

CALLISTO
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	
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Executive Conference are no longer applicable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 contract 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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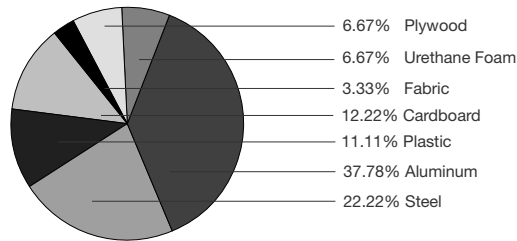
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LEED CI CREDITS



MATERIAL CONTENT:



PRE-CONSUMER
 RECYCLED CONTENT = 28.83%

POST-CONSUMER
 RECYCLED CONTENT = 21.67%

Up to 70.56% of this Callisto product is recyclable at the end of its useful life.

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 4.2	Recycled Content	1 point
CREDIT 4.5	Low Emitting Materials, Systems & Seating	1 point
CREDIT 5.1	Regional Materials*	1 point
CREDIT 7	Certified Wood (MUST BE REQUESTED)	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, AIR EMISSIONS AND FSC® CERTIFICATION



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. Callisto products have earned level®, BIFMA's sustainability certification program for furniture, certification through third-party verification against the e3 standard.



AIR EMISSIONS

All Callisto products are supplied air-emissions certified. Contact customer service for information.

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.

CALLISTO | FEATURES & OPTIONS



BREATHABLE MESH

Mesh Seats and Backs are available in 2 colors: Black and Grey.



UPHOLSTERED CUSHIONING

Upholstered Seats and Backs are available in a wide range of textiles, and seat features molded foam that is supportive for extended periods of sitting.



ADJUSTABLE LUMBAR SUPPORT

This optional feature provides enhanced support in the lower lumbar area of the back with 3" of adjustment range.



FIXED CANTILEVER ARM

This arm features Polished Aluminum with an integrated urethane pad surface.



ADJUSTABLE ARM

Height adjustment range of 2.5". Arm pad forward/backward adjustment of 1.5". Arm pad has a 3 position swivel of 20 degrees inward and 15 degrees outwards.



ARMLESS

Callisto models are available armless.



SELF-ADJUSTING SYNCHRO MECHANISM

The tilt feature adjusts automatically to the user's weight. It includes a standard seat slider feature adding an adjustment range of 2", and 4 position tilt lock with anti-kickback, and height adjustability.



BASES

Base options include Polished Aluminum and Black Polymer, and a soft wheel caster option.



STOOL BASE

A stool version is available on all Callisto models. It has a standard height adjustment range of 7.5". Foot ring is Polished Chrome, and standard gas lift is Black.

The Seat Slider and Seat Slider Plus option is not available with the Stool base. Stool base is only available with a swivel mechanism.

WEIGHT CAPACITIES

Callisto has been tested and complies with ANSI/BIFMA x5.1-2011 standards. Callisto has been load tested to 450 lbs



OPTIONS

ADJUSTABLE ARMS PLUS

Height adjustment range of 2.5". Arm pad forward/backward adjustment of 1.5". Arm pad has a 3 position swivel of 20 degrees inward and 15 degrees outwards. Adjustable Arms Plus provides a width adjustment range of 3". The upcharge for this option is **\$90 list**.

SEAT SLIDER PLUS

The optional enhanced seat slider, has an adjustment range of 3". When the 3" seat slider option is selected a larger chair base is included. This option is priced at an upcharge of **\$68 list**. Seat Slider Plus option is not available with the Stool base.

COMBINATION UPHOLSTERY OPTION

When combination upholstery is specified with fabric of the same grade or COM, an upcharge for dual fabrics is **\$32 list** per unit will be applied. When graded in combination upholstery is selected, use the highest grade upholstery selected or to obtain a quote for blended grading contact Customer Service (please provide the fabrics specified and location of where each fabric is to be applied on the product).

