

Crescendo Panel System Spec Guide



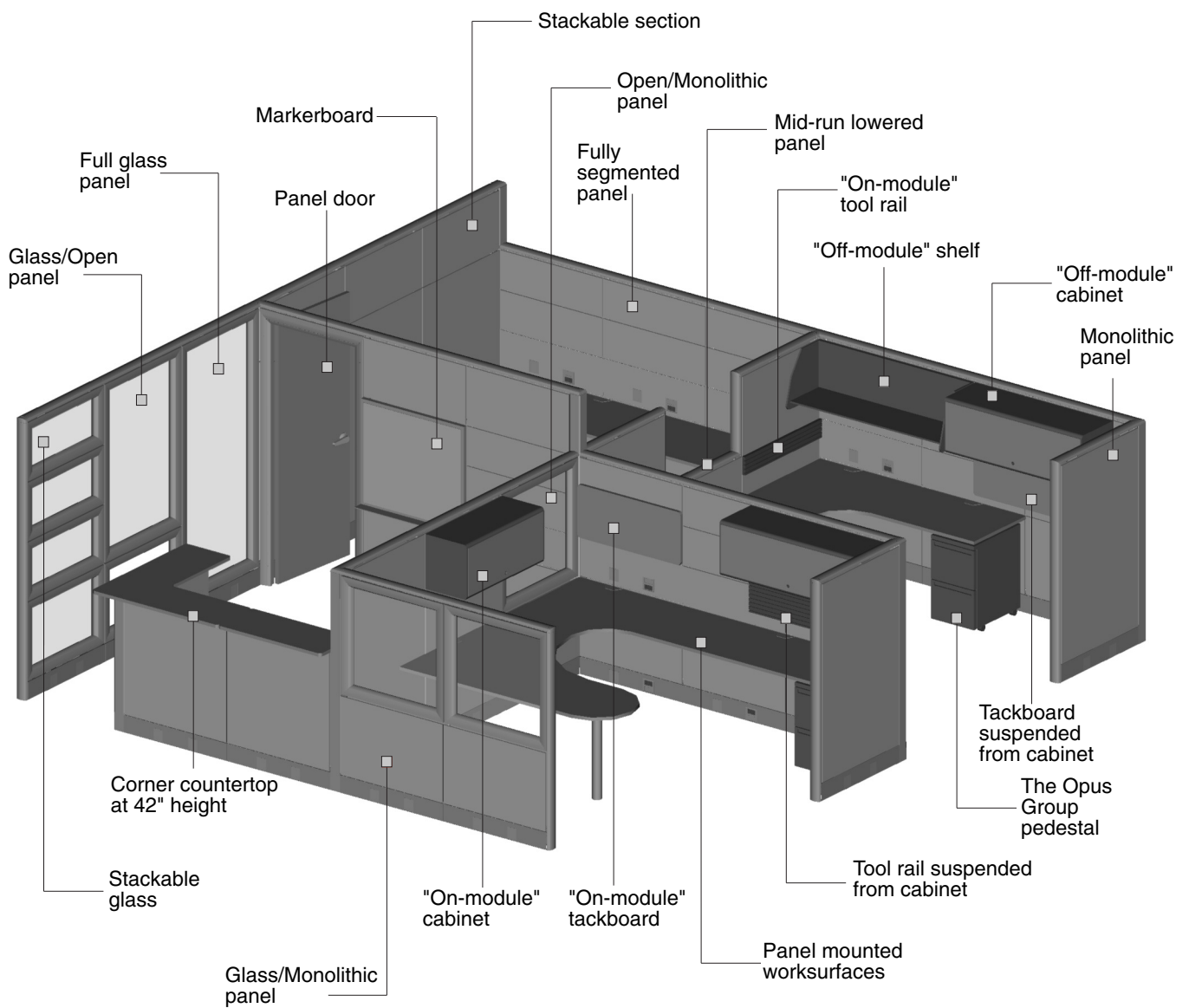
Introduction

The Crescendo Panel System is completely modular in nature, designed for office environments that require frequent reconfiguration. The modularity of Crescendo panels stems from separate frame, tile, and trim systems that assemble entirely with only a rubber mallet. A screwdriver and wrench are required to assemble overheads and install worksurfaces. A pre-wired power system can be run in the modular units at four standard heights. Hundreds of data cables can be managed throughout the panel system. Crescendo accommodates all standard types of cables. Crescendo also supports UNICOR/OFG's Modular Data System.

