

KARMA BEHAVIORAL HEALTH

Price and Specification Guide

GSA

GS-03F-084DA



krug HEALTHCARE 

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Executive Conference are no longer applicable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

TABLE OF CONTENTS

i TERMS & CONDITIONS

KARMA | BEHAVIORAL HEALTH

- 16 Karma Behavioral Health Features & Options
- 17 Karma Behavioral Health Pricing

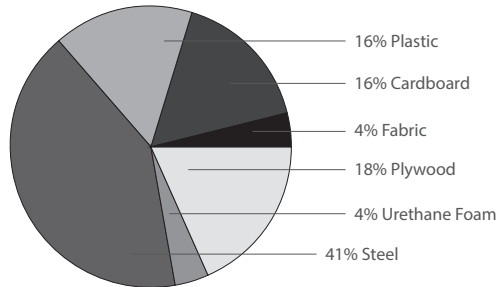
GENERAL INFORMATION

- 25 Terms & Conditions
- 25 Warranty
- 27 Wood Finishes
- 27 Standard Laminates
- 28 Solid Surface Program
- 28 Metal Finishes
- 28 Urethane Color Options
- 29 KRUG Textiles - Upholstery Fabrics
- 29 KRUG Textiles - Leather & Faux Leather
- 30 Customer's Own Material (COM/COL)
- 30 CAL 133 & Moisture Barrier
- 31 Graded-In Upholstery Programs
- 31 *KRUGEXPRESS* Program

LEED CI CREDITS



MATERIAL CONTENT:



PRE-CONSUMER
RECYCLED CONTENT = 5.51%

POST-CONSUMER
RECYCLED CONTENT = 24.98%

Up to 73.47% of this Karma 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. Karma products have earned level®, BIFMA's sustainability certification program for furniture, certification through third-party verification against the e3 standard.



FSC
www.fsc.org
FSC® C021899

The mark of responsible forestry

AIR EMISSIONS

All Karma products are supplied 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. Karma 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.

KARMA | BEHAVIORAL HEALTH FEATURES & OPTIONS



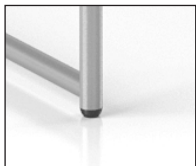
TAMPER RESISTANT HARDWARE

All screws used on the Karma Behavioral Health units have been replaced with tamper resistant security screws.



ADDED WEIGHT OPTION

Karma can be supplied with supplemental weight on the bottom of the seat adding 23lbs to each chair. When chairs are weighted they cannot be ganged.



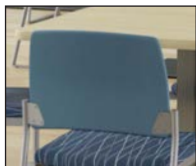
TAMPER-RESISTANT GLIDES

Karma chairs have their glides secured in place to prevent their removal and damage.



FLOOR ANCHORING OPTION

Sled base can be supplied with additional holes and bushings to allow for fastening to the floor.



NON-ACCESSIBLE STAPLES

The Karma back upholstery has been altered to allow a nylon staple cover strip to be attached; this will prevent access to the upholstery staples. The back cover strip is fastened to the unit with tamper-resistant security screws.



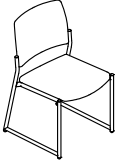

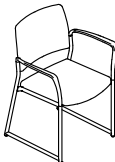

SLED BASE

Sled base is an integrated rail spanning the front to back leg. Karma chairs with the Sled Base option do not stack.



TAMPER RESISTANT ARMS

Polymer arms are equipped with added hardware, internal to the tube frame making them tamper resistant to removal from the tube. Available in four colors (Black, Grey, Light Grey & Taupe)

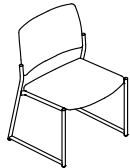



DESCRIPTION/MODEL	COM		COL		FABRIC GRADES			LEATHER	
	1	2	3	4	5	6	7	8	9
	18.5" Sled Base, Matte Black or Silver Metallic - Fully Upholstered, No Arm with Polymer Shroud								
	KAR2BH-18.5S_UNAS	934	967	999	1062	1124	1190	1252	1315 1441
	18.5" Sled Base, Matte Black or Silver Metallic - Upholstered Seat & Wood Back, No Arm with Polymer Shroud								
	KAR2BH-18.5S_WNAS	866	890	914	960	1009	1058	1106	1151 1246
	18.5" Sled Base, Matte Black or Silver Metallic - Fully Upholstered, with Arm and Polymer Shroud								
	KAR2BH-18.5S_U_S	982	1014	1044	1109	1171	1236	1298	1361 1488
	18.5" Sled Base, Matte Black or Silver Metallic - Upholstered Seat & Wood Back, with Arm and Polymer Shroud								
	KAR2BH-18.5S_W_S	914	939	961	1009	1059	1106	1152	1199 1294

ORDERING NOTES: When selecting Frame Color and Arm Style please see Product Code Key below.

