ZOLA BEHAVIORAL HEALTH

Price and Specification Guide

CANADA

Effective January 1, 2026

krug HEALTHCARE

ZOLA | TABLE OF CONTENTS

ZOLA | BEHAVIORAL HEALTH

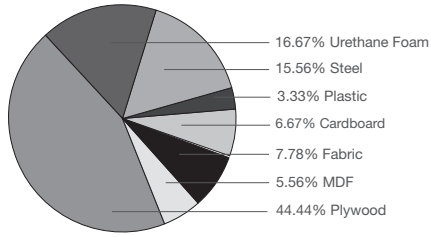
2 Zola Behavioral Health Environmental Summary
3 Zola Behavioral Health Features
4 Zola Behavioral Health Options
5 Zola Behavioral Health Dimensions & COM Requirements
6 Zola Behavioral Health Lounge Pricing
8 Zola Behavioral Health Freestanding Tables

GENERAL INFORMATION

9 Terms & Conditions
9 Warranty
11 KRUG Textiles - Upholstery Fabrics
13 KRUG Textiles - Leather
14 KRUG Textiles - Faux Leather
15 Customer's Own Material (COM/COL)
15 CAL 133 & Moisture Barrier
16 Graded-In Upholstery Programs
16 *KRUGEXPRESS* Program
17 Finishes
17 Standard Laminates
18 Metal Finishes
18 Urethane Color Options
18 Solid Surface Program

LEED CI CREDITS

MATERIAL CONTENT:



PRE-CONSUMER
RECYCLED CONTENT = 2.78%

POST-CONSUMER
RECYCLED CONTENT = 9.71%

Up to 22.22% of this Zola Behavioral Health 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 4.5	Low Emitting Materials, Systems & Seating	1 point
CREDIT 5.1	Regional Materials*	1 point
CREDIT 7	Certified Wood (MUST BE REQUESTED)	1 point(s)

*This credit is only applicable if in total 20% of the combined value of the procurement of construction materials and in the furniture are manufactured within a radius of 500 miles. This credit will apply if the installation of the finished product occurs within 500 miles of Kitchener, Ontario.

level® CERTIFICATION, AIR EMISSIONS AND FSC® CERTIFICATION

level® CERTIFICATION
BIFMA's e3 Furniture Sustainability Standard is a voluntary, multi-attribute standard that measures the degree of sustainability of furniture. This standard evaluates product and company environmental attributes and compliance systems in a wide range of elements which include Materials, Energy & Atmosphere, Human & Ecosystem Health and Social Responsibility. Zola products have earned level®, BIFMA's sustainability certification program for furniture, certification through third-party verification against the e3 standard.

AIR-EMISSIONS
All Zola products are supplied with air-emissions certified. Contact customer service for information.

FSC®
In 2005, Krug received Forest Stewardship Council® (FSC®) Chain-of-Custody certification for our manufacturing facilities. The FSC® Chain-of-Custody tracks certified wood from seedling to final sale. It verifies that the material for our FSC® certified products only come from well-managed, FSC®-certified forests and other controlled sources. FSC® is dedicated to the promotion of responsible forest management worldwide helping to take care of forests for future generations. Zola and other Krug products can be specified with FSC® Certification. Contact customer service for further information, pricing and lead times.

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

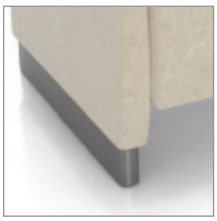
ZOLA BEHAVIORAL HEALTH | FEATURES

TAMPER-RESISTANT HARDWARE
This is utilized on all connection points of the product that are (or potentially) accessible, hindering components from being removed or the product being dis-assembled. The unique tools for these fasteners are available from Krug for any maintenance and component replacement.

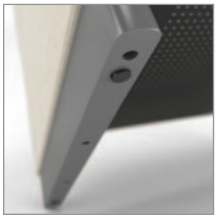
INACCESSIBLE STAPLES
All staples on this product are covered and made inaccessible with a secondary barrier, which is fastened with tamper-resistant hardware.

LIGATURE RISK REDUCTION
This product has been designed to minimize the ability to use it for ligature - the closed arm panels, the elimination of legs, and the option of Restricted Access Upholstery significantly reduce the points on the product that could be used for ligature.

