

PAN AM
Price and Specification Guide
USA



krug

Advancing Design Through Innovation

PAN AM | TABLE OF CONTENTS

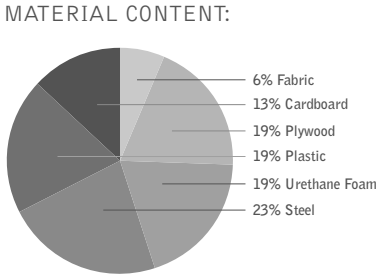
PAN AM

- 2 Pan Am Environmental Summary
- 3 Pan Am Features & Options
- 3 Pan Am Dimensions & COM
- 4 Pan Am Pricing

GENERAL INFORMATION

- 7 Terms & Conditions
- 7 Warranty
- 9 KRUG Textiles - Upholstery Fabrics
- 11 KRUG Textiles - Leather & Faux Leather
- 13 Customer's Own Material (COM/COL)
- 13 CAL 133 & Moisture Barrier
- 14 Graded-In Upholstery Programs
- 14 *KRUGEXPRESS* Program

LEED CI CREDITS



PRE-CONSUMER
RECYCLED CONTENT = 6.29%

POST-CONSUMER
RECYCLE CONTENT = 18.32%

Up to 24.19% of Pan Am 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 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. Pan Am 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 Pan Am 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 signifies that the growth, harvesting and production of goods are entirely achieved through responsible forestry, which guarantees a healthy supply of forest resources for generations to come.



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

PAN AM | FEATURES & OPTIONS



ARM STYLES

Pan Am features three styles of fixed arms, including open urethane, closed upholstered and open upholstered versions.



BACK STYLES

Available with two different back options, Mid and High, Pan Am is perfect for desk and conference applications.



BASE STYLES

Featuring a five blade caster base with 2 1/4" hooded dual wheel casters, Pan Am bases are available in both glass reinforced molded nylon base and polished cast aluminum base. (upcharge applies.)



SEAT HEIGHT

In the seated position, a pull upwards on the height adjustment lever located under the seat of the user's right side adjusts the height up or down with a total height range of:

Standard gas lift: 3.5"
Low gas lift: 3.0"



TILT TENSION

A tilt tension knob is located under the seat for all versions of Pan Am. For Knee Tilt versions a push of the height adjustment lever toward the gas lift cylinder activates the tilt lock feature.

PAN AM CONTROLS

Pan Am is available with either a Swivel Tilt or Knee Tilt mechanism. All Pan Am seating features an adjustable tilt tension knob, and height adjustment lever. On the Knee Tilt version of Pan Am, the height adjustment lever also operates a forward tilt lock.

OPTIONAL GAS LIFT HEIGHT RANGES

PAN AM is available with two gas lift ranges. Unless clearly specified on order, PAN AM seating will be provided with the standard gas lift. The gas lift ranges measured from the seat height are as follows: Pan Am standard gas lift give a seat height no greater than 16.4" when lowered and no less than 20.2" when extended. Low gas lift give a seat height no greater than 15.04" when lowered and no less than 18" when extended.

OPTIONAL JURY BASE

Jury Bases assembly consists of a black 9" diameter conical/cast base for permanently mounting a chair to the floor. Into the base is inserted a black pneumatic gas cylinder with self returning action from rotation, and self returning height feature when exiting the chair. Allows for full 360 degree rotation. Limited degrees of rotation are not available

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. CAL 133 and Moisture Barrier are available for an upcharge of **\$59 list per yard**.

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 \$833 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.

