

ANDO
Price and Specification Guide
GSA
GS-03F-084DA



krug

Advancing Design Through Innovation

TERMS & CONDITIONS | INFORMATION FOR ORDERING ACTIVITIES

**General Services Administration
Federal Supply Schedule**

FSC Groups 7110, 7125
Subcategory: Furniture
CONTRACT NUMBER: GS-03F-084DA
CONTRACT PERIOD: April 1, 2016 through March 31, 2026
CONTRACTOR/ ADMINISTRATOR: Mira Jaksic-Husic
Krug Inc.
421 Manitou Drive
Kitchener, Ontario, Canada
Tel: 1-800-265-2796
Fax: 1-800-265-2798

1. List of Special Item Numbers on Contract

33721P Packaged Office Furniture w Ancillary Installation Services
33721 Office Furniture w Ancillary Installation Services
339113H Healthcare Furniture w Ancillary Installation Services
OLM Order Level Materials

2. SPECIAL ITEM NUMBER	MAXIMUM ORDER
33721P	\$5,000,000
33721	\$250,000
339113H	\$500,000
OLM	\$250,000

3. SPECIAL ITEM NUMBER	MINIMUM ORDER
33721P	\$100.00
33721	\$100.00
339113H	\$100.00
OLM	NA

4. Geographic Coverage

48 contiguous States and Washington, DC

5. Point of Production

Krug Inc.
421 Manitou Drive
Kitchener, Ontario, CANADA
N2C 15L

6. Discount from List Prices

33721P Package Office Furniture Krug Product Discounts As Below
GSA Teaming Partner Products at their
Approved GSA Discount Terms. Krug
Installation Charge 12.75% of Net Order
(Max.). No Charge for Project Mgt Services.

33721 Office Furniture	56.6%
Executive Office Furniture	56.6%
Executive Conference Furniture	56.6%
Tables and Accessories	56.6%
Fully Upholstered Lounge Furniture	56.6%
Multiple Seating	56.6%
Multi-Purpose Seating	56.6%
Stacking Chairs	56.6%
Installation Ancillary to these products	12.75% Charge of Net Order (Max.)

339113H Healthcare Furniture	
Hospital Patient Room Furniture	56.6%
Hospital Geriatric Chairs & Lounge Seating	56.6%
Patient Service Systems	56.6%
Installation Ancillary to these products	12.75% Charge of Net Order (Max.)

7. Quantity Discounts (off Net pricing)

Multiple Seating, Multipurpose Seating, Stacking
Chairs

25,001 – 50,000	1%
50,001 – 100,000	2%
100,001 – 150,000	3%
150,001 – 250,000	4%

Lounge Seating, Tables & Accessories

25,000 – 50,000	1%
50,001 – 75,000	2%
75,001 – 100,000	3%
100,001 – 180,000	4%
180,001 – 200,000	5%
200,001 – 250,000	6%

Hosp/Geriatric Chairs and Lounge, Patient Room
Furniture, Patient Service Systems

\$100,000 - \$200,000	1%
\$200,000.01 - \$300,000	1.5%
\$300,000.01 - \$400,000	2%
\$400,000.01 - \$500,000	2.5%

Quantity Discounts for Executive Office and
Executive Conference are no longer applicable
based on the MAS Consolidation revisions to
Maximum Order Limits.

8. Prompt Payment Terms

Net 30 Days

9. Visa and MasterCard are accepted above and
below the micro-purchase threshold.

NOTE: No additional discount will be offered on
orders placed using credit cards.

10. Foreign Items

All items manufactured in Canada.

11a. Time of Delivery

60-90 Days ARO for all items.

11b. Expedited Delivery

Please contact Krug GSA Customer Service for
information on Expedited Delivery/Krug Express
Program. 1-800-265-2796

11c. Overnight & 2 day Delivery

N/A

11d. Urgent Requirements

Please contact Krug for urgent requirements.

12. F.O.B. Point

Destination

13. Payment Address

Same as above

TERMS & CONDITIONS | INFORMATION FOR ORDERING ACTIVITIES

14. Warranty

For commercial products, Krug warrants the construction and the finish of all our products to be free from defects in materials and workmanship for a period of 10 years from the date of purchase. For Krug Healthcare products (as outlined in the US Healthcare price and specification Guide dated March 1, 2019), Krug warrants the construction and finish of all Healthcare products to be free from defects in materials and workmanship for the lifetime of their use. This warranty is applicable to products in use by their original purchaser. This warranty does not apply to components not manufactured by Krug including textiles, which are subject to the specific warranties of those manufacturers, if any. Textiles (fabric, leather, vinyl, or any other covering material) suppliers do not guarantee their products for durability and color fastness, and nor does Krug.

Casters, mechanical and electrical components have a warranty of five years from the date of purchase. The Krug warranty does not apply to COM-specified materials, damage caused by a carrier other than Krug, or variation in wood finishes due to natural wood color variation. Krug cannot be held responsible for variations in fabric dye lots from order to order. All fabric is carefully inspected when it is received, but a degree of variation in color should be expected. Repairs or replacement of any defect covered under this warranty by Krug will be made, at our option and method, at no charge to the original purchaser during the warranty period. Krug's judgement is final and binding with respect to the nature or cause of defects or damage, and the necessity or manner of repair or replacement.

