



Kimball®Office

Care & Maintenance

Casegoods

Kimball Office

A Unit of Kimball International
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Product details and other data are subject to change without notice.

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A Fine Choice

Welcome. Your organization has made a very fine choice of Kimball Office wood furniture, which we urge you to protect and value. The care and maintenance information inside this booklet will help ensure the lasting beauty and performance of your furniture.

The Kimball Office Story

Kimball Office Furniture Co. introduced its first desk in 1970 and has continued dedicating itself to offering the best value in superior wood office furniture. Today, Kimball Office achieves superior quality and value through attention to detail in its design, engineering and manufacturing processes.

The parent company, Kimball International, cultivates thousands of acres of forests to help guarantee future availability of wood resources.

In addition, Kimball Office wood processing operations ensure that only top quality raw materials are chosen. With its continuing focus on service, Kimball Office manufactures products by blending the use of modern methods and technology with time-honored old world craftsmanship and finishing.

Kimball Office is proud of its long-standing reputation for consistent quality, reliable delivery, and exceptional customer service. Kimball Office furniture has long been the superior choice, and we are pleased to bring this same quality furniture to you.

Finish Color Matching

Different wood species offer unique texture and grain. Minor variations in finish color and density or shade may occur due to the natural characteristics of wood.

Proper Care of Wood Surfaces

With proper care of the wood surfaces and finishes, your office furniture will provide elegance and convenience for years. Please reference these easy-to-follow guidelines whenever you have a question.

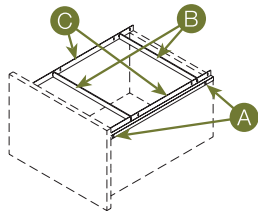
- Clean all surfaces frequently with a water dampened soft cloth, moving the cloth with the grain.
- Immediately remove any liquids that come in contact with wood surfaces with a blotting action.
- Lift objects to move them, never pull them across the finished surface.
- Avoid exposure of furniture to extremes of heat and cold, or to wide humidity variances.
- For an additional safeguard, use a protective desk pad. This single item could ensure a lasting finish by protecting your furniture from possible damage caused by pens and sharp objects.
- Do not leave plastic, vinyl or rubber items on finished wood surfaces. Sustained contact may cause deterioration of the finish due to possible chemical reaction between the plastic, vinyl or rubber and the catalyzed lacquer finish. Telephones are a common example of office equipment that may have rubberized pads. It is recommended that felt be placed under these items to protect the wood surface.
- If using a protective glass top, place spacer pads under the glass top to allow the wood to breathe.
- Avoid exposure of furniture to strong sunlight. The wood underneath the finish may change color from prolonged exposure to sunlight.
- Avoid exposure of furniture to harsh solvents (nail polish remover, acetates, etc.) as it will cause finish deterioration.

Proper Care of Laminate Surfaces

- Clean with a mild soap solution.
- Wipe the entire surface, moving with the grain, and follow up with a clean, dry soft cloth.

Filing Systems

All filing systems are shipped with a custom designed arrangement, but are changable to accommodate different filing needs.



To reorganize your system, perform the following steps:

1. Locate screws (A) in drawer sides and loosen.
2. Reposition file bar (B) in appropriate notch.
3. Reattach filing bars (C) in drawer sides.
4. Tighten screws (A) .

Drawer Partitions

For your convenience, three drawer partitions are included in each desk and credenza. The partitions are for use in any box or file drawer.

Security Systems

Security of storage and filing has been provided for in Kimball Office furniture.

Pedestal locking is a system whereby the pedestals lock independently. All pedestals in each unit are keyed alike.

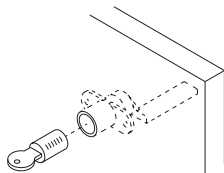
Lock Cylinder Replacement

A change key (ordered separately) is required for lock cylinder replacement.

1. Insert the Change Key into the lock cylinder.

Note: Unit must be unlocked to remove the cylinder with the change key.

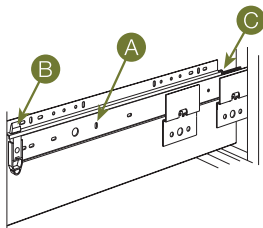
2. Remove the key slowly, taking the cylinder with it.
3. Remove the change key from the cylinder.
4. Insert the change key into the replacement cylinder, and insert the key and the cylinder into the furniture. A small amount of pressure should be applied to the cylinder while removing the change key to ensure that it engages properly.
5. Remove the change key.



Drawer Removal

To remove drawer:

1. Pull drawer to fully open position.
2. Remove shipping screw (A) from both left and right metal suspensions.
3. Simultaneously press nylon release tabs (B) inward towards drawer and lift drawer off slides.



