

## CHIT CHAT BEHAVIORAL HEALTH

Price and Specification Guide

USA



**vizient**<sup>®</sup>  
Awarded Supplier

**krug** HEALTHCARE

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## GENERAL INFORMATION

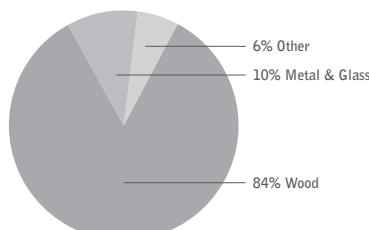
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# CHAT CHAT BEHAVIORAL HEALTH ENVIRONMENTAL SUMMARY

## LEED CI CREDITS



### MATERIAL CONTENT:



PRE-CONSUMER  
RECYCLED CONTENT = 81%

POST-CONSUMER  
RECYCLED CONTENT = 3%

### 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

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

### AIR-EMISSIONS

All Chit Chat products are supplied with air-emissions certified. Contact customer service for information.



### FSC®

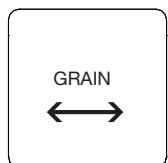
In 2005, Krug received Forest Stewardship Council® (FSC®) Chain-of-Custody certification for our manufacturing facilities. The FSC® Chain-of-Custody tracks certified wood from seedling to final sale. It verifies that the material for our FSC® certified products only come from well-managed, FSC®-certified 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. Chit Chat and other Krug products can be specified with FSC® Certification. Contact customer service for further information, pricing and lead times.



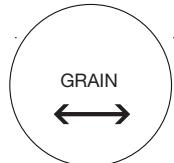
Architects, designers, and building professionals can specify FSC®-certified products in order to achieve a point from the US. Green Building Council's Leadership in Energy and Environmental Design (LEED) Rating System.

# CHAT CHAT BEHAVIORAL HEALTH PRODUCT FEATURES & OPTIONS

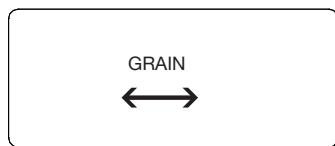
## TOP SHAPE & GRAIN DIRECTION



Square



Round

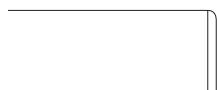


Rectangle

## EDGE PROFILES



Flat Edge - T

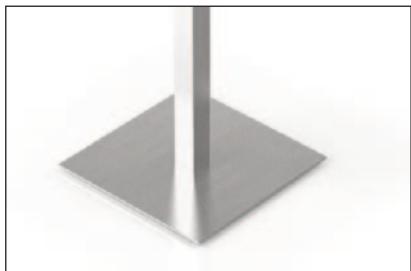


Radius Edge - D

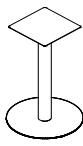
Chit Chat Table tops are 1-1/4" thick and available in two edge profiles.

**Note:** Solid Surface is only available in the D Radius edge profile. See page 11 for color options.

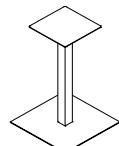
## BASES



Chit Chat Table bases are available in Brushed Stainless Steel, Matte Black or White finishes with tamper-resistant non-marring glides.



Cylindrical column with disc base



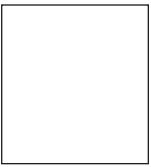
Square column with square base



Brushed Stainless Steel (-13)

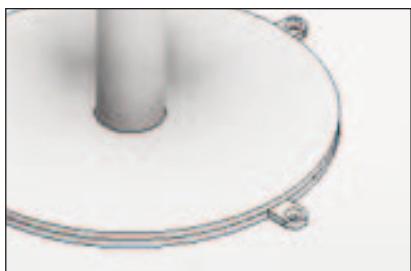


Matte Black (-14)



White (-44)

## FLOOR ANCHOR BRACKETS



Heavy duty tamper-resistant anchor brackets are available to secure the base to the floor.

## SUPPLEMENTAL WEIGHT

Additional weighting is achieved through steel plating that is fastened to the under side of the base, making it secure and inaccessible. This option increases total shipping weight to 87lbs. Please contact Customer Service for pricing and information.