REPLACEABLE COMPONENTS

Callisto is uniquely designed to allow major components to be field replaced, providing a very cost-effective means to significantly extend the life of the product.

CAL 133 & MOISTURE BARRIER




California Technical Bulletin 133 is a flammability test for seating. Krug offers a compliance method which, in combination with non-flammable upholstery covers, may enable the products to meet certification requirements for this test. This process at the same time also provides the products with a Moisture Barrier - a treatment that helps to prevent the passage of liquids and moisture to inside of upholstered components - thereby conferring sanitary and anti-infection benefits. So when CAL 133 is specified, the product also automatically has a Moisture Barrier, and when a Moisture Barrier is specified, the product also features the compliance method and low flammability features of CAL 133.

The application of this upcharge and the compliance method does not mean that the specific configuration of product and upholstery cover are tested and officially certified as being CAL 133 compliant. If official certification is required, Krug will provide this (through an independent certified testing laboratory) at a charge of \$874 per item, plus the cost of the product to be tested. Lead time for certification testing is typically 4-8 weeks. Krug assumes no responsibility for the testing of our products in combination with upholstery covers, or for the results of any testing conducted. Some specific configurations of product and upholstery have already been tested. Please contact Customer Service for additional information.

CALLISTO | DIMENSIONS & COM REQUIREMENTS

	Overall Width	Overall Depth	Overall Height	Overall Height -Stool	Seat Height Min/Max	Seat Height -Stool Min/Max	Height Arms From Floor Min/Max	Height Arms From Floor-Stool Min/Max	Width Between Arms	Seat Depth	Shipping Weight	Cubes	COM YRD
CAL1M10	20	26	38.75	44.75	17-21	23-30.5	n/a	n/a	n/a	19	39	14.5	-
CAL1M11	25	26	38.75	44.75	17-21	23-30.5	25.5-30	31.5-39	21	19	45	14.5	-
CAL1M12	24	26	38.75	44.75	17-21	23-30.5	25.5-30	31.5-39	17	19	45	14.5	-
CAL1M20	20	26	38.75	44.75	17-21	23-30.5	n/a	n/a	n/a	19	39	14.5	.85
CAL1M21	27	26	38.75	44.75	17-21	23-30.5	25.5-30	31.5-39	21	19	45	14.5	.85
CAL1M22	26	26	38.75	44.75	17-21	23-30.5	25.5-30	31.5-39	19	19	45	14.5	.85
CAL1M30	20	26	38.75	44.75	17-21	23-30.5	n/a	n/a	n/a	19	39	14.5	1.68
CAL1M31	27	26	38.75	44.75	17-21	23-30.5	25.5-30	31.5-39	21	19	45	14.5	1.68
CAL1M32	26	26	38.75	44.75	17-21	23-30.5	25.5-30	31.5-39	19	19	45	14.5	1.68

CALLISTO

DESCRIPTION/MODEL	COM		COL		FABRIC GRADES			LEATHER	
	1	2	3	4	5	6	7	8	9
 Mesh Back & Seat, Armless with Black Base CAL1M10B	824								
Mesh Back & Seat, Armless with Polished Aluminum Base CAL1M10P	847								
 Mesh Back & Seat, Adjustable T-Arm with Black Base CAL1M12B	922								
Mesh Back & Seat, Adjustable T-Arm with Polished Aluminum Base CAL1M12P	945								
 Mesh Back & Seat, Fixed Cantilever Arm with Black Base CAL1M11B	945								
Mesh Back & Seat, Fixed Cantilever Arm with Polished Aluminum Base CAL1M11P	969								

ORDERING NOTES: To add Adjustable Lumbar Support option add "L" to the model number above, "W" for Adjustable Arms Plus, "S" for Seat Slider Plus and upcharge below.







