

## KARMA BEHAVIORAL HEALTH

Price and Specification Guide

GSA

GS-03F-084DA



**krug** HEALTHCARE 

## TERMS &amp; 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

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

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

**4. Geographic Coverage**

48 contiguous States and Washington, DC

**5. Point of Production**

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

**6. Discount from List Prices**

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

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

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

**7. Quantity Discounts (off Net pricing)**

Multiple Seating, Multipurpose Seating, Stacking Chairs

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

Lounge Seating, Tables & Accessories

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

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

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

Quantity Discounts for Executive Office and Executive Conference are no longer applicable based on the MAS Consolidation revisions to Maximum Order Limits.

**8. Prompt Payment Terms**

Net 30 Days

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

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

**10. Foreign Items**

All items manufactured in Canada.

**11a. Time of Delivery**

60-90 Days ARO for all items.

**11b. Expedited Delivery**

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

**11c. Overnight & 2 day Delivery**

N/A

**11d. Urgent Requirements**

Please contact Krug for urgent requirements.

**12. F.O.B. Point**

Destination

**13. Payment Address**

Same as above

# TERMS & CONDITIONS | INFORMATION FOR ORDERING ACTIVITIES

## 14. Warranty

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

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

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

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

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

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

## 15. Export Packing Charges

Quoted upon request

## 16. Terms and Conditions of Government Commercial Credit Card

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

## 17. Term and Conditions of Rental Maintenance and Repair.

N/A

## 18. Term and Conditions of Installation

N/A

## 19. Term and Conditions of Repair

N/A

## 20a. Term and Conditions for any other services

N/A

## 20. Service and Distribution points

Call contractor

## 21. Participating Dealers

Call contractor

## 22. Preventative Maintenance

N/A

## 23. Environmental Attributes

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

## 24. Data Universal Number System (DUNS) number

251476669

## 25. Notification regarding registration in SAM.

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

## 26 Cage Code: 37310

**KARMA | BEHAVIORAL HEALTH**

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**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			9	
	1	2	3	4	5	6	7	8		
	18.5" Sled Base, Matte Black or Silver Metallic - Fully Upholstered, No Arm with Polymer Shroud KAR2BH-18.5S_UNAS	980	1015	1048	1115	1180	1249	1314	1380	1513
	18.5" Sled Base, Matte Black or Silver Metallic - Upholstered Seat & Wood Back, No Arm with Polymer Shroud KAR2BH-18.5S_WNAS	909	934	959	1008	1059	1110	1161	1208	1308
	18.5" Sled Base, Matte Black or Silver Metallic - Fully Upholstered, with Arm and Polymer Shroud KAR2BH-18.5S_U_S	1031	1064	1096	1164	1229	1297	1362	1429	1562
	18.5" Sled Base, Matte Black or Silver Metallic - Upholstered Seat & Wood Back, with Arm and Polymer Shroud KAR2BH-18.5S_W_S	959	985	1009	1059	1111	1161	1209	1258	1358

**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)	67
Added weight (23 lbs per chair)	507
Floor anchoring	86

**PRODUCT CODE KEY**

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

DESCRIPTION/MODEL	COM	1	2	COL	3	FABRIC GRADES			LEATHER	9	
						4	5	6	7	8	
	22" Sled Base, Matte Black or Silver Metallic - Fully Upholstered, No Arm with Polymer Shroud	KAR2BH-22S_UNAS	1054	1087	1119	1187	1253	1319	1384	1453	1585
	22" Sled Base, Matte Black or Silver Metallic - Upholstered Seat & Wood Back, No Arm with Polymer Shroud	KAR2BH-22S_WNAS	978	1004	1030	1080	1127	1177	1228	1278	1377
	22" Sled Base, Matte Black or Silver Metallic - Fully Upholstered, with Arm and Polymer Shroud	KAR2BH-22S_U_S	1105	1138	1171	1237	1305	1371	1438	1504	1636
	22" Sled Base, Matte Black or Silver Metallic- Upholstered Seat & Wood Back, with Arm and Polymer Shroud	KAR2BH-22S_W_S	1030	1054	1081	1127	1178	1228	1281	1329	1428