SPRINGLESS SEAT CONSTRUCTION
A very comfortable and durable sit is achieved without internal metal components such as springs - the high resiliency foam and heavy-duty suspension sheet webbing are materials used to deter harm or damage.



ARM PANEL BASE
This product has no legs (which could be used to cause harm or damage, or for ligature); instead the bottom portion of each arm panel is a 3" vinyl-clad runner. The durable covering is tightly secured, easy to clean, and will resist damage caused by cleaning equipment, etc.



SECURED GLIDES
The glides are epoxied and nailed in place to hinder their removal. They can be field-replaced with the use of tools.

WALL SAVER
The position of the back in relation to the base of this product is designed so the back won't impact when the chairs are pushed against the wall - avoiding potential damage to both the chairs and walls.

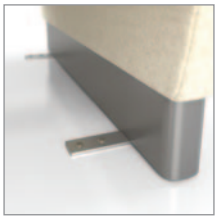
RESTRICTED ACCESS UPHOLSTERY
This feature provides complete closure and elimination of the normal gap between upholstered seat, back and arm panels in the seat area of the product - hindering the use of these areas for hiding weapons and contraband. This option further reduces the ability to utilize the product for ligature.

FINISH DURABILITY
The Krug ‘s proprietary catalyzed varnish formulation, has been repeatedly shown, through independent laboratory testing, to be the industry leader in durability and abrasion resistance. The Krug finish looks better longer than competitors, and is uniquely suited to the demands of healthcare environments.

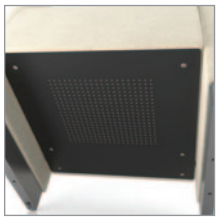
LATEX FREE
Krug products are made with latex-free materials to prevent the allergic reaction that latex causes in some people.

WEIGHT CAPACITIES
Zola Behavioral Health weight capacities are as follows:
One Seat - 300lbs
Two Seat - 525
Three Seat - 750
One Seat Plus - 750
Two Seat Plus - 975
Three Seat Plus - 1150

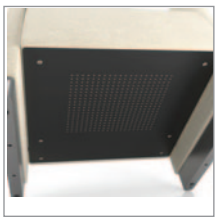
ADDITIONAL FEATURES
- Lifetime warranty
- Certified to meet CAL 117 with most fabrics



FLOOR ANCHORING
This can be provided when the product is ordered, or can be added in the field. In both cases, the fastening hardware attaching the steel floor anchoring brackets to the product is tamper-resistant.



STEEL BOTTOM SHIELD
This hinders access to the interior frame and components. The powdercoated heavy-gauge steel has venting to allow circulation (venting holes are small enough to hinder use for concealment or ligature), and is fastened with tamper-resistant hardware. The Bottom Shield also adds weight to the product.



WEIGHTING
The option of additional weighting can be specified, to specific weight requirements. Additional weighting is achieved through steel plating that is fastened to the interior side of the Steel Bottom Shield, making it secure and inaccessible. This option increases total shipping weight to 87lbs.

PLUS UPGRADE
The offering includes a standard plus-size 1-seater model, as well as the option to specify plus weight rating for all other models in the offering - this provides a weight rating that exceeds 750 lbs, and includes additional seat support and an additional back leg on the 2- and 3-seat models only.

REMOVABLE/REPLACEABLE UPHOLSTERY
Removable upholstery covers can be specified on this product, to facilitate cleaning and assist with infection control. They utilize tamper-resistant hardware, and inaccessible staples. Replacement upholstery covers have the same features, and can be field installed with tamper-resistant fastener tools.

TABLES
A range of occasional tables designed specifically for behavioral health environments is included in this product offering, with a similar range of features and options to provide safety and security to patients and care-givers.

CAL133 & MOISTURE BARRIER
California Technical Bulletin 133 is a flammability test for seating. Krug offers a compliance method, in combination with non-flammable upholstery covers, may enable 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 the uphostered 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 up-charge and the compliance method does not mean that the specific configuration of product and upholstery cover are tested and officially certified as being CAL133 compliant. If the 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 products and upholstery have already been tested. Please contact Customer Service for additional information.

