

The Global Edge



ERGONOMICS AND GLOBALCARE COMPLIANCE FURNITURE

- Products are developed with the utmost regard for Ergonomic and Environmental concerns.
- One-stop shop for a full range of furniture.
- Full range of seating, desks, tables, files, panels and accessories.

STRENGTH AND STABILITY

- Established since 1966.
- Canada's largest office furniture manufacturer.
- Manufacturing and showrooms facilities worldwide.

PROUDLY CANADIAN

- 100% Canadian owned and operated.

STRONG LOCAL REPRESENTATION

- Service and expert advice wherever you are, whenever you need it.

MANUFACTURING CAPABILITY

- 4 million square feet of manufacturing space.
- Vertical integration ensures "start to finish" control.
- Ongoing research and investment in new, innovative production technology.

QUALITY ASSURANCE

- Quality Assurance Programme is registered by C.G.S.B. to ISO 9001 Quality Management, 14001 Environmental Management, 18001 Health & Safety Management.
- Global's on-site furniture testing facility is one of few accredited by Standards Council of Canada to ISO/IEC 17025.
- Products and components are tested to ANSI/BIFMA standards.

ENVIRONMENTAL COMMITMENT

- Continuous development and improvement of "earth friendly" programs.
- One of the first manufacturers to create ozone friendly, CFC and HCFC-free molded foam processes.
- Seat and back pans are made from recyclable plastics and wood waste, resulting in minimum waste and cost effective products.

SYMBOL IDENTIFICATION

R.T.A.

This code identifies the assembly requirements for each seating product in this product guide. For definitions please refer to Seating Assembly Requirements and Codes page.



Global's Certified Products are in compliance with the stringent emission guidelines set by the GREENGUARD Environmental Institute and include GLOBALcare Seating and Table products. Visit the website www.greenguard.org/Default.aspx?tabid=12 and get the complete listing of the compliant product from Global Total Office Manufacturer.



Statement of Use

GLOBALcare markets products that are sold to care giving environments. GLOBALcare does not guarantee suitability of its products for all environments as we cannot ensure the appropriate selection is made for the intended use. When selecting product consideration must be given for environmental factors, physical condition of the users including but not limited to health issues, weight, age and frailty. GLOBALcare cannot be responsible for any damages including personal injury incurred as a result of inappropriate use of any of the GLOBALcare products.

To prevent product failure, possible injury and to ensure many years of comfort and product performance, GLOBALcare recommends the following:

- Read and follow assembly instructions.
- Ensure all parts and pieces shipped with product are installed on product, as per the instructions.
- Ensure casters or glides are properly installed.
- Always use chair with base securely resting on level floor surface.
- Ensure proper instruction and training is provided on the operational features of the product so the ergonomic, adjustment and value benefits of the product are realized and understood and used.

Annual maintenance should be conducted to ensure maximum performance.

GLOBALcare Environmental Policy

Global Upholstery Co. Inc. is a privately owned company that takes great pride in providing total commitment to its employees and strong support for family values. Global is recognized as the country's leading manufacturer of office furniture and as such, acknowledges the need for the industry to be environmentally responsible for the welfare of future generations. It is with these basics values in mind that Global approaches the issue of environmental management.

Global's management has committed itself to the following principles with regards to the environment:

- To provide customers with products that through its entire life cycle, minimize the negative impacts on the environment.
- Continual improvement of Global's Environmental Management System and the prevention of pollution.
- To comply with both the spirit and the letter of all relevant environmental legislation and regulations.
- To maintain and support the implementation of the following environmental principles within the company:
 - Environmental policy & procedures
 - Environmental objectives & targets
 - Compliance with environmental legislation & regulations
 - Continual improvement
 - Promoting and supporting the implementation of ISO 14001:2004
 - Providing environmental leadership
 - Compliance with all voluntary environmental programs

Global's management recognizes that these principles and policies are not only the right thing to do from a moral perspective; from a business perspective this creates consistency to our values and standards which are pursued vigorously.

More information on this policy can be viewed on Global's website at:
<http://www.globaltotaloffice.com/gu/environment.shtml>

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Seating Assembly Codes & Requirements

Installation Instructions:

- For product installation instructions please visit the website www.thinkglobalcare.com

RTA 00 ... FULLY ASSEMBLED

RTA 1 SIMPLE ASSEMBLY NO TOOLS REQUIRED

- PARTS TO INSTALL: - CASTERS
 - BASE
 - PNEUMATIC CYLINDER / COVER CAN

**RTA 2 MODEST ASSEMBLY TOOLS SUPPLIED
 (IF NECESSARY)**

- PARTS TO INSTALL: - CASTERS
 - BASE
 - PNEUMATIC CYLINDER / COVER CAN
 - BACK

RTA 4 MODERATE ASSEMBLY TOOLS SUPPLIED

- PARTS TO INSTALL: - CASTERS
 - BASE
 - PNEUMATIC CYLINDER / COVER CAN
 - BACK
 - ARMRESTS

RTA 8 FULL ASSEMBLY TOOLS SUPPLIED

- PARTS TO INSTALL: - CASTERS
 - BASE
 - PNEUMATIC CYLINDER / COVER CAN
 - BACK
 - ARMRESTS
 - MECHANISM

TERMS, CONDITIONS AND GENERAL INFORMATION

GLOBALcare is a division of Global Upholstery Co. Inc. focused on providing furniture products for use in healthcare environments and is a member of the Global Group.

This illustrated product guide has been designed to facilitate fast reference and easy use. All products are categorized into product series groupings, and are listed numerically by product number within their categories. The line drawings match actual photographs (where possible) to aid in instant visual recognition of all products within a series.

Sales of GLOBALcare products are made only on GLOBALcare's standard terms and conditions of sale which are contained in this product guide. The "Purchaser" in these Terms, Conditions and General Information shall mean dealers and those who purchase directly from GLOBALcare for re-sale. These standard terms and conditions may be modified or supplemented only by a separately written document signed by GLOBALcare's authorized personnel at its head office in Ontario, Canada. Any terms or conditions contained in any purchase order or other form used by the Purchaser to order goods (including standard, printed language) which is different from, or in any way inconsistent with GLOBALcare's standard terms and conditions shall be of no force or effect whatsoever.

All illustrations, specifications and prices in this book are based on the latest product information available at the time of publication. GLOBALcare reserves the right to make changes, to prices, colours, materials, specifications and models offered at any time and without prior notice.

Description

Each product shown or described in this product guide is a standard GLOBALcare product. Variations are noted at the beginning or end of each series. Any variations from GLOBALcare standards may effect the delivery time, cost and the warranty given. Sizes and weights shown are approximate and are subject to change.

Prices and Payment

The prices shown in this product guide, as well as those quoted by GLOBALcare, are in Canadian dollars for orders shipped to destinations in Canada. All invoices for GLOBALcare products will be invoiced by Global Upholstery Co. Inc.

If shipping date requested is more than 90 days from date of order, GLOBALcare shall have the right to use published list prices effective at the time of shipment.

