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Contact Information:

Kimball Office

1600 Royal Street
Jasper, Indiana 47549
Telephone: 800.482.1818
812.482.1600
Fax: 812.482.8300

Government Sales

Customer Service

Telephone: 800.647.2010

Ordering Procedures

Purchase orders must be received with complete information, which includes the following:

- Complete/valid model numbers
- All textiles, finish, and material specifications for each line item.
- "Ship to" address and contact
- Special shipping instructions (tagging, requested dates, etc.)
- Billing address
- Net prices

Submit orders electronically via EDI or OrderXchange.

To order literature or check order status on-line, please visit us at www.kimballoffice.com.

The customer bears sole responsibility for order correctness. Orders are accepted only by issuance of Kimball Office's formal order confirmation and are subject to the terms and conditions set forth herein, notwithstanding any variance in terms and conditions set forth on buyer's order forms.

The order confirmation is the final agreement between the customer and Kimball Office and supersedes all prior oral, written or electronically transmitted statements regarding the order. Kimball Office will attempt to meet all

requested ship or delivery dates. If no specific date is requested, we will assign the best possible ship date available.

Changes and Cancellations

Kimball Office Seating

A confirmed order may not be changed or cancelled, in whole or in part, without prior written consent of Kimball Office. Expenses incurred because of the changes shall be charged to the Purchaser. In the event of cancellations, Purchaser will be liable for reasonable cancellation charges established by Kimball Office. Changes may affect delivery dates.

Kimball Office | interstuhl

No changes or cancellations will be accepted after receipt of your purchase order.

Other Non-Standard Lead Time Products

No changes or cancellations will be accepted after order entry for:

- Kwik Office offerings
- Engineer-to-Order (modified or non-standard products)
- Alliance program upholstery (Carnegie, KnollTextiles, Maharam, and Mayer Fabrics)
- Customer's Own Material (COM)
- Customer's Own Leather (COL)
- Customer Specified Laminate (CSL)
- Customer Specified Paint (CSP)
- Mock Ups
- Service Parts/Replacements

Modified Product

Our manufacturing flexibility allows us to accommodate requests for non-cataloged product. We are happy to discuss your unique product requirements and determine feasibility and pricing.

➤ Contact **By Design** for assistance at 800.482.1616 extension 6002.

Finishes and Materials

Wood Finish Color Matching

Each piece of natural veneer offers unique texture and grain. Minor variations in finish color and value may occur due to the natural characteristics of wood. Kimball Office carefully selects all materials used in every product ensuring a commercially acceptable color and finish. Factors such as aging and exposure to light alter finishes.

Fabric Color Matching

Kimball Office will always ship a satisfactory commercial match on fabric. Because of industry dye-lot variation, colors may not match exactly.

Terms and Conditions, continued

Terms and Pricing

Net 30 days. If the invoice amount is not paid in full within the terms of the invoice, the invoice may be subject to a monthly finance charge equal to the lesser of 1.5% or the highest amount permitted by law. List prices include freight charges; however, they do not include:

- Storage and insurance charges
- Sales and other taxes
- Local delivery, unloading, or installation

These items will be invoiced as separate line items.

All prices herein are delivered list price, unless noted, effective April 4, 2011, and supersede all other published prices. Prices shown cover standard product only, additional charges will be applied for changes to standard product. Kimball Office reserves the right to change prices without prior notice. Prices herein are only for shipment within the continental United States or Canada.

Selling Information

Distribution of this price list does not in itself constitute an offer to sell. Orders can be received only from authorized Kimball Office customers. Kimball Office price lists and catalogs are not available to the general public.

Product Design

Kimball Office reserves the right to make changes in design, specifications, and construction or discontinue products without prior notice.

Shipping/Freight

All shipments are F.O.B. point of shipment, freight prepaid, and allowed to one continental U.S. or one Canadian destination. International shipments and shipments into the states of Alaska and Hawaii are freight prepaid and allowed to port of exit.

Kimball Office reserves the right to select the most appropriate F.O.B. point, carrier, and routing on all shipments.

Delivery

Normal delivery hours are 8:00 a.m. to 5:00 p.m. Monday through Thursday and 8:00 a.m. to 3:00 p.m. on Friday. Any delivery arrangements made outside of normal delivery times are subject to additional charges.

➤ See at right.

Any charges incurred because of failure to receive a shipment or offload a shipment in a timely manner (maximum time allowed to offload trailer: 3 hours), will be billed to the sold-to customer.

Any charges as a result of rerouting a shipment while in transit will be billed to the sold-to customer.

Any order requiring Special Delivery Service will incur additional charges.