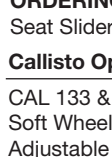


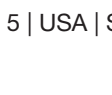
Callisto Option Upcharges \$ List

CAL 133 & Moisture Barrier (per yard)	61
Soft Wheel Casters	61
Adjustable Lumbar Support (L)	57
Adjustable Arms Plus (W)	90
Stool Base	103
Seat Slider Plus (S)	68

PRODUCT CODE KEY

Line	Series	Back Style	Chair Style	Arm Style	Base Style
CAL	1	M	1	0	B
Callisto	Management, Task & Conference Seating	Mid Back	Mesh Back & Seat	Armless	Black Polymer
CAT			2	1	P
Callisto Stool			Mesh Back, Upholstered Seat	Fixed Cantilever Arm	Polished Aluminum
			3	2	
			Fully Upholstered	Adjustable T-Arm	

CALLISTO

DESCRIPTION/MODEL	COM		COL		FABRIC GRADES			LEATHER	
	1	2	3	4	5	6	7	8	9
	Mesh Back & Upholstered Seat, Armless with Black Base								
	CAL1M20B	887	908	930	969	1012	1054	1095	1138
	Mesh Back & Upholstered Seat, Armless with Polished Aluminum Base								
	CAL1M20P	911	932	954	993	1036	1080	1118	1160
	Mesh back & Upholstered Seat, Adjustable T-Arm with Black Base								
	CAL1M22B	988	1009	1030	1069	1111	1153	1197	1237
	Mesh back & Upholstered Seat, Adjustable T-Arm with Polished Aluminum Base								
	CAL1M22P	1012	1033	1054	1094	1138	1179	1220	1260
	Mesh Back & Upholstered Seat, Fixed Cantilever Arm with Black Base								
	CAL1M21B	1012	1032	1054	1094	1137	1179	1220	1260
	Mesh Back & Upholstered Seat, Fixed Cantilever Arm with Polished Aluminum Base								
	CAL1M21P	1036	1057	1078	1118	1160	1202	1244	1284
	Fully Upholstered Back & Seat, Armless with Black Base								
	CAL1M30B	930	970	1013	1094	1178	1260	1341	1424
	Fully Upholstered Back & Seat, Armless with Polished Aluminum Base								
	CAL1M30P	956	994	1036	1118	1202	1283	1368	1449
	Fully Upholstered Back & Seat, Adjustable T-Arm with Black Base								
	CAL1M32B	1031	1071	1113	1194	1277	1361	1441	1525
	Fully Upholstered Back & Seat, Adjustable T-Arm with Polished Aluminum Base								
	CAL1M32P	1056	1095	1138	1220	1304	1384	1466	1547
	Fully Upholstered Back & Seat, Fixed Cantilever Arm with Black Base								
	CAL1M31B	1055	1095	1138	1220	1302	1384	1466	1547
	Fully Upholstered Back & Seat, Fixed Cantilever Arm with Polished Aluminum Base								
	CAL1M31P	1081	1121	1160	1244	1327	1409	1491	1575

ORDERING NOTES: To add Adjustable Lumbar Support option add "L" to the model number above, "W" for Adjustable Arms Plus, "S" for Seat Slider Plus and upcharge below.

Callisto Option Upcharges **\$ List**

CAL 133 & Moisture Barrier (per yard)	61
Soft Wheel Casters	61
Adjustable Lumbar Support (L)	57
Adjustable Arms Plus (W)	90
Stool Base	103
Seat Slider Plus (S)	68

PRODUCT CODE KEY

Line	Series	Back Style	Chair Style	Arm Style	Base Style
CAL	1	M	1	0	B
Callisto	Management, Task & Conference Seating	Mid Back	Mesh Back & Seat	Armless	Black Polymer
CAT			2	1	P
Callisto Stool			Mesh Back, Upholstered Seat	Fixed Cantilever Arm	Polished Aluminum
			3	2	
			Fully Upholstered	Adjustable T-Arm	

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 acknowledgment 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)

Blanket Wrapping

Krug will blanket wrap larger seating orders at customer's request. Please indicate on your purchase order and contact Customer Service.

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.