Orders are invoiced at the time of shipment. Terms of payment are net 30 days from date of invoice (or a 1% discount if paid in 20 days.) The Purchaser agrees that GLOBALcare shall have the right to enforce a charge amounting to 2% per month (24% per year) on invoices outstanding more than 30 days.

If the Purchaser's most recent annual net volume is less than \$5,000, payment must be made in advance.

All orders are subject to the Purchaser complying with GLOBALcare's prevailing credit policy.

Any products sold by GLOBALcare shall remain the personal property of GLOBALcare until fully paid.

Prices are suggested list prices only and are subject to change without notice. GLOBALcare will, however, attempt to keep the Purchaser up-to-date on all developments including price changes.

Taxes

All prices shown in this product guide are exclusive of sales, excise, HST and other applicable taxes and duties which are the Purchaser's responsibility as per the invoice issued by Global Upholstery Co. Inc. on behalf of GLOBALcare. If the Purchaser claims an exemption from such taxes, it shall be the Purchaser's responsibility to provide GLOBALcare with an appropriate exemption certificate at time of order.

Ordering Information

To avoid errors and/or duplication GLOBALcare requires that all orders be submitted in writing. All orders submitted to GLOBALcare in writing will be acknowledged on Global's acknowledgement forms governing the transaction. The details appearing on this acknowledgement will describe the items to be shipped and the approximate shipping date. It is the Purchaser's responsibility to determine that the information in the acknowledgment is correct. In the event of an error, the Purchaser must notify GLOBALcare immediately by telephone followed by written confirmation. Shipping dates are assigned to orders based on the item having the longest manufacturing lead time.

When ordering, please provide the following information:

1. Account number (if possible)
2. P.O. number
3. "Bill to" and "ship to" name and address
4. Complete model number
5. Description
6. Options
 - a. Upholstery fabric type and colour (specify by name and number)
 - b. Colour of paint finish, laminate or wood (if applicable)
 - c. Trim options (frame)
 - d. Arms
 - e. Base, Casters
 - f. Mechanism
 - g. Accessories

The Purchaser is responsible for providing correct information when placing an order. Orders with incorrect information (finish, etc.) will be scheduled for manufacturing upon receipt of complete information.

All phone orders must be confirmed in writing by the customer within 7 days.

To prevent a delay in processing orders, please specify delivery routing.

Changes and Cancellations

After the date of Global's acknowledgement of a Purchaser's order, the order may not be changed or cancelled by the Purchaser without the written consent of GLOBALcare. Special order items, Customer's Own Material (C.O.M.), Customer Specified Material (C.S.M.) and fabric-covered items already in production are not subject to change or cancellation under any circumstances. Fabric-covered items are considered to be in production once the fabric is scheduled for cutting. Other standard items already in production are subject to a minimum 35% cancellation charge. No cancellation is accepted on C.O.M. or C.S.M. textile once order has been placed with the supplier of the textile.

Errors and Omissions

All quotations, acknowledgements and invoices are subject to corrections for any errors and omissions.

Delays

Global's order acknowledgement will state a shipping date which is GLOBALcare's best estimate at the time the order is acknowledged. However, GLOBALcare shall not incur any obligation or liability to purchaser for failure to ship by specified date unless GLOBALcare has agreed to an unequivocal shipping date in a written, signed and executed by authorized personnel at the head office. In addition, GLOBALcare shall not be liable for any loss or damage resulting from; any delay or failure in shipment or other failure to perform all or any part of the agreement between the parties with respect to the goods shown on the face of the order acknowledgement where such delay, failure, loss or damage is the proximate result of any act of any governmental authority or political subdivision thereof, revolution, riot, civil disorder or disturbance, delay or default in transportation, electrical power failure, strike disputes among or between labour unions or other labour disputes, delay or inability in obtaining materials and facilities, fire, flood, act of God or any cause not within the reasonable control of GLOBALcare.

Suspension

In the event that the Purchaser defaults in the payment of any sum due to Global, or in the event the Purchaser's financial condition becomes unsatisfactory to GLOBALcare, GLOBALcare shall have the right to defer or discontinue shipment of any goods until such time as the default is cured or the Purchaser provides assurance of payment to Global Upholstery Co. Inc.

Shipping

Purchaser must select, at time of order, one of two methods of freight payment. GLOBALcare will make no end-user shipments.

1. F.O.B. point of shipment, freight collect.
2. F.O.B. point of shipment, freight prepaid and invoiced to the Purchaser.

Purchaser will determine the method of transportation and the routing of shipment. In the event that the Purchaser does not specify method and routing, GLOBALcare will have shipment expedited in the manner it deems appropriate.

Choice of carrier will be GLOBALcare's unless otherwise specified and available. All deliveries are dock to dock.

F.O.B.

F.O.B. point is GLOBALcare's Factory or Distribution Center, Downsview, Ontario, Canada.

Service

Service requests are normally the responsibility of GLOBALcare's authorized dealers. Where this cannot be accomplished on a local level, service problems should be referred to GLOBALcare's Customer Service Department in Downsview, Ontario, Canada.

Returns

No returns of goods will be accepted without written consent and shipping instruction of GLOBALcare. A minimum re-stocking charge of 35% is made on all authorized returns for credit or refund, provided goods are received by Global in the condition in which they left the factory. This may increase depending on the type of product. GLOBALcare's Return Goods Authorization (R.G.A.) numbers must appear prominently on all authorized returns. GLOBALcare will not be responsible for freight costs. No credit will be given if goods cannot be reused as new. Special order items and C.O.M. products are in no event subject to return. All returns must be approved and authorized in writing by GLOBALcare Customer Service. GLOBALcare reserves the right to refuse delivery of any unauthorized returns.

Claims

All goods are sold F.O.B. Factory or GLOBALcare Distribution Center. GLOBALcare is not responsible for damage which occurs in transit (or in storage). The carrier signs for all goods received in apparently good order. It is the Purchaser's responsibility to examine goods upon receipt and to file any claims with the carrier for losses or damage to the product occurring during transit, including concealed damage.

Any claims made against GLOBALcare for apparent defects, errors or shortages must be made by the Purchaser, in writing, within 15 working days after any delivery. Failure by the Purchaser to make any claim against GLOBALcare within 15 days shall constitute acceptance of the goods and a waiver of any apparent defects, errors or shortages.

Combined Shipments

GLOBALcare will make every effort to combine shipments and orders on written request. However, GLOBALcare cannot be held responsible where such request is not complied with.

Offer of Sale

Possession of this product guide or any other literature shall not imply GLOBALcare's willingness to sell to the holder and shall not be construed as a direct offer of sale.

If a conflict arises between: (i) prices found in software support packages furnished to the Purchaser by THE GLOBAL GROUP or by any other source on behalf of THE GLOBAL GROUP; and (ii) THE GLOBAL GROUP's current printed product guide, then the printed product guide shall prevail.

Testing Qualifications

Many GLOBALcare products pass or exceed the most stringent testing procedures. Where tests are significant, they are marked as C.G.S.B. (Canadian General Standards Board) qualified and as passing ANSI/BIFMA (American National Standards Institute/Business Institutional Furniture Manufacturer's Association).