DIMENSIONS & COM REQUIREMENTS

		Overall Width	Overall Depth	Overall Height	Height of Arms from Floor	Width between Arms	Seat Depth	Shipping Weight	Cube	COM Yardage
MID BACK	Open Urethane	24.5	24.5	34.5	25	18.5	19	31	15.03	1.8
	Closed Upholstered	27.25	24.5	34.5	26.75	19	19	33	15.03	2.7
	Open Upholstered	24.5	24.5	34.5	25	18.5	19	31	15.03	2.2
HIGH BACK	Open Urethane	24.5	24.5	40	25	18.5	19	35	17.06	1.9
	Closed Upholstered	27.25	24.5	40	26.75	19	19	37	17.06	2.8
	Open Upholstered	24.5	24.5	40	25	18.5	19	35	17.06	2.3
HIGH BACK with Headrest	Open Urethane	24.5	24.5	46	25	18.5	19	37	18.75	2.5
	Closed Upholstered	27.25	24.5	46	26.75	19	19	39	18.75	3.4
	Open Upholstered	24.5	24.5	46	25	18.5	19	37	18.75	2.9




Note: Some vinyls are not suitable for upholstery on Pan Am seating. For vinyls other than Maharam's Lariat, or Momentum's Cashmere, please submit a sample to Customer Service for a pre-approval process at time of order.

The pre-approval process is as follows:

1. A sample of the COM vinyl fabric must be provided to Krug Customer Service prior to or at time of order.
2. The sample will be reviewed and the customer advised if the fabric is unsuitable.
3. The COM vinyl will be inspected when received at the factory to identify and further concerns with its suitability.

Please contact Customer Service for more information on options for the Pan Am series. Height measurements of Pan Am are taken with the pneumatic lift in the lowest position. All dimensions are in inches and approximate and are subject to change without notice. Contact Customer Service if dimensions are critical.

PAN AM | MID BACK

DESCRIPTION/MODEL	COM		COL		FABRIC GRADES			LEATHER		
	1	2	3	4	5	6	7	8	9	
	OPEN URETHANE ARMS									
	PAN1-M11B	991	1076	1176	1261	1360	1453	1544	1637	1796
	Black base, swivel tilt									
	PAN1-M12B	1117	1210	1300	1394	1493	1578	1680	1764	1921
	Black base, knee tilt									
	PAN1-M11A	1117	1210	1300	1387	1487	1578	1670	1764	1921
Polished aluminum base, swivel tilt										
PAN1-M12A	1243	1333	1427	1519	1620	1705	1804	1890	2047	
Polished aluminum base, knee tilt										
	CLOSED UPHOLSTERED ARMS									
	PAN1-M21B	1453	1585	1731	1864	1998	2130	2273	2410	2567
	Black base, swivel tilt									
	PAN1-M22B	1585	1720	1864	1998	2130	2266	2398	2543	2702
	Black base, knee tilt									
	PAN1-M21A	1578	1712	1856	1989	2123	2257	2398	2533	2693
Polished aluminum base, swivel tilt										
PAN1-M22A	1712	1847	1989	2123	2257	2392	2523	2669	2826	
Polished aluminum base, knee tilt										
	OPEN UPHOLSTERED ARMS									
	PAN1-M31B	1555	1685	1821	1963	2099	2232	2366	2501	2661
	Black base, swivel tilt									
	PAN1-M32B	1680	1821	1958	2088	2224	2366	2501	2634	2795
	Black base, knee tilt									
	PAN1-M31A	1680	1812	1947	2088	2224	2356	2475	2626	2786
Polished aluminum base, swivel tilt										
PAN1-M32A	1804	1947	2081	2215	2350	2492	2626	2759	2919	
Polished aluminum base, knee tilt										

ORDERING NOTES




Please specify clearly on purchase order if low gas lift is to be applied.
 For jury base version of this chair, please add a 'J' for the base style at the end of the model number and **add \$71** to the list price.
 CAL 133 and Moisture Barrier options are available for an upcharge of **\$59 list per yard**.