This warranty does not apply to defects or damage resulting from:

- normal wear and tear occurring with the use of the product
- negligence, misuse, excessive use, alteration, improper cleaning or repair
- substitution or use of incorrect or unauthorized components or material
- handling or installation that is incorrect, or that causes damage or defect
- damage incurred by a freight carrier other than Krug
- wearing of finishes and fabrics, and normal variations in materials (including dye lot variations)
- properties of natural materials, including wood and leather
- exposure to environments with uncontrolled temperature and humidity (products must be transported, stored and used in climate controlled conditions)

Note, specific warranties for components and materials not manufactured by Krug: Height Adjustable Mechanism Warranty Krug warrants to the original consumer purchaser its Height Adjustable Mechanism that it will be free from defects in material and workmanship. This limited warranty covers material and manufacturing defects, which cause a non-conformance in the function of a table base and is limited to the following products and warranty term determined from their dates of purchase: a) Electronic components such as control boxes, hand switches and motors – two (2) years b) Mechanical components such as crank drives, spindles – five (5) years c) Structural components such as J-channels, feet and top supports – ten (10) years. The start of the warranty period is the documented date of your purchase of the product. The warranty herein is made to and for the benefit of the original consumer purchaser of the product and is non-transferable. If you discover a defect in material or workmanship during the warranty period, and Krug agrees that the defect exists, Krug will, at its option, repair or replace the Product at no charge to you, provided it is returned during the warranty period. In the unlikely event that your product should require repair or replacement during the warranty period, please contact Krug to obtain warranty service. The warranty period on replacement products is the remainder of the warranty on the original product or 30 days, whichever is longer.

Jordan Sleepers Heavy-Duty Mechanism, made with heavy gauge steel and minimal moving parts - is backed by a 5-year warranty on the mechanism itself, in addition to the lifetime warranty on the rest of the product. If it does become damaged or degraded, the mechanism can be field-replaced. Juno and Trevisa Overbed Tables have a 2-year warranty.

15. Export Packing Charges

Quoted upon request

16. Terms and Conditions of Government Commercial Credit Card

ACCEPTANCE: KRUG will accept the government commercial credit card but will not offer any additional discount for orders placed using the credit card

17. Term and Conditions of Rental Maintenance and Repair.

N/A

18. Term and Conditions of Installation

N/A

19. Term and Conditions of Repair

N/A

20a. Term and Conditions for any other services

N/A

20. Service and Distribution points

Call contractor

21. Participating Dealers

Call contractor

22. Preventative Maintenance

N/A

23. Environmental Attributes

Krug maintains a program to reduce the impact on the environment of our products and operations.

24. Data Universal Number System (DUNS) number

251476669

25. Notification regarding registration in SAM.

Krug Inc.'s registration in SAM is current, accurate and valid.

26 Cage Code: 37310

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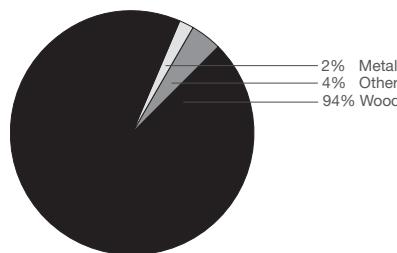
ANDO

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LEED CI CREDITS



MATERIAL CONTENT:



PRE-CONSUMER
 RECYCLED CONTENT = 8%

POST-CONSUMER
 RECYCLED CONTENT = 2%

CONTRIBUTES To		
Credit 2.1 - 2.2	Construction Waste Management	1-2 point(s)
Credit 3.3	Resource Reuse	1 point
Credit 4.1	Recycled Content	1 point
Credit 4.5	Low Emitting Materials, (MUST BE REQUESTED) Systems Furniture & Seating	1 point
Credit 5.1	Regional Materials*	1 point
Credit 7	Certified Wood (please enquire)	1 point(s)

*This credit is only applicable if in total 20% of the combined value of the procurement of construction materials and in the furniture are manufactured within a radius of 500 miles. This credit will apply if the installation of the finished product occurs within 500 miles of Kitchener, Ontario.

level® CERTIFICATION



BIFMA's e3 Furniture Sustainability Standard is a voluntary, multi-attribute standard that measures the degree of sustainability of furniture. This standard evaluates product and company environmental attributes and compliance systems in a wide range of elements which include Materials, Energy & Atmosphere, Human & Ecosystem Health and Social Responsibility. Ando products have earned level®, BIFMA's sustainability certification program for furniture, certification through third-party verification against the e3 standard. All Ando products can be supplied with level® certification. In order to accomplish this, the product must also be ordered with the air-emissions-certification option. Contact customer service for information and upcharges.

AIR-EMISSIONS

All Ando products can be supplied with air-emissions-certified materials. Contact customer service for information and upcharges.

FSC®



FSC® In 2005, Krug received Forest Stewardship Council® (FSC®) Chain-of-Custody certification for our manufacturing facilities. The FSC® Chain-of-Custody tracks certified wood from seedling to final sale. It verifies that the material for our FSC® certified products only come from well-managed, FSC®-certified forests and other controlled sources. FSC® is dedicated to the promotion of responsible forest management worldwide helping to take care of forests for future generations. Ando and other Krug products can be specified with FSC® Certification. Contact customer service for further information, pricing and lead times..