Disclaimer

All dimensions are in inches. Metric dimensions are provided for reference only. In the event that there is a discrepancy between imperial measurements and metric measurements, imperial measurements shall prevail. Prices shown are current manufacturer's suggested list prices at the time of printing. All applicable taxes are extra. Descriptions, specifications and prices are subject to change without notice. Errors and omissions are subject to correction. For terms and conditions, and warranty information refer to your current GLOBALcare Product Guide.

Copyrights

All catalogues, photographs, drawings, product guides and other printed material are protected by copyright. All rights reserved.

Trademarks

All trademarks are owned by GLOBALcare and Global Total Office or Global Contract Limited Partnership except OBUSFORME™ which is owned by Obus Forme Co., a division of Homematics Inc. and MORCARE™ which is owned by MORBERN INC.

Designs

Many of the products produced by GLOBALcare and Global Upholstery Co. Inc. are protected by Industrial Design Registrations, Design Patents and/or Patents. Designs and specifications are subject to change, discontinuance or additions without notice.

©2011 ©,™ These products may be covered by one or more issued patents or pending applications in Canada, the U.S. and elsewhere.

<p>79103; 79677; 80561; 80562; 80563; 80645; 81084; 81161; 81239; 81240; 81241; 81374; 82038; 83527; 84171; 85267; 86310; 86311; 86361; 86362; 86363; 86364; 87000; 87002; 87003; 89932; 90141; 90142; 91556; 91557; 91716; 91717; 92877; 92878; 92879; 93818; 94636; 97006; 98879; 98882; 99617; 102132; 2066928; 2152726; 2162781; 2162782; 2183948; 2207192; 026188; 332707; 345864; 345874; 347739; 350032; 350033; 352836; 352836; 357821; 369917; 369918; 371475; 371914; 376924; 378170; 379566; 387917; 388269; 390388; 397557; 399668; 401076; 401428; 405617; 405968; 405969; 405970; 408181; 409013; 409404; 409406; 410158; 411063; 416141; 416701; 416702; 416716; 417966; 418685; 419006; 420524; 420539; 421861; 428724; 430746; 439449; 440437; 448220; 448221; 450958; 454450; 456621; 459921; 459923; 463178; 463694; 465680; 486315; 495166; 495167; 496812; 5368365; 5577804; 5671972; 5752683; 5868687; 5875596; 5899530; 6019429; 6092871; 6092872; 6378942; 6688687; 6755467; 6540296; 5676425; 309029; 3009028; GB2371478; GB2371977</p>

Finishes

Seating Finishes

Where painted frames are not a standard colour, there is an upcharge, subject to quantity. Restrictions may apply. For application of customer's own wood finish, there is an upcharge of 10% per unit net. For Global Contract finishes, there will be 10% upcharge. For Custom Wood Stains, there will be an upcharge of \$175 per order. Non-standard finishes must be approved by Global prior to acceptance of order.

Custom Wood Staining

Custom wood staining procedure for wood seating us as follows. Customer provides a sample of the wood finish desired. That sample is sent to Global customer services. Several finished samples will be sent back. The customer/end user will sign off on the samples (keeping one for their records) and returning the rest of the samples. Global will not necessarily match the wood species but rather will generate a color that will coordinate with the sample when it is applied to the wood species used in the seating frame.

Frame Finishes

Distinctive characteristics in the nature of wood products may cause variations, exact matches are not always possible.

GLOBALcare coordinates the finishes between marketing divisions within the Global Group as best as possible when same finishes are specified. However, GLOBALcare will not be held responsible if the finishes cannot be matched.

Textile Program

'Textile' refers to vinyl and fabric options. Fabric options that are Healthcare compliant will be referred to as 'crypton or vinyl' within the GLOBALcare offering.

Combination upholstery application where a different upholstery material is used on the seat and back achieve a certain aesthetic appeal while not compromising performance. An example, in the dining room, it is important to create a welcome warm feeling, using a crypton has appeal tactilely and visually, however the wear and exposure of the seat to spills may require the use of vinyl.

Vinyl & Fabric Grading

Carded textiles are presented as a graded in cost. The grade of a textile is based on the purchase price of the textile and does not relate to the quality or performance. The association for Contract Textiles has developed Performance Guidelines that are available from the supplier for each textile. For the grading and Performance Guidelines on each of the carded textiles refer to www.thinkglobalcare.com.

Fabric grade is not determined by the quality or performance, it is based on the purchase price of the textile.

Textile and vinyl products will perform to the originating manufacturers specifications and is based on indoor use, under normal conditions, where proper care and maintenance of the textile or vinyl is followed. Care and maintenance information can be easily obtained through your GLOBALcare Representative, or on the originating manufacturers website. Damage or performance issues caused by puncture, tear or excessive wear, or use in an improper application are not considered non-performance issues.

Act Performance Symbols, to review how textiles and vinyls are rated, see page 11.

The listing of prices for each model indicates a price for each of the upholstery grades. Prices are based on yardage in imperial measurements.

Upholstery Coverings

A word about colour variations, fabrics and finishes:

Some natural variations occurring in wood, leather or other natural materials are inherent to their character, and cannot be avoided.

Therefore they are not considered defects. GLOBALcare does not warrant the colour-fastness or matching of colours, grains or textures of such materials. Customer's Own Material (C.O.M.) and Customer Specified Material (C.S.M.) are selected by and used at the request of a user are not warranted by GLOBALcare.

Slight variations in colour may occur between dye lots. GLOBALcare attempts to minimize these variances, however if they do occur, they will not be considered defects.

Textile Options

GLOBALcare offers three methods for obtaining textile products.

Terms and conditions for approval, how to order using the following methods, and responsibilities follow.

1) GLOBAL graded and carded textiles

The textiles that are carded and graded into the program have a 5 year performance warranty, see warranty page for details. GLOBALcare is able to offer more favourable pricing and availability for the carded textiles. The grading of the carded products is available at www.globaltotaloffice.com under Textiles and Finishes.

2) Customer Specified Material (C.S.M.)

C.S.M. allows the customer to select a textile from any number of suppliers. Once furnished with the textile details (supplier, name and code) and with the specific product information, GLOBALcare will provide a graded-in cost. GLOBALcare does not assume any responsibility for availability, quality, performance and appearance of C.S.M. textiles. The textile supplier's warranty will apply to C.S.M. textiles. Many CSM fabrics are graded by Global. Visit www.globalcare.com under Textiles and Finishes.

3) Customers Own Material (C.O.M.)

C.O.M. means the customer will select and purchase textile of their choice for use on GLOBALcare products. GLOBALcare does not assume any responsibility for availability, quality, performance, and appearance of C.O.M. textiles. The textile supplier's warranty will apply to C.O.M. textiles.

Use of Customer's Own Material must be approved by Global prior to acceptance of order. Please refer to pages 17-18 of this Product Guide and fill out the Authorization Request Form. Photocopy and use this form as often as necessary. The customer must provide a 8"x54" fabric sample and advise how the fabric is to be applied and quantity of fabric being sent. Fabric yardage requirement will be advised by factory, and additional yardage may be required if pattern requires matching. Upon approval from Global, send fabric to the C.O.M. Department at: 596 Supertest Road, Toronto ON, M3J 2M5.

