reference: Black=BK Dark Bronze=DB Sandstone=SD Postal Grey=PG



Dress up your outdoor delivery equipment with color coordinating designer caps and pedestal covers in two different styles.



# vital™ cluster box units

## 5 YEAR PRODUCT WARRANTY

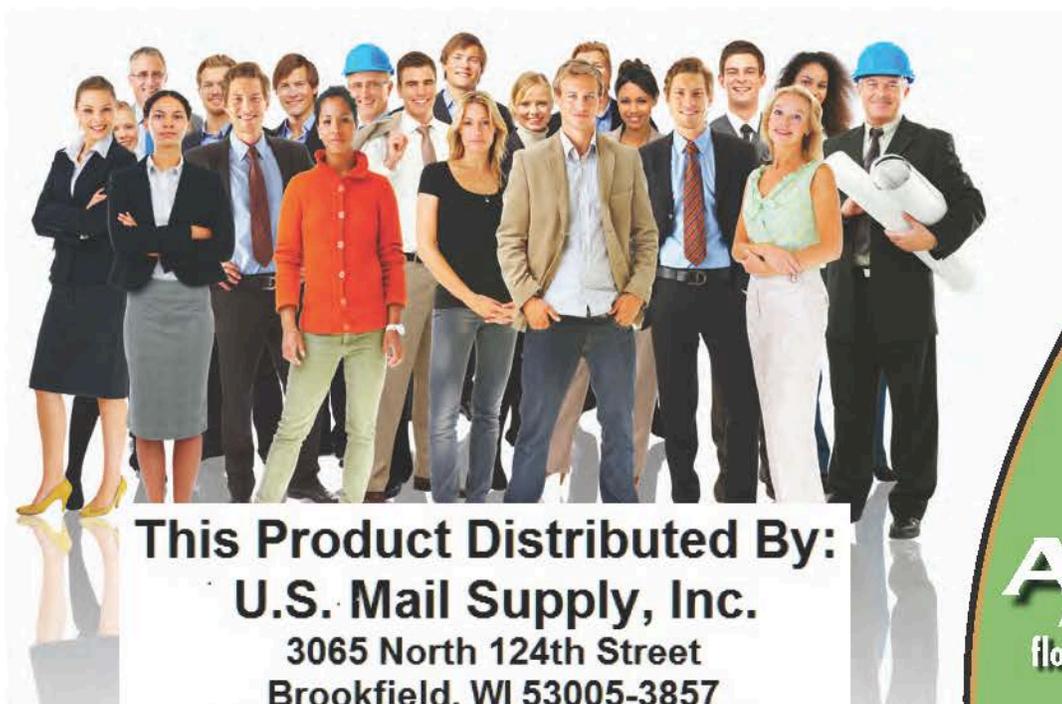
## Industry Best Warranty

Florence Manufacturing provides an unrivaled five-year warranty on its products from the date of shipment when purchased from an Authorized Florence Dealer. Full details on the warranty, as well as how to find a local product expert nearest you, can be found by visiting our website or calling us today!

## Florence Mailboxes, thoughtfully designed and meticulously crafted, deliver uncompromising security and durability!

Those in the know recognize Florence Mailboxes as the best centralized mailbox equipment available in the US today. Using the experiences we gained since patenting one of the first centralized apartment mailboxes in 1934 and applying it to the mailboxes of today - Florence continually raises security and durability to an even higher level, giving residents peace of mind. Florence proudly provides you more than a product; we work to ensure its the right solution for your centralized mail delivery needs. . .before, during and after the sale.

Standing behind this catalog is a dedicated group of engineers, production staff, quality manufacturers, dealers, sales personnel and customer support. . . all ready to help your centralized mail delivery solution come to life!