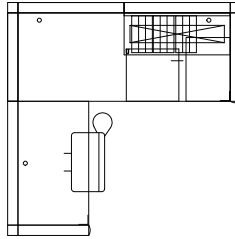
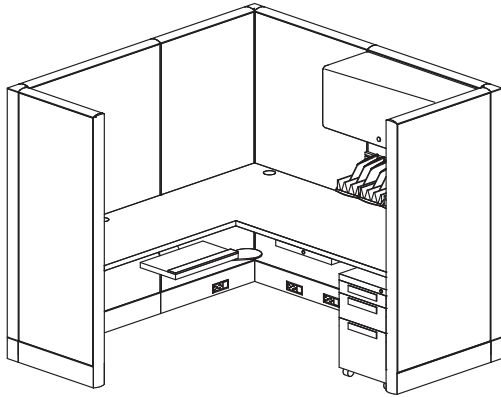
The Crescendo frame is simple to assemble and disassemble since it is based on only four basic parts (the full vertical post, half vertical post, corner connector block and horizontal rail). Horizontal rails are designed to be added and removed without disturbing the vertical posts or power/data cables managed throughout the system. All cables are laid into the system without threading through the frame to greatly enhance the ability to reconfigure the system with minimal disruption and downtime. Vertical posts can later be stacked one on top of another to easily change panel height.

Panels come in three different styles to offer the user complete control over the office environment. Monolithic, segmented, and stackable styles are based on the same basic parts so they can easily be mixed and matched to maximize flexibility and value. Tiles are available in tackable acoustical fabric, tackable high-performance acoustical fabric, upholstered raceway, glass and open styles. Segmented and stackable panels can be any combination of these styles. Monolithic panels provide power inside of the base raceway. Segmented or stackable panels allow power at base, ADA, worksurface, and standing height. Storage accessories on monolithic panels are hung "on-module" using the slots in the vertical posts. Segmented or stackable panels can accommodate these accessories both "on-module" as well as "off-module" allowing overheads and panels of different widths to be used together and moved horizontally with minimal effort.

Crescendo is the essence of modularity and reconfiguration simplicity in today's ever changing office environment.



Crescendo Budget Typical

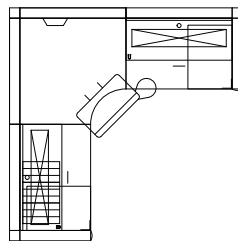
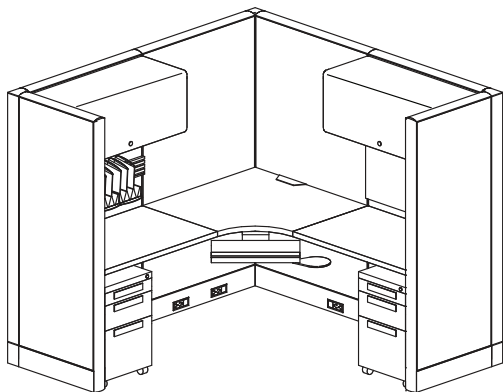


Clerk Station

Workspace 36 sq. ft.

Workstation Features:

- Fabric acoustical panels 66" high
- Base electrical
- Laminate surfaces with flat vinyl T-edge
- Fabric overhead unit with task light
- Mobile pedestal pencil/box/file
- Paper management tool rail and accessories
- Articulating keyboard with mouse pad
- Center pencil drawer



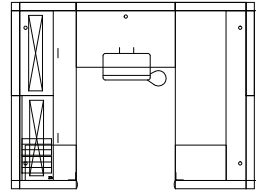
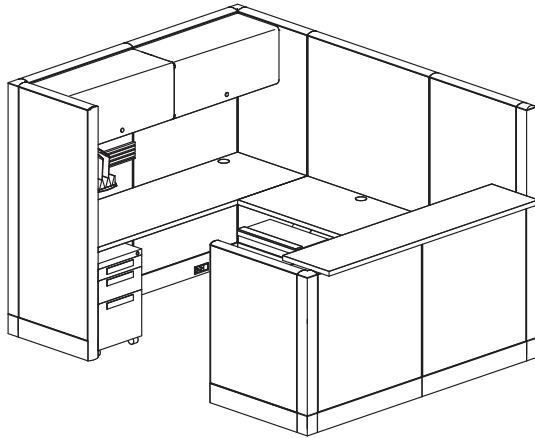
Assistant Station

Workspace 36 sq. ft.