If C.O.M. is difficult to apply or if product is required to be modified, extra charges shall apply. Global reserves the right to cancel an order at any time if C.O.M. is inadequate for any reason. C.O.M. must be shipped freight and duties paid to our factory. Such shipment must be fully identified with purchaser's order number and the item for which material is intended. Performance of C.O.M. when applied to product is the sole responsibility of the Purchaser. Global's standard product warranty shall not apply to C.O.M. The C.O.M. price is the lowest published price/grade for the series. The published yardage requirement for C.O.M. orders is shown beside each item in the Product Guide. The yardage shown there is based on the fabric requirements for cutting and sewing a single chair in a relatively plain patterned fabric. For fabrics with a larger repeat or for C.O.M. orders involving 10 or more chairs, please consult with customer service for recalculation of the yardage requirements as this may significantly change the fabric requirement.



Flammability Standards to California Technical Bulletin 117 and 133:

CAL117: The testing method used to measure flame resistance is the Vertical Flame Test. The fabric to be tested is mounted in a vertical holder and exposed to an open flame for a specified amount of time. Once the flame is removed, the after flame and char length of the test sample are measured against code standards to establish a pass or fail classification. This result is shown on the back of all published Global fabric cards. All foam used in product production by Global, GLOBALcare is tested and certified, meeting CAL117 standards.

CAL133:

This test is a composite test conducted on a complete chair. Should you require product to meet CAL133 Performance Standard, the covering and complete product combination must pass.

When ordering product that must pass CAL133 Performance Standard, the ACTIVE FIRE BARRIER must be used as a lining to the upholstery on the product.

Please note the ACTIVE FIRE BARRIER does not alone ensure the product will pass the required testing.

Any change to the finished product means a retest is necessary.

Compliance is acknowledged when a certificate is issued by the testing facility that is licensed to conduct this test.

To pass the CAL133 test, a burner is placed where the inside seat and back meet. The burner is ignited and extinguished for a specific period of time. To pass this test the completed product must be self-extinguishing and must meet specific heat, smoke and carbon monoxide emission standards.

To have product tested and certified the cost to the customer is as follows:

- 1) Cost of product, based on using a graded in or C.S.M. textile.
- 2) Cost of C.O.M. if a standard Global graded in textile is not used.
- 3) Cost of test = \$800.00 (approximate) for the lab. This test is performed by a local qualified and licensed facility.

NOTE: These costs apply whether the product passes or fails. If it passes, a CAL133 certificate will be issued. Failure would result in starting at step 1, including the costs.

Many fabric/vinyl compositions are highly combustible, preventing them from achieving CAL133 Performance Standards. Global 'already' tested product and textiles that meet the CAL133 Performance Standards with the use of the ACTIVE FIRE BARRIER can be viewed at www.globaltotaloffice.com, Dealer Centre, Fabric Selection Guidelines. This guideline lists the results for both the Global products that have been tested and the textile or vinyl, in combination with the use of the ACTIVE FIRE BARRIER lining.

Yardage

Required yardage (ydg) is based on unmatched materials with widths of 54 inches for seating. Yardage calculations are based on imperial measurements.

Weight

This figure indicates the weight of one part and its packaging, regardless of the number of parts shipped in a single carton. In order to estimate the approximate shipping weight for an order, you have to multiply the indicated weight by the number of parts per carton. (e.g. if a part weight is 10 lbs and is shipped 4 per carton. Shipment weight should be calculated as: 4 X 10 lbs = 40 lbs.)

Cubic Measure

The cubic foot measure (approx.) indicated with each product is used to calculate freight costs. These figures show the volume for the total shipment of parts (e.g. if a part is sent in 2 cartons the volume indicated reflects the cubage of both cartons together) and is subject to change without notice. It is most economical to purchase the specified number per carton.

LIFETIME WARRANTY

GLOBALcare warrants that all commercial products are free from defects in material and workmanship, for the life of the product, to the original purchaser.

GLOBALcare will repair or replace, at Global's option, as the sole remedy for any defect covered by the warranty. The warranty applies to products manufactured after January 1, 2011.

General Commercial Seating:

GLOBALcare's warranty for general commercial seating covers all chair components including bases, casters, glides, frames, arms, plastic seats, backs and other structural components.

The exceptions to the warranty for general commercial seating are:

- Foam, Fabric (As sampled on Global and Branded Cards), which are warranted for five (5) years.
- Control mechanisms and pneumatic cylinders are warranted for 10 years

The warranty applies only to single shift, standard commercial usage, defined as a standard eight (8) hour work day, five (5) days a week (40 hours), for users weighing up to 275 pounds.

Heavy Duty Seating:

GLOBALcare offers products designed for multiple shift applications (24 hours a day / 7 days a week) and larger individuals weighing up to 350 and/or 500 pounds and or 750 lbs (depending on series and/or model). GLOBALcare warrants these products for 10 years to the original purchaser. All components (including control mechanisms, pneumatic cylinder, base, casters, glides, frames, arms, plastic seats/backs, etc.) are covered for 24/7 under the warranty. Fabric or upholstery material on these products must exceed 100,000 double rubs for the fabric portion of the warranty to apply. Heavy Duty product series that apply under this warranty currently include: Dexter, Interlock and Bariatric models of Adeline, Comet and Careflex.

Fabrics:

GLOBALcare warrants fabrics and vinyl products marketed on Global and Global Branded cards for five (5) years. GLOBALcare Carded Branded textile alliance programs are currently with Momentum, Maharam, C.F Stinson and Mayer Fabrics. Global does not warrant the Branded Textiles or COM (Customer Own Materials) or GPM (Global Purchased Materials) that are customers own specified material, or graded-in and purchased by Global for a consumer. For GPM or COM products, please contact the textile supplier for performance information and warranty details.

Seating Warranty Summary:

Seating Type	Components Warranty for Original Purchaser	Use Time For Warranty Coverage	Exceptions
General Commercial Seating	Lifetime	8 Hours / 5 Days Per Week	Foam/Fabric – 5 Years Control Mechanisms & pneumatic cylinders – 10 Years
Heavy Duty Seating	10 Years	24 Hours / 7 Days Per Week	Foam/Fabric – 5 Years

Files, Desks, Modular Furniture, Tables, Panels & Accessories:

GLOBALcare warrants all components of metal storage and filing, laminate and wood veneer desks, laminate and wood veneer tables, metal leg components and basic panels for the lifetime of the product to the original purchaser.