# CHAT CHAT BEHAVIORAL HEALTH DIMENSIONS

Model	Width	Depth	Height	Shipping Weight	Cubes
<b>Table</b>					
Square Table -Rounded Corners					
72612424BH29	24	24	29.5	40	22.25
72613030BH29	30	30	29.5	45	30.5
72613636BH29	36	36	29.5	52	40.25
Rectangular Table -Rounded Corners					
72612330BH29	23	30	29.5	42	18.5
72612430BH29	24	30	29.5	42	18.5
72614630BH29	45.75	30	29.5	59	32.75
72614830BH29	48	30	29.5	85	33.25
72616930BH29	68.75	30	29.5	96	47.25
72617230BH29	72	30	29.5	117	49
Round Table					
720524BH29	24D		29.5	40	15
720530BH29	30D		29.5	45	22
720536BH29	36D		29.5	62	30.25
<b>Bar</b>					
Square Table -Rounded Corners					
72612424BH42	24	24	41.75	45	21.25
72613030BH42	30	30	41.75	50	31
72613636BH42	36	36	41.75	67	42.75
Rectangular Table -Rounded Corners					
72612330BH42	23	30	41.75	47	25.75
72612430BH42	24	30	41.75	47	25.75
72614630BH42	45.75	30	41.75	65	45.25
72614830BH42	48	30	41.75	95	47
72616930BH42	68.75	30	41.75	101	65.75
72617230BH42	72	30	41.75	127	68.5
Round Table					
720524BH42	25D		41.75	45	21.25
720530BH42	30D		41.75	50	31
720536BH42	36D		41.75	67	42.75
<b>Counter</b>					
Square Table -Rounded Corners					
72612424BH36	24	24	36	45	21.25
72613030BH36	30	30	36	50	31
72613636BH36	36	36	36	67	42.75
Rectangular Table -Rounded Corners					
72612330BH36	23	30	36	47	25.75
72612430BH36	24	30	36	47	25.75
72614630BH36	45.75	30	36	65	45.25
72614830BH36	48	30	36	95	47
72616930BH36	68.75	30	36	101	65.75
72617230BH36	72	30	36	127	68.5
Round Table					
720524BH36	25D		36	45	21.25
720530BH36	30D		36	50	31
720536BH36	36D		36	67	42.75
<b>Occasional</b>					
Square Table -Rounded Corners					
72612424BH16	24	24	16	35	10.25
72613030BH16	30	30	16	40	15
72613636BH16	36	36	16	47	20.5
Rectangular Table -Rounded Corners					
72612330BH16	23	30	16	37	12.5
72612430BH16	24	30	16	37	12.5
72614630BH16	45.75	30	16	54	21.75
72614830BH16	48	30	16	75	22.75
72616930BH16	68.75	30	16	91	31.5
72617230BH16	72	30	16	107	32.75
Round Table					
720524BH16	24D		16	35	10.25
720530BH16	30D		16	40	15
720536BH16	36D		16	57	20.5

## CHAT CHAT BEHAVIORAL HEALTH TABLE

DESCRIPTION/MODEL		Laminate PVC Edge	HPL PVC Edge	Solid Surface top Grade A - White	Solid Surface top Grade A - Color	Solid Surface top Grade B	Solid Surface top Grade C
Square Table, -Rounded Corners	Square Plate Base 72612424BH29SQ 72613030BH29SQ 72613636BH29SQ	1066 1132 1257	1231 1310 1462	1554 1734 2201	1635 1831 2336	1735 1987 2572	1888 2199 2885
Rectangular Table, -Rounded Corners	Square Plate Base 72612330BH29SQ 72612430BH29SQ 72614630BH29SQ 72614830BH29SQ 72616930BH29SQ 72617230BH29SQ	1100 1100 1577 1606 1781 1815	1269 1269 1841 1876 2073 2114	1646 1646 2521 2598 3326 3438	1735 1735 2659 2742 3529 3654	1850 1850 2903 2998 3882 4024	2025 2025 3223 3335 4349 4514
	Round Disc Base 72612330BH29DB 72612430BH29DB 72614630BH29DB 72614830BH29DB 72616930BH29DB 72617230BH29DB	1130 1130 1574 1606 1715 1753	1291 1291 1826 1862 1994 2038	1674 1674 2519 2596 3261 3375	1762 1762 2658 2739 3466 3589	1881 1881 2902 2996 3817 3959	2054 2054 3221 3332 4284 4450
		<b>ORDERING NOTES:</b> Rectangular Chat Chat Tables 46" (45.75) and longer include two bases. Please note table sizes 23", 46" & 69" (68.75) coordinate with all Zola one, two and three-seat Benches.					
Round Table	Round Disc Base 720524BH29DB 720530BH29DB 720536BH29DB	1034 1097 1232	1194 1269 1431	1497 1675 2143	1578 1772 2274	1697 1956 2441	1863 2176 2558