ZOLA BEHAVIORAL HEALTH | LOUNGE

DIMENSIONS

	Overall Width	Overall Depth	Overall Height	Seat Height	Height of Arms From Floor	Width Between Arms	Seat Depth	Shipping Weight	Cubes
One-Seat	29.25	27	34	18.5	26.75	23	19.25	67	21.5
Two-seat	52.25	27	34	18.5	26.75	46	19.25	90	38
Three-seat	75.25	27	34	18.5	26.75	69	19.25	116	54.5
One-Seat (Plus)	36.25	27	34	18.5	26.75	30	19.25	72	22.6

COM YARDAGES (Lounge Product Only Available with Arms)

	COM Entire Unit	COM 2 Entire Units	COM 3 Entire Units	COM 4 Entire Units
One-Seat	4.5	8.25	13	16.5
Two-seat	6	12	17.5	23.7
Three-seat	7.6	14.25	20.5	30
One-Seat (Plus)	5	10	15	20

COM YARDAGES (Individual Components)

	COM Yardage Per Seat	COM Yardage Per 2 Seats	COM Yardage Per 3 Seats	COM Yardage Per 4 Seats	COM Yardage Per Back	COM Yardage Per 2 Backs	COM Yardage Per 3 Backs
One-Seat	1.25	2.1	3.35	4.2	1.75	2.75	3.5
Two-seat	1.75	3.4	5.1	6.5	2.5	4.54	6.08
Three-seat	2.5	4.6	7	9	3.5	6.25	9
One-Seat (Plus)	1.25	2.5	3.75	5	1.75	3.5	5.25

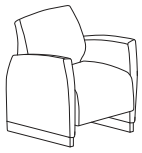
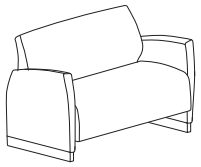
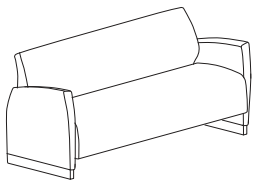
COM YARDAGES (Individual Components cont'd)

	COM Yardage Per 4 Backs	COM Yardage Per Arm	COM Yardage Per 2 Arms	COM Yardage Per 3 Arms	COM Yardage Per 4 Arms
One-Seat	5.25	1.75	2.4	3.3	4.2
Two-seat	8.5	1.75	2.4	3.3	4.2
Three-seat	12.5	1.75	2.4	3.3	4.2
One-Seat (Plus)	7	1.75	2.4	3.3	4.2

Upcharge for Removable Upholstery Covers:

Option Upcharge	$ List	Option Upcharge	$ List
Arms (Right or Left)	80	One-Seat seat	49
One-Seat back	71	Two-seat seat	71
Two-seat back	101	Three-seat seat	89
Three-seat back	127	One-Seat plus seat	64
One-Seat plus back	80		

Zola Behavioral Health Option Upcharges	$ List
CAL 133 & Moisture Barrier (per yard)	67
Floor Anchoring Hardware	98
One-Seat Metal Bottom Shield (to min 80lbs)	120
One-Seat Plus Metal Bottom Shield (to min 80lbs)	140
Two-seat Metal Bottom Shield (to min 80lbs)	178
Three-seat Metal Bottom Shield (to min 80lbs)	254
Urethane Arm Caps (pair)	254
Combination Upholstery - dual fabrics	34
Combination Upholstery -Three fabrics	67

DESCRIPTION	MODEL	COM 1	2	COL 3	FABRIC GRADES 4	5	6	7	LEATHER 8	9
	One-Seat ZOL3 BHF1221	2794	2954	3115	3379	3651	3916	4190	4302	4861
	Two-Seat ZOL3 BHF2221	3992	4183	4368	4646	4937	5218	5508	5808	6247
	Three-Seat ZOL3 BHF3221	5301	5567	5833	6350	6868	7383	7903	8437	9306

Upcharge for Removable Upholstery Covers:

Option Upcharge	$ List	Option Upcharge	$ List
Arms (Right or Left)	80	One-Seat seat	49
One-Seat back	71	Two-seat seat	71
Two-seat back	101	Three-seat seat	89
Three-seat back	127	One-Seat plus seat	64
One-Seat plus back	80		