Files, Desks, Modular Furniture, Tables, Panels & Accessories Warranty Summary

Product Type	Components Warranty for Original Purchaser	Exceptions
Metal Storage and Filing	Lifetime	None
Laminate and Veneer Desks and Modular Furniture	Lifetime	None
Boardroom, Conference and Training Tables	Lifetime	None

GLOBALcare's warranty DOES NOT APPLY (for any product category) to the following:

- Nominal or normal amount of wear and tear that can occur overtime
- Failures which result from negligence, abuse, accident or misuse
- Failure to apply, install or maintain products according to GLOBALcare's written instructions and warnings
- Modifications, attachments or repair methods not approved by GLOBALcare
- Damage caused by a carrier in transit, or delivery/installation contractors
- The matching of colors, grains or textures (wood, leather, etc.) of natural materials
- Products exposed to extreme hot and cold temperatures or excessive dry environments
- Dye lots of fabric can vary
- Colorfastness or the matching of color of textiles
- Damage by markings or staining; damage by sharp objects or imprinting from instruments
- Damage of fabrics or laminate and wood surfaces/edges from exposure to sunlight (including UV rays)
- Products used for rental purposes

Global's warranty does not cover the costs of transportation or labor. Repair or replacement will be at GLOBALcare's option.

GLOBALcare makes no warranty that any of its products are suitable for any particular purpose and makes no other warranties, express or implied, other than those set out here. As codes and standards vary from one jurisdiction to another, references to compliance are solely for convenience and without any representation as to accuracy or suitability. Users must verify the suitability of such information or product for their specific application. In no event shall GLOBALcare be liable in either tort or contract for any loss or direct, special, incidental, consequential, or exemplary, damages.

Finishes

SEATING FINISHES AND COLOURS

SEATING FINISHES - WOOD

BPM	Brandy Peppercorn on Maple	HOM	Harvest Oak On Maple	SOM	Silver Oak On Maple
CJM	Charcoal Java on Maple	AHM	Honey On Maple	TFM	Tiger Fruitwood on Maple
CLM	Cherry Latte on Maple	JOM	Jet Onyx On Maple	TMM	Tiger Mahogany On Maple
ACM	Cherry on Maple	LHM	Light Honey On Maple	TWM	Tiger Walnut on Maple
CVM	Cocoa Vanilla on Maple	AVM	Maple On Maple	WHM	White on Maple
EMM	Empire Mahogany on Maple	MWM	Medium Walnut on Maple	WCE	Winter Cherry on Maple
EOM	English Oak on Maple	SBM	Sandy Beach on Maple		
ECM	Espresso Café on Maple	SKM	Shaker Cherry on Maple		

Moducare, Wellness, York Series are also available in:

HOO	Harvest Oak on Oak	LOO	Light Oak on Oak	SOO	Silver Oak on Oak
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- All exposed wood surfaces and frames are finished with an anti-microbial, anti-bacterial lacquer. The anti-microbial, anti-bacterial additive provides effective protection by inhibiting the growth of bacteria and fungal spores.
- For custom stain - contact your Global Sales Rep for special quotation.

SEATING FINISHES - METAL

BLK	Black	CHM	Chrome	TOA	Toast
CHR	Charcoal	PLT	Platinum	TUN	Tungsten

- See individual series for price details and available colours.
- Custom paint finishes are available based on quantities - contact your Global Sales Rep for special quotation.

SEATING FINISHES - Self Skinned Urethane (SSU) and Polypropylene armcaps

BLK	Black	PLT	Platinum	TOA	Toast
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- See individual series for price details and available colours.

AUBRA SERIES TABLES FINISHES AND COLOURS

THERMALLY FUSED LAMINATE TABLE TOPS

AWC	Avant Cherry	DES	Dark Espresso	TWL	Tiger Walnut
AWH	Avant Honey	HVO	Harvest Oak	WHT	White
BRC	Brushed Cobalt	QTM	Quartered Mahogany	WGY	Willow Grey
CSJ	Constellation Java	TFW	Tiger Fruitwood	WCR	Winter Cherry
CSL	Constellation Latte	TMA	Tiger Mahogany		
CSV	Constellation Vanilla	TMP	Tiger Maple		

- Thermally fused Laminate tops offer a coordinating 3 mm PVC edge.
- For contrasting PVC edge - contact your Global Sales Rep for special quotation.
- For custom laminate - contact your Global Sales Rep for special quotation.

HIGH PRESSURE LAMINATE TABLE TOPS

W357	Avant Cherry	CVH	Constellation Vanilla	W822	Tiger Mahogany
W356	Avant Honey	W142	Dark Espresso	W820	Tiger Maple
BCH	Brushed Cobalt	EMB	Empire Mahogany	W819	Tiger Walnut
CMB	Clear Maple	W313	Quartered Mahogany	S645	White
CJH	Constellation Java	SKB	Shaker Cherry	S431	Willow Grey
CLH	Constellation Latte	W821	Tiger Fruitwood	W149	Winter Cherry

- High Pressure Laminate tops offer a coordinating 3 mm PVC edge.
- For contrasting PVC edge - contact your Global Sales Rep for special quotation.
- For custom laminate - contact your Global Sales Rep for special quotation.

SONOMA SERIES FINISHES
TOPS, CHASSIS, FASCIA, DOOR AND DRAWER FRONTS
Standard Colours:

AHB	Avant Honey	W412	Dark Espresso/Wenge	7925-38	Montecello Maple
CMB	Clear Maple	EMB	Empire Mahogany	SKB	Shaker Cherry

- Laminate surfaces offer a coordinating PVC edge.
- Custom laminate is available based on quantities - contact your Global Sales Rep for special quotation.

OCCASIONAL TABLE FINISHES AND COLOURS

GLOBALcare offers a wide range of stylish table solutions to meet the needs of your space. Recognizing the many applications, tables are available in several heights, top shapes, edge details and sizes with a variety of base styles. Tops are available as wood, high pressure laminate and thermally fused laminate. Top and base styles are identified with each product model.

WOOD TOP, WOOD BASE, WOOD SKIRT FINISH OPTIONS:

BPM	Brandy Peppercorn on Maple	HOM	Harvest Oak on Maple	SOM	Silver Oak on Maple
CJM	Charcoal Java on Maple	AHM	Honey on Maple	TFM	Tiger Fruitwood on Maple
CLM	Cherry Latte on Maple	JOM	Jet Onyx on Maple	TMM	Tiger Mahogany on Maple
ACM	Cherry on Maple	LHM	Light Honey on Maple	TWM	Tiger Walnut on Maple
CVM	Cocoa Vanilla on Maple	AVM	Maple on Maple	WHM	White on Maple
EMM	Empire Mahogany on Maple	MWM	Medium Walnut on Maple	WCE	Winter Cherry on Maple
EOM	English Oak on Maple	SBM	Sandy Beach on Maple		
ECM	Espresso Café on Maple	SKM	Shaker Cherry on Maple		

Moducare, Wellness, York Series and Occasional table wood tops with the Chippendale or Tapered leg models are also available in:

HOO	Harvest Oak on Oak	LOO	Light Oak on Oak	SOO	Silver Oak on Oak
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- Edge detail on wood tops compliments the leg design.
- For custom stain - contact your Global Sales Rep for special quotation.

THERMALLY FUSED LAMINATE TABLE TOPS

AWC	Avant Cherry	DES	Dark Espresso	TWL	Tiger Walnut
AWH	Avant Honey	HVO	Harvest Oak	WHT	White
BRC	Brushed Cobalt	QTM	Quartered Mahogany	WGY	Willow Grey
CSJ	Constellation Java	TFW	Tiger Fruitwood	WCR	Winter Cherry
CSL	Constellation Latte	TMA	Tiger Mahogany		
CSV	Constellation Vanilla	TMP	Tiger Maple		

- Thermally Fused Laminate tops offer a coordinating 3 mm PVC edge.
- For contrasting PVC edge - contact your Global Sales Rep for special quotation.
- For custom laminate - contact your Global Sales Rep for special quotation.