### ORDERING NOTES:

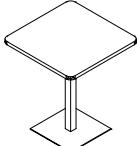
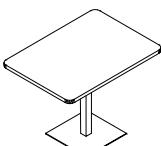
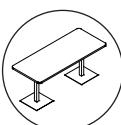
To specify Floor Anchor Bracket option, add "PA" to the model number following BH and **\$387 list** to the pricing above.

Example; 720536BHPA29DB

To specify Supplemental Weight option, please contact Customer Service for pricing and information.

ORDERING PROCEDURE	BASE FINISH	MATERIALS
<p>To order please specify the following:</p> <ol style="list-style-type: none"> <li>1. Select model number</li> <li>2. Select top material</li> <li>3. Select a color for top</li> <li>4. Select base finish</li> <li>5. Select edge profile</li> </ol>	<p>Round Disc Base, Brushed Stainless- DB-13 Square Plate Base, Brushed Stainless- SQ-13 Round Disc Base, White- DB-44 Square Plate Base, White- SQ-44 Round Disc Base, Matte Black- DB-14 Square Plate Base, Matte Black- SQ-14</p>	<p>For a complete list of Solid Surface colors please see page 11. Solid Surface is only available in the D Radius edge profile.</p> <p>For a complete list of Laminate colors please see page 179.</p>

## CHAT CHAT BEHAVIORAL HEALTH BAR

DESCRIPTION/MODEL		Laminate PVC Edge	HPL PVC Edge	Solid Surface top Grade A - White	Solid Surface top Grade A - Color	Solid Surface top Grade B	Solid Surface top Grade C
Square Table, -Rounded Corners	Square Plate Base 72612424BH42SQ 72613030BH42SQ* 72613636BH42SQ	1128 1195 1321	1301 1382 1534	1617 1796 2264	1697 1893 2399	1797 2049 2635	1950 2261 2947
							
Rectangular Table, -Rounded Corners	Square Plate Base 72612330BH42SQ 72612430BH42SQ 72614630BH42SQ 72614830BH42SQ 72616930BH42SQ 72617230BH42SQ	1144 1144 1667 1695 1807 1842	1321 1321 1947 1982 2118 2160	1690 1690 2611 2687 3351 3465	1777 1777 2747 2830 3556 3680	1895 1895 2991 3086 3909 4050	2069 2069 3312 3422 4375 4541
							
	Round Disc Base 72612330v42DB 72612430BH42DB 72614630BH42DB 72614830BH42DB 72616930BH42DB 72617230BH42DB	1091 1091 1566 1589 1699 1736	1256 1256 1826 1855 1989 2030	1635 1635 2504 2579 3245 3359	1723 1723 2642 2724 3451 3575	1841 1841 2886 2980 3802 3944	2015 2015 3205 3316 4270 4434
							
<b>ORDERING NOTES:</b>	Rectangular Chit Chat Tables 46" (45.75) and longer include two bases. Please note table sizes 23", 46" & 69" (68.75) coordinate with all Zola one, two and three-seat Benches.						
Round Table	Round Disc Base 720524BH42DB 720530BH42DB 720536BH42DB*	1056 1119 1254	1221 1296 1458	1521 1697 2171	1601 1795 2301	1720 1978 2468	1886 2199 2584
							

### ORDERING NOTES:

To specify Floor Anchor Bracket option, add "PA" to the model number following BH and **\$387** list to the pricing above.  
Example; 720536BHPA42DB

To specify Supplemental Weight option, please contact Customer Service for pricing and information.