Workstation Features:

- Fabric acoustical panels 66" high
- Base electrical
- Laminate surfaces with flat vinyl T-edge
- Fabric overhead units with task lights
- Two mobile pedestals pencil/box/file
- Paper management tool rail and accessories
- Articulating keyboard with mouse pad
- Tackboard

Crescendo Budget Typical

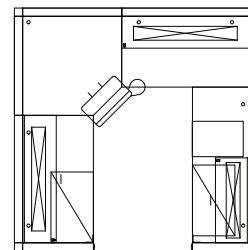
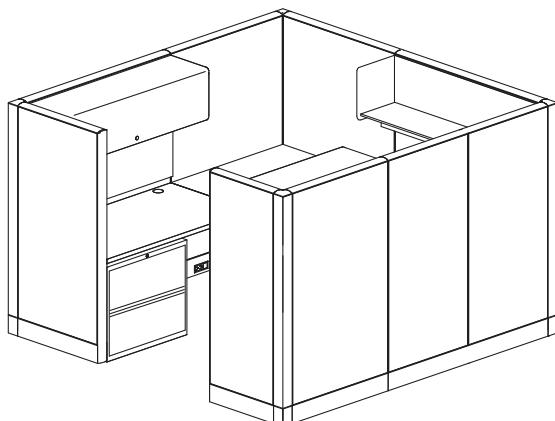


Receptionist Station

Workspace 48 sq. ft.

Workstation Features:

- Fabric acoustical panels 66" high
- Base electrical
- ADA laminate countertop on 42" high panels
- Laminate surfaces with flat vinyl T-edge
- Fabric overhead units with task lights
- Two mobile pedestals pencil/box/file
- Paper management tool rail and accessories
- Articulating keyboard with mouse pad



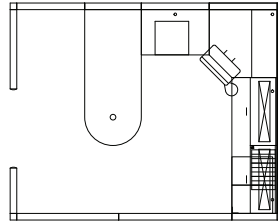
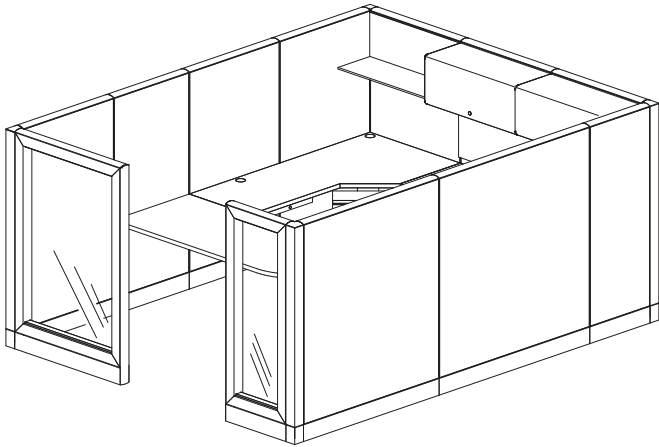
Engineer Station

Workspace 64 sq. ft.

Workstation Features:

- Fabric acoustical panels 66" high
- Base electrical
- Laminate surfaces with flat vinyl T-edge
- Fabric overhead units and open shelf with task lights
- Mobile pedestal pencil/box/file
- Two 30" wide 2-high lateral files
- Tackboard
- Articulating keyboard with mouse pad

Crescendo Budget Typical

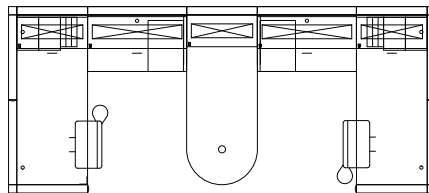
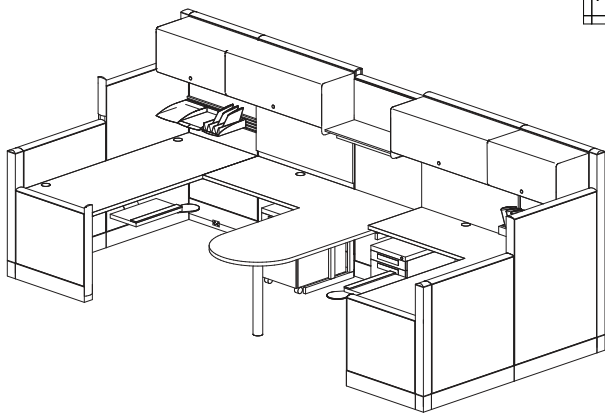


Manager 66" High Station

Workspace 108 sq. ft.