In addition, architects, designers, and building professionals can specify FSC®-certified products in order to achieve a point from the US. Green Building Council's Leadership in Energy and Environmental Design (LEED) Rating System.

ANDO | PRODUCT FEATURES



TABLES

Tops and gables are 2.5" thick plywood core with face, back and edge veneer. Plastic Laminate tables are self edged. Standard laminates will show a visible dark line where the laminate edges meet, to avoid this line color-core laminates can be specified. Please contact customer service for a quote.

SUPPORT

Construction integrates an internal support system that eliminates the need for any visible support under the table top.



MITERED CORNER

The Ando table worksurface is joined to the side panel legs with a 45° angle miter joint indicative of the highest level of craftsmanship.



VENEER

Ando table veneers are quarter cut, except for White Oak, which is rift cut - both quarter cut and rift cut veneers provide a straight grain appearance.



FINISH

A five step catalyzed varnish finish that when dry has a sheen value of 32°, is applied to all finished cases. A lower sheen topcoat, 20°, can also be specified at standard pricing. All purchase orders must clearly note "lower sheen finish" in order to receive the optional selection.



POWERPORT

A PowerPort is a unique worksurface mounted module that can be specified to a location that best serves the user's needs. It includes a UL approved electrical, power bar, containing two 115 - volt electrical simplex outlets which are accessible from the work surface, plus a utility outlet at the end for daisy chaining purposes. 3 data versions are available and can be custom configured.

PORT

A service module having no power bar will serve as a large grommet. A hinged lid easily enables the passage of several cables and devices.



HORIZONTAL CABLE MANAGEMENT

This includes a Protective Electrical Cover that covers the power/data module. A grey plastic cable manager carries the cords to the Vertical Cable Manager on the gable.



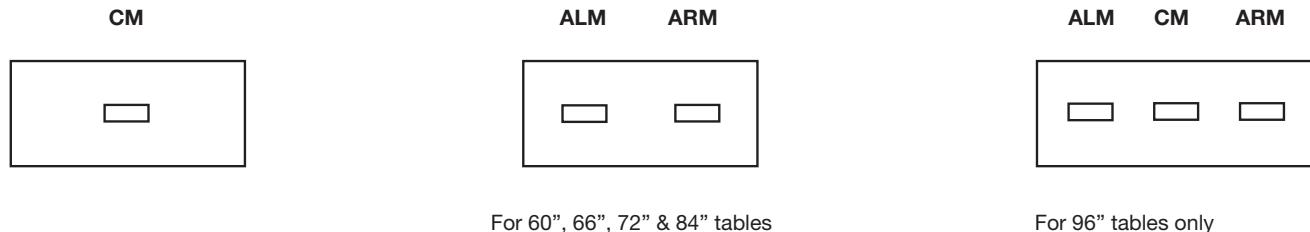
VERTICAL CABLE MANAGEMENT

This cable manager is clear satin anodized aluminum extrusion with clip attachment that carries from the underside of the top to the floor.

ANDO | POWERPORT LOCATION, SUGGESTED SEATING, SAMPLE CONFIGURATION

STANDARD POWERPORT LOCATIONS

MIDDLE POSITION

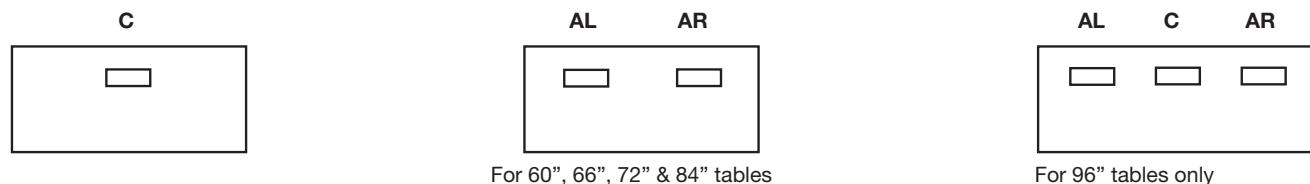


For 60", 66", 72" & 84" tables

For 96" tables only

NOTE: Workspace clearance of Middle positions:
 24" depth - 10" from powerport to table edge
 30" depth - 13" from powerport to table edge
 36" depth - 16" from powerport to table edge
 42" depth - 19" from powerport to table edge

OFFSET POSITION



For 60", 66", 72" & 84" tables

For 96" tables only

NOTE: Workspace clearance of Offset positions:
 All depths - Non-user side - 7" from powerport to table edge
 24" depth - User side - 13" from powerport to table edge
 30" depth - User side - 19" from powerport to table edge
 36" depth - User side - 25" from powerport to table edge
 42" depth - User side - 31" from powerport to table edge

SUGGESTED SEATING BY TABLE SIZE

60" - 2 per side
 66" - 2 per side
 72" - 2 per side
 84" - 2 per side
 96" - 3 per side