All such requirements must be noted on the purchase order. These are services that are not included in the standard price of the product or require the usage of specialized carriers. These services include:

- **Weekend delivery** (after 3:00 p.m. Friday through Sunday evening)—\$500 charge.
- **Inside delivery**—minimum \$50 charge.
*Note: **Must be approved and coordinated 10 days prior to shipment.***
- **Non-dock delivery**—minimum \$50 charge.
- **JIT delivery** (specific day and/or time)—Orders under \$25,000 list will incur a \$125 charge.
- **Rush delivery** (1-3 days from ship date)—Contact Customer Service for charges.

Carrier Selection

Kimball Office reserves the right to select the most appropriate mode of shipment. Kimball Office relinquishes all responsibility for goods shipped upon a clean receipt from the carrier. Customer bears the risk of loss or damage during shipment.

Packaging

Kimball Office's standard method of shipping is to carton all items. Certain full truck load shipments may qualify for special consideration. Contact Kimball Office for guidelines. International shipments can be crated at the customer's request. The expense of crating will be the responsibility of the customer.

Loss, Damage, or Delay

Kimball Office shall not be liable for loss, damage, detention or delay resulting from causes beyond its reasonable control including but not limited to fire, strike, weather, wreck or delay in transportation. In the event of delay due to any such cause, the delivery date will be postponed by such length of time as may be reasonably necessary to compensate for the delay.

Electronic Catalog and Specification Software:

Kimball Office promotes the use of electronic drawing and specification tools to automate the furniture sales, design, and specification process. We provide our symbol and product information to industry leading design and specification software companies. We also work closely with 20-20 Technologies Inc. to develop additional automation routines for our products. These are available in CAP, 20-20 Office Sales (e-magine), and Giza software tools. As noted in our Terms and Conditions, the customer bears the responsibility for order correctness.

Terms and Conditions, continued

Storage

If the customer requests a change of ship date and the product is in production, Kimball Office reserves the right to transfer the product to storage at the customer's risk and expense. All requests to store product must be approved by Kimball Office Customer Service and may be subject to storage fees. Such transfer to storage will be deemed delivery to the customer for all purposes including insurance, liabilities, invoicing, and payment.

Returned Merchandise

Merchandise will only be accepted for return under the following conditions:

- ① The product is a "made to stock" item; *and*
- ② Return Goods Authorization (RGA) is given to you by your Customer Service Team.

All returns are subject to a 50% restocking fee. All freight charges for returned product are the responsibility of the customer. Unauthorized returns will not be accepted and will be returned freight collect. All merchandise being returned must be properly packed and protected in the original cartons. Upon receipt, all returned merchandise will be thoroughly inspected. Any discrepancies, such as additional damage, signs of usage, missing parts, etc., will result in an adjustment to the amount of credit issued.

Claim Process

All products produced by Kimball Office are carefully inspected and properly cartoned prior to shipment. All shipments are delivered to the transportation company in good condition. If you receive a shipment that has damage, product shortages, or delivery has been delayed by the transportation carrier, **the following steps must be taken:**

- ① Before signing for the merchandise, make notation of all visible damage, shortages and/or time of truck arrival on the bill of lading.
- ② Contact Customer Service **within 15 calendar days of delivery receipt to report issue.** We will advise whether a freight claim will need to be filed based on mode of transportation.
- ③ If claim must be filed, carrier must be contacted **within 15 calendar days of delivery.** Retain all shipping cartons for inspection by the carrier agent.
- ④ A copy of the Carrier Disposition Letter must be sent to Customer Service to receive additional credit on concealed damage issues via Redistribution/ LTL carrier shipments.

For Concealed Damage, follow steps 2 through 4.

Asset Tag Locations:

Bar code labels have been placed on all Kimball Office products.

Seating

Underside of seat pan

Delano Tables

Under each table, there is a cut out in the bottom panel which creates a ledge. The tag is located on the top side of the ledge so it is not visible when looking at the bottom of the table.

Limited Product Warranty Lifetime Assurance of Quality

Our Pledge:

Kimball Office stands behind our craftsmanship and pledges to do everything we can to resolve any problems you have within the terms of this warranty as quickly as possible.

Recommendations:

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.

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.

Exceptions: Some products and parts have limited warranty periods.

➤ See lists at right.

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.

In the event that use of a product exceeds normal use,

the warranty period for such product will be reduced to 12 years, and the warranty for the items that fall under different warranty limitations, as listed at right, will be reduced to one-third of the original warranty.

This warranty is made by Kimball Office to the original customer for as long as the original customer owns and uses the product.

This 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 an 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.

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.