Zola Behavioral Health Option Upcharges	$ List
CAL 133 & Moisture Barrier (per yard)	67
Floor Anchoring Hardware	98
One-Seat Metal Bottom Shield (to min 80lbs)	120
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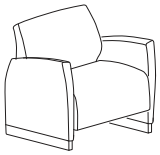
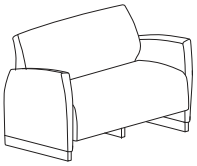
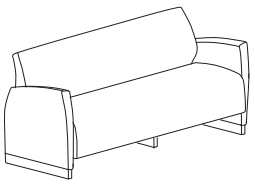
Two-seat Metal Bottom Shield (to min 80lbs)	178
Three-seat Metal Bottom Shield (to min 80lbs)	254
Urethane Arm Caps (pair)	254
Combination Upholstery - dual fabrics	34
Combination Upholstery -Three fabrics	67

PRODUCT CODE KEY

Line	Series	Chair Type	Seat Count	Back Type	Arm Type	Leg Type
ZOL Zola	3-BH Soft Seating	F Freestanding	1 One Seat	2 Upholstered Back - no gap	2 Upholstered Arms - no gap	1 3” Runner
		FB Freestanding Plus	2 Two Seat			
			3 Three Seat			

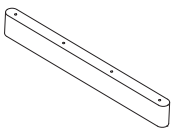
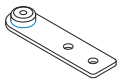
ZOLA BEHAVIORAL HEALTH | PLUS LOUNGE

DESCRIPTION	MODEL	COM 1	2	COL 3	FABRIC GRADES 4	5	6	7	LEATHER 8	9
	One-Seat Plus ZOL3 BHFB1221	3098	3255	3417	3683	3952	4221	4490	4778	5162
	Two-Seat Plus ZOL3 BHFB2221	4080	4277	4458	4740	5029	5308	5598	5903	6337
	Three-Seat Plus ZOL3 BHFB3221	5407	5676	5939	6458	6976	7489	8012	8547	9412

ORDERING NOTE: The Two-Seat Plus comes standard with center support.

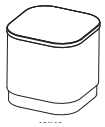
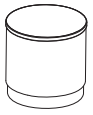
Zola Behavioral Health Option Upcharges	**$ List**
CAL 133 & Moisture Barrier (per yard)	67
Floor Anchoring Hardware	98
One-Seat Metal Bottom Shield (to min 80lbs)	120
One-Seat Plus Metal Bottom Shield (to min 80lbs)	140
Two-seat Metal Bottom Shield (to min 80lbs)	178
Three-seat Metal Bottom Shield (to min 80lbs)	254
Urethane Arm Caps (pair)	254
Combination Upholstery - dual fabrics	34
Combination Upholstery -Three fabrics	67

ZOLA BEHAVIORAL HEALTH | REPLACEMENT COMPONENTS

Description	Model	Price	Weight	Cube
	Replacement Arm Panel Base ZOL3RBCS	177	6	.5
	Replacement Floor Mounting Bracket (set of 4) ZOL3RFMB	118	2	.5

PRODUCT CODE KEY

Line	Series	Chair Type	Seat Count	Back Type	Arm Type	Leg Type
ZOL Zola	3-BH Soft Seating	F Freestanding	1 One Seat	2 Upholstered Back - no gap	2 Upholstered Arms - no gap	1 3” Runner
		FB Freestanding Plus	2 Two Seat			
			3 Three Seat			

Description	Model	Maple Palette	Beech	Laminate side Laminate top PVC edge	Wood side Laminate top w/ PVC edge Maple	Wood side Laminate top w/ PVC edge Beech	Wood side Laminate top w/ Wood edge Maple	Wood side Laminate top w/ Wood edge Beech
	Square Tables							
	ZOL4-BH181818	1459	1418	1164	1383	1423	1442	1481
	ZOL4-BH242418	1867	1843	1473	1756	1814	1830	1884
	Rectangular Tables							
	ZOL4-BH241818	1684	1651	1316	1587	1635	1647	1698
	ZOL4-BH482418	2830	2774	2262	2640	2722	2741	2826
	Round Tables							
	ZOL4-BH18D18	1258	1307	1339	1164	1289	1298	1422
	ZOL4-BH24D18	1538	1598	1692	1445	1581	1530	1667
	ZOL4-BH30D18	2979	2854	3145	2882	2840	2993	2948