ORDERING PROCEDURE	BASE FINISH	MATERIALS
<p>To order please specify the following:</p> <ol style="list-style-type: none"> <li>1. Select model number</li> <li>2. Select top material</li> <li>3. Select a color for top</li> <li>4. Select base finish</li> <li>5. Select edge profile</li> </ol>	<p>Round Disc Base, Brushed Stainless- DB-13 Square Plate Base, Brushed Stainless- SQ-13 Round Disc Base, White- DB-44 Square Plate Base, White- SQ-44 Round Disc Base, Matte Black- DB-14 Square Plate Base, Matte Black- SQ-14</p>	<p>For a complete list of Solid Surface colors please see page 11. Solid Surface is only available in the D Radius edge profile.</p> <p>For a complete list of Laminate colors please see page 11.</p>

## CHAT CHAT BEHAVIORAL HEALTH COUNTER

DESCRIPTION/MODEL		Laminate PVC Edge	HPL PVC Edge	Solid Surface top Grade A - White	Solid Surface top Grade A - Color	Solid Surface top Grade B	Solid Surface top Grade C
Square Table, -Rounded Corners	Square Plate Base						
	72612424BH36SQ	1128	1301	1617	1697	1797	1950
	72613030BH36SQ	1195	1382	1796	1893	2049	2261
	72613636BH36SQ	1321	1534	2264	2399	2635	2947
Rectangular Table, -Rounded Corners	Square Plate Base						
	72612330BH36SQ	1144	1321	1690	1777	1895	2069
	72612430BH36SQ	1144	1321	1690	1777	1895	2069
	72614630BH36SQ	1667	1947	2611	2747	2991	3312
	72614830BH36SQ	1695	1982	2687	2830	3086	3422
	72616930BH36SQ	1807	2118	3351	3556	3909	4375
	72617230BH36SQ	1842	2160	3465	3680	4050	4541
	Round Disc Base						
	72612330BH36DB	1091	1256	1635	1723	1841	2015
	72612430BH36DB	1091	1256	1635	1723	1841	2015
	72614630BH36DB	1566	1826	2504	2642	2886	3205
	72614830BH36DB	1589	1855	2579	2724	2980	3316
	72616930BH36DB	1699	1989	3245	3451	3802	4270
	72617230BH36DB	1736	2030	3359	3575	3944	4434
<b>ORDERING NOTES:</b>							
Rectangular Chit Chat Tables 46" (45.75) and longer include two bases.							
Please note table sizes 23", 46" & 69" (68.75) coordinate with all Zola one, two and three-seat Benches.							
Round Table	Round Disc Base						
	720524BH36DB	1056	1221	1521	1601	1720	1886
	720530BH36DB	1119	1296	1697	1794	1978	2199
	720536BH36DB	1254	1458	2171	2301	2468	2584

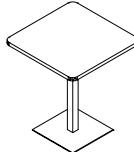
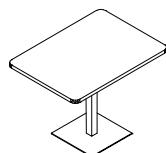
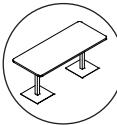
### ORDERING NOTES:

To specify Floor Anchor Bracket option, add "PA" to the model number following BH and **\$387 list** to the pricing above.  
Example: 720536BH**PA**36DB

To specify Supplemental Weight option, please contact Customer Service for pricing and information.

ORDERING PROCEDURE	BASE FINISH	MATERIALS & FINISHES
<p>To order please specify the following:</p> <ol style="list-style-type: none"> <li>1. Select model number</li> <li>2. Select top material</li> <li>3. Select a color for top</li> <li>4. Select base finish</li> <li>5. Select edge profile</li> </ol>	<p>Round Disc Base, Brushed Stainless- DB-13          Square Plate Base, Brushed Stainless- SQ-13          Round Disc Base, White- DB-44          Square Plate Base, White- SQ-44          Round Disc Base, Matte Black- DB-14          Square Plate Base, Matte Black- SQ-14</p>	<p>For a complete list of Solid Surface colors please see page 11. Solid Surface is only available in the D Radius edge profile.</p> <p>For a complete list of Laminate colors please see page 11.</p>

# CHAT CHAT BEHAVIORAL HEALTH OCCASIONAL

DESCRIPTION/MODEL		Laminate PVC Edge	HPL PVC Edge	Solid Surface top Grade A - White	Solid Surface top Grade A - Color	Solid Surface top Grade B	Solid Surface top Grade C
Square Table, -Rounded Corners	Square Plate Base 72612424BH16SQ 72613030BH16SQ 72613636BH16SQ	1066 1132 1257	1141 1310 1462	1554 1734 2201	1635 1831 2336	1735 1987 2572	1888 2199 2885
							