Workstation Features:

- Fabric acoustical panels 66" high
- Base and worksurface electrical
- Laminate surfaces with flat vinyl T-edge
- Fabric overhead units with task lights, open shelf
- Two mobile pedestals pencil/box/file
- Paper management tool rail and accessories
- Tackboard
- Articulating keyboard with mouse pad
- Center pencil drawer



Shared Station

Workspace 87 sq. ft.

Workstation Features:

- Fabric acoustical panels 30" high, 42" high, 54" high, and 66" high
- Base electrical
- Laminate surfaces with flat vinyl T-edge
- Fabric overhead units with open shelf and task lights
- Two mobile pedestals pencil/box/file
- Paper management tool rail and accessories
- Articulating keyboard with mouse pad
- Tackboards

Terms of Sale

The Customer Service Center

Contact the UNICOR OFG Customer Service Center for any questions or assistance regarding the information in this price list. Our business hours are 7:30 AM to 5:45 PM (EST), Monday through Friday (excluding federal holidays). Our phone number is (800) 827-3168.

Order Acknowledgment

UNICOR OFG acknowledges every order. Orders are accepted, filled, and invoiced based on the information in this written order-confirmation. UNICOR/OFG contracts with a third party for services and installation in support of its product(s) on the customer's behalf. Services and installation represent a separate portion of the customer's agreement. Billing will be invoiced upon shipping of product. All other services rendered are subject to payment at completion of each phase, when signed off by the customer. Payment for services and installation is due and payable upon completion of the support services. Should you note any discrepancy, please advise immediately.

Your order acknowledgment indicates a due date when your products will arrive. In the event your products are manufactured earlier than scheduled, we will ship them upon completion, providing that your purchase order states "Early Shipments Authorized."

Order Modifications

Modification to your purchase order will be accepted up to 6 weeks prior to the due date indicated on your order acknowledgment. However, if the revision results in a change in product availability, a new due date may be set by UNICOR/OFG. Such due date adjustment may be for your full purchase order, whether or not the specifications of all line-items on it are modified. All purchase order modifications are acknowledged in writing, including the annotation of any adjusted due date(s).

Changes requested after we obtain materials for your order may be subject to an upcharge. Confirmation of your order modification will note any such additional charge(s).

Standard Lead Time

Typical lead time for seating product delivery is 45 days after receipt of your order. However, low volume orders having optional finishes or fabrics may take longer, and therefore have an extended due date on your order acknowledgment.

Product Delivery and Pricing

We take both FOB Origin and FOB Destination orders. All products are shipped via ground transportation.

On FOB Origin orders, title/product-responsibility passes to the customer at the time of shipment. You may arrange your own transportation on FOB Origin orders, coordinating with FPI accordingly. Otherwise, your order will be shipped by common carrier at your expense.

On FOB Destination orders, title/product-responsibility passes to the customer upon delivery to the dock of the designated point-of-delivery.

Freight charges are included in the product prices listed in the FOB Destination column of this price list.

Contact your local UNICOR OFG Sales Representative for destination prices where none are given. Such destination pricing for delivery outside the continental U.S. must be negotiated based on the freight rates at the time of shipment.

Destination price is the cost of product direct to your loading dock. (NOTE: Freight charges for shipments to Alaska, Hawaii, and overseas destinations are estimated at time of order placement. We will contact you once we obtain a freight quote from our carrier to obtain approval of charges before shipping).

Installed Price includes installation plus removal of all packing material and trash. (NOTE: If total value at installation prices is under \$1,500, an additional charge may be added to cover the cost of installation).