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 \$78/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 \$78/hour. If a Truck Load is delivering the order, three hours is allocated to unload. Any additional time required to unload is \$78/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 management seating meets or exceeds the testing requirements of ANSI/BIFMA X5.1-2011. All lounge seating meets or exceeds the testing requirements of FNAE-80-214A. Specific test results and documentation are available on request.



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 field repairs and replacements, 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.

Returns

No merchandise may be returned without Krug's prior written consent. In the event of an authorized return, a Field Product Report (FPR) number will be issued, and a restocking charge will apply. Return transportation charges must be prepaid. Unauthorized returns will not be accepted and will be returned freight collect. All merchandise being returned must be properly packaged in its original or comparable replacement packaging to ensure protection of the product during handling and transportation. Returns on orders duplicated by the customer must be received in their original packaging to be accepted. Product being returned where Krug has authorized its liability for replacement or repair will be thoroughly inspected on its return, and the results compared to the reason for the return stated on the FPR. Any discrepancies, such as additional damage, signs of usage, missing parts, etc., will result in an adjustment to the amount of credit issued.

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 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 Engineering at the e-mail address engquotes@krug.ca.

Care and Maintenance Leather

Leather is a natural product and requires very little care during use. Most stains can be removed with a clean dry cloth. For stubborn spots and stains, use a mild non-detergent cleaner, rinse well and let air dry naturally. Do not use saddle soap, cleaning solvents, furniture polish, oils, varnish, abrasive cleaners, soaps or ammonia waters.

Fabric Upholstery

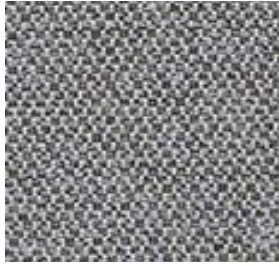
Professional upholstery cleaning is recommended.