Warranty periods are limited for certain products and parts as follows:

10-Year Warranty

(from the date of manufacture)

- Seating mechanisms
- Veneers

5-Year Warranty

(from the date of manufacture)

- High-wear parts
- Pneumatic lifts
- Electrical/power products
- Casters and glides
- Inflatable lumbar supports
- Lighting
- Desk sets
- Monitor arms
- Keyboard kits

- Covering materials (such as foam, most textiles, laminate, thermofoil, and decorative trim)

3-Year Warranty

(from the date of manufacture)

- Wool felt
- Custom products
- Carnegie Fabrics

1-Year Warranty

(from the date of manufacture)

- Fit lounge and headrest

This warranty does not cover:

- Naturally occurring variations and differences in grain character and color between and within wood species
- Natural variations in marble and leather
- 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, including attributes such as appearance, durability, quality, colorfastness, etc.
- Knoll Textiles, Maharam, and Mayer Fabrics alliance programs
- Alterations to the product not expressly authorized by Kimball Office
- Products considered to be of consumable nature (such as bulbs, light ballast, and certain electronic products).

Process for Warranty Issues:

- ① Contact Customer Service and provide them with the serial number from the product in question, 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 Service will determine and pre-approve all resolutions to the claim, such as replacement units, service parts, and labor charges related to repair or re-delivery of damaged or defective product. Upon approval, resolutions will be assigned a Case Number, which must be included on all invoices for reimbursement. Any unauthorized charges will not be the responsibility of Kimball Office. Kimball Office will **only** accept dealer invoices submitted within **90 days** of the approval by Customer Service; invoices received after 90 days will not be approved for dealer credit or payment. It is critical that invoices are submitted in a timely manner.

If you have followed the procedures described above and your problem has not been resolved to your satisfaction, you can write or call us directly. Please relate all relevant facts.

Kimball Office
ATTN: Customer Service
1600 Royal Street
Jasper, Indiana 47549
Telephone: 800.482.1818
800.647.2010 (Gov't Sales)

Resources

Our Pledge:

Kimball Office stands behind our craftsmanship and pledges to do everything we can to resolve any problems you have within the terms of this warranty as quickly as possible.

Recommendations:

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.

Limited Product Warranty for Bingo

Kimball Office warrants that its Bingo products are free from defects in materials and workmanship given normal use and care for **five years of single shift service**.

Normal use is defined as the equivalent of a single-shift, 40-hour work week.

Exceptions: Some products and parts have limited warranty periods.

➤ See lists at right.

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 June 18, 2001, 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.

This 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 an 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.

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.

Warranty periods are limited for certain products and parts as follows:

3-Year Warranty

(from the date of manufacture)

- Custom products

This warranty does not cover:

- Naturally occurring variations and differences in grain character and color between and within wood species
- Damage caused by a freight carrier
- Alterations to the product not expressly authorized by Kimball Office

Process for Warranty Issues:

- ① Contact Customer Service and provide them with the serial number from the product in question, 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 Service will determine and pre-approve all resolutions to the claim, such as replacement units, service parts, and labor charges related to repair or re-delivery of damaged or defective product. Upon approval, resolutions will be assigned a Case Number, which must be included on all invoices for reimbursement. Any unauthorized charges will not be the responsibility of Kimball Office. Kimball Office will **only** accept dealer invoices submitted within **90 days** of the approval by Customer Service; invoices received after 90 days will not be approved for dealer credit or payment. It is critical that invoices are submitted in a timely manner.

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800.647.2010 (Gov't Sales)

Resources

Our Pledge:

Kimball Office stands behind our craftsmanship and pledges to do everything we can to resolve any problems you have within the terms of this warranty as quickly as possible.

Recommendations:

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.

Limited Product Warranty for Skye 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.

Exceptions: Some products and parts have limited warranty periods.

➤ See lists at right.

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 January 21, 2002, which fails under normal use as a result of such defect.

In the event that use of a product exceeds normal use,

the warranty period for such product will be reduced to 12 years, and the warranty for the items that fall under different warranty limitations, as listed at right, will be reduced to one-third of the original warranty.

This warranty is made by Kimball Office to the original customer for as long as the original customer owns and uses the product.

This 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 an 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.

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.

Warranty periods are limited for certain products and parts as follows:

10-Year Warranty

(from the date of manufacture)

- Seating mechanisms (including controls, cylinders, casters, lumbar supports, and other mechanical devices)

5-Year Warranty

(from the date of manufacture)

- Covering materials (such as foam, most textiles, laminate, thermofoil, and decorative trim)

3-Year Warranty

(from the date of manufacture)

- Custom products

(from the date of manufacture)

- Carnegie Fabrics

This warranty does not cover:

- Natural variations in leather
- 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, including attributes such as appearance, durability, quality, colorfastness, etc.
- KnollTextiles, Maharam, and Mayer Fabrics alliance programs
- Alterations to the product not expressly authorized by Kimball Office

Process for Warranty Issues:

- ① Contact Customer Service and provide them with the serial number from the product in question, 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 Service will determine and pre-approve all resolutions to the claim, such as replacement units, service parts, and labor charges related to repair or re-delivery of damaged or defective product. Upon approval, resolutions will be assigned a Case Number, which must be included on all invoices for reimbursement. Any unauthorized charges will not be the responsibility of Kimball Office. Kimball Office will **only** accept dealer invoices submitted within **90 days** of the approval by Customer Service; invoices received after 90 days will not be approved for dealer credit or payment. It is critical that invoices are submitted in a timely manner.