Services, such as space-planning/design, storage, inside-delivery and installation is not addressed as part of this price list. Contact your local UNICOR OFG Sales Representative for such service-fee quotations. To locate your local UNICOR OFG Sales Representative, go online to unicor.gov/OFGSalesReps.aspx

Product Pricing Discount

Contact your local UNICOR OFG Sales Representative for any special agency pricing or volume discounts. To locate your local UNICOR OFG Sales Representative, go online to unicor.gov/OFGSalesReps.aspx

Special Packaging

Standard packaging varies per individual product. UNICOR OFG will accommodate your special packaging requests, however, an upcharge may apply. Contact the Customer Service Center for more information.

Shipment Claims

UNICOR OFG products are packed to comply with carrier requirements. All shipments should be inspected by the consignee before acceptance.

The delivering carrier should be requested to record any damage or shortage of items shipped. If any shortages are discovered, please also notify UNICOR OFG Customer Service Center immediately.

Shipping damage and shortage claims must be filed with the carrier within 7 days of delivery. This applies to both FOB Destination and FOB Origin shipments. Carrier liability ends after 15 days for shipping damages or shortages.

Concealed Damage Claims

Claims for concealed damages must be filed with the carrier within 7 days after the delivery of goods. This applies to both FOB Destination and FOB Origin shipments. Carrier liability ends after 15 days for concealed damages.

Neither UNICOR nor the carrier will be responsible for concealed damages if shipments are left unopened and/or claims are not filed with 15 days.

Product Storage

If necessary, UNICOR OFG will store products at the factory at no expense to you for a period not to exceed 30 days, if available. Such storage is predicated on the availability of our warehouse space at the time of need.

If UNICOR OFG storage space is not available, or if you require storage in excess of 30 days, we will assist you in finding commercial storage alternatives at current market rates, at your expense.

Customer-Delayed Deliveries

Please notify in writing the Customer Service Center at least 2 weeks prior to the confirmed due date when you cannot receive delivery of goods by that scheduled due date. We will delay the delivery at your request. However, after 30 days of such delay, you will be invoiced for the subject products whether or not delivery is extended beyond this first 30 days.

UNICOR OFG may allow up to 2 weeks for shipping. Therefore, if you do not request delayed delivery at least 2 weeks prior to the confirmed due date for arrival of your shipment, you may incur additional handling costs.

UNICOR OFG will bill you for such handling costs if you refuse receipt of the goods, or request delayed shipment in less than 2 weeks prior to the due date on your order acknowledgment.

Product Returns

All product returns must be coordinated in advance with the Customer Service Center. Additionally, all freight or express service charges must be prepaid on return shipments.

Product returns may be subject to your being invoiced for additional handling/restocking fees. UNICOR/OFG will determine and notify you of such charges upon receipt and inspection of the returned goods.

Order Status

Call the Customer Service Center (1-800-827-3168) to obtain status of your order during order processing or the production and shipment/delivery of goods. We will give you the status based on your purchase order number and/or the UNICOR OFG work order number on your order acknowledgment.

You may also access your order status by clicking on the customer service icon on our website at www.unicor.gov

Invoice Payment

Payments from government agencies should be addressed to:

UNICOR - FPI
P.O. Box 371736
Pittsburgh PA 15252-7736

Payments from third-party or private sector companies should be addressed to:

UNICOR - LEX
Accounts Receivable
P.O. Box 11670
Lexington KY 40583-3640

All general billing or specific invoice questions should be directed to the

UNICOR Customer Service Center
1-800-827-3168

Terms & Conditions

Product Warranty

UNICOR guarantees all furniture products to be free from defect in materials and workmanship. This guarantee applies to the original purchaser of the item and is in effect upon receipt of the item. UNICOR reserves the right to determine whether a UNICOR furniture product is defective in material or workmanship, and whether the below-listed exceptions to the warranty apply. Should UNICOR determine that a UNICOR furniture product is defective in material or workmanship, and no exceptions to the warranty apply, UNICOR will then, at its option, apply one of the following remedies:

1. Issue replacement parts only.
2. Determine that replacement parts and more significant labor may be required, and repair the item.
3. Replace the item.

While we stand behind our commitment to provide the highest quality standards, there is a life expectancy of products based upon normal use, defined as being 40 hours per week by individuals weighing 250 lbs. or less (unless otherwise indicated) and not subjected to abuse, misuse or damage resulting from chemical or environmental exposure. Warranty periods are measured from date of delivery and or installation.

