



## FAQs

### Version 2.1

- Q. Tell me more about Baltix Furniture, Inc. When did you get started and why did you choose to pursue environmentally friendly solutions for the office furniture market?
- A. Baltix was incorporated in 1999 as a small custom furniture manufacturer. After finding initial success with a design of Baltic birch hardwood solutions that targeted the technology industry, the mission of the company was refocused to pursue environmentally friendly, sustainable solutions. This approach better complimented the owners' personal commitment of "doing the right thing" for the environment while still offering a portfolio of solutions that are highly functional, durable, aesthetically pleasing and are offered in a wide range of colors and material options to best meet your requirements and budget.
- Q. How would you define sustainability?
- A. We like to use a definition originated in the Brundtland Report by the World Commission on Environment and Development convened by the U.N. in 1987: "Sustainable development meets the needs of the present without compromising the ability of future generations to meet their own needs." And we try to manage our business to balance the "Three P's" – People, Planet, and Profit.
- Q. What are your estimated lead times for standard and also for custom solutions?
- A. Typical lead times for Baltix standard products range from 4 to 8 weeks. Custom solutions require a minimum of 8 to 12 weeks lead-time based on materials required and the degree of customization specified.
- Q. Can you tell me more about the sustainable and recycled materials that are used in your product line?
- A. We have experience using a variety of sustainable materials, which allows for customizing the look and content of our product. These materials include recycled wood fibers, wheat straw, sunflower hulls, recycled paper, bamboo, recycled content aluminum, recycled content powder coated steel, bio-based plastic, cork, linoleum, and powder coated 'green' MDF. All adhesives, resins, and coatings have no added formaldehyde and are heavy metal free and emit no harmful VOCs. And we are always researching new sustainable materials for use in our product!
- Q. My research indicates that products that out gas can be harmful. Do Baltix products out gas or contain harmful VOCs or formaldehydes?
- A. All Resins, adhesives and coatings used by Baltix have no added formaldehyde and are free from heavy metals, and will not outgas any harmful VOCs.
- Q. Can your solutions contribute to LEED & LEED CI project points?
- A. Baltix Furniture can assist in gaining points for either LEED certification process. LEED certification is project specific so each situation must be evaluated individually; Baltix has LEED accredited professional on staff to support these efforts. For more details on how Baltix can assist in LEED or LEED-CI certification, please refer to Baltix's "LEED Primer".

- Q. What is the binding agent used in your green MDF and your biocomposite materials of wheat & sunflower?
- A. We source biocomposite boards that contain no harmful formaldehyde or heavy metals, and do not emit VOCs. The binding agents are proprietary resins, and we are not able to reveal the specific product formula. We can provide you with a detailed data sheet that outlines the material specifications.
- Q. Do you sell your products on a direct basis or through a dealer channel?
- A. Baltix has grown from a Minnesota based local provider of sustainable office solutions to our current coverage model that includes the entire U.S. and Canada. Our objective is to gain dealer/rep coverage in high profile geographies that have made a significant commitment to environmental initiatives. In locations where we do not have existing coverage, we have capabilities to sell directly to the end user with third party support for installation and warranty requirements.
- Q. Does Baltix have a website where I can find additional information?
- A. Baltix provides product and material information at our web site [www.baltix.com](http://www.baltix.com). General inquiries can be emailed to [info@baltix.com](mailto:info@baltix.com) and sales inquiries can be emailed to [sales@baltix.com](mailto:sales@baltix.com).
- Q. I understand that you use linoleum as one of your surface material options. What make linoleum a "green" material?
- A. Producing environmentally compatible products with appropriate methods of production -- this has been our linoleum supplier's credo since the company's foundation in 1928. Linoleum is made from renewable resources that include linseed oil, cork, wood flour, and rosin. We will gladly provide you with the manufacturer's environmental statement for more

information on their unique linoleum products.

- Q. Many particleboard materials and other eco-friendly products that I have seen are not very durable or are not resistant to spills. Are Baltix solutions different?
- A. Our materials have passed the same structural and physical properties tests required for other common furniture raw materials. Surface coatings have been tested and proven to resist damage from numerous common liquids (e.g., coffee, various juices, lipstick, etc.).
- Q. I hear more and more about Bamboo. Why is it a sustainable material?
- A. Bamboo is a very hard, durable material with a beautiful aesthetic appeal. It grows extremely quickly with a minimum of environmental impact. It does not require heavy agricultural practices and regenerates naturally after harvest. Our bamboo supplier is a leader in making sure the forests and people involved in harvesting the raw materials and manufacturing the boards are treated responsibly.
- Q. Do you provide warranty for your products?
- A. Baltix warrants that all products are, at the date of shipment/receipt, guaranteed free from defects in materials and workmanship. Additionally, Baltix backs all tables, workstations and systems with a limited lifetime warranty.
- Q. Your literature discusses a closed loop life cycle approach. What does this mean and what is your strategy for the product and materials at the end of their useful life?
- A. Baltix Furniture is committed to finding the most environmentally sound next use for the materials in our furniture. We pledge to work with end-users to assist in proper disposal of materials at the end of their useful life, enabling

recycling, refurbishing, or reuse of the raw materials. Depending on the material, this may include being recycled into more parts, re-ground for use in manufacturing new products, donation for use by non-profits, or ground into bedding for agricultural use.