Karma Option Upcharges	\$ List
CAL 133 & Moisture Barrier (per yard)	64
Added weight (23 lbs per chair)	483
Floor anchoring	82

PRODUCT CODE KEY


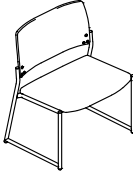
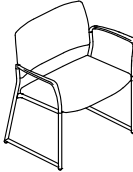
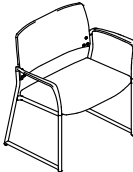
Line	Series	Frame Size	Frame Color	Style	Arm Style	Underseat Shroud
KAR Karma	2BH Behavioral Health Chair	18.5S 18.5" Sled Base	B Matte Black	U Fully Upholstered	NA No Arm	S Polymer Shroud
			S Silver Metallic	W Beech Wood Back	AB Black	
					AG Grey	
					AT Taupe	

DESCRIPTION/MODEL	COM		COL		FABRIC GRADES			LEATHER	
	1	2	3	4	5	6	7	8	9
 22" Sled Base, Matte Black or Silver Metallic - Fully Upholstered, No Arm with Polymer Shroud KAR2BH-22S_UNAS	1004	1036	1066	1131	1194	1257	1319	1384	1510
 22" Sled Base, Matte Black or Silver Metallic - Upholstered Seat & Wood Back, No Arm with Polymer Shroud KAR2BH-22S_WNAS	932	957	981	1029	1074	1121	1170	1218	1312
 22" Sled Base, Matte Black or Silver Metallic - Fully Upholstered, with Arm and Polymer Shroud KAR2BH-22S_U_S	1053	1084	1116	1179	1243	1306	1370	1433	1559
 22" Sled Base, Matte Black or Silver Metallic- Upholstered Seat & Wood Back, with Arm and Polymer Shroud KAR2BH-22S_W_S	981	1004	1030	1074	1122	1170	1220	1266	1360

ORDERING NOTES: When selecting Frame Color and Arm Style please see Product Code Key below.

Karma Option Upcharges	\$ List
CAL 133 & Moisture Barrier (per yard)	64
Added weight (23 lbs per chair)	483
Floor anchoring	82

PRODUCT CODE KEY						
Line	Series	Frame Size	Frame Color	Style	Arm Style	Underseat Shroud
<div>KAR</div> <div>Karma</div>	<div>2BH</div> <div>Behavioral Health Chair</div>	<div>22S</div> <div>22" Sled Base</div>	<div>B</div> <div>Matte Black</div> <div>S</div> <div>Silver Metallic</div>	<div>U</div> <div>Fully Upholstered</div> <div>W</div> <div>Beech Wood Back</div>	<div>NA</div> <div>No Arm</div> <div>AB</div> <div>Black</div> <div>AG</div> <div>Grey</div> <div>AT</div> <div>Taupe</div>	<div>S</div> <div>Polymer Shroud</div>

DESCRIPTION/MODEL	COM		COL		FABRIC GRADES			LEATHER	
	1	2	3	4	5	6	7	8	9
	26" Sled Base, Matte Black or Silver Metallic - Fully Upholstered, Armless with Polymer Shroud								
	KAR2BH-26S_UNAS	1148	1202	1256	1362	1471	1581	1688	1795 2010
	26" Sled Base, Matte Black or Silver Metallic - Upholstered Seat & Wood Back, Armless, with Polymer Shroud								
	KAR2BH-26S_WNAS	1032	1058	1081	1126	1173	1222	1270	1316 1412
	26" Sled Base, Matte Black or Silver Metallic - Fully Upholstered, with Arm and Polymer Shroud								
	KAR2BH-26S_U_S	1195	1249	1304	1411	1518	1624	1734	1841 2058
	26" Sled Base, Matte Black or Silver Metallic- Upholstered Seat & Wood Back, with Arm and Polymer Shroud								
	KAR2BH-26S_W_S	1081	1103	1127	1173	1223	1270	1317	1363 1460

ORDERING NOTES: When selecting Frame Color and Arm Style please see Product Code Key below.

Karma Option Upcharges**\$ List**

CAL 133 & Moisture Barrier (per yard)	64
Added weight (23 lbs per chair)	483
Floor anchoring	82

PRODUCT CODE KEY

Line	Series	Frame Size	Frame Color	Style	Arm Style	Underseat Shroud
KAR	2BH	26S	B	U	NA	S
Karma	Behavioral Health Chair	26" Sled Base	Matte Black	Fully Upholstered	No Arm	Polymer Shroud
			S	W	AB	
			Silver Metallic	Beech Wood Back	Black	
					AG	
					Grey	
					AT	
					Taupe	

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 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:

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.

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.

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 is 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 products have been thoroughly tested, and exceed the testing requirements of ANSI/BIFMA seating standard. Specific test results and documentation are available on request.



