



Photo: Kwalu

Resident seating

Snapshot

Lowest priced unit: \$462 | **Mid-range priced unit:** \$711 | **Highest priced unit:** \$1,568

Typical delivery time: 4 to 8 weeks, but can be as little as 10 days with motivated sellers.

Typical delivery charges:
Varies, can be 10% to 15% of costs

Average life span of product:
7 to 10 years

Standard warranty:
5 years, but varies

Extended warranty:
12 years for some models

Average maintenance costs per year:
Cleanability is the big factor here. Ask for research, and current clients, on this issue.

Buyers Notes

- Smaller chairs designed to accommodate smaller spaces still need sturdy construction, perhaps sturdier than ever, so investigate durability thoroughly. Has buyer's remorse hit any of the product's current users with whom you speak?
- Ask current users how they would have negotiated a deal or chair material differently. There are options the shopper needs to ask for sometimes, one observer noted.
- How will the chair be affected by incontinent users? It is a common question that must be addressed. Don't settle for less than full answers and examples to illustrate responses.
- Exposed wood details and elements add levels of warmth. Faux wood metal chairs that look like wood are also an option.

"Fortunately for us, [our chairs] are manufactured in our city. It just turned out to be a good value for what we were looking for and meets our requirements. It meets our price point and it's locally provided, which is a big thing for our dollar. We're a nonprofit and we have a limited budget."

— Lisa Kutzner, Facility Designer, GEF Seniors Housing, Edmonton, Alberta

(Figures cited are averages of all respondents' answers. Actual pricing will vary due to volume, bundling and other factors of a purchase.)

Sources: Basic American Medical Products, Fairfield, FlexSteel, H Contract, Holsag Canada, Kwalu, Open Road Furnishings, Optum, Summer Classics

**For a list of vendors go to the:
FURNITURE & FURNISHINGS section,
pages 76-78**