HIGH PRESSURE LAMINATE TABLE TOPS

W357	Avant Cherry	CVH	Constellation Vanilla	W822	Tiger Mahogany
W356	Avant Honey	W142	Dark Espresso	W820	Tiger Maple
BCH	Brushed Cobalt	EMB	Empire Mahogany	W819	Tiger Walnut
CMB	Clear Maple	W313	Quartered Mahogany	S645	White
CJH	Constellation Java	SKB	Shaker Cherry	S431	Willow Grey
CLH	Constellation Latte	W821	Tiger Fruitwood	W149	Winter Cherry

- High Pressure Laminate tops offer a coordinating 3 mm PVC edge.
- For contrasting PVC edge - contact your Global Sales Rep for special quotation.
- For custom laminate - contact your Global Sales Rep for special quotation.

TABLET, FLORAL, ENABLE TABLES FINISHES AND COLOURS

THERMALLY FUSED LAMINATE TABLE TOPS

AWC	Avant Cherry	DES	Dark Espresso	TWL	Tiger Walnut
AWH	Avant Honey	HVO	Harvest Oak	WHT	White
BRC	Brushed Cobalt	QTM	Quartered Mahogany	WGY	Willow Grey
CSJ	Constellation Java	TFW	Tiger Fruitwood	WCR	Winter Cherry
CSL	Constellation Latte	TMA	Tiger Mahogany		
CSV	Constellation Vanilla	TMP	Tiger Maple		

- Thermally Fused Laminate tops offer a coordinating 3 mm PVC edge.
- For contrasting PVC edge - contact your Global Sales Rep for special quotation.
- For custom laminate - contact your Global Sales Rep for special quotation.

HIGH PRESSURE LAMINATE TABLE TOPS

W357	Avant Cherry	CVH	Constellation Vanilla	W822	Tiger Mahogany
W356	Avant Honey	W142	Dark Espresso	W820	Tiger Maple
BCH	Brushed Cobalt	EMB	Empire Mahogany	W819	Tiger Walnut
CMB	Clear Maple	W313	Quartered Mahogany	S645	White
CJH	Constellation Java	SKB	Shaker Cherry	S431	Willow Grey
CLH	Constellation Latte	W821	Tiger Fruitwood	W149	Winter Cherry

- High Pressure Laminate tops offer a coordinating 3 mm PVC edge.
- For contrasting PVC edge - contact your Global Sales Rep for special quotation.
- For custom laminate - contact your Global Sales Rep for special quotation.

METAL LEGS

BLK	Black	SOG	Storm Grey	TUN	Tungsten
PLT	Platinum	TOA	Toast		

INTERLOCK SERIES FINISHES AND COLOURS

INTERLOCK FINISHES - SELF SKINNED URETHANE (SSU) ARMCAPS

BLK	Black	PLT	Platinum	TOA	Toast
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INTERLOCK FINISHES - METAL FRAME AND LEGS

PLT	Platinum	TOA	Toast	TUN	Tungsten
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INTERLOCK FINISHES - ALUMINIUM AND PLASTIC LEGS AND ARMS INSERTS

Aluminium Ribbed:

LB	Bronze	CP	Champagne	AU	Silver
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Aluminium Non Ribbed:

PLT	Platinum	AU	Silver	TOA	Toast
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PVC Ribbed:

BLK	Black
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PVC Non Ribbed:

BLK	Black
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INTERLOCK FINISHES - WOOD LEGS/FRAME, ARMS, ARMCAPS AND INSERTS

BPM	Brandy Peppercorn on Maple	HOM	Harvest Oak on Maple	SOM	Silver Oak on Maple
CJM	Charcoal Java on Maple	AHM	Honey on Maple	TFM	Tiger Fruitwood on Maple
CLM	Cherry Latte on Maple	JOM	Jet Onyx on Maple	TMM	Tiger Mahogany on Maple
ACM	Cherry on Maple	LHM	Light Honey on Maple	TWM	Tiger Walnut on Maple
CVM	Cocoa Vanilla on Maple	AVM	Maple on Maple	WHM	White on Maple
EMM	Empire Mahogany on Maple	MWM	Medium Walnut on Maple	WCE	Winter Cherry on Maple
EOM	English Oak on Maple	SBM	Sandy Beach on Maple		
ECM	Espresso Café on Maple	SKM	Shaker Cherry on Maple		

INTERLOCK FINISHES - THERMALLY FUSED LAMINATE TABLE TOPS

AWC	Avant Cherry	DES	Dark Espresso	TWL	Tiger Walnut
AWH	Avant Honey	HVO	Harvest Oak	WHT	White
BRC	Brushed Cobalt	QTM	Quartered Mahogany	WGY	Willow Grey
CSJ	Constellation Java	TFW	Tiger Fruitwood	WCR	Winter Cherry
CSL	Constellation Latte	TMA	Tiger Mahogany		
CSV	Constellation Vanilla	TMP	Tiger Maple		

- Thermally Fused Laminate tops offer a coordinating 3 mm PVC edge.
- For contrasting PVC edge - contact your Global Sales Rep for special quotation.
- For custom laminate - contact your Global Sales Rep for special quotation.

INTERLOCK FINISHES - HIGH PRESSURE LAMINATE TABLE TOPS

W357	Avant Cherry	CVH	Constellation Vanilla	W822	Tiger Mahogany
W356	Avant Honey	W142	Dark Espresso	W820	Tiger Maple
BCH	Brushed Cobalt	EMB	Empire Mahogany	W819	Tiger Walnut
CMB	Clear Maple	W313	Quartered Mahogany	S645	White
CJH	Constellation Java	SKB	Shaker Cherry	S431	Willow Grey
CLH	Constellation Latte	W821	Tiger Fruitwood	W149	Winter Cherry

- High Pressure Laminate tops offer a coordinating 3 mm PVC edge.
- For contrasting PVC edge - contact your Global Sales Rep for special quotation.
- For custom laminate - contact your Global Sales Rep for special quotation.