Zola Behavioral Health Option Upcharges	**$ List**
Floor Anchoring Hardware	95
ZOL4-BH181818 - Weighting to min 80lbs	365
ZOL4-BH242418 - Weighting to min 80lbs	250
ZOL4-BH241818 - Weighting to min 80lbs	135
ZOL4-BH482418 - standard exceeds 80lbs	n/a
ZOL4-BH18D18 - Weighting to min 80lbs	407
ZOL4-BH24D18 - Weighting to min 80lbs	250
ZOL4-BH30D18 - standard exceeds 80lbs	n/a

ORDERING NOTE: Additional weight levels are available, contact customer service for quotes.

TABLE DIMENSIONS

Model		W	D	H	Weight	Weight with Solid Surface top	Cube
Square Tables	ZOL4-BH181818	18	18	18	39	48	4.0
	ZOL4-BH242418	24	18	18	64	80	5.2
Rectangular Tables	ZOL4-BH241818	24	24	18	51	63	6.9
	ZOL4-BH482418	48	24	18	123	156	13.5
Round Tables	ZOL4-BH18D18	18	-	18	30	38	4.0
	ZOL4-BH24D18	24	-	18	49	62	6.9
	ZOL4-BH30D18	30	-	18	77	98	10.6

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 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 10-year warranty.

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

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

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

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

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

Freight Terms and Conditions
1. All product is shipped FOB the Krug factory. Freight is either pre-paid to the destination or not pre-paid, depending on established customer specific freight terms.

2. Docks at the selected delivery location must be equipped to handle a 53' trailer. If a dock is inadequate for delivery by Krug, Krug will re-deliver to another local location and any additional costs will be charged to the customer.

3. For all deliveries, it is understood that Krug or its agent is making a dock delivery only (equipped to handle a 53' trailer), and any further work of truck unloading, delivery beyond the dock, installation, and removal of packaging is not authorized or paid for by Krug.

4. Drop shipments to the installation site, and timed deliveries, are available on larger shipments (full truckloads or slightly less) at no additional charge. Drop shipments or timed deliveries for smaller shipments may not be available, or if available will require a surcharge. Deliveries on an after hours basis, or on weekends, or any other special requirements, may be subject to a surcharge. Location and contact information, and the requested time of delivery, is required at least one week prior to the acknowledged shipment date. If this information is not provided one week in advance, or if the location or time of the drop shipment is changed less than one week in advance, a surcharge may be applied, and/or the drop shipment may not be scheduled. For deliveries requested Monday to Thursday after 5:00 pm, please apply a surcharge of $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.

BIFMA INTERNATIONAL

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

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

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

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

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

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

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

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

Fabric Upholstery
Professional upholstery cleaning is recommended.

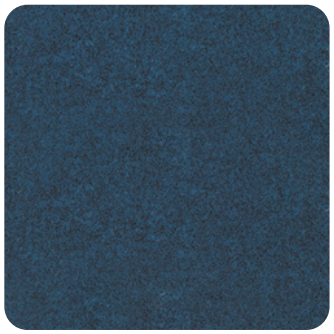
Flammability Standards for Krug Textiles - Upholstery Program