**This Product Distributed By:**  
**U.S. Mail Supply, Inc.**

3065 North 124th Street  
Brookfield, WI 53005-3857

Ph: 800-571-0147 / Fax: 800-589-1068

[www.usmailsupply.com](http://www.usmailsupply.com)

**AF FLORENCE**  
manufacturing company  
A GIBALDAR INDUSTRIES COMPANY  
[florencemailboxes.com](http://florencemailboxes.com)  
800.275.1747



3065 North 124th Street  
Brookfield, WI 53005  
Ph: 800-571-0147 Fax: 800-589-1068  
www.usmailsupply.com

## FREQUENTLY ASKED QUESTIONS BY CUSTOMER'S WHO ORDER CLUSTER BOX UNITS

*Question: How many cartons is the cluster box unit shipped in?*

*Answer: Regardless of model ordered (8, 12, 13, 16-door, etc.), you will receive two cartons per cluster box unit ordered. One box will contain the pedestal (approx. 25lbs), and the other, larger carton will contain the mailbox module (depending on the unit ordered, approx. 100-150 lbs.). If ordering our "decorative" cluster box units, you will receive additional cartons that will contain the decorative roof cap and/or pedestal cover.*

*Please count the number of cartons that you receive, make sure that your count corresponds with the number of mailboxes that you ordered AND the carton count on the delivery receipt that the freight company provides. Also, upon receiving the goods, please make a visual inspection of the cartons being received, and note ON THE DELIVERY RECEIPT provided by the freight driver any damage that you observe. Ideally, your count and inspection of the shipment should be made with the truck driver still present.*

*Question: My cluster box shipment arrived, and one of the boxes appears to be damaged - what should I do?*

*Answer: If the freight driver has not yet departed, please make proper notations of the damage on the delivery receipt prior to signing for the goods. If the damage is significant enough that it is unacceptable to you, you may also refuse delivery of the damaged product. You should only refuse delivery of the damaged item, and not the entire shipment. Please report this issue to us as soon as possible thereafter.*

*If the damage is concealed and was only discovered after the truck driver has left, please report it to U.S. Mail Supply's customer service center at 1-800-571-0147 as soon as possible. Typically, most freight companies require that any shortages and/or freight damage be reported within 7 days, so it is important to thoroughly count and inspect your shipment immediately upon delivery, or as soon as possible thereafter. IT IS ALSO IMPORTANT TO PROMPTLY REPORT ALL SHORTAGES AND FREIGHT DAMAGE WITHIN 7 DAYS SO*

U.S. Mail Supply, Inc.  
Frequently Asked Questions – Cluster Box Unit Mailboxes

***THAT THE APPROPRIATE CREDIT CAN BE OBTAINED FROM THE FACTORY AND/OR FREIGHT COMPANY. This will also allow us to quickly process a replacement order for you, if necessary.***

***Quite often digital photographs of the damage can be very helpful in illustrating to the factory and freight company the specifics of the damage.***

***We do our best to quickly address shortage and freight damage issues for our customers, but failure to promptly report shortages or freight damage within 7 days makes it much more difficult, and sometimes impossible, for us to resolve these issues without the customer incurring additional expense.***

***Question: Is everything that I need included when I purchase a cluster box unit from U.S. Mail Supply?***

***Answer: Everything is included with a cluster box unit purchased from U.S. Mail Supply, except for two items:***

- (1) USPS “Arrow” Locks – For security reasons the USPS does not allow the factory, or any non-USPS personnel to possess the master locks (also known as “Arrow Locks”), which are installed in the outgoing mailbox door, as well as each of the parcel locker doors. The local USPS will install this lock on these doors upon your request to do so. They typically do not charge for this service.***
- (2) Anchor Bolts for Mounting the Unit – The USPS has requested that we do not include the anchor bolts for mounting the unit to concrete due to varying frost lines throughout the United States. The factory recommends ½-inch diameter J-Bolts, with the length to be determined by the thickness of the concrete pad that is poured (most common pad depth is 5- 6-inches). You will need four anchor bolts per unit, and they can be picked up at any local hardware store for a couple of dollars each. Please refer to the installation instructions that are shipped with the mailbox. You may also view, print or download these instructions at:***