PRODUCT CODE KEY

Line	Series	Back Style	Arm Style	Mechanism	Base
PAN	1	M	1	1	B
PAN AM	Management, Task & Conference Seating	Mid Back	Open Urethane Arm	Swivel Tilt	Black Base
		H	2	2	A
		High Back	Closed Upholstered Arm	Knee Tilt	Polished Aluminum Base
		HR	3		
		High Back with Headrest	Open Upholstered Arm		

PAN AM | HIGH BACK

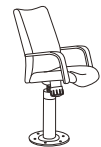
DESCRIPTION/MODEL	COM		COL		FABRIC GRADES			LEATHER		
	1	2	3	4	5	6	7	8	9	
	OPEN URETHANE ARMS									
	PAN1-H11B	997	1092	1191	1292	1387	1487	1578	1680	1837
	Black base, swivel tilt									
	PAN1-H12B	1125	1229	1328	1427	1519	1620	1712	1812	1972
	Black base, knee tilt									
	PAN1-H11A	1125	1218	1318	1419	1512	1612	1705	1804	1963
Polished aluminum base, swivel tilt										
PAN1-H12A	1249	1350	1453	1555	1642	1695	1837	1940	2099	
Polished aluminum base, knee tilt										
	CLOSED UPHOLSTERED ARMS									
	PAN1-H21B	1461	1605	1745	1890	2030	2165	2316	2449	2610
	Black base, swivel tilt									
	PAN1-H22B	1594	1736	1880	2021	2165	2299	2444	2583	2743
	Black base, knee tilt									
	PAN1-H21A	1585	1731	1870	2014	2158	2292	2444	2575	2735
Polished aluminum base, swivel tilt										
PAN1-H22A	1720	1864	2007	2147	2292	2422	2567	2709	2868	
Polished aluminum base, knee tilt										
	OPEN UPHOLSTERED ARMS									
	PAN1-H31B	1561	1705	1847	1980	2123	2266	2410	2550	2709
	Black base, swivel tilt									
	PAN1-H32B	1695	1837	1980	2114	2257	2398	2543	2685	2844
	Black base, knee tilt									
	PAN1-H31A	1685	1830	1972	2108	2249	2392	2533	2675	2838
Polished aluminum base, swivel tilt										
PAN1-H32A	1821	1963	2108	2238	2384	2523	2669	2810	2968	
Polished aluminum base, knee tilt										

ORDERING NOTES

Please specify clearly on purchase order if low gas lift is to be applied.

For jury base version of this chair, please add a 'J' for the base style at the end of the model number and **add \$71** to the list price.




CAL 133 and Moisture Barrier options are available for an upcharge of **\$59 list per yard**.



PRODUCT CODE KEY

Line	Series	Back Style	Arm Style	Mechanism	Base
PAN	1	M	1	1	B
PAN AM	Management, Task & Conference Seating	Mid Back	Open Urethane Arm	Swivel Tilt	Black Base
		H	2	2	A
		High Back	Closed Upholstered Arm	Knee Tilt	Polished Aluminum Base
		HR	3		
		High Back with Headrest	Open Upholstered Arm		

PAN AM | HIGH BACK WITH HEADREST

DESCRIPTION/MODEL	COM		COL		FABRIC GRADES			LEATHER		
	1	2	3	4	5	6	7	8	9	
	OPEN URETHANE ARMS									
	PAN1-HR-11B	1059	1151	1250	1353	1445	1545	1637	1737	1895
	Black base, swivel tilt									
	PAN1-HR-12B	1185	1286	1387	1487	1580	1680	1773	1871	2032
	Black base, knee tilt									
	PAN1-HR-11A	1185	1276	1375	1480	1570	1670	1762	1864	2021
Polished aluminum base, swivel tilt										
PAN1-HR-12A	1308	1412	1513	1613	1705	1755	1895	2000	2158	
Polished aluminum base, knee tilt										
	CLOSED UPHOLSTERED ARMS									
	PAN1-HR-21B	1519	1664	1805	1947	2088	2224	2373	2509	2669
	Black base, swivel tilt									
	PAN1-HR-22B	1654	1796	1940	2081	2224	2360	2501	2642	2801
	Black base, knee tilt									
	PAN1-HR-21A	1643	1788	1929	2072	2217	2350	2501	2634	2795
Polished aluminum base, swivel tilt										
PAN1-HR-22A	1779	1921	2067	2207	2350	2482	2626	2769	2924	
Polished aluminum base, knee tilt										
	OPEN UPHOLSTERED ARMS									
	PAN1-HR-31B	1620	1762	1908	2039	2182	2325	2466	2610	2769
	Black base, swivel tilt									
	PAN1-HR-32B	1755	1895	2039	2172	2316	2460	2600	2744	2903
	Black base, knee tilt									
	PAN1-HR-31A	1745	1890	2032	2166	2306	2449	2593	2735	2894
Polished aluminum base, swivel tilt										
PAN1-HR-32A	1880	2021	2166	2299	2444	2584	2727	2869	3030	
Polished aluminum base, knee tilt										