- Passes State of California Technical Bulletin CAL 117-2013

Krug Textiles - Stocked Fabric Program

Grade 1

ARLO


308 MIDNIGHT

306 PETROL

84 NUTMEG

908 CHARCOAL

62 OATMEAL

93 SEAL

90 LIMESTONE

601 PEARL

FRANKLIN

47 CAMEL

3009 MIDNIGHT

909 BLACK

67 FAWN

9004 CHARCOAL

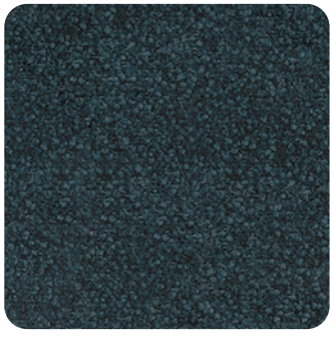
97 CINDER

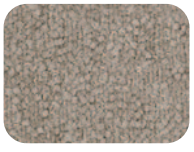
308 PETROL

94 METAL

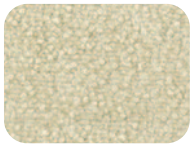
108 ORCHID

COMRADE

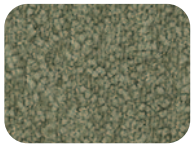

309 MIDNIGHT

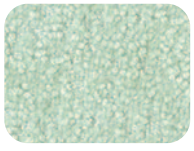

84 TEAK

601 SNOW


63 LINEN

57 MARIGOLD


24 ALPINE

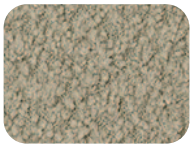

31 DUCK EGG

905 IRON

FELICITY

601 IVORY

305 SKY


64 PUTTY

603 TAUPE

62 FAWN

93 COAL

36 BLUEBERRY

405 HENNA

Krug Textiles - Stocked Fabric Program

Grade 2

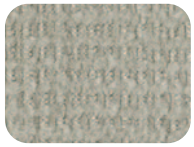
GRADDY

25 CAPER

31 SKY

604 FLAX

901 CHAR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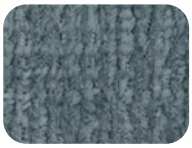

34 SLATE

84 TEAK

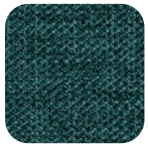
98 NICKLE

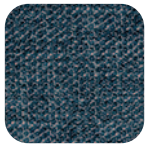
YATES

84 BIRCH

44 CLAY

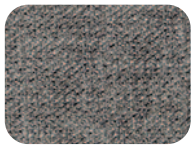
87 TAUPE

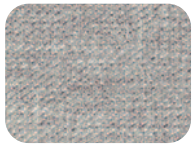

25 JUNIPER


305 INDIGO

109 CRANBERRY

803 TOAST


92 ZINC


91 SILVER

908 CHARCOAL

MCCOY

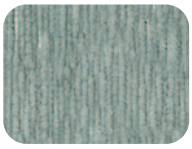
608 TUNDRA

601 CREME

908 CHARCOAL

62 COPPER

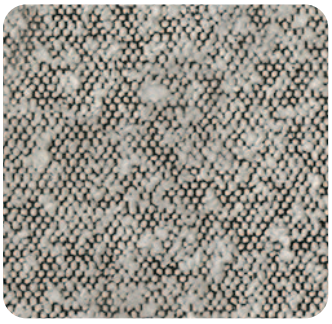
108 CORDOVAN


32 ROBIN'S EGG

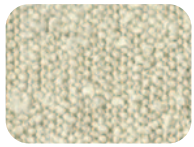
94 MERCURY

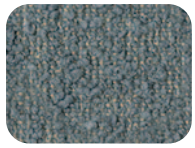
84 BARK

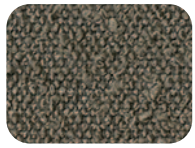
ORIS


908 DOMINO

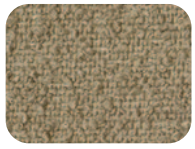
604 BARK

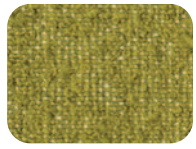

601 CREAM


306 DELFT


902 ZINC

305 MIDNIGHT

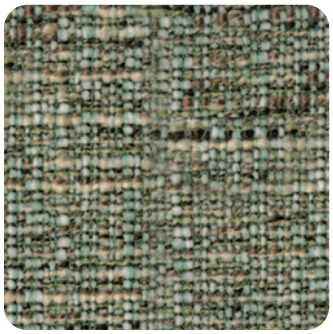

64 PUTTY

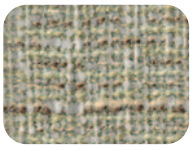

205 CHARTREUSE

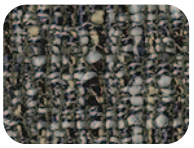
Krug Textiles - Stocked Fabric Program

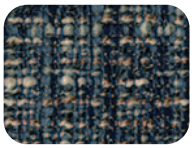
Grade 3

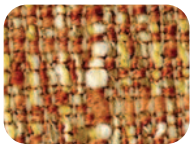
MORITZ

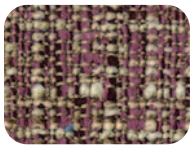

205 SPEARMINT

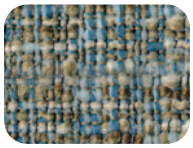

61 OYSTER


9008 CHARCOAL


306 CADET

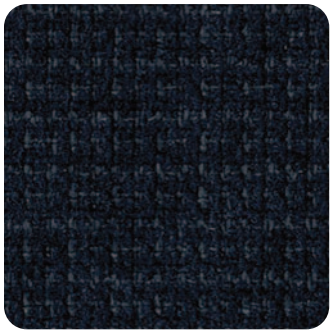

82 CLAY


104 MULBERRY

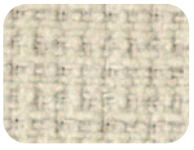