SAMPLE CONFIGURATION

Description	Model	Oak Cherry Maple	Anigre Sycamore Walnut	Laminate
Ando table	54TB963042	6632	7295	6029
PowerPort	54POWERPORT1	416	416	416
Cable Manager	54CM1TB	240	240	240
Total		7288	7951	6685



ANDO | TABLES

Description	Model	Oak, Cherry, Maple	Walnut, Anigre	Laminate	W	D	H	Shipping KW	Cubic Weight	Feet
Rectangular Table, Desk Height	54TH602430	4765	5243	4334	59.75	24	29.5	55	176	34
	54TH603030	4868	5353	4425	59.75	30	29.5	55	169	41
	54TH603630	5380	5917	4890	59.75	36	29.5	55	207	48
	54TH604230	5912	6500	5371	59.75	42	29.5	55	230	55.25
	54TH662430	4833	5316	4393	65.75	24	29.5	61	185	37.25
	54TH663030	5020	5520	4564	65.75	30	29.5	61	185	44.75
	54TH663630	5497	6048	4996	65.75	36	29.5	61	220	52.5
	54TH664230	6028	6630	5478	65.75	42	29.5	61	245	60.25
	54TH722430	4927	5422	4480	71.75	24	29.5	67	194	40.5
	54TH723030	5173	5691	4704	71.75	30	29.5	67	191	48.75
	54TH723630	5605	6164	5097	71.75	36	29.5	67	233	57
	54TH724230	6804	7485	6185	71.75	42	29.5	67	260	65.5
	54TH842430	5464	6008	4966	83.75	24	29.5	79	217	46.75
	54TH843030	5739	6312	5216	83.75	30	29.5	79	217	56.25
	54TH843630	6191	6813	5631	83.75	36	29.5	79	265	66
	54TH844230	7434	8177	6757	83.75	42	29.5	79	295	75.75
	54TH962430	6035	6639	5488	95.75	24	29.5	91	236	53.25
	54TH963030	6384	7022	5804	95.75	30	29.5	91	239	64
	54TH963630	6789	7466	6171	95.75	36	29.5	91	292	75
	54TH964230	8220	9041	7472	95.75	42	29.5	91	325	86
Rectangular Table, Bar Height	54TB602442	4986	5482	4532	59.75	24	41.75	55	203	47.25
	54TB603042	5089	5600	4627	59.75	30	41.75	55	220	56.75
	54TB603642	5629	6189	5113	59.75	36	41.75	55	250	66.5
	54TB604242	6182	6798	5619	59.75	42	41.75	55	266	76.5
	54TB662442	5055	5560	4596	65.75	24	41.75	61	212	51.5
	54TB663042	5252	5777	4773	65.75	30	41.75	61	230	62
	54TB663642	5750	6325	5227	65.75	36	41.75	61	263	72.75
	54TB664242	6304	6935	5729	65.75	42	41.75	61	281	83.5
	54TB722442	5153	5667	4685	71.75	24	41.75	67	221	56
	54TB723042	5410	5950	4918	71.75	30	41.75	67	241	67.25
	54TB723642	5865	6451	5332	71.75	36	41.75	67	276	79
	54TB724242	7117	7831	6470	71.75	42	41.75	67	297	90.5
	54TB842442	5714	6288	5195	83.75	24	41.75	79	245	64.75
	54TB843042	6002	6603	5455	83.75	30	41.75	79	268	78
	54TB843642	6478	7127	5891	83.75	36	41.75	79	303	91.25
	54TB844242	7773	8551	7068	83.75	42	41.75	79	332	104.75
	54TB962442	6314	6942	5741	95.75	24	41.75	91	263	73.5
	54TB963042	6632	7295	6029	95.75	30	41.75	91	290	88.5
	54TB963642	7102	7813	6456	95.75	36	41.75	91	329	104
	54TB964242	8599	9459	7817	95.75	42	41.75	91	362	119.25

CAUTION: Ando tables are shipped in one piece and are large & heavy. Please ensure consideration is taken regarding widths of entrances, aisles and stairways for maneuvering tables into office areas. If packing pallets need to be removed prior to the table getting into the office please ensure the bubble wrap material is left on the table to prevent damage during the move-in process.

ORDERING PROCEDURE

To order, please specify the following:

- 1) Krug product model number
- 2) Wood species and finish
- 3) Grommet location and style if applicable

*indicates model illustrated by line drawing.

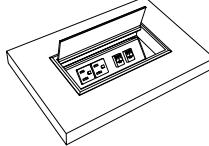
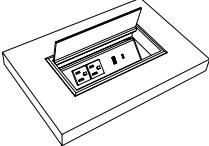
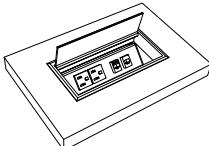
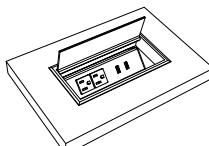
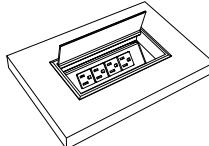
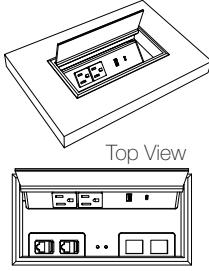
STANDARD FINISHES

For a complete list of standard wood finishes please see page 363.