CHAMBERLAIN SERIES FINISHES AND COLOURS
CHAMBERLAIN FINISHES - METAL

CHR	Charcoal	F12	Yam	F31	Birch
BLK	Black	F13	Aubergine	F32	Stone
SIL	Silver Grey	F14	Berry	F33	Ice
TPE	Taupe	F15	Olive	F34	Asb
NEV	Nevada	F16	Straw	F35	Oyster
BLH	Blush	F17	Storm	F36	Slate
SPH	Sapphire	F18	Jade	F37	Baltic
CHA	Champagne	F19	Navy	F38	Thunder
FO1	Wildrose	F20	Hunter	F39	Bark
FO2	Aqua	F21	Cactus	F40	Cocoa
FO3	Jute	F22	Azure	U04	Black Coffee
FO4	Shaker	F23	Cloud	T19	Dark Chocolate
FO5	Moss	F24	Sage	J52	Mocha
FO6	Peri	F25	Hummus	T20	Cappuccino
FO7	Metro	F26	Kraft	J23	Vanilla
FO8	Mint	F27	Sisal	TOA	Toast
FO9	Claret	F28	Willow	PLT	Platinum
F10	Port	F29	Bone		
F11	Russet	F30	Ivory		

CHAMBERLAIN FINISHES - HIGH PRESSURE LAMINATE TOPS

W357	Avant Cherry	CVH	Constellation Vanilla	W822	Tiger Mahogany
W356	Avant Honey	W142	Dark Espresso	W820	Tiger Maple
BCH	Brushed Cobalt	EMB	Empire Mahogany	W819	Tiger Walnut
CMB	Clear Maple	W313	Quartered Mahogany	S645	White
CJH	Constellation Java	SKB	Shaker Cherry	S431	Willow Grey
CLH	Constellation Latte	W821	Tiger Fruitwood	W149	Winter Cherry

- High Pressure Laminate tops offer a coordinating 3 mm PVC edge.
- For contrasting PVC edge - contact your Global Sales Rep for special quotation.
- For custom laminate - contact your Global Sales Rep for special quotation.

Textiles

SEATING TEXTILES AND COLOURS

VINYL and CRYPTON TEXTILE OPTIONS

For a complete listing of the GLOBALcare CARDED textile selection, grading and to order samples, visit www.thinkglobalcare.com, Textile and Finishes.

GLOBALcare graded and carded textile suppliers

<u>Suppliers Name</u>	<u>Website address</u>	<u>Phone number to call for Memo Samples</u>
C.F. Stinson	www.cfstinson.com	(800) 841 6279
Maharam	www.maharam.com	(800) 645 3943
Mayer Fabrics	www.mayerfabrics.com	(800) 428 4415
Momentum Textiles	www.themomgroup.com	(800) 366 6839 (416) 461 9888 (canada)
Morbern	www.morbern.com	(416) 746 4484

To view the full selection of textiles from the suppliers of the Carded Program, please visit their web sites.

Customer Specified Material (C.S.M.)

GLOBALcare will provide a graded in price for the textile of choice and will assume responsibility for ordering the textile when identified as a C.S.M., on the purchase order.

To order textiles as a C.S.M. approval for use must be provided, by GLOBALcare. To receive approval complete the Textile Authorization Request form on page 18 and submit to customer service with the required textile samples. This form can also be found at www.thinkglobalcare.com. The fabric will be tested for use and if deemed appropriate to the product, authorization for use will be given and the order can be placed.

GLOBALcare cannot accept orders for use of a C.S.M. if approval has not been provided.

GLOBALcare does not assume any responsibility for availability, quality, performance, appearance or warranty of C.S.M. textiles. C.S.M. textiles carry the supplier's warranty.

Customers Own Material (C.O.M.)

C.O.M. means the customer will select and purchase textile of their choice for use on GLOBALcare product.

To order textiles as a C.O.M. approval for use must be provided, by GLOBALcare. To receive approval complete the Textile Authorization Request form on page 18 and submit to customer service with the required textile samples. This form can also be found at www.thinkglobalcare.com. The fabric will be tested for use and if deemed appropriate to the product, authorization for use will be given and the order can be placed.

The product is priced based on the C.O.M. grade provided in the published GLOBALcare price book. The cost and responsibility for ordering and dealing with delivery of the C.O.M. textile is the responsibility of the customer. The purchase order must indicate clearly the textile is a C.O.M. and approval form must accompany the order. GLOBALcare cannot begin manufacturing product until the C.O.M. textile, is received at the manufacturing unit.

GLOBALcare cannot accept orders for use of a C.O.M. textile if approval has not been provided. GLOBALcare does not assume any responsibility for availability, quality, performance, appearance or warranty of C.O.M. textiles. C.O.M. textiles carry the supplier's warranty.

TEXTILE QUALITY INFORMATION

ACT PERFORMANCE SYMBOLS

The Association for Contract Textiles has developed the following [Performance Guidelines](#) to make fabric specification easier. The five symbols give architects, designers and end users a vast amount of performance information in a succinct visual way. This chart lists the required tests that correspond to specific end users. An explanation of the symbol also appears.

Fire Retardancy **Flammability testing determines a fabric's performance and resistance to burning.**



APPLICATION	PASSES
Upholstery	California bulletin 117, section E
Panels and Upholstered Walls	ASTM E 84-03 Class A or Class 1(unadhered method)

Colorfastness to Wet & Dry Crocking **Colorfastness to wet & dry crocking refers to the rubbing off of color from the fabric onto clothing, hands or other materials and can occur under wet or dry conditions.**



APPLICATION	PASSES
Upholstery	AATCC 8-2001 Dry Crocking, Class 4 minimum Wet Crocking, Class 3 minimum
Panels and Upholstered Walls	AATCC 8-2001 E 84 (unadhered method)

Colorfastness to Light **Colorfastness to light is the degree to which fabric will retain its color when exposed to light.**



APPLICATION	PASSES
Upholstery	AATCC option 2-2003 or AATCC - option 3-2003 Class 4 minimum of 40 hours
Panels and Upholstered Walls	AATCC option 2-2003 or AATCC - option 3-2003 Class 4 minimum of 40 hours

Physical Properties **3 physical property tests include: brush pill test to determine a fabric's pilling. (The formation of Fuzzy Galls of Fiber on the surface of a Fabric). Breaking/tensile strength is the ability of a fabric to withstand tension without breaking or tearing. Seam slippage is the pulling apart of fabrics at the seams.**



APPLICATION	PASSES
Upholstery	Brush pill ASTM D3511-02, 3 minimum Breaking strength ASTM D5034-95 (2001) 50 lbs. minimum in warp & weft Seam Slippage ASTM D4034 25 lbs. minimum in warp & weft
Panels and Upholstered Walls	Breaking strength ASTM D5034-95 (2001) (Grab test) 35 lbs. minimum in warp & weft

Abrasion **Abrasion is the ability of a fabric to withstand damage from wear and rubbing. There is a general contract specification as well as a heavy duty specification.**



APPLICATION	PASSES
General Contract Upholstery	ASTM D4157-02 (#10 cotton duck) 15,000 double rubs Wyzenbeek Method ASTM D4966-98 (12 KPA pressure) 20,000 double rubs, Martindale Method
Heavy Duty Upholstery	ASTM D4157-02 (#10 cotton duck) 30,000 double rubs Wyzenbeek Method ASTM D4966-98 (12 KPA pressure) 40,000 double rubs Martindale Method



CLEANING CODES FOR UPHOLSTERY FABRICS

Each Global Fabric Card shows one or more of the following cleaning codes as it applies to each fabric. It is important that fabrics are cleaned with the appropriate methods.

W **Water-Based Cleaner**

Spot clean, using the foam only from a water-based cleaning agent, such as a mild detergent or non-solvent upholstery shampoo product. Apply foam with a soft brush in a circular motion. Vacuum when dry. Pretest small area before proceeding.