304 CAPRI

31 AEGEAN

LORENZO


306 INDIGO

24 ALPINE


601 CREAM

64 LINEN

106 HENNA

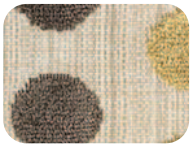
91 FLANNEL

604 STUCCO

32 MIST

BISCOTTI

302 CAPRI


45 SPICE

61 DESERT

91 GRANITE

INTRIGUE

601 OYSTER

27 OLIVE

805 PECAN

4003 OCHRE

608 STUCCO

908 CHARCOAL

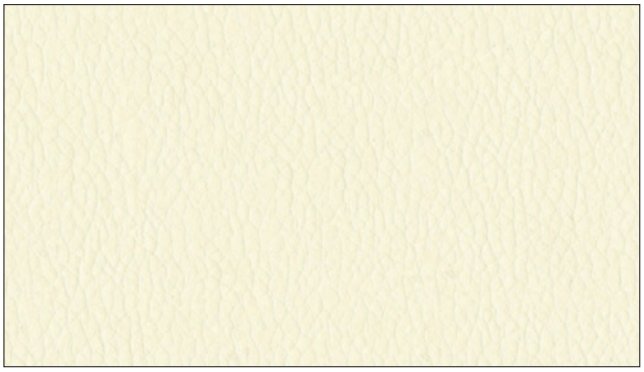
605 STRAW

3009 MIDNIGHT

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

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	$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.

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	Plain	2"-14" Repeat	15"-19" Repeat	20"-27" Repeat	28"-36" 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%

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.

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.

WOOD FINISHES

Standard wood finishes are:

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

Finishes on Maple
Clear Maple
Honey Maple
Wheat Maple

PALETTE
Palette finishes available for applicable products.
Black
White
Soft Green
Steel Blue
Slate

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

NATURAL CHARACTERISTICS OF WOOD

Wood is a natural product with inherent color variations that will never be fully mitigated by the finishing process. Please anticipate variation in colors within a single unit, from piece to piece, and from Krug wood finish samples. If a very close match is required, a sample must be provided with the order and an upcharge will apply. Exact color matches are not possible.

Custom Wood Finishes
Add 10% list to your order for special finishes, minimum upcharge is $630 list per finish per order. (For example, on all orders up to $6300 list, an upcharge of $630 will apply, on orders $6300 and up add 10% list to your order.)

Special finish upcharges on seating products are calculated on a grade 1 value. For orders with special finishes, a sample that is a minimum 3” by 3” must be received with the order. Special finishes may add additional lead time to production schedules. Since wood is a natural product, some variations in grain, color and stain acceptance will occur. In our finishing processes, we try to minimize variations, but some variation between samples and finished goods should be anticipated.

Dual Finishes
Add 10% list per item if specifying dual finish.

