

Teknion's products are by nature designed for a long life. Robust engineering, modular design, practices, testing (including meeting and exceeding BIFMA standards) and design for serviceability have always been part of Teknion's product development process. Details of this process are documented as a formal procedure.

Systems furniture and demountable walls are designed for change, allowing organizations to rearrange their offices as needs change. An initial investment is not made obsolete because of the ability to rearrange, upgrade and augment. For example, removable Elements, fascias and trim allow functional change (acoustic to glazed, door module to solid fascias, etc.) and refresh new fabrics or repairs as needed. Wiring can be added if more circuits are needed, with minimal disruption and downtime. New products and components are usually retrofittable to existing furniture. For example, Livello, a new height adjustable table line, is designed to be added to existing work stations.

Teknion's oldest product, T/O/S, has a formal T/O/S Refresh program to support customers who purchased the product many years ago. Components can be upgraded and modern trim and Elements with a different profile transform the product. Elements and other core components can be refurbished, extending the product's life at a fraction of the new product's cost.

The basic warranty for our products is a limited lifetime warranty (details available at [teknion.com](http://teknion.com)), indicating a commitment to durability. There are exceptions for parts with expected service lifetimes (fabric, wood finishes, chair mechanisms and cylinders, etc.). These parts and other warranty claims are serviced through customer service.

To further facilitate customer access to new or replacement component parts, contact the Components Hot Line at 1 866 723 4341 or e-mail [components@teknion.com](mailto:components@teknion.com). Details of orders and part pricing are sent to the dealer within 24 hours where quick delivery orders are then placed.

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Seating solutions are designed for change, allowing organizations to upgrade and place components to their chairs as needs change. An initial investment is not made obsolete because of the ability to reupholster, upgrade and augment. For example, removable T-Arms allow functional change (fixed to a 2D or 3D arm) and refresh new fabrics or repairs as needed. New products and components are usually retrofittable to match aesthetics to existing furniture. Upgrades can be added if needed, with minimal disruption and downtime.

One of Teknion's oldest seating product, Amicus, has a formal Refresh program to support customers who purchased the product many years ago. Some elements and other core components can be refurbished; extending the product's life at a fraction of the new product's cost.

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