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.

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.

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 Textiles - Upholstery Program

- Passes State of California Technical Bulletin CAL 117-2013

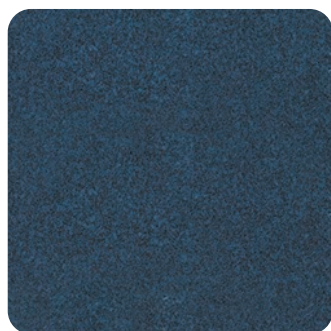
KRUG TEXTILES - UPHOLSTERY FABRICS



Krug Textiles - Stocked Fabric Program

Grade 1

ARLO



308 MIDNIGHT



306 PETROL



908 CHARCOAL



93 SEAL



601 PEARL



84 NUTMEG



62 OATMEAL



90 LIMESTONE

FRANKLIN



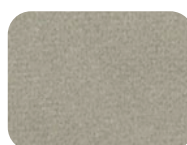
47 CAMEL



3009 MIDNIGHT



67 FAWN



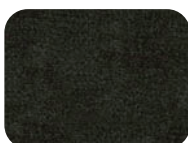
97 CINDER



94 METAL



909 BLACK



9004 CHARCOAL

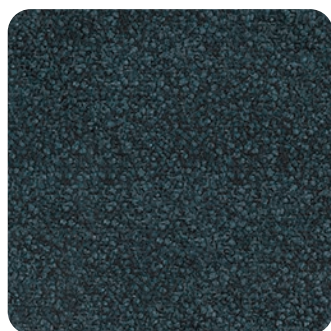


308 PETROL



108 ORCHID

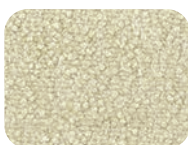
COMRADE



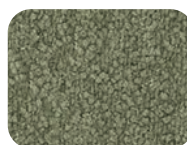
309 MIDNIGHT



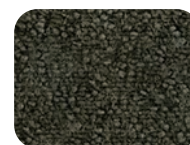
84 TEAK



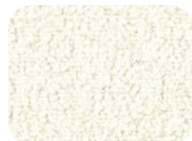
63 LINEN



24 ALPINE



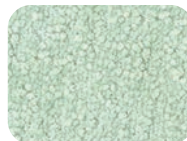
905 IRON



601 SNOW



57 MARIGOLD

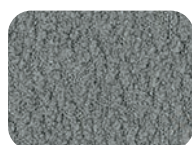


31 DUCK EGG

FELICITY



601 IVORY



305 SKY



603 TAUPE



93 COAL



405 HENNA



64 PUTTY



62 FAWN



36 BLUEBERRY

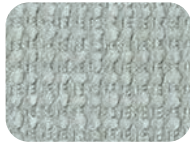
Krug Textiles - Stocked Fabric Program

Grade 2

GRADDY



25 CAPER



31 SKY



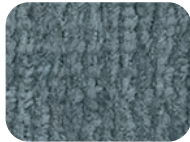
604 FLAX



901 CHAR



93 GRAY



34 SLATE



84 TEAK



98 NICKLE

YATES



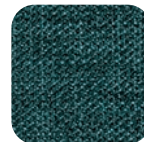
84 BIRCH



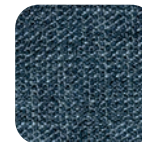
44 CLAY



87 TAUPE



25 JUNIPER



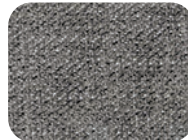
305 INDIGO



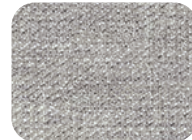
109 CRANBERRY



803 TOAST



92 ZINC



91 SILVER



908 CHARCOAL

MCCOY



608 TUNDRA



601 CREME



908 CHARCOAL



62 COPPER



108 CORDOVAN



32 ROBIN'S EGG

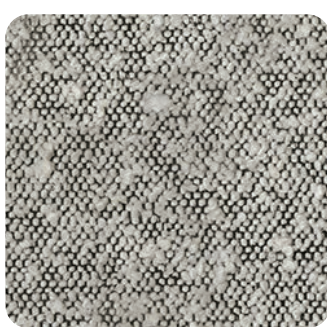


94 MERCURY



84 BARK

ORIS



908 DOMINO



604 BARK



601 CREAM



306 DELFT



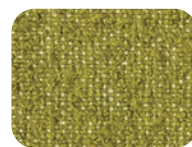
902 ZINC



305 MIDNIGHT



64 PUTTY



205 CHARTREUSE

KRUG TEXTILES - UPHOLSTERY FABRICS



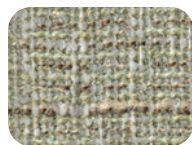
Krug Textiles - Stocked Fabric Program

Grade 3

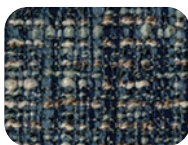
MORITZ



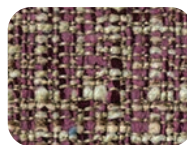
205 SPEARMINT



61 OYSTER



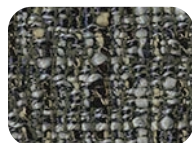
306 CADET



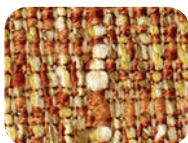
104 MULBERRY



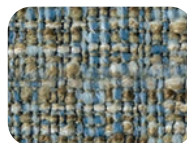
31 AEGEAN



9008 CHARCOAL



82 CLAY



304 CAPRI

LORENZO



306 INDIGO



24 ALPINE



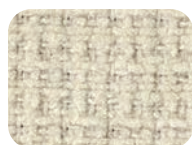
64 LINEN



91 FLANNEL



32 MIST



601 CREAM



106 HENNA



604 STUCCO

BISCOTTI



302 CAPRI



45 SPICE



61 DESERT



91 GRANITE

INTRIGUE



601 OYSTER



27 OLIVE



4003 OCHRE



908 CHARCOAL



3009 MIDNIGHT



805 PECAN



608 STUCCO



605 STRAW

Krug Textiles - Faux Leather Program - Grade 2



Krug Textiles - Leather Program - Grade 8