Flammability Standards for Krug Fabric Program

- Passes State of California Technical Bulletin CAL 117-2013

Krug Textiles - Stocked Fabric Program

Grade 2



INFINITY PEWTER



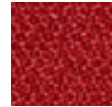
BARLEY



LEMONGRASS



MAIZE



MACINTOSH



TERRAIN



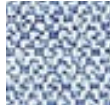
JAVA



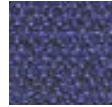
ATOLL



VINE



ASTER



BEYOND



GRAPHITE



ECLIPSE



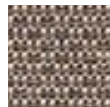
MARATHON TINT



FLAX



WREN



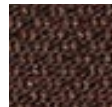
CARAVEL



CURRY



SUNSET



CLOVE



FOLIAGE



OZ



CYAN



TOILE



STORM



NOIR



LINEUP TRANQUIL



BALTIC



SHADOW



SANDSTONE



PEWTER



FERN



SPICE



FUSE PRISTINE



SAFFRON



GINGER



PIMENTO



CARMINÉ



IRIS



WALNUT



MALTED



PRISTINE



PRISTINE



AZUREAN



LUNAR



PEPPER

KRUG TEXTILES - UPHOLSTERY FABRICS



Krug Textiles - Stocked Fabric Program

Grade 2



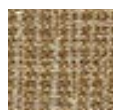
GRAPH ALLOY



ALPINE



CHALICE



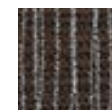
CORK



POPPY



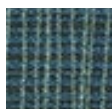
RUBY



BARK



PARROT



TIDAL



WAVE



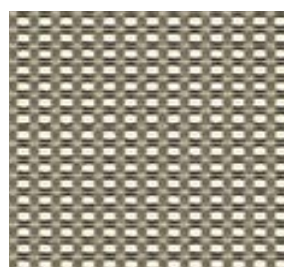
LAPIS



ANCHOR



COAL



GRID CHROME



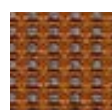
KHAKI



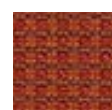
SUNBEAM



APPLE



EMBER



SCARLET



ORCHID



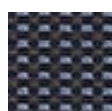
CHROME



GLACIER



SURF



INDIGO



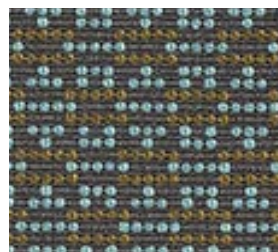
FLINT



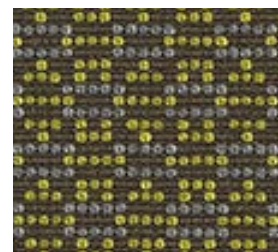
JET



BOBBY IRIS



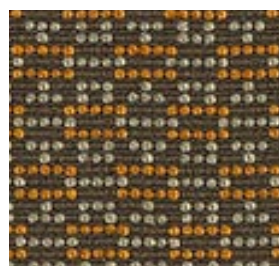
AQUA



MOSS



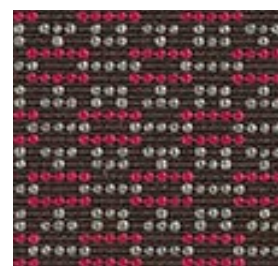
LEMON



GLOW



ANCHOR



FUCHSIA



EPIC LIMESTONE



PEARL



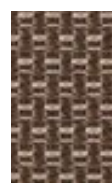
JUTE



SLICE



FLARE



PORCINI



ESPRESSO



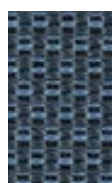
KIWI



CAPRI



REGAL



AZURE



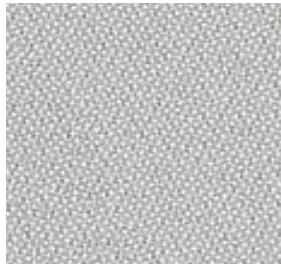
GRANITE



STEEL

Krug Textiles - Stocked Fabric Program

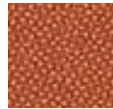
Grade 2



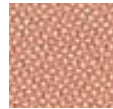
ORIGIN ALLOY



WHEAT



CLAY



BLUSH



GARNET



POPPY



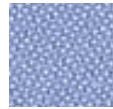
MALT



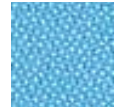
CLOVER



GAIA



VINCA



CYAN



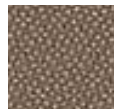
EURO



INDIGO



AVALON



SEED



ARUNDEL



IRON



STATELY



STEEL



SHALE



JET

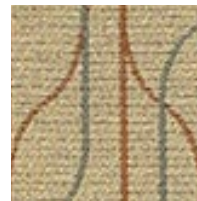
Grade 3



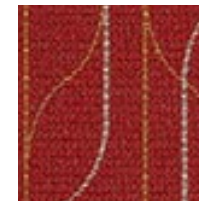
SWIM BISCAY



ANJOU



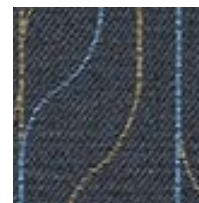
SANDSTONE



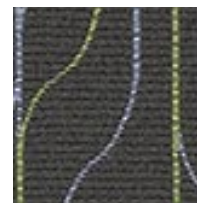
CRIMSON



EARTHEN



BALKEN



RIVERBANK



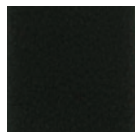
INK



CALDERA

Krug Textiles - Leather Program - Grade 8

Please contact Customer Service for specific information on leathers, available colors and lead times.



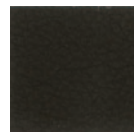
Black
K13.1000



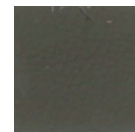
Stone
K13.3000



Sand
K13.5000



Espresso
K13.8000



Graphite
K13.4000



White
K13.9000

Krug Textiles - Cut fabric NET price per yard

Grade 1	\$21
Grade 2	\$33
Grade 3	\$44

LATEX FREE

Krug products are made with latex-free materials to prevent the allergic reaction that latex causes in some people.