S **Solvent Cleaner**

Spot clean, using a mild water-free solvent or dry cleaning product. Clean only in a well-ventilated room and avoid any product containing carbon tetrachloride or other toxic materials. Pretest a small area before proceeding.

WS **Water/Solvent Cleaner**

Spot clean with a mild solvent, an upholstery shampoo, or the foam from a mild detergent. When using a solvent or dry cleaning product, follow instructions carefully and clean only in a well-ventilated room. Avoid any product that contains carbon tetrachloride or other toxic materials. With either method, pretest a small area before proceeding.

X **Vacuum Only**

Clean this fabric only by vacuuming or light brushing to prevent accumulation of dust and grime. Water-based foam cleaning agents of any kind may cause excessive shrinking, staining, or distortion of the surface pile and therefore, should not be used.

C **Crypton Cleaning**

Generally stains are removed with plain water and powdered enzyme detergent. Upholstery foam shampoo, water-based cleaning products and germicidal detergents can be used. Be sure to remove all residue from cleaning products with clean water. Do not use solvent-based cleaners or dry cleaning products.

These recommendations and codes were developed by fabric specialists. However, because of the various ways fabric can be stained or damaged, there is no guarantee that the results will be completely successful. Use suggested methods on your own responsibility. To help prevent overall soil, frequent vacuuming or light brushing to remove dust and grime is recommended. Use professional furniture cleaning service when overall soiled condition has been reached.

How to Order C.O.M. or G.P.M. Fabrics

General information on placing a C.O.M. (Customers own material) or G.P.M. (Global Purchases customers Material) orders.
Please follow the steps below to have your order processed quickly.



1. Photocopy this "HOW TO ORDER" form and "C.O.M./G.P.M. SAMPLE AND AUTHORIZATION REQUEST" form.
2. Attach a swatch of C.O.M./G.P.M.. fabric, to the "C.O.M./G.P.M. SAMPLE AND AUTHORIZATION REQUEST" form, to show desired direction of fabric.
3. Fill out the "C.O.M./G.P.M.. SAMPLE AND AUTHORIZATION REQUEST" form with all appropriate information.
4. Include an additional 12" x Width of Roll fabric sample for testing.
N.B.: For fabrics with a pattern, fabric sample must be large enough to show a repetition of the pattern.
5. Please return the "C.O.M./G.P.M.. SAMPLE AND AUTHORIZATION REQUEST" form with the swatch attached to and the additional or larger piece for testing.
6. Send all information to your Customer Service Department
Canadian Customer Service Departments:
 - Quebec Customers, send to the Global Montreal Office
980 St-Antoine Street Ouest, Suite 200, Montreal, Quebec H3C 1A8
 - Ottawa Customers, send to the Global Ottawa Office
150 Isabella Street, Suite 201, Ottawa, Ontario K1S 1V7
 - British Columbia Customers, send to the Global Vancouver Office
3823 Still Creek Avenue, Burnaby, British Columbia V5C 4E2
 - All other Canadian Customers, send to the Global Customer Centre
177A Snidercroft Road, Concorde, Ontario, L4K 1B6
7. Please be sure to fill in the model # or code of the chair to be purchased and the quantity.
8. Global will assign an Approval # and a Product Code for each COM that is approved. Please include the Global Approval # and the Product Code on your Purchase Order

Globalcare reserves the right to reject a fabric if it is found unacceptable for any reason.

* STAPLE TOP OF FABRIC SAMPLE HERE (representing top of chair)

COM** / GPM AUTHORIZATION REQUEST / TRACKING FORM

CUSTOMER INFORMATION (To Be completed by the Dealer) Use one form per fabric

Note: Incomplete information may delay or prevent approval

Dealer/Company Name: _____

Address: _____

Contact Name: _____ Phone #: _____

P.O. #: _____ Date: _____

FABRIC APPLICATION INFORMATION

Chair Model	Quantity	Special Instruction (e.g. fabric direction, reverse side etc.)

1. Design Specifier of Record (often requested by Mill for Sales Commissions)? _____
2. Fabric Name (Series/Style #): _____
Fabric Color Name and Description: _____
3. Mill/Manufacturer Name : _____ Mill Phone #: _____
Website address (if available): _____
4. Specified fabric's Country of Origin (if available): _____
5. Fabric Specification sheet (if available attach, disregard item 6): Attached? Yes No
6. Fabric content (% Cotton, % Polyester, etc.): _____
Fabric Width: _____ Pattern Repeat: Warp: _____ Fill: _____ Rail Routed Yes No

<p>Fabric Directions</p>  <p>* Staple fabric to this form in the direction in which the fabric is to be upholstered with the top of this page being the same as the top of the chair.</p>	<p><input type="checkbox"/> New fabric Request Attach fabric sample (12" x width of fabric roll) in correct <u>direction</u> and <u>side</u></p> <p><input type="checkbox"/> Previously approved fabric Attach fabric sample (8"x8" swatch) in correct <u>direction</u> and <u>side</u></p> <p><input type="checkbox"/> Canadian Customer Mail Form and Fabric Sample to: Your Customer Service Rep., See instruction page for addresses.</p> <p><input type="checkbox"/> International Customer Mail Form and Fabric Sample to: International C.S. Rep., 1240 Alness Street, Downsview, Ontario, Canada, M3J 3M7</p>	
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COM ** Customer's Owned Material

Once approval is done:** **Send the fabric Roll to: 596 Supertest Road, Downsview, Ontario, M3J 2M6**

Global Approval # must be noted on the Fabric packing slip and on your purchase order to Global

PS: 1. Global Upholstery cannot be responsible for fabric received without the Approval / Acknowledgement #.

2. Global requires MID# and Country of Origin for fabric supplied by customer from Mill to complete the order and for future references.

GLOBALcare Upholstery Authorization (To be filled by Global Upholstery)

Global Approval # _____ Fabric yard (required for the order) : _____ Fabric Code: _____

Signature: _____ Print Name: _____ Date: _____

GLO-158-A

* BOTTOM OF THE FABRIC SAMPLE HERE (representing bottom of the chair)



GLOBALcare SPECIAL REQUESTS

GLOBALcare is pleased to consider special product requests. Complete the Special Product Request Form in full and submit for consideration.

It is important that precise detail be provided to ensure accuracy of the quote for pricing and the product specification.

Fax Form To: (416) 661 5671

Email Form To: Deb_Campbell@globaltotaloffice.com

GLOBALcare SPECIAL PRODUCT REQUEST FORM	
One product per Request Form	
GLOBALcare Rep:	Date:
DEALER INFORMATION	
Dealer Firm:	City:
Dealer Rep:	Telephone:
Email:	
PROJECT INFORMATION	
Client Name:	
Site Location:	
Estimated Install Date:	Est. Net Value:
SPECIAL PRODUCT INFORMATION	
Competitive Information must be included, ie: images, pricing and detail to facilitate this request.	
Product Name:	Model Number:
Dimension Change:	Quantity:
Detailed description: (drawing advised if style changes. Drawing required for new product)	
NOTE: Quotation is based on quantity indicated	
FOR INTERNAL USE ONLY:	
Quotation is Valid for:	
Quotation Expiry Date:	