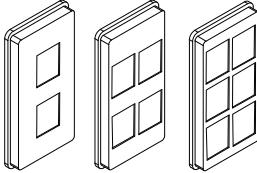
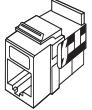
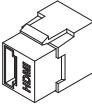
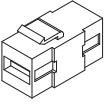
GROMMETS

One grommets in standard position are available at no additional charge.

POWERPORTS

Description	Model	Price	W	D	H	Shipping Weight	Cubic Feet
PowerPort 1 - 2 RJ45s (Category 5/6)	PORT1	291	8	4	-	-	-
				Port Includes: 2 accessible power outlets & 1 side utility outlet powered by a 10' plug-in cord; 2 RJ45 (category 5/6) each with hard wired 10' data cords; 2 velcro wire managers and metal PowerPort shroud. PortPort lid is Silver Metallic. NOTE: RJ45 jacks with hard wired data cords included here must be within 10' of building utilities source to be functional.			
PowerPort 2 - USB-A & USB-C	PORT2	294	8	4	-	-	-
				Port Includes: 2 accessible power outlets & 1 side utility outlet; 1 USB-A & 1 USB-C charging ports all powered by a 10' plug-in cord; 2 velcro wire managers and metal PowerPort shroud. PortPort lid is Silver Metallic.			
PowerPort 3 - RJ11 & RJ45	PORT3	282	8	4	-	-	-
				Port Includes: 2 accessible power outlets & 1 side utility outlet; 1 RJ11 & 1 RJ45 (Category 5/6); 2 Velcro wire managers & PowerPort Shroud; 1 x 10 Foot Data Cords (T568A) & 1 x 14 Foot RJ11 (Telecomm); powered by a 10' plug-in cord. PortPort lid is Silver Metallic. NOTE: RJ45 & RJ11 jacks with hard wired data cords included here must be within 10' of building utilities source to be functional.			
PowerPort 4 - 2 USB-A	PORT4	300	8	4	-	-	-
				Port Includes: 2 accessible power outlets & 1 side utility outlet; 2- USB-A charging ports all powered by a 10' plug-in cord; 2 velcro wire managers and metal PortPort shroud. PortPort lid is Silver Metallic.			
PowerPort 5 - 4 Receptacles	PORT5	294	8	4	-	-	-
				Port Includes: 4 accessible power outlets & 1 side utility outlet powered by a 10' plug-in cord; 2 velcro wire managers and metal power port shroud. PortPort lid is Silver Metallic.			
PowerPort 6 - USB-A, USB-C & RJ45	PORT6	426	8	4	-	-	-
				Port Includes: 2 accessible power outlets & 1 side utility outlet 1 USB-A, 1 USB-C charging ports all powered by a 10' plug-in power cord. Includes 2 velcro wire managers and metal PortPort shroud with 2 data plate knock outs, 1 #M02 plate insert & 2 #S01W RJ45 female input, punch down terminal output snap in jacks. 2nd data plate knock out is blank for future use. PortPort lid is Silver Metallic.			

ACCESSORIES & WIRE MANAGEMENT

SNAP IN PORTS	Reference Code	Description	List Price
ADAPTOR PLATES			
	M02	Adaptor Plate (2) - accepts two snap in data ports	39
	M04	Adaptor Plate (4) - accepts four snap in data ports	39
	M06	Adaptor Plate (6) - accepts six snap in data ports	39
		ORDERING NOTES: Blank covers are required when port is not in use, please see page 55.	
		RJ-45 - Category 6 data connection. This connector is also downwards compatible with Category 5 cabling. Connector is a female input with a #110 punch-down terminal block output (back side of Console interface) for on-site hard wire connection.	49
	S01W	RJ45-CAT6 (White)	
	S01B	RJ45-CAT6 (Blue)	
	S01R	RJ45-CAT6 (Red)	
		RJ11 - Telephone type connection. Connector is a female input with a #110 punch-down terminal block output (back side of Console interface) for on-site hard wire connection.	33
	S02W	RJ11 (White)	
	S02B	RJ11-B (Black)	
	S02G	RJ11-G (Green)	
	S02R	RJ11-R (Red)	
	S02Y	RJ11-Y (Yellow)	
	S04	HDMI - High Definition Multimedia Interface connection. Connector carries both HD audio and video data. Connector is a female-to-female pass through.	181
	S08	USB-A - Full size USB "A" style connection. Connector is a female-to-female pass through.	64

GENERAL INFORMATION

Terms and Conditions

Net 30 days on approved credit. A late payment charge of 1% per month will be applied on overdue invoices. This charge will be pro-rated to the number of days past 30 days that the invoice is overdue. All applicable sales taxes are extra. Distribution of this price list does not in itself constitute an offer to sell. Orders can be received only from authorized Krug dealers. Acceptance of any order and terms of sale may be established at the discretion of Krug. Deposits are required on orders received from new accounts as well as on large or special orders. Krug reserves the right to discontinue designs, or to change designs, construction, prices, or materials without notice.