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Resources

BIFMA and ANSI Chair Testing X5.1–2002 General Purpose Office Chair Tests

Chair Testing:

The X5.1–2002 General Purpose Office Chair Tests

were developed by the Business and Institutional Furniture Manufacturer's Association (BIFMA) and approved by the American National Standards Institute (ANSI). These performance tests determine the stamina of seating in its day to day use.

Kimball Office is a member of the Business and Institutional Furniture Manufacturer's Association.

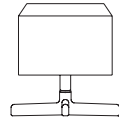
Note: This testing does not serve as a warranty or guarantee. Generally, products within this price list meet or exceed the applicable BIFMA/ANSI standards.



MEMBER
THE BUSINESS AND INSTITUTIONAL FURNITURE
MANUFACTURERS ASSOCIATION



Backrest Strength Test: Type I—back tilt chair, 200 lb. force applied, 300 lb. proof load. Type II & III—back tilt chair, 150 lb. force applied, 250 lb. proof load.



Base Test: Using 2500 lb. force for one minute, 2500 lb. proof load.



Drop Test: Using 225 lb. weight, 300 lb. proof load with 6" drop.



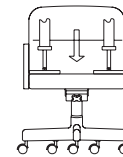
Swivel Cycle Test: 225 lb. on seat rotating base, 60,000 cycles at mid point and 60,000 lowest position.



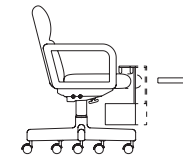
Tilt Mechanism Test: 300,000 tilts with 225 lb. in seat.



Seat Durability Test: 125 lb. weight dropped onto seat 100,000 cycles.



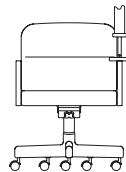
Front Load Ease: 165 lb. alternating for 40,000 cycles.



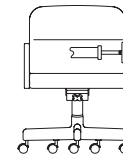
Front Stability Test: Apply 135 lb. on front edge of seat while applying horizontal 4.5 lb. force at top of seat.



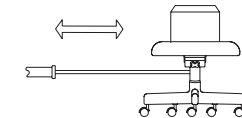
Rear Stability Test: 173 lb. on seat, no less than 20 lb. of pressure should be required to tip chair back.



Arm Strength Test—Downward Application: 200 lb. force applied downward at arm's weakest point, 300 lb. proof load.



Arm Strength Test—Outward Application: 100 lb. force applied outward at arm's weakest point, 150 lb. proof load.

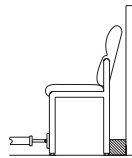


Chair/Chair Base Durability Test: 2,000 cycles over obstruction, 98,000 over smooth along a 30" distance with a 225 lb. load.

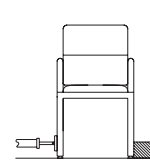
BIFMA and ANSI Chair Testing, continued



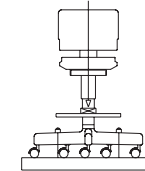
Backrest Durability Test:
 Type I—with 225 lb. on seat with chair fully reclined with 100 lb. force, 80,000 cycles. Type II & III—with 225 lb. on seat and tilting with 75 lbs. force, 80,000 cycles. After 80,000 are complete, 40,000 will be off center testing.



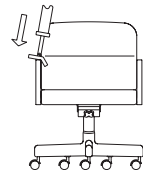
Leg Strength Test—Front
Application: 75 lb. force applied, 125 lb. proof load.



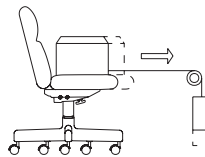
Leg Strength Test—Side
Application: 75 lb. force applied, 115 lb. proof load.



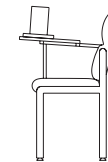
Footrest Durability Test: 200 lb. weight applied along a 4" length of the footrest, 50,000 cycles.



Arm Durability Test: Apply 90 lb. force at 10° angle for 60,000 cycles.



Out Stop Test for Chairs with Manually Adjustable Seat Depth:
 154 lb. forward force with 55 lb. downward force for 25 cycles.



Tablet Arm Test—Static: 150 lb. load level for 5 minutes.

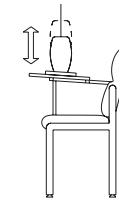


Table Arm Load Ease Test—Cyclic: 77 lb. dropped onto tablet center surface for 100,000 cycles.

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