**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)	67
Added weight (23 lbs per chair)	507
Floor anchoring	86

#### PRODUCT CODE KEY

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

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	1205	1262	1318	1430	1544	1660	1772	1884 2110
	26" Sled Base, Matte Black or Silver Metallic - Upholstered Seat & Wood Back, Armless, with Polymer Shroud KAR2BH-26S_WNAS	1083	1110	1135	1182	1231	1283	1333	1381 1482
	26" Sled Base, Matte Black or Silver Metallic - Fully Upholstered, with Arm and Polymer Shroud KAR2BH-26S_U_S	1254	1311	1369	1481	1593	1705	1820	1933 2160
	26" Sled Base, Matte Black or Silver Metallic- Upholstered Seat & Wood Back, with Arm and Polymer Shroud KAR2BH-26S_W_S	1135	1158	1183	1231	1284	1333	1382	1431 1533

**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)	67
Added weight (23 lbs per chair)	507
Floor anchoring	86

**PRODUCT CODE KEY**

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

## 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 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.

## 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 \$275/shipment. For deliveries requested Monday to Friday before 7:00 am, please apply a surcharge of \$275/shipment. For deliveries requested Friday (after 3:00 pm) or weekends, please apply a surcharge of \$551/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 \$131/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 \$131/hour. If a Truck Load is delivering the order, three hours is allocated to unload. Any additional time required to unload is \$131/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](mailto: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](mailto: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 - Stocked Fabric Program**

Grade 1

**ARLO**



308 MIDNIGHT



306 PETROL



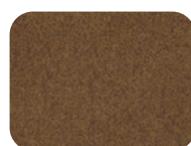
908 CHARCOAL



93 SEAL



601 PEARL



84 NUTMEG



62 OATMEAL



90 LIMESTONE

**FRANKLIN**



47 CAMEL



3009 MIDNIGHT



67 FAWN



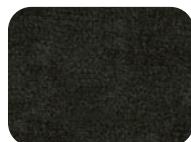
97 CINDER



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



TEXTILES

Krug Textiles - Stocked Fabric Program

Grade 2

### GRADDY



25 CAPER



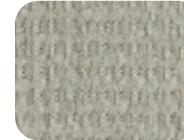
31 SKY



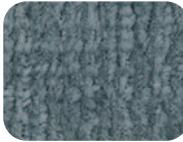
604 FLAX



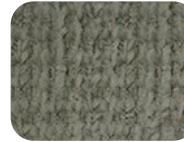
901 CHAR



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

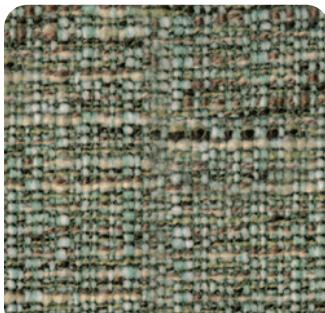


205 CHARTREUSE

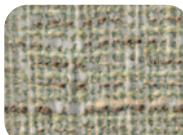
**Krug Textiles - Stocked Fabric Program**

Grade 3

**MORITZ**



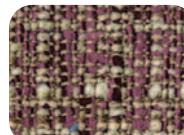
205 SPEARMINT



61 OYSTER



306 CADET



104 MULBERRY



31 AEGEAN



9008 CHARCOAL



82 CLAY



304 CAPRI

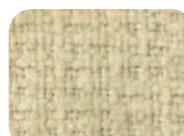
**LORENZO**



306 INDIGO



24 ALPINE



64 LINEN



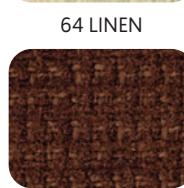
91 FLANNEL



32 MIST



601 CREAM



106 HENNA



604 STUCCO

**BISCOTTI**



302 CAPRI



45 SPICE

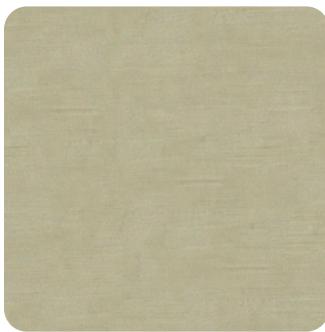


61 DESERT



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	\$23
Grade 2	\$36
Grade 3	\$48

**LATEX FREE**

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

# SIN 339113H - Hospital Geriatric Chairs & Lounge

## 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 \$962 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.

FABRIC	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%

SIN 339113H - Hospital Geriatric Chairs & Lounge  
**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.