ORDERING NOTES

Please specify clearly on purchase order if low gas lift is to be applied.

For jury base version of this chair, please add a 'J' for the base style at the end of the model number and **add \$71** to the list price. CAL 133 and Moisture Barrier options are available for an upcharge of **\$59 list per yard**.



PRODUCT CODE KEY

Line	Series	Back Style	Arm Style	Mechanism	Base
PAN	1	M	1	1	B
PAN AM	Management, Task & Conference Seating	Mid Back	Open Urethane Arm	Swivel Tilt	Black Base
		H	2	2	A
		High Back	Closed Upholstered Arm	Knee Tilt	Polished Aluminum Base
		HR	3		
		High Back with Headrest	Open Upholstered Arm		

GENERAL INFORMATION

Terms and Conditions

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

Contact Information

Phone: 1.888.578.KRUG (5784) | Fax: 1.519.748.5177

Purchase Order Fax: 1.888.236.4783

Purchase Order E-mail: orders@krug.ca

Web: www.krug.ca E-mail: solutions@krug.ca

Customer Service Hours

Please note customer service hours are:

8:30 am to 5:00 pm est

Customer Satisfaction

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

Order Acknowledgments

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

Order Cancellation

Krug reserves the right to not accept or allow cancellation of orders. All products are manufactured on a custom-made, make-to-order basis, and the purchasing, engineering and production of orders begins shortly after order placement - and the customer purchase order is a contract that authorizes Krug to manufacture the products. Acceptance of order cancellation (or partial cancellation) is solely at the discretion of Krug, and is dependent on the extent to which engineering, purchasing and manufacturing has been initiated by the time cancellation is requested. No order cancellations (partial or otherwise) are allowable more than 4 weeks from date of order placement (as order production is unable to be terminated by that point), and full payment of the acknowledged order value is required for any orders cancelled after 4 weeks. Cancellations may be allowable in less than 4 weeks after order placement, depending on the extent to which manufacturing has been initiated. An acceptance of order cancellation requires that the purchaser agrees to make payment for all costs incurred to the point of acceptance of cancellation. Cancellation charges include all costs for purchase of dedicated material and components, engineering costs for non-standard products, and all costs for manufacturing completed to that point, as well as a \$350 net charge for processing of the original order and for processing of cancellation invoicing.

Pricing

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

Storage Charges

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

Warranty

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

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

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

Blanket Wrapping

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

Export Packaging

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

Export Packaging is STRONGLY RECOMMENDED for:

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

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

Dimensions

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

Installation Support

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

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 \$250/shipment. For deliveries requested Monday to Friday before 7:00 am, please apply a surcharge of \$250/shipment. For deliveries requested Friday (after 3:00 pm) or weekends, please apply a surcharge of \$500/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 \$75/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 \$75/hour. If a Truck Load is delivering the order, three hours is allocated to unload. Any additional time required to unload is \$75/hour. Direct deliveries to site for large orders are possible, (must exceed \$60,000 net), and accommodate 48 - 53' trailers. Krug is responsible for delivery to the approved delivery address. If an address change is required, this must be authorized by Krug 5 business days prior to ship date. Any additional delivery costs incurred after this time will be charged to the customer.