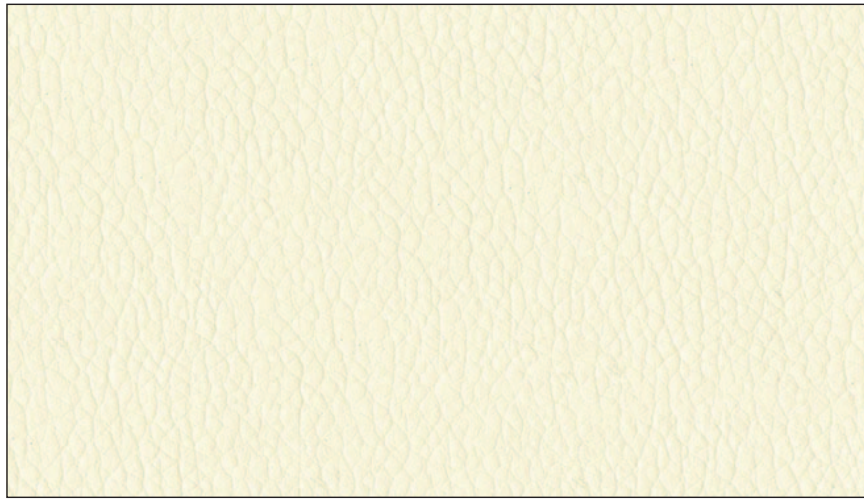
Krug Textiles - Faux Leather Program - Grade 2



White
FL3822



Cream
FL6003



Vanilla
FL0061



Parchment
FL0605



Sandstone
FL0608



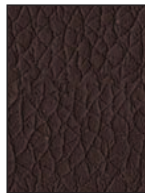
Taupe
FL3948



Mocha
FL0808



Tan
FL0802



Chestnut
FL0087



Bisque
FL0805



Chocolate
FL8020



Black
FL9009



Earth
FL0084



Brick
FL0011



Wine
FL0108



Garnet
FL0017



Rust
FL0014



Citron
FL0054



Sprig
FL0205



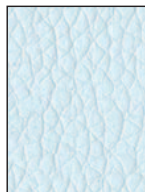
Chinchilla
FL6009



Steel
FL0905



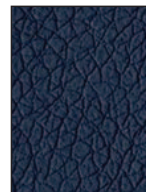
Grey
FL9003



Lagoon
FL0037



Pacific Blue
FL3003



Navy
FL3006



Plum
FL1009

CUSTOMER'S OWN MATERIAL - C.O.M.

Customer's Own Material (COM/COL)

COM/COL must be received three weeks prior to the acknowledged ship date. Orders with COM/COL not received by the required deadline will be delayed. A description of the upholstery cover, including supplier name, pattern name, upholstery cover name and color number must be included with the purchase order.

COM/COL testing requires 3 business days and samples are to be directed to Customer Service. The customer has the option of providing the sample COM/COL before, at time of order, or once the sample COM/COL is received. If the customer does not send a sample for approval in advance of sending actual material, Krug will not be responsible for the cost of any upholstery cover or other material that it determines to be unsuitable for the product or our process.

When the COM/COL upholstery cover is received at Krug, it must be clearly identified with the upholstery cover name and color, and tagged with name of the Krug customer and purchase order number. Krug will inspect all COM/COL upholstery covers when received to determine if it will be suitable for upholstery. Where Krug feels that the upholstery cover or leather specified will compromise the quality or integrity of our products, customers will be contacted to direct these concerns. Further, Krug reserves the right to refuse to accept and use any COM upholstery covers or leathers that will compromise our products in any way that is unacceptable to Krug. Krug cannot assume responsibility for the durability or tailoring quality of customer's own material.