Contact Information

Phone: 1.888.578.KRUG (5784) | Fax: 1.519.748.5177
Purchase Order Fax: 1.888.236.4783

Purchase Order E-mail: orders@krug.ca
Web: www.krug.ca E-mail: solutions@krug.ca

Customer Service Hours

Please note customer service hours are:
8:30 am to 5:00 pm est

Customer Satisfaction

It is the primary goal of Krug and our staff to ensure the complete satisfaction of our customers with our products and performance. If a problem arises with a Krug product after the expiration of the limited warranty period, Krug will exercise its best efforts to achieve the satisfaction of the customer in a manner that is fair to all concerned.

Order Acknowledgments

Each order will be acknowledged via e-mail or fax. This acknowledgments is the final agreement between Krug and the customer, superseding all previous communications regarding the purchase order. Where there is a discrepancy on a purchase order between a product code and a description, Krug will make every effort to resolve the discrepancy, but will be ruled by the product code ordered. Please check all acknowledgments for accuracy, and advise Krug of any discrepancies with a purchase order.

Order Cancellation

Krug reserves the right to not accept or allow cancellation of orders. All products are manufactured on a custom-made, make-to-order basis, and the purchasing, engineering and production of orders begins shortly after order placement - and the customer purchase order is a contract that authorizes Krug to manufacture the products. Acceptance of order cancellation (or partial cancellation) is solely at the discretion of Krug, and is dependent on the extent to which engineering, purchasing and manufacturing has been initiated by the time cancellation is requested. No order cancellations (partial or otherwise) are allowable more than 4 weeks from date of order placement (as order production is unable to be terminated by that point), and full payment of the acknowledged order value is required for any orders cancelled after 4 weeks. Cancellations may be allowable in less than 4 weeks after order placement, depending on the extent to which manufacturing has been initiated. An acceptance of order cancellation requires that the purchaser agrees to make payment for all costs incurred to the point of acceptance of cancellation. Cancellation charges include all costs for purchase of dedicated material and components, engineering costs for non-standard products, and all costs for manufacturing completed to that point, as well as a \$367 net charge for processing of the original order and for processing of cancellation invoicing.

Pricing

Krug endeavors to ensure that all prices in this price list reflect accurately our current prices. However, errors do occur and will be rectified through notices to the field. Krug reserves the right to acknowledge pricing that may be different from the price list.

Storage Charges

Krug reserves the right to assess a nominal storage charge if a customer does not accept shipment of an order within a week of the ship date.

Warranty

Krug warrants the construction and the finish of all our products to be free from defects in materials and workmanship for a period of 10 years from the date of purchase. This warranty is applicable to products in use by their original purchaser. This warranty does not apply to components not manufactured by Krug including textiles, which are subject to the specific warranties of those manufacturers, if any. Textiles (fabric, leather, vinyl, or any other covering material) suppliers do not guarantee their products for durability and color fastness, and nor does Krug. Casters, mechanical and electrical components have a warranty of five years from the date of purchase. The Krug warranty does not apply to COM-specified materials, damage caused by a carrier other than Krug, or variation in wood finishes due to natural wood color variation. Krug cannot be held responsible for variations in fabric dye lots from order to order. All fabric is carefully inspected when it is received, but a degree of variation in color should be expected. Repairs or replacement of any defect covered under this warranty by Krug will be made, at our option and method, at no charge to the original purchaser during the warranty period. Krug's judgement is final and binding with respect to the nature or cause of defects or damage, and the necessity or manner of repair or replacement.

This warranty does not apply to defects or damage resulting from:

- normal wear and tear occurring with the use of the product
- negligence, misuse, excessive use, alteration, improper cleaning or repair
- substitution or use of incorrect or unauthorized components or material
- handling or installation that is incorrect, or that causes damage or defect
- damage incurred by a freight carrier other than Krug
- wearing of finishes and fabrics, and normal variations in materials (including dye lot variations)
- properties of natural materials, including wood and leather
- exposure to environments with uncontrolled temperature and humidity (products must be transported, stored and used in climate-controlled conditions)

Export Packaging

Krug is pleased to provide the option for export packaging on all our products, to provide additional protection from damage. For shipments overseas, a quote for export packaging can be provided, based on the products to be ordered and the delivery destination - please contact Customer Service or Bids & Specification Support for more information and a quotation. KRUG is not responsible for shipment damage occurring on overseas shipments

Export Packaging is STRONGLY RECOMMENDED for:

- (A) all shipments outside of the lower 48 states and Canada.
- (B) all shipments that will be held in storage for an extended period prior to installation.

Important: Please note that Krug will not be responsible for damage claims on product shipped or stored in the above conditions but where export packaging has not been utilized.

Dimensions

Dimensions are in inches and approximate, and subject to change without notice. Contact Customer Service if dimensions are critical.

Installation Support

For assistance please contact Technical Support at 1-888-578-5784 x216 or e-mail installationhelp@krug.ca and you will be directed to the appropriate installation support person.

Custom Capabilities

Over 15% of our orders involve some type of custom work, and we invite our customers to make use of our extensive capabilities. These include:

- 1) Dimensional customization of standard size products
- 2) Custom wood finishes
- 3) For larger orders, completely custom-designed products, as well as non-standard wood species can be specified.

Custom orders may require additional production lead times. Contact Customer Service for more information.