Product Strength and Durability Testing

All management seating meets or exceeds the testing requirements of ANSI/BIFMA X5.1-2011. All lounge seating meets or exceeds the testing requirements of FNAE-80-214A. Specific test results and documentation are available on request.



Damaged Shipments

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

Field Product Report Authorization

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

Returns

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

Custom Capabilities

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

These include:

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

Custom orders may require additional production lead times. Contact Engineering at the e-mail address engquotes@krug.ca.

Care and Maintenance Leather

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

Fabric Upholstery

Professional upholstery cleaning is recommended.

Flammability Standards for Krug Fabric Program

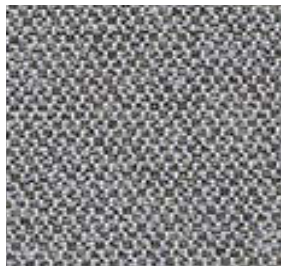
- Passes State of California Technical Bulletin CAL 117-2013

KRUG TEXTILES - UPHOLSTERY FABRICS



Krug Textiles - Stocked Fabric Program

Grade 2



INFINITY PEWTER



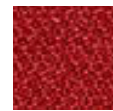
BARLEY



LEMONGRASS



MAIZE



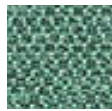
MACINTOSH



TERRAIN



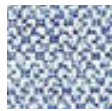
JAVA



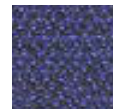
ATOLL



VINE



ASTER



BEYOND



GRAPHITE



ECLIPSE



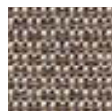
MARATHON TINT



FLAX



WREN



CARAVEL



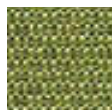
CURRY



SUNSET



CLOVE



FOLIAGE



OZ



CYAN



TOILE



STORM



NOIR



LINEUP TRANQUIL



BALTIC



SHADOW



SANDSTONE



PEWTER



FERN



SPICE



FUSE PRISTINE



SAFFRON



GINGER



PIMENTO



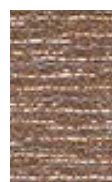
CARMINE



IRIS



WALNUT



MALTED



PRISTINE



PRISTINE



AZUREAN



LUNAR



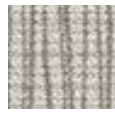
PEPPER

Krug Textiles - Stocked Fabric Program

Grade 2



GRAPH ALLOY



ALPINE



CHALICE



CORK



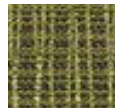
POPPY



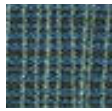
RUBY



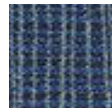
BARK



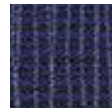
PARROT



TIDAL



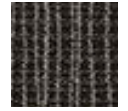
WAVE



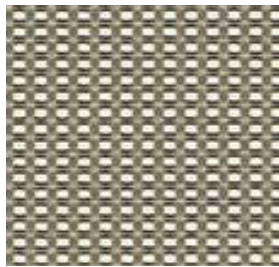
LAPIS



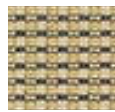
ANCHOR



COAL



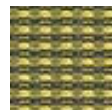
GRID CHROME



KHAKI



SUNBEAM



APPLE



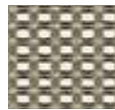
EMBER



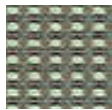
SCARLET



ORCHID



CHROME



GLACIER



SURF



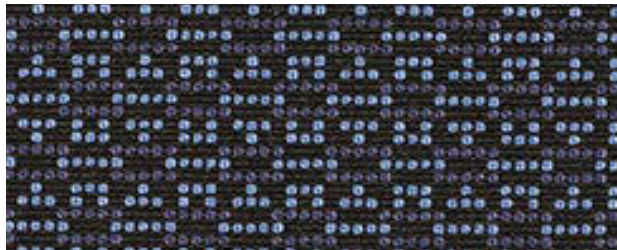
INDIGO



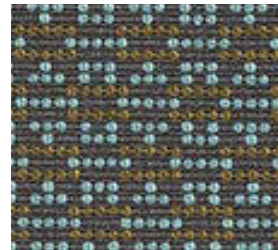
FLINT



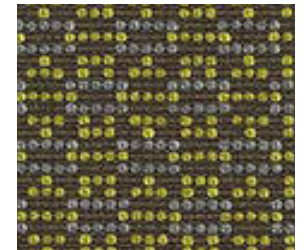
JET



BOBBY IRIS



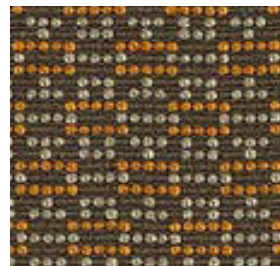
AQUA



MOSS