To replace drawer:

1. Engage rear rail hooks (C) and begin lowering drawer.
2. Lower drawer until nylon tabs enter holes in rail.
Listen for click as drawer locks into slides.

Proper Maintenance of Mechanical Parts

Performing proper maintenance on the mechanical parts of your office furniture helps enhance the durability and operation of each Kimball Office product.

- To maintain the smooth and quiet operation of the drawer suspension, lubricate the area housing the ball bearings every 3 to 6 months with a high quality jelly-like petroleum based lubricant.
- To ensure correct drawer alignment, your desk and credenza must be leveled. Check the level and adjust the leveling guides if necessary. The level should be checked again after loading the drawers and if the furniture is moved.
- All mechanical parts are inspected and precisely adjusted prior to shipment; however, mechanisms such as drawer slides and locks can jar out of alignment during transit. Should any of these items not operate properly, contact your dealer for appropriate service work.

Asset Tags

For efficient inventory control, all Kimball Office furniture has been electronically bar coded with information, such as product model numbers, purchase dates, and production dates. This system provides information that is accessible and available for immediate use.

Generally, Asset Tags are located on a unit's left side and hidden on permanent surfaces. On desks, the Asset Tags are located on the upper left hand corner of the modesty panel inside the kneewell.

The Kimball Office Lifetime Assurance of Quality

Kimball Office warrants that its products are free from defects in materials and workmanship given normal use and care for a lifetime of single shift service. Normal use is defined as the equivalent of a single shift, 40 hour work week. In the event that a product is used more than normal use, the applicable warranty period will be reduced to 12 years and the items that fall under different warranty limitations, as listed below, will be reduced to one-third. At its option, Kimball Office will repair or replace with comparable product, free of charge to the customer, any product, part or component manufactured and/or sold in North America after November 6, 2000, which fails under normal use as a result of such defect. This warranty is made by Kimball Office to the original customer for as long as the original customer owns and uses the product.

Please follow the procedures described below to process warranty issues:

1. Contact Customer Care and provide them with the serial number from the product in question and the purchase order number or acknowledgement number and a detailed description of the warranty issue. Serial numbers are mandatory before the claim can be processed.
2. Customer Care will determine and pre-approve all resolutions to the claim such as replacement units, service parts, labor and repair charges. Upon approval, resolutions will be assigned an authorization number.
3. The authorization number must be included on all invoices for reimbursement. Any unauthorized charges will not be the responsibility of Kimball Office.

Kimball Office warrants all Custom products to be free from defects in workmanship given normal use and care for three years of single shift service. High-wear parts such as electrical products, casters, glides, inflatable lumbar supports, slides, and other covering materials, such as foam, textiles, laminate, thermofoil, and decorative trim for a period of five years from date of manufacture. Seating mechanisms and veneers for a period of ten years, single shift from the date of manufacture. Seating pneumatic lifts for a period of five years, single shift from date of manufacture.

Carnegie fabrics will be warranted free from defects in materials and workmanship by Kimball Office/Carnegie for a period of two years from date of original shipment.

This warranty does not cover:

- Wood furniture is made of naturally variable raw materials. Differences in grain character, and color between wood species are naturally occurring variations and not within the control of the manufacturer nor considered defects under this warranty.
- Natural variations in marble and leather are not considered defects under this warranty.
- Damage caused by a freight carrier.
- C.O.M. (Customer's Own Material) or any other non-standard Kimball Office material specified by the customer is not warranted. This includes attributes such as appearance, durability, quality, colorfastness, etc.

➤ warranty continued on back page

- Pollack, Maharam, and Momentum Alliance Programs are non-standard materials, not covered under this warranty.
- Alterations to the product not expressly authorized by Kimball Office or products considered to be of consumable nature, such as bulbs, light ballast, and certain electronic products.

Kimball Office's warranty is only valid if the products are given normal and proper use, and installed or used in accordance with Kimball Office installation and/or application guidelines, and installed by authorized Kimball Office dealer or agent. Kimball Office assumes no responsibility for repairs to products sustaining damages resulting from user modification, attachments to a product, misuse, abuse, alteration, or negligent use of our products.

Facilities Managers and users are urged to make periodic inspections to look for damages or signs of structural fatigue incurred in daily handling and use. Examinations must include the structural joints, corner blocks, screws or fasteners, welds, and any other points of stress. If any problems are found, the product should be taken out of service.

Except as expressly set forth above, there are no other warranties either express or implied, including any warranty of merchantability or fitness for any particular purpose. We exclude and will not pay consequential or incidental damages under this warranty.

As the manufacturer of your furniture, we stand behind our craftsmanship and pledge to do everything we can to resolve any problems you have within the terms of this warranty as quickly as possible.

If you have followed the procedures described in the warranty and your problem has not been resolved to your satisfaction, you can write or call us directly. Please relate all the pertinent facts and send your letter to:

Kimball Office
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