## **KRUG EXPRESS PROGRAM**

#### **PROGRAM DETAILS**

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

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

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

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

Changes to *KrugExpress* orders are not allowed under any circumstances.

Orders for product on *KrugExpress* must clearly state: "*KrugExpress*".

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

#### **SEATING & OCCASIONAL TABLES PROGRAM**

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

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

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

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

#### **Upholstery Samples**

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

#### **Flammability Standards**

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

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

#### **Special Conditions**

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

# SIN 339113H - Hospital Geriatric Chairs & Lounge 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.

## KRUG EXPRESS PROGRAM

### PROGRAM DETAILS

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

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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.

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

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

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

### Upholstery Samples

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

### Flammability Standards

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

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

### Special Conditions

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

## 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

## 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	<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

## PHASE OUT LAMINATES

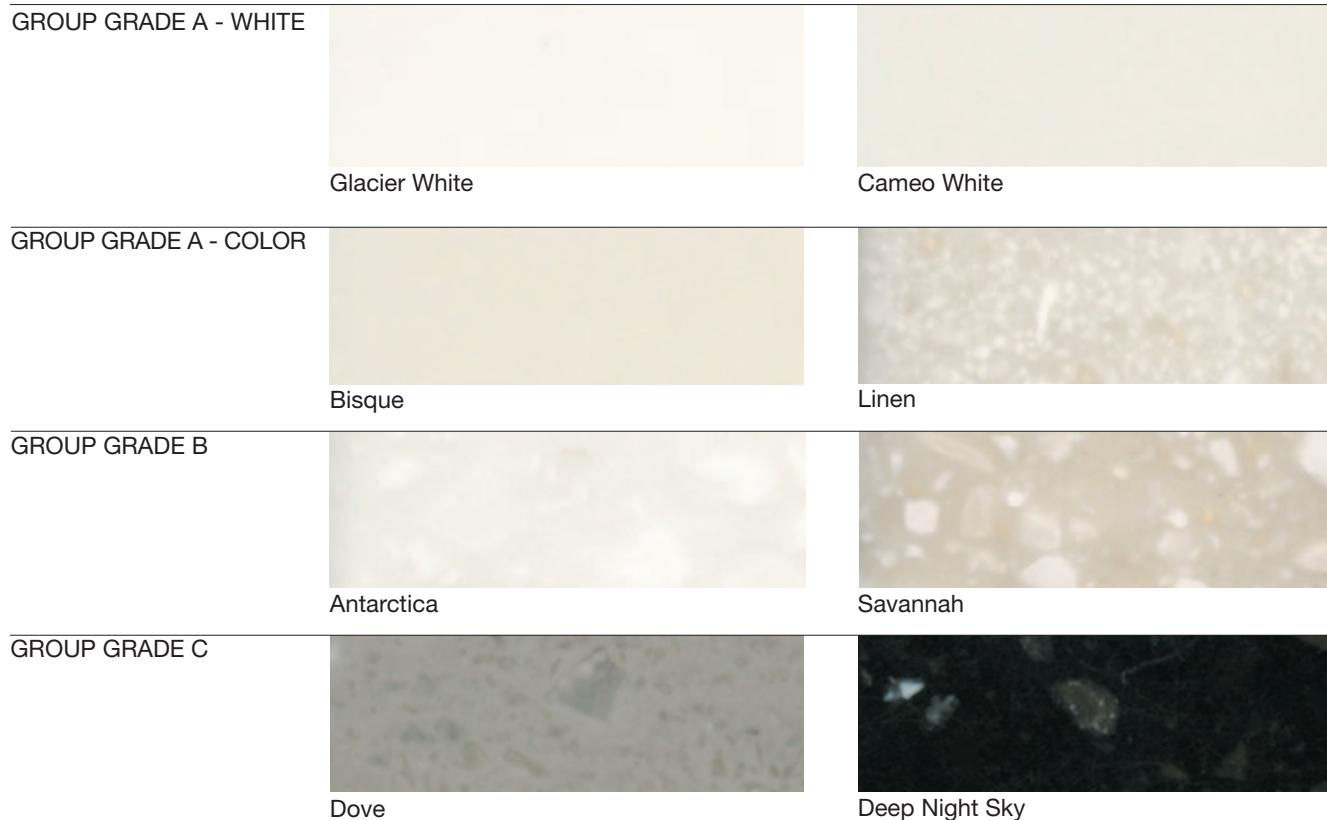
Almond - Black- Shadows - Edgewood Sycamore - Gunstock Walnut

### 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.

SIN 339113H - Hospital Geriatric Chairs & Lounge  
**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.