GENERAL INFORMATION

Freight Terms and Conditions

1. All product is shipped FOB the Krug factory. Freight is either pre-paid to the destination or not pre-paid, depending on established customer specific freight terms.
2. Docks at the selected delivery location must be equipped to handle a 53' trailer. If a dock is inadequate for delivery by Krug, Krug will re-deliver to another local location and any additional costs will be charged to the customer.
3. For all deliveries, it is understood that Krug or its agent is making a dock delivery only (equipped to handle a 53' trailer), and any further work of truck unloading, delivery beyond the dock, installation, and removal of packaging is not authorized or paid for by Krug.
4. Drop shipments to the installation site, and timed deliveries, are available on larger shipments (full truckloads or slightly less) at no additional charge. Drop shipments or timed deliveries for smaller shipments may not be available, or if available will require a surcharge. Deliveries on an after hours basis, or on weekends, or any other special requirements, may be subject to a surcharge. Location and contact information, and the requested time of delivery, is required at least one week prior to the acknowledged shipment date. If this information is not provided one week in advance, or if the location or time of the drop shipment is changed less than one week in advance, a surcharge may be applied, and/or the drop shipment may not be scheduled. For deliveries requested Monday to Thursday after 5:00 pm, please apply a surcharge of \$262/shipment. For deliveries requested Monday to Friday before 7:00 am, please apply a surcharge of \$262/shipment. For deliveries requested Friday (after 3:00 pm) or weekends, please apply a surcharge of \$525/shipment. (local times).
5. For all deliveries - whether to the Customer location or drop shipment - any circumstances that result in the delay of our carrier (including unsuitable receiving facilities, or facilities not open or available), service charges will be applied at the rate of \$125/hour. Where re-delivery is necessary because of these circumstances, the full cost of re-delivery will be charged. If Less Than Truck Load is delivering, one hour is allocated to unload. Any additional time required to unload after the first hour is \$125/hour. If a Truck Load is delivering the order, three hours are allocated to unload. Any additional time required to unload is \$125/hour. Direct deliveries to site for large orders are possible, (must exceed \$60,000 net), and accommodate 48 - 53' trailers. Krug is responsible for delivery to the approved delivery address. If an address change is required, this must be authorized by Krug 5 business days prior to ship date. Any additional delivery costs incurred after this time will be charged to the customer.

Product Strength and Durability Testing

All Krug Conference products meet or exceed the testing requirements of ANSI/BIFMA X5.5-2014 or X5.9-2012.



Damaged Shipments

All Krug product is well engineered, carefully inspected, and expertly loaded onto our trucks at our Distribution Center. If you receive any damaged freight, we ask that you do not refuse the shipment. Krug is not responsible for damage to goods that occurs in transit or storage. It is the purchaser and/or receiver's responsibility to examine the goods upon receipt and to notify Krug of any damages, overages or shortages. Any discrepancies should be noted on the Bill of Lading. The delivering carrier will not accept responsibility for shortages or damages if signed "clear". Notification of concealed damage claims must be made to Krug Distribution within 5 days of delivery, along with digital pictures if available. All product and packaging must be available for inspection. Krug liability ceases after 5 business days and Krug will not be responsible for concealed damages if shipments are left unopened. Krug is not responsible for the condition of product that is stored or installed in an environment where temperature and humidity are not controlled.

Field Product Report Authorization

Krug's written authorization, in the form of an FPR number, must be obtained prior to incurring charges of any kind if Krug is expected to pay these charges. This includes authorization for returns, field repairs and replacements, post field repairs, installation and delivery charges. Krug reserves the right to have its representative inspect product related to any request for such authorizations, prior to that authorization being provided. Deductions from invoices paid for any charges to Krug, without prior written authorization in the form of an FPR, will not be accepted. Digital photographs may be required to complete the FPR process.

Care and Maintenance

Wood Finishes - Although Krug's extensive finishing process ensures a durable finish on all our products, there are several steps that can be taken to protect and prolong the life and beauty of the finish. Protect the top by placing felt pads on the bottom of any accessories and mechanical equipment. Rubber and oil will permanently mark surfaces. Use a desk pad to prevent possible damage and imprinting caused by writing instruments and sharp objects. Dust only with a clean, dry cloth, going with the grain. Clean any marks with a damp cloth, using a small quantity of mild soap or detergent. Do not use any wax-based polish, spray or silicone. Eventually, a film will build up and discolor the top. Do not place your furniture in a position of permanent exposure to direct sunlight.

Plastic Laminates - Clean plastic laminates with mild soap and warm water. Do not use steel wool, hot water, or any abrasive cleaning product.

Krug Panel Fabric Program

Tackboards can be upholstered in COM material supplied by the customer, and in a selection of stocked tackboard fabrics supplied by Momentum. The Momentum Panel fabrics are available on Krug Express. They are 100% polyester. For additional information and color selections, please refer to our Panel Fabrics card and Krug's website. www.krug.ca PRODUCTS / FABRICS / PANEL. The Momentum panel fabrics pass ASTM-E84-87 Fire Codes. If memo samples are required please call Momentum at 1-800-366-6839.