***[http://www.usmailsupply.com/Content/pdfs/v\\_8e6e\\_FSeriesCBUInstallationInstructions.pdf](http://www.usmailsupply.com/Content/pdfs/v_8e6e_FSeriesCBUInstallationInstructions.pdf)***

***Question: I just received my cluster box unit and I cannot find the tenant keys, mounting hardware or installation instructions...what should I do?***

***Answer: All of the keys, mounting hardware, and installation instructions ship inside the mailbox cabinet. Once you have the mailbox module out of the carton and on a work bench, open up the outgoing mailbox door which will not have a lock on it (directly below the outgoing mail slot on the right-hand side) (the local USPS installs this lock – see above), and push up on the latch located on the left side of the interior of this compartment (BE CAREFUL!! THE UNIT IS FRONT HEAVY!). This will release the right side of the cabinet like a French door. Subsequently, the left side of the cabinet can be opened by releasing the latch. All of the keys, mounting hardware and installation instructions will be appropriately marked in the lower left hand compartment.***

U.S. Mail Supply, Inc.  
Frequently Asked Questions – Cluster Box Unit Mailboxes

*Question: Are all of the mailbox locks included and installed in the cluster box unit when I receive it?*

***Answer: Yes. You will receive 3 keys for each tenant mailbox lock. It is recommended to retain at least one key for each mailbox as a spare.***

*Question: Is it possible to get additional keys for the mailboxes when you buy a new cluster box unit?*

***Answer: Yes. At the time of purchase you may buy additional cut keys for each tenant mailbox. The manufacturer offers two key options: A) The standard 3 keys per mailbox; or B) 6 keys per tenant mailbox – Add approximately \$4.00 per mailbox. For security reasons, and by order of the USPS, you cannot buy cut keys after the original purchase of your mailbox.***

*Question: What if I need more keys to my mailboxes after I have bought the cluster box unit?*

***Answer: You would then need to purchase a key “blank”, which can be taken to any locksmith or hardware store that cuts keys, along with an original cut key that they can then copy for you. Key blanks will cost approximately \$2.00 each, depending on volume.***

***The locks and key blanks used for cluster box units are proprietary, and usually cannot be found in a hardware store or at a locksmith, so you will need to contact us at 800-571-0147 to order them.***

***Please note that there are two different key blanks used by the manufacturer. So you will need to provide us with the key code number off of the original keys. This code number will be four digits followed by the letters “PS”. One key blank is used for key code ranges 1000PS thru 1999PS and 3000PS thru 3999PS; and another, different key blank is used for key code ranges 2000PS thru 2999PS and 4000PS thru 4999PS.***

***Usually the factory will try to stay within the same key code range for all of the mailboxes in a cluster box unit order, but it is not always possible for larger order. So you will want to check to be sure prior to calling us to order key blanks.***

*Question: Can I order more locks for the tenant doors on my cluster box unit?*

***Answer: Yes. You may order replacement locks at any time, which will include 3 keys. The cost for a replacement lock is approximately \$11.50 each. Typically the only reason you would want to replace a tenant mailbox lock is when a tenant moves out, or if all of the keys for a lock are lost.***

*Question: Should I contact the local USPS before I install my cluster box unit?*

***Answer: Yes. We always recommend speaking with your local postal officials prior to installing your cluster box unit. The USPS does have the authority to dictate the installation placement of your cluster box unit, however most USPS officials are accommodating.***

U.S. Mail Supply, Inc.  
Frequently Asked Questions – Cluster Box Unit Mailboxes

*Question: What is a parcel locker and how does it work?*

***Answer: A parcel locker is for package delivery only. If a tenant receives a package on a particular day, the USPS mail carrier will put key in the tenant's mailbox and the key tag will instruct the tenant to take the corresponding key, insert it into the top lock of the corresponding package locker, unlock and open the door. The tenant removes their package from the parcel locker and closes the door. The key WILL REMAIN IN THE LOCK, AND CANNOT BE REMOVED. This lock is referred to as a "captive lock". The only party who can remove the key from the parcel locker's captive lock is the USPS mail carrier. The next time the mail carrier services that mailbox he will disengage the key so that the parcel locker may be used the next time a tenant has a package.***