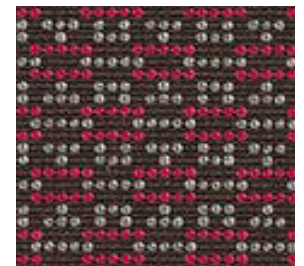
LEMON



GLOW



ANCHOR



FUCHSIA



EPIC LIMESTONE



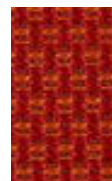
PEARL



JUTE



SLICE



FLARE



PORCINI



ESPRESSO



KIWI



CAPRI



REGAL



AZURE



GRANITE



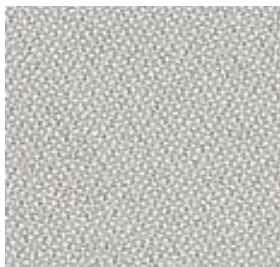
STEEL

KRUG TEXTILES - UPHOLSTERY FABRICS



Krug Textiles - Stocked Fabric Program

Grade 2



ORIGIN ALLOY



WHEAT



CLAY



BLUSH



GARNET



POPPY



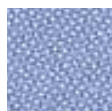
MALT



CLOVER



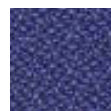
GAIA



VINCA



CYAN



EURO



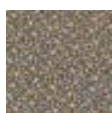
INDIGO



AVALON



SEED



ARUNDEL



IRON



STATELY



STEEL



SHALE



JET

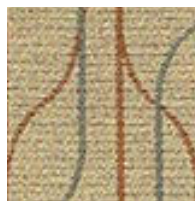
Grade 3



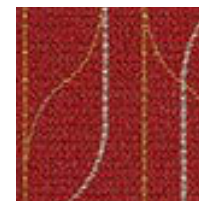
SWIM BISCAY



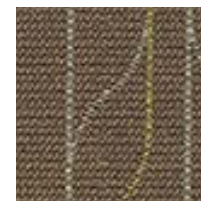
ANJOU



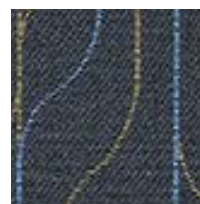
SANDSTONE



CRIMSON



EARTHEN



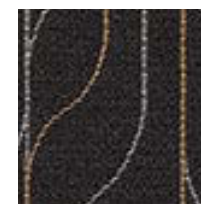
BALKEN



RIVERBANK



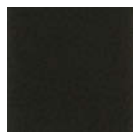
INK



CALDERA

Krug Textiles - Leather Program - Grade 8

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



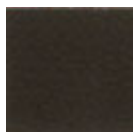
Black
K13.1000



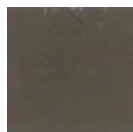
Stone
K13.3000



Sand
K13.5000



Espresso
K13.8000



Graphite
K13.4000



White
K13.9000

Krug Textiles - Cut fabric NET price per yard

Grade 1	\$20
Grade 2	\$32
Grade 3	\$41

LATEX FREE

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

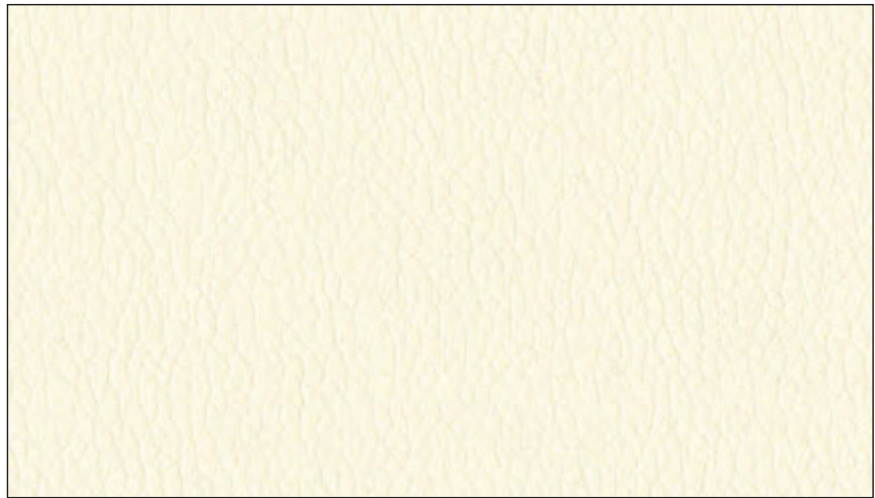
Krug Textiles - Faux Leather Program - Grade 2



White
FL3822



Cream
FL6003



Vanilla
FL0061



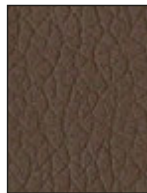
Parchment
FL0605



Sandstone
FL0608



Taupe
FL3948



Mocha
FL0808



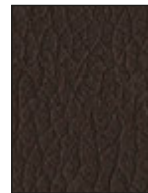
Tan
FL0802



Chestnut
FL0087



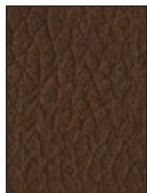
Bisque
FL0805



Chocolate
FL8020



Black
FL9009



Earth
FL0084



Brick
FL0011



Wine
FL0108



Garnet
FL0017



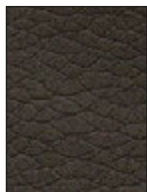
Rust
FL0014



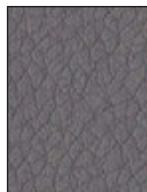
Citron
FL0054



Sprig
FL0205



Chinchilla
FL6009



Steel
FL0905



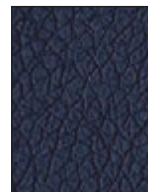
Grey
FL9003



Lagoon
FL0037



Pacific Blue
FL3003



Navy
FL3006



Plum
FL1009

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

Customer's Own Material (COM/COL)

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

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

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

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

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

Application of Directional Upholstery cover

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



Standard-Cut
"up the roll"



Non-Standard-Cut
across the roll "railroad"

COM/COL Shipping Procedures

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

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

Attention: RECEIVER

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

All packages must be clearly marked

"For Customs Clearance by Willson International Custom Brokers".

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

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

CAL 133 & Moisture Barrier

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

The application of this upcharge and the compliance method does not mean that the specific configuration of product and upholstery cover are tested and officially certified as being CAL 133 compliant. If official certification is required, Krug will provide this (through an independent certified testing laboratory) at a charge of \$833 per item, plus the cost of the product to be tested. Lead time for certification testing is typically 4-8 weeks. Krug assumes no responsibility for the testing of our products in combination with upholstery covers, or for the results of any testing conducted. Some specific configurations of product and upholstery have already been tested. Please contact Customer Service for additional information.

C.O.L. Yardage

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

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

Upholstery Cover Yardage Calculation

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

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

GRADED-IN UPHOLSTERY PROGRAMS

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

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

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

Upholstery Grades

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

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

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

Upholstery Samples

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

Flammability Standards

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

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

Special Conditions

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

KRUG EXPRESS PROGRAM

PROGRAM DETAILS

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

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

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

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

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

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

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

SEATING & OCCASIONAL TABLES PROGRAM

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

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

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

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



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

krug

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