PROGRAM DETAILS

KrugExpress orders are ready to ship by the date acknowledged. Delivery and shipping schedules may result in actual shipping of orders at a later date. Statutory holidays and scheduled factory vacations may add to acknowledged lead times of *KrugExpress* orders. Unless otherwise specified on the order, the customer's standard method of shipping Krug products will be utilized.

Available factory capacity for *KrugExpress* is filled by orders received on a "first come, first serve" basis. If the normal *KrugExpress* lead time is not available for your order because available capacity has been filled, you will be immediately advised of the earliest available ready-to-ship date. Please consult your Customer Service representative in advance if you wish to confirm the specific lead time availability for a *KrugExpress* order.

Orders must be received by midnight of a given day for that day to be considered the official day the order is received. Order lead times are acknowledged from the date the order is received, but not including the date the order is received.

KrugExpress orders must be "clean" when received in order to be considered officially received on a given day, and lead times will be acknowledged from the date orders are determined to be "clean".

Changes to *KrugExpress* orders are not allowed under any circumstances. Orders for product on *KrugExpress* must clearly state: "KrugExpress".

WOOD FINISHES AND LAMINATES

Standard Wood Finishes:

(See product pages for individual species availability)

SPECIES FINISH

Cherry	Light Cherry Natural Cherry American Cherry Medium Cherry Standard Cherry Imperial Cherry Appalachian Cherry Sable Cherry
Maple	Clear Maple Honey Maple Wheat Maple
Oak	Light Oak SilverGrey on Oak Harvest Oak Mahogany Oak Medium Cherry on Oak Mellow Oak Walnut on Oak Espresso on Oak
Walnut	Natural Walnut Regular Walnut Mahogany on Walnut Dark Walnut Cordovan Walnut SilverGrey on Walnut
Anigre	Clear Anigre Medium Anigre
Palette	Black White Sand Soft Green Steel Blue Slate

NATURAL CHARACTERISTICS OF WOOD

Wood is a natural product with inherent color variations that will never be fully mitigated by the finishing process. Please anticipate variation in colors within a single unit, from piece to piece, and from Krug wood finish samples. If a very close match is required, a sample must be provided with the order and an upcharge will apply. Exact color matches are not possible.

CUSTOM WOOD FINISHES

Add 10% list to your order for special finishes, minimum upcharge is \$600 list per finish per order. (For example, on all orders up to \$6000 list, an upcharge of \$600 will apply, on orders \$6000 and up add 10% list to your order.) For orders with special finishes, a sample that is a minimum 3" by 3" must be received with the order. Special finishes may add additional lead time to production schedules. Since wood is a natural product, some variations in grain, color and stain acceptance will occur. In our finishing processes, we try to minimize variations, but some variation between samples and finished goods should be anticipated.

FINISH

Conference products feature Krug's finish, a proprietary catalyzed varnish formulation, that has repeatedly shown through independent laboratory testing to be the industry leader in durability and abrasion resistance. The Krug finish looks better longer than competitors and is uniquely suited to the demands of high traffic environments.

WOOD FINISHES TO MATCH STANDARD LAMINATES

Willow on Rift Oak
Dune on Rift Oak
Portobello on Rift Oak
Ash on Rift Oak
Copper on Cherry
Shiraz Cherry
Park Avenue Walnut
Chocolate on Walnut
Nutmeg on Walnut
Hardrock Maple

LAMINATES

Krug's in-stock Laminates are available in 17 different laminate selections. Please note that 4 of the colors (Gingerbread, Portobello, Ash and Willow) have textured finishes and may not be appropriate for use in patient areas due to infection control concerns. Minimum order quantities and extended lead times may apply for exotic laminate colors, please check with customer service. Polymer Edge will be selected to match the worksurface. Krug's previous laminate in-stock program will be phased out as in-stock supply depletes. Please contact customer service for availability.

IN-STOCK LAMINATES

Wood Grain Laminates	High Pressure Laminate Supplier	Textured Wood Grain Laminates	High Pressure Laminate Supplier
Champagne	Tafisa T492CR	Gingerbread	Tafisa T556UR
Hardrock Maple	Formica 86992-58	Portobello	Tafisa T557UR
Dune	Tafisa T491CR	Ash	Tafisa T535AT
Copper	Tafisa T521CR	Willow	Tafisa T543AT
Shiraz Cherry	Tafisa T472CR	Solid Laminates	
Park Avenue Walnut	Wilsonart 7984-38	Designer White	Wilsonart D354-60
Chocolate	Tafisa T498CR	Platinum	Tafisa T202CR
Nutmeg	Tafisa T477CR	Earth	Tafisa T767CR
Nightfall	Pionite WX421	Charcoal	Tafisa T228CR

PHASE OUT LAMINATES Almond - Black- Shadows - Edgewood Sycamore - Gunstock Walnut

NON-STOCKED LAMINATES

For specific lead time and application questions, please contact Krug Customer Service for your requirement. Upcharges will be applicable for non-stocked laminates, depending on their cost. Non-stock laminates may require a minimum order quantity, please contact customer service. Stocked polymer edges only can be specified for use with non-stocked laminates or tops will be self-edged. |



All products are air emissions certified and are available as FSC® certified

krug