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

WOOD FINISHES

Standard wood finishes are:

Finishes on Beech
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 Cherry
Appalachian Cherry
American Cherry
Imperial Cherry
Sable Cherry
Light Cherry
Medium Cherry
Natural Cherry
Standard Cherry

Finishes on Maple
Clear Maple
Honey Maple
Wheat Maple

PALETTE
Palette finishes available for applicable products.
Black
White
Soft Green
Steel Blue
Slate

NATURAL CHARACTERISTICS OF WOOD

Wood is a natural product with inherent color variations that will never be fully mitigated by the finishing process. Please anticipate variation in colors within a single unit, from piece to piece, and from Krug wood finish samples. If a very close match is required, a sample must be provided with the order and an upcharge will apply. Exact color matches are not possible.

Custom Wood Finishes
Add 10% list to your order for special finishes, minimum upcharge is $600 list per finish per order. (For example, on all orders up to $6000 list, an upcharge of $600 will apply, on orders $6000 and up add 10% list to your order.)

Special finish upcharges on seating products are calculated on a grade 1 value. For orders with special finishes, a sample that is a minimum 3" by 3" must be received with the order. Special finishes may add additional lead time to production schedules. Since wood is a natural product, some variations in grain, color and stain acceptance will occur. In our finishing processes, we try to minimize variations, but some variation between samples and finished goods should be anticipated.

Dual Finishes
Add 10% list per item if specifying dual finish.

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

WOOD FINISHES TO MATCH STANDARD LAMINATES

Willow on Beech
Copper on Beech
Shiraz Cherry on Beech
Park Avenue Walnut on Beech
Chocolate on Beech
Nutmeg on Beech
Portobello on Beech
Ash on Beech
Dune on Maple

LAMINATES

Krug's in-stock Laminates are available in 17 different laminate selections. Please note that 4 of the colors (Gingerbread, Portobello, Ash and Willow) have textured finishes and may not be appropriate for use in patient areas due to infection control concerns. Minimum order quantities and extended lead times may apply for exotic laminate colors, please check with customer service. Polymer Edge will be selected to match the worksurface. Krug's previous laminate in-stock program will be phased out as in-stock supply depletes. Please contact customer service for availability.

IN-STOCK LAMINATES

Wood Grain Laminates	High Pressure Laminate Supplier
Champagne	Tafisa T492CR
Hardrock Maple	Formica 86992-58
Dune	Tafisa T491CR
Copper	Tafisa T521CR
Shiraz Cherry	Tafisa T472CR
Park Avenue Walnut	Wilsonart 7984–38
Chocolate	Tafisa T498CR
Nutmeg	Tafisa T477CR
Nightfall	Pionite WX421

Textured Wood Grain Laminates	High Pressure Laminate Supplier
Gingerbread	Tafisa T556UR
Portobello	Tafisa T557UR
Ash	Tafisa T535AT
Willow	Tafisa T543AT
Solid Laminates	
Designer White	Wilsonart D354-60
Platinum	Tafisa T202CR
Earth	Tafisa T767CR
Charcoal	Tafisa T228CR

PHASE OUT LAMINATES

Almond - Black- Shadows - Edgewood Sycamore - Gunstock Walnut

Non-Stocked Laminates
For specific lead time and application questions, please contact Krug Customer Service for your requirement. Upcharges will be applicable for non-stocked laminates, depending on their cost. Non-stock laminates may require a minimum order quantity, please contact customer service. Stocked polymer edges only can be specified for use with non-stocked laminates or tops will be self-edged.

SOLID SURFACE PROGRAM

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

GROUP GRADE A - WHITE

Glacier White

Cameo White

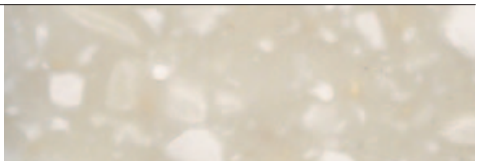
GROUP GRADE A - COLOR

Bisque

Linen

GROUP GRADE B

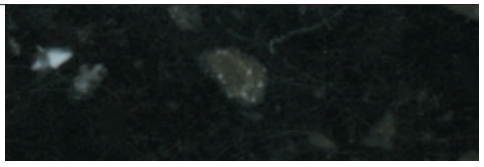
Antarctica



Savannah

GROUP GRADE C

Dove



Deep Night Sky

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

krug

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