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



Krug Textiles - Cut fabric NET price per yard

Grade 1	\$22
Grade 2	\$34
Grade 3	\$46

LATEX FREE

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

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.

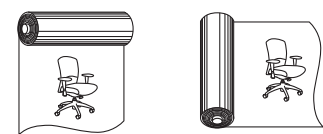
When the COM/COL upholstery cover is received at Krug, it must be clearly identified with the upholstery cover name and color, and tagged with name of the Krug customer and purchase order number. Krug will inspect all COM/COL upholstery covers when received to determine if it will be suitable for upholstery. 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 \$917 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 117-Section E

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.

KRUGEXPRESS 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 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*.

WOOD FINISHES

Standard wood finishes are:

Finishes on Beech

- Appalachian Cherry
- American Cherry
- Imperial Cherry
- Light Cherry
- Medium Cherry
- Natural Cherry
- Sable Cherry
- Standard Cherry
- Light Oak
- Harvest Oak
- Mahogany
- Mellow Oak
- Espresso
- Cordovan Walnut
- Natural Walnut
- Regular Walnut
- SilverGrey on Walnut
- Dark Walnut
- Clear Beech
- Medium Anigre

Finishes on Maple

- Clear Maple
- Honey Maple
- Wheat Maple

PALETTE

- Palette finishes available for applicable products.
- Black
 - White
 - 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 \$525 list per finish per order. (For example, on all orders up to \$5250 list, an upcharge of \$525 will apply, on orders \$5000 and up add 10% list to your order.)

Special finish upcharges on seating products are calculated on a grade 1 value. 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.

DUAL FINISHES

Add 10% list per item if specifying dual finish.

STANDARD WOOD FINISHES

No upcharge will be applied when specifying a finish available as standard on one species onto maple seating and occasional tables. Clear finishes are not available on other species since they are a clear finish on top of the natural veneer color.

WOOD FINISHES TO MATCH STANDARD LAMINATES

- Willow on Beech
- Copper on Beech
- Shiraz Cherry on Beech
- Park Avenue Walnut on Beech
- Chocolate on Beech
- Nutmeg on Beech
- Portobello on Beech
- Ash on Beech
- Dune on 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
Dark Walnut	Tafisa T469CR	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.

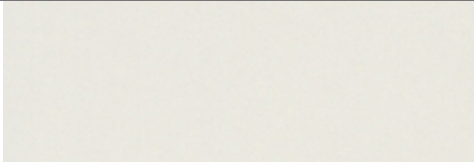
SOLID SURFACE PROGRAM

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

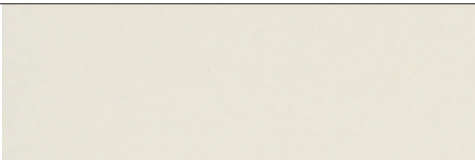


Glacier White



Cameo White

GROUP GRADE A - COLOR



Bisque



Linen

GROUP GRADE B



Antarctica



Savannah

GROUP GRADE C



Dove



Deep Night Sky

METAL FINISHES



Silver Metallic

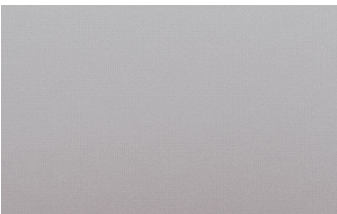


Matte Black

URETHANE COLOR OPTIONS



Taupe



Light Grey



Grey



Black



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