Warranty Exceptions:

a. Missing Products

Delivery shortages and incorrect shipments must be reported within 15 days of the shipping date.

b. Abuse or Misuse of Products

While we stand behind our commitment to provide the highest quality standards, products have a life expectancy based on normal use. The Product Warranty does not apply to products subject to abuse, misuse, neglect, alteration, improper or unreasonable use or maintenance, negligence, accident, or exposure to inclement weather conditions.

c. Obsolete products with remaining warranty

For furniture items that are no longer in production or their parts are no longer commercially available to support repair or replacement of in warranty items, customers will be offered either a replacement item or a discount toward the purchase of a comparable item.

Products have the following warranty, unless otherwise specified in the purchasing agreement:

CASEGOODS

High wear components such as casters, glides, plastic components and locking mechanisms are warranted for 10 years after the date of shipment to original owner.

SEATING

High wear components such as casters, self-skinned urethane parts, plastic shells and gas cylinders are warranted for 10 years after date of shipment to original owner.

Seating control mechanisms are warranted for 10 years after shipment to the original owner.

Fabric and leather are warranted for 5 years under normal use and maintenance after shipment to original owner.

SYSTEMS

High wear components such as slides and locking mechanisms are warranted for 10 years after date of shipment to original owner.

Electrical components are warranted for 10 years from the date of manufacture with exception of lamps and ballasts which are not warranted.

Panel fabrics are warranted for 5 years under normal use and maintenance to fading after date of shipment to original owner.

Steel structure components are warranted against defects for 5 years under normal use after date of shipment to original owner. Warranty does not apply to finishes.

ERGONOMICS ACCESORIES

High wear components such as gas cylinders are warranted for 10 years after date of shipment to original owner.

Any non-standard material (COM/COL materials) selected by the customer is not warranted. Neither does this warranty apply to damage resulting from accident, alteration or misuse, as well as scratches, fading and improper maintenance. OFG assumes no responsibility for product damage resulting from improper installation, user modification or damage resulting from chemical or environmental exposure.

Wood owes its inherent beauty to variations in color, grain and texture, and therefore these variations are not considered defects. OFG does not guarantee the exact matching of grain, pattern and color to all other office products.

We have taken great care to accurately photographically reproduce finishes for our samples. However, there may be variations between the photographic and actual finishes or fabrics. To ensure the fabric selection meets your expectations, please ask your OFG sales representative to provide a sample swatch prior to making your decision.

LAMINATE SURFACES AND WOOD FINISHES

1 year warranty on **wood finishes, laminate self edges, veneer tops or molded edge tops**. Laminate and wood finishes are not warranted against the following:

- Damage resulting from unusual environmental conditions (extreme climate, acids and moisture)
- Damage resulting from prolonged exposure to UV light
- Damage resulting from abrasive cleaners
- Damage resulting from improper storage

Labor and Servicing

Labor and servicing cost are covered for 1 year from the shipping date to the original owner.

UNICOR reserves the right to request that the damaged product be returned prior to granting a remedy.

UNICOR offers no other warranty, either expressed or implied, including any warranty of merchantability or fitness for a particular purpose. UNICOR shall not be liable for consequential or incidental damages arising from any product defect.

To initiate a warranty claim, you may call or email Customer Service Center at:

- Phone: 1-800-827-3168
- Email: unicorcustomerservice@usdoj.gov

COM Fabric Requirements

All fabric or upholsteries must be approved prior to acceptance of an order. Upon approval a memo sample swatch must accompany the order. UNICOR/OFG assumes no responsibility for wear or defects of performance of any COM or COL supplied by sources other than OFG.

Use of COM as panel fabrics require UL approval and must be tested for approval prior to acceptance of an order. UNICOR/OFG will require three yards of the actual panel fabric to be tested prior to quoting.

All COM fabric or upholstery must be received in continuous linear yards. UNICOR/OFG requires a 5 to 10% overage clause to insure appropriate amount of coverage.


COM Material Acceptance

UNICOR/OFG reserves the right to reject COM fabrics or upholstery that are not suitable for the intended application. Customer selecting any COM or COL takes responsibility of performance of the supplied product.

OFG UNICOR
OFFICE
FURNITURE
GROUP

Working together to make a difference!

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