Yardage specified in this price guide is approximate. In the case of multiple product orders, multiply the number of items by the COM yardage specified to determine upholstery cover required, unless otherwise indicated. Additional yardage may be needed if the material is less than 54" wide, or patterned or striped and requires matching. All COMs are cut "up the roll" unless otherwise stated by the customer. All striped upholstery covers will be applied vertically unless otherwise stated by the customer and after approval by Krug. Krug will not be responsible for directional or positional problems with its application of COM material, unless it has been provided with explicit instructions by the customer. Special instructions should be sent to Krug Customer Service, including a sample (or photocopy) of the upholstery cover. Krug is not responsible for instructions sent with the upholstery cover rolls, or for the method of upholstery if no instructions have been provided.

Price increases and freight charges to COM/COL acquired on the customer's behalf will be passed onto the customer.

Application of Directional Upholstery cover

Some COM upholstery covers will be considered directional by Krug even though they are not considered directional by the supplier. All COMs are automatically cut "up the roll" unless otherwise stated by the customer (please see below).



Standard-Cut
"up the roll"



Non-Standard-Cut
across the roll "railroad"

COM/COL Shipping Procedures

For seating COM/COL upholstery covers, please send upholstery covers to:

Krug Inc.
111 Ahrens Street
Kitchener, Ontario
Canada N2H 4C2

Attention: RECEIVER

COM/COL orders cannot be scheduled into production until the upholstery cover has arrived and inspection is complete.

All packages must be clearly marked

"For Customs Clearance by Willson International Custom Brokers".

According to the North American Free Trade Agreement (NAFTA), goods shipped between the United States and Canada can qualify for exemption from all duties, or for a reduction in duties, if the goods can be proven to originate in either the United States, Canada or Mexico.

Canada Customs requires that a NAFTA Certificate of Origin and a Commercial Invoice be completed and sent with the upholstery cover shipment. The Commercial Invoice must clearly state the description of the upholstery cover, the selling price, the make-up or content, and the purchaser. The absence of these two documents will delay the shipments at the U.S./Canada border, thereby potentially delaying the customer order. If the total value of the shipment is less than \$1200 U.S., Customs will accept a Low Value Statement of Origin in place of the NAFTA Certificate of Origin. The Low Value Statement must be signed by a representative of the exporting company. This statement may either be included on the commercial invoice or attached to the invoice. Krug is happy to answer any questions or concerns about COM/COL shipping procedures and the required documents.

CAL 133 & Moisture Barrier

California Technical Bulletin 133 is a flammability test for seating. Krug offers a compliance method which, in combination with non-flammable upholstery covers, may enable the products to meet certification requirements for this test. This process at the same time also provides the products with a Moisture Barrier - a treatment that helps to prevent the passage of liquids and moisture to inside of upholstered components - thereby conferring sanitary and anti-infection benefits. So when CAL 133 is specified, the product also automatically has a Moisture Barrier, and when a Moisture Barrier is specified, the product also features the compliance method and low flammability features of CAL 133.

The application of this upcharge and the compliance method does not mean that the specific configuration of product and upholstery cover are tested and officially certified as being CAL 133 compliant. If official certification is required, Krug will provide this (through an independent certified testing laboratory) at a charge of \$874 per item, plus the cost of the product to be tested. Lead time for certification testing is typically 4-8 weeks. Krug assumes no responsibility for the testing of our products in combination with upholstery covers, or for the results of any testing conducted. Some specific configurations of product and upholstery have already been tested. Please contact Customer Service for additional information.

C.O.L. Yardage

To calculate C.O.L. yardage required, please use the following conversions based on COM yardage: Leather must be ordered in square footage.

- 17 square feet in a yard
- Approx. 3 yards in a hide
- Approx. 51 square feet in a hide
- Please use grade 3 pricing for COL

Upholstery Cover Yardage Calculation

To calculate yardage required for COM and other non-standard upholstery cover orders, please contact Krug Customer Service at 1.888.578.5784. Unless otherwise stated, upholstery cover rolls are assumed to be a minimum 54" wide. Please use the guide below to calculate the percentage of extra upholstery cover required to cover large repeats. The repeat is calculated by adding both the vertical and horizontal measurements together and then referring to the chart below for extra yardage required.