***Because of how a parcel locker works, it CANNOT be used as a regular tenant mailbox. By USPS regulations, cluster box unit parcel lockers cannot be removed, changed into mailboxes, moved or otherwise modified from the original purpose.***

*Question: Can I change the configuration of the F-Series cluster box unit mailboxes?*

***Answer: No. The F-Series Cluster Box Unit mailboxes were designed by the USPS. The USPS owns the patent on these mailboxes and does not allow ANY modifications to them whatsoever, including eliminating, re-sizing, moving or adding mailboxes, parcel lockers or outgoing mail compartments.***

*Question: Can I mount a cluster box unit on a wall instead of on a pedestal?*

***Answer: No. A Cluster Box Unit is not manufactured to be mounted on a wall, and requires either a pedestal or some other supporting structure beneath it.***

*Question: Can I mount a cluster box unit on a pedestal from my old mailbox, or on some other style of pedestal besides the pedestal that is sold with it?*

***Answer: It is NOT recommended to install a Cluster Box Unit on an old, formerly used pedestal, whether it is from a cluster box unit or some other style of mailbox. The pedestal that is sold with our cluster box units is specifically designed for that purpose. An old, used pedestal is most likely not strong enough and may have corrosion, etc., that could lead to a collapse of the mailbox, which is a danger to both tenants and the mail carrier.***

***A cluster box unit must be installed at the precise height as dictated by the USPS. If you wish to use any mounting method other than the factory supplied pedestal it is strongly recommended that you obtain prior approval from your local Postmaster. We do not take returns of mailboxes resulting from communication issues between the customer and the local Post Office.***

***PLEASE NOTE: MOUNTING A CLUSTER BOX UNIT ON ANY PEDESTAL OR SURFACE OTHER THAN THE FACTORY SUPPLIED PEDESTAL CAN VOID THE LIMITED MANUFACTURER WARRANTY***

U.S. Mail Supply, Inc.  
Frequently Asked Questions – Cluster Box Unit Mailboxes

*Question: I currently have the older style rear-loading Neighborhood Delivery & Collection Box Unit (NDCBU) and just want to replace it - Why can't I just buy another one? Why do you still sell NDCBU's if they are no longer USPS approved? What is the difference between the older style NDCBU and the new style CBU?*

*Answer: The USPS de-certified the older style NDCBU's back in 1999 when they went to the new front-loading cluster box unit specification.*

*In isolated cases local postmasters will still allow their customers to use the older style NDCBU's, particularly if they are replacing an existing unit that was damaged or is otherwise no longer functional. This is typical when multiple NDCBU's are side-by-side, and one of them requires replacing.*

*There are also many private applications (non-postal) for NDCBU's. One example is that trucking companies use them for their drivers to pick-up or drop off keys and paperwork. It is for these reasons that NDCBU's are still being sold.*

*The newer style cluster box units are considerably different from the old NDCBU's. This includes having a much thicker aluminum cabinet and doors; manufactured with much tighter tolerances, which means it is much more difficult to pry open doors; more weather resistance; stronger door locks; re-enforced postal control compartments; re-configured tenant compartments that more easily accommodate larger mail, such as magazines and catalogs; and the inclusion of secured outgoing mail compartments and parcel lockers for oversized packages. Obviously, mail carrier access is now from the front of the mailbox, as opposed to the back on the older style NDCBU's as well. There are no USPS Approved rear-loading outdoor pedestal style gang mailboxes any longer.*

*The bottom-line is that if you wish to purchase the older style Neighborhood Delivery & Collection Box Unit, you must obtain local Postmaster approval prior to ordering. We do not take returns on NDCBU's under any circumstances.*