

Kimball Health

Quickship for Care

Health and Wellness Solutions

*Flexible, Adaptable,
Cleanable Solutions Ready
to Ship in 5 Days or Less!*



FREQUENTLY ASKED QUESTIONS

1. All projects are important during this crisis. Every day is fluid and we are committed to fulfilling every order and every quantity. Our quantities change daily and we want to service the needs of many and all. We will help prioritize each order and quantity and may often recommend an overall phased approach plan to accommodate for very large orders. Our teams will work personally with you on this.
2. Quantities are fluid and change often and frequently. Every project is a priority and our Pre-sell team (SSMs) will help in project managing and proposing phased approaches to support large quantities. We unfortunately can not hold or save stock. Please do not ask for “move up” requests. Due to the nature of the situation, we cannot accommodate for this.
3. Please remember to reference the CDAs for the program. This automatically puts this in the Quickship for Care program within the 5-Day lead time.
4. We recommend following your company’s/health institution’s “ICRA” plan and their typical emergency management infection protocols. Reference note #1 above. (ICRA – Infection Control Risk Assessment)
5. There is a lot of information out on the web. The most accurate and critical information should and will come directly from NIH, CDC and the State Department. See links below:
[a. https://www.cdc.gov/coronavirus/2019-ncov/index.html](https://www.cdc.gov/coronavirus/2019-ncov/index.html)
[b. https://travel.state.gov/content/travel/en/traveladvisories/ea/covid-19-information.html](https://travel.state.gov/content/travel/en/traveladvisories/ea/covid-19-information.html)
6. The products and materials outlined are the Quickship for Care Program. If you have products outside of this, it will need to be placed on a separate purchase order.
7. The products identified for the Quickship for Care Program have unique models except for Wren and Poly. All items are priced accordingly as each item has some small variances and modifications to the product.
8. **Who to contact?** It is important that you work closely with your SSM (Strategic Sales Manager) to help support the opportunity and gather necessary information and details prior to an order being placed. Once the order is placed, this will transition to the Account Manager. If you are specifically wanting to check stock of product, this will be managed by the SSMs.

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9. All products on this program are warranted under standard Kimball warranty.
10. 5-Day lead times are business days. Weekends are excluded from these lead times.
11. The following products require some assembly: Wren, Aidin, and Privacy Screen.
Instructions can be found here: <https://www.kimball.com/quickship-for-care/>
12. Listed cleaning agents below are part of our BIFMA testing.
13. Lead time begins when a clean order is saved into our system
14. Orders for Quickship for Care will acknowledge after 48 hours as normal
15. Visit the following page for more program information <https://www.kimball.com/quickship-for-care>

Following are our BIFMA testing results on laminate (Designer White HPL and Solid Surface)

SCREENING OF FINISHES TO LIQUID CLEANER RESISTANCE

DISTILLED WATER	<i>No Effect</i>
BLEACH (CLOROX HEALTHCARE BLEACH GERMICIDAL WIPES, DISPATCH HOSPITAL CLEANER)	<i>No Effect</i>
HYDROGEN PEROXIDE (VIROX, SANOTRACIN)	<i>No Effect</i>
QUANTERNARY AMMONIUM (VIREX, ECOLAB A-456, LYSOL)	<i>No Effect</i>
ISOPROPYL ALCOHOL (CAVIWIPES, HAND SANITIZERS)	<i>No Effect</i>
ETHANOL (EVERCLEAR)	<i>No Effect</i>
PHENOLS (SIMPLE GREEN)	<i>No Effect</i>
STEAM EXPOSURE	<i>No Effect</i>