		2"-14"	15"-19"	20"-27"	28"-36"
FABRIC	Plain	Repeat	Repeat	Repeat	Repeat
54	0%	10%	15%	20%	25%
53-50	16%	20%	25%	30%	35%
48	16%	25%	30%	35%	40%
45	40%	50%	55%	60%	65%
36	50%	60%	65%	70%	75%

GRADED-IN UPHOLSTERY PROGRAMS

Krug has partnered with several textile brands to grade in their offerings, designed to provide a wide range of upholstery selections for our seating products.

Upholstery pricing and availability is subject to change without notice. We grade this upholstery according to the pricing of the fabric suppliers - when their pricing changes, the Krug grade may change.

When placing an order, a Krug customer must specify the complete upholstery number, along with the appropriate Krug model number and finish. Krug will supply the complete product at the prices listed. Orders specifying graded-in upholstery cannot be cancelled once the upholstery has been ordered.

Upholstery Grades

To determine the price of a product for graded-in upholstery, use the reference lists located on Krug's website under - Products - Textiles, to view the upholstery grade (1-9). Krug is not responsible for the discontinuation of this upholstery. Please contact Customer Service for information on upholstery not listed.

When two upholstery selections are specified for use on seating, the higher grade upholstery price will apply to the order.

High Performance upholstery; Polyurethane, Vinyl or Crypton, is particularly suitable for healthcare and other intensive-use environments.

Upholstery Samples

If you require additional samples or memos for presentation, please contact fabric supplier directly.

Flammability Standards

- Tunnel Test Surface Ratings Class A rating
- Class 1 UFAC
- Passes State of California Technical Bulletin CAL 117-2013

Please contact fabric supplier directly for further flammability information pertaining to specific upholstery.

Special Conditions

Acknowledgments will give the estimated delivery date of the finished product. Some upholstery is imported, and availability may affect estimated delivery time. For large projects, please contact fabric supplier directly for availability of yardage.

KRUG EXPRESS PROGRAM

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*".

COM and graded-in upholstery is available on Krug Express. Orders are scheduled on Krug Express, and given the best available date, when the upholstery is received at Krug. Some conditions apply.

SEATING & OCCASIONAL TABLES PROGRAM

Orders for seating products on the *KrugExpress* program may be subject to quantity maximums. Please contact Krug Customer Service for more information.

Quantity maximums are dependent upon available capacity, in order to insure that we ship all orders on time. Please note that the CAL 133 option is not available on *KrugExpress*.

Only standard wood finishes are available for *KrugExpress* orders. Laminates are not available on *KrugExpress*.

Krug Express includes all Krug seating and occasional tables as well as Krug conference and casegood products to complement this seating offering.

KRUG BASE STYLES (where applicable)

Base Styles	Description
Black Nylon	5 blade glass reinforced molded nylon base with 2 1/4" hooded dual wheel casters.
Polished Aluminum	5 blade polished cast aluminum base with 2 1/4" dual wheel casters (upcharge of \$115 applies.)
Seat Slider	Seat slider mechanism featuring a 2" range of adjustment front to back when seated. The lever to activate this feature is located under the seat of the user's left side and is activated by a simple twist of the knob.
Wood	5 blade steel bar stock base with finished wood caps and 2" black hooded dual wheel casters.
Chrome	5 blade polished chrome base with 2 1/4" dual wheel casters.
Jury Bases	Jury Bases assembly consists of a black 9" diameter conical/cast base for permanently mounting a chair to the floor. Into the base is inserted a black pneumatic gas cylinder with self returning action from rotation, and self returning height feature when exiting the chair. Allows for full 360 degree rotation. Limited degrees of rotation are not available.
Jury Bases	

Pan Am
Pan1-M11J



Bank of England
177-J



Dorso
DOS1-H2011J



Cadence
CAD1-HW12J



C5
C5E1MB41AJ



Aqua
AQU1M33J





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

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