**METAL FINISHES**



**URETHANE COLOR OPTIONS**



**GLIDE SELECTION CHART**

Product	Floor Saver Nylon	Felt	Non-Slip Rubber	Metal	Plastic
<b>Guest, Patient, Multiple &amp; Multi-Purpose Seating</b>					
Mobi	standard	optional	optional	n/a	optional
Karma	optional	optional	optional	optional	standard
Cressida	standard	n/a	n/a	n/a	n/a
Solis	optional	optional	optional	optional	standard
Faeron Wood	standard	optional	n/a	optional	optional
Faeron Metal	optional	optional	optional	optional	standard
Jordan	standard	optional	optional	optional	optional
Corfu	standard	n/a	n/a	optional	n/a
<b>Easy Access and Stools</b>					
Karma	optional	optional	optional	optional	standard
Solis	optional	optional	optional	optional	standard
Faeron Wood	standard	optional	n/a	optional	optional
Faeron Metal	optional	optional	optional	optional	standard
Jordan	standard	optional	optional	optional	optional
Corfu	standard	n/a	n/a	n/a	n/a
<b>Lounge Seating</b>					
Cressida	standard	n/a	n/a	n/a	n/a
Leyton	optional	n/a	n/a	n/a	standard
Zola	standard	optional	optional	optional	n/a
Zola Privacy	standard	optional	optional	optional	n/a
Faeron Wood	standard	n/a	n/a	optional	optional
Faeron Metal	standard	optional	optional	optional	n/a
Faeron Upholstered - Wood leg	standard	n/a	n/a	optional	optional
Faeron Upholstered - Metal leg	standard	optional	optional	optional	n/a
Jordan	standard	optional	n/a	optional	optional
Carlyle-wood base	standard	optional	n/a	optional	optional
Carlyle-metal base	n/a	n/a	n/a	n/a	standard
<b>Benches</b>					
Tate	optional	n/a	n/a	n/a	standard
Zola	standard	optional	optional	optional	n/a
Jordan	standard	optional	n/a	optional	optional
Carlyle	n/a	n/a	n/a	n/a	standard
<b>Recliners</b>					
Jordan	standard	optional	optional	optional	optional
Jordan Recliner Plus	standard	optional	optional	optional	optional
Jordan Sleep Recliner	standard	optional	optional	optional	optional
<b>Sleepers</b>					
Amelio Sofa Sleeper & Modular Sofa	standard	optional	optional	optional	optional
Amelio Bench Sleeper	optional	optional	optional	optional	standard
Jordan Lounge Sleeper	n/a	n/a	standard	n/a	n/a
<b>Behavioral Health</b>					
Solis	optional	optional	optional	optional	standard
Solis - Sled Base	standard	n/a	n/a	n/a	n/a
Zola	standard	n/a	n/a	n/a	n/a
Karma	n/a	n/a	n/a	n/a	standard

**ORDERING NOTES:** Glides options marked "n/a" are not available for that product due to leg style. Please see product pricing pages for optional glide upcharges.

**GLIDE RECOMMENDATION BY FLOORING TYPE**

Glide Material	Carpet	Vinyl/Linoleum	VCT	Rubber	LVT/LVP	Ceramic Tile	Concrete	Hardwood
Nylon - Floor Saver	**	*	*	*	NR	*	*	NR
Felt - Floor Saver	NR	*	**	NR	**	**	*	**
Rubber - Non-slip	**	**	*	*	NR	*	**	NR
Metal	*	*	NR	NR	NR	*	**	NR
Plastic	**	*	*	*	NR	*	**	NR

\*\* = Best Solution

\* = Acceptable

NR = Not Recommended

**ORDERING NOTES:** The above chart shows our recommendation based on a clean, professionally finished floor without dust or debris between the glides and the flooring.



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

**krug**

[solutions@krug.ca](mailto:solutions@krug.ca) | [www.krug.ca](http://www.krug.ca) | **1.888.578.KRUG**