Q. Tell me about the metals used for your framing and bases?

A. Depending on application, we use steel or aluminum for structural metal (frames and bases). Both metals have recycled content; the amount varies by application. Our steel is powder coated, which eliminates the use of solvent-based paints and is very efficient and durable. Our aluminum is anodized to give it an attractive, long lasting finish. Additionally, the relatively light weight of aluminum saves on shipping impact.

Q. Are the products difficult to install and reconfigure?

A. Our tables have predrilled pilot holes matching the legs to ensure simple installation. Our STIX™ Casegoods line and custom response offerings are installed comparable with other similarly configured traditional office systems. Our ecobuzz™ workstations have been designed with ease of installation as a priority. The workstation can be assembled or disassembled by almost anyone, and requires only a 3/16" Allen wrench.

Q. Some hardwood materials are acquired with FSC certification. What does this mean and how does this protect the environment?

A. Wood certified by the Forest Stewardship Council (FSC) is guaranteed to come from a well-managed forest. Certified forests have been independently assessed to ensure they meet principles including the conservation of biological diversity, maintenance of ecosystems, advancement of the economic and social well being of local communities,

and the establishment of long-term sound management practices. The wood has a chain of custody certification from stump to final point of sale.

Q. You mention a surface material called "green" MDF with Powder Coating. What is MDF and why is this an environmentally friendly material? Are there color options available?

A. Medium Density Fiberboard (MDF) is a common wood fiber product widely used in the manufacture of furniture and consumer goods. Traditional MDF contains virgin wood content and uses adhesives and resins that contain formaldehyde and harmful VOCs. Our eco-friendly MDF has been third party certified as using only recycled post-industrial fiber; this eliminates the use of virgin wood. Our MDF has no added formaldehyde in the resins or adhesives and will not emit any harmful VOCs. Powder coating is an environmentally friendly method of applying a finish to MDF that eliminates over spray and provides a non-toxic surface that emits no formaldehyde or VOCs. Powder coating is available in a wide palette of color options.

Q. Does Baltix have the capability to consider customized solutions that meet my specific requirements? What is your policy when considering these alternatives?

A. Baltix has successfully been retained to design and build dozens of projects that have been specified by architects, designers and end users. Our collaborative approach ensures that we will find product solutions that best meet your needs and that will be constructed with the highest level of earth friendly materials. Each project will be evaluated on a case-by-case basis and will be screened through our systems assurance process in an effort to maintain the highest level of quality standards.

- Q. Does Baltix sell products to the Federal Government via a GSA schedule?
- A. Baltix does not currently have a GSA contract for simplified sales to Federal, State, and Local governmental entities. Baltix is on contract in various states and municipalities and has sold to numerous governmental entities via bid processes and other contracts.
- Q. Can I add ergonomic keyboard trays and extension options to my Baltix workstation?
- A. Yes. Baltix works with a variety of manufacturers that provide ergonomic keyboard tray and extension options.
- Q. What is your strategy for wire and cable management?
- A. Since each installation has a unique set of requirements, we offer various solutions to meet the customer's needs and utilize existing set-ups such as floor jacks, power poles, and/or daisy chain connectivity. On the desktop, we have cable channels and wire storage products that provide flexible configuration depending on whether the user has standard or wireless telephony, a laptop or tower CPU, and flat screen or standard monitors.
- Q. I have been searching for earth friendly material solutions for my home/SOHO needs. Does Baltix offer solutions other than those sold to commercial environments?
- A. Baltix has products that can be used as a Single Office/Home Office (SOHO) set for the home user. We offer tables, desking systems, file storage and bookshelves all made from a variety of sustainable materials.
- Q. I know that daylighting and views are an important aspect of healthy office environment design. Does Baltix offer any kind of daylighting solutions?
- A. Yes. We offer various translucent and clear panel options to take advantage of natural lighting. These include

lightweight polycarbonate panels and glass panels.

- Q. All furniture products can be marred or gouged if treated in a rough manner. What do you recommend if this happens to one of your units?
- A: Linoleum surfaces can be repaired with linseed oil. Since the coloring of linoleum goes all through the depth of the material, marks are not obvious. Scratches in the biocomposite, bamboo, and wood surfaces can be treated as you would with any fine furniture. The beauty of natural surfaces is that they wear gracefully, unlike plastic laminates, which can scratch through the surface color and reveal solid black or white cores.
- Q: Does Baltix offer unfinished eco-friendly materials for retail sales?
- A: Baltix does not support direct retail purchase of our sustainable materials.

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**green from the ground up**