Rectangular Table, -Rounded Corners	Square Plate Base 72612330BH16SQ 72612430BH16SQ 72614630BH16SQ 72614830BH16SQ 72616930BH16SQ 72617230BH16SQ	1100 1100 1577 1606 1719 1753	1269 1269 1841 1876 1991 2052	1646 1646 2521 2598 3264 3376	1735 1735 2659 2742 3467 3592	1850 1850 2903 2998 3820 3962	2025 2025 3223 3335 4287 4452
							
	Round Disc Base 72612330BH16DB 72612430BH16DB 72614630BH16DB 72614830BH16DB 72616930BH16DB 72617230BH16DB	1068 1068 1512 1544 1653 1691	1229 1229 1764 1800 1932 1976	1612 1612 2457 2534 3199 3313	1700 1700 2596 2677 3404 3527	1819 1819 2840 2934 3755 3897	1992 1992 3159 3270 4222 4388
							
	<b>ORDERING NOTES:</b> Rectangular Chit Chat Tables 46" (45.75) and longer include two bases. Please note table sizes 23", 46" & 69" (68.75) coordinate with all Zola one, two and three-seat Benches.						
Round Table	Round Disc Base 720524BH16DB 720530BH16DB 720536BH16DB	1034 1097 1232	1195 1269 1431	1497 1675 2143	1578 1772 2274	1697 1956 2441	1863 2176 2558
							

#### ORDERING NOTES:

To specify Floor Anchor Bracket option, add "PA" to the model number following BH and **\$387 list** to the pricing above.  
Example: 720536BHPA16DB

To specify Supplemental Weight option, please contact Customer Service for pricing and information.

ORDERING PROCEDURE	BASE FINISH	MATERIALS & FINISHES
<p>To order please specify the following:</p> <ol style="list-style-type: none"> <li>1. Select model number</li> <li>2. Select top material</li> <li>3. Select a color for top</li> <li>4. Select base finish</li> <li>5. Select edge profile</li> </ol>	<p>Round Disc Base, Brushed Stainless- DB-13 Square Plate Base, Brushed Stainless- SQ-13 Round Disc Base, White- DB-44 Square Plate Base, White- SQ-44 Round Disc Base, Matte Black- DB-14 Square Plate Base, Matte Black- SQ-14</p>	<p>For a complete list of Solid Surface colors please see page 11. Solid Surface is only available in the D Radius edge profile.</p> <p>For a complete list of Laminate colors please see page 11.</p>

# 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](mailto:orders@krug.ca)  
Web: [www.krug.ca](http://www.krug.ca) E-mail: [solutions@krug.ca](mailto: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](mailto: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](http://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".

# CHIT CHAT LAMINATES & SOLID SURFACE

## 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.

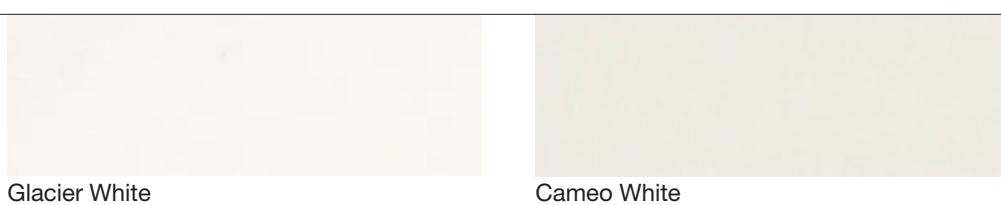
### IN-STOCK LAMINATES

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	<b>Solid Laminates</b>	
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

## SOLID SURFACE

The Solid Surface option provides an enhanced durability, protection and cleanability. It is available in 8 standard colors and is replaceable if it becomes damaged or degraded. See individual products for list upcharge chart.

### GROUP GRADE A - WHITE



### GROUP GRADE A - COLOR



### GROUP GRADE B



### GROUP GRADE C





The mark of responsible forestry



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

# krug

solutions@krug.ca | www.krug.ca | **1.888.578.KRUG**