



FREQUENTLY ASKED QUESTIONS & SHOW FACTS

ORDERING & PAYMENT QUESTIONS

1. How do I place my order?

Orders can be placed online at <https://ordering.edlen.com/login>. Or by submitting a completed manual order form to atlanta@edlen.com. (\$25 manual processing fee applies)

2. How do I receive Discount rates on my electrical order?

You must submit the following by the Advance Payment Deadline Date 3 weeks prior (21 days) to the Event Open Date:

- Valid payment and credit card authorization/guarantee
- Complete electrical and/or plumbing orders
- Completed floor plan in PDF format that matches the electrical/plumbing order(s)

Floor work labor must include a complete floor plan. Rates are dependent on the date a **completed** order is received. A legible, scaled floor plan must include main drop, orientation, and power usage with a minimum of 500 watts at each location.

3. What forms of payment are acceptable?

Edlen accepts all major credit cards, ACH, Wire Transfer, and checks. Each order must be accompanied by a credit card for final payment. International checks are prohibited.

4. Can I revise my order?

Yes, if the original order was placed online, orders can be revised in your profile up to (21) days from event opening. All manually placed orders and revisions submitted within (21) days, please submit the request at atlanta@edlen.com.

5. Can I cancel my order?

Yes, if the original order was placed online, orders can be cancelled in your profile up to (21) days from event opening. Cancel request for manually placed orders and request submitted within (21) days, please submit the request at atlanta@edlen.com. Cancellation requests within (21) days will incur a 25% cancellation fee.

6. Are labor and materials included in the cost of the service?

No, Edlen will charge labor and materials in actual usage (with an hour minimum labor installation). These charges will be reflected on the final invoice.

7. Are the prices listed daily or for the duration of the event?

Prices listed are for the duration of the show.

8. Where can I get a copy of my final invoice?

If your order was placed through the Edlen ordering website, final invoices can be obtained from your profile. Or we welcome you to contact the office at atlanta@edlen.com.



ELECTRICAL QUESTIONS

1. Where does power come from?

- Power comes from floor boxes, columns, and overhead power sources (bus ducts).
- Power greater than 60A (208V or 480V) must be distributed overhead.

In most cases power is brought to one main distribution point. From this point it is distributed to all other locations in the booth space. Depending on the total power requirements an electrical panel may be placed at the main distribution point. Electrical panels utilize a minimum of 13"x13"x2" floor space. Call us if you have any questions or concerns.

2. Where is the power located in my booth?

Power will be installed in the back of the booth for inline, peninsula, and corner booths, unless otherwise indicated on a floor plan. All island booths must submit a scaled floor plan indicating each outlet location with measurements and surrounding booth orientation.

3. Can I use cube taps or multi-headed extension cords?

No. Cube taps and multi-headed extension cords are not allowed.

4. How do I know if I need 24-hour power?

24 Hour Power is required if you have equipment that requires power service to be energized throughout the entire event. Example, refrigeration, programmable, etc.

5. What times during the show is the power turned on and off?

Power is turned on ½ hour before show opens and is turned off ½ hour after the show closes on each show day.

6. Do I need to order motor power?

Exhibitors who order power for overhead truss with lighting are not charged for temporary motor power. All other motor power requirements must order a minimum of one (1) 30 AMP 208 Volt Three Phase service. The total number of services and amperages required are determined by the quantity of motors. Contact us for a quote.

7. Is wall power available for use?

Standard wall and other permanent building utility outlets or sockets are not part of a booth space and may not be used by exhibitors unless electrical services have been ordered through Edlen. Please contact the office for more information.

8. Can I bring my own power strip?

Yes, you can supply your own power strips.

9. What if I need outlets in multiple locations?

A separate outlet must be ordered for each location needing power. Please provide a scaled floor plan indicating the outlet location with measurements, surrounding booth orientation, and a main distribution location.

10. Where do I submit my floor plan?

Floor plans can be submitted online while placing the order. Or emailed to atlanta@edlen.com. Please include company name, booth number, and event name.

HIGH VOLTAGE CONNECTION QUESTIONS & FACTS

1. Labor is required to inspect pre-wired equipment to plug into our system.
2. High Voltage Hook up: Connection and hard wiring of all services over 120 Volt outlets and electrical motors may require labor to modify equipment to connect to Edlen equipment.
3. You may pre-wire your equipment to match our receptacles. The following is a list of the plugs that match our equipment receptacles:

- 20A 208V 1P - NEMA 6-15P or 6-20P



- 20 or 30A 208V 1p or 3P - NEMA L21-30P



- 60A 208V, 380V or 480V – 150A 15 series male mini cam locks
- 100A 208V, 380V or 480V – 150A 15 series male mini cam locks



- 200A 208V, 380V or 480V - 400A 16 series male large cam locks
- 400A 208V, 380V or 480V – 400A 16 series male large cam locks

4. Can I use my own distribution panels?

No, only Edlen electricians are permitted to distribute power throughout the facility using Edlen provided materials.



PLUMBING QUESTIONS

1. Where does plumbing come from?

Air and water will come from the floor boxes and columns. Natural gas will come from the ceiling.

2. How many machines can I connect to each compressed airline?

One machine can be connected to each airline. Additional machines within 20ft of the main connection will require additional airlines.

3. What is CFM?

CFM is cubic feet per minute. This is a measurement of air volume required to operate an item.

4. What is included in the rental of a sink? What if hot water is needed?

Sink rentals include labor, water, and drain lines. If hot water is needed, a hot water heater can be rented. Electric outlet, labor, and materials for the installation of the water heater are charged separately.

5. What is included in the order for a Fill & Drain?

Labor and materials are included in the service of Fill & Drain. "Greywater" drainage is strictly prohibited.

LABOR QUESTIONS

1. Will I need labor to run extension cords under flooring?

Yes, all electrical distribution under flooring must be performed by an Edlen electrician.

2. Do I need labor to plug in my own 120-volt equipment? What about 208-volt equipment?

Exhibitors can plug in their own 120-volt equipment. For any 60A 208V and higher, an Edlen electrician must make the connection. Inspections of all 208-volt connections completed by exhibitors are mandatory by an Edlen electrician.

3. What are the different labor rates?

Straight time labor is incurred Monday – Friday from [8:00am – 4:30pm]. Overtime labor is incurred Monday – Friday from [4:30pm – 8:00am] and all-day Saturday, Sunday, and Holidays.

4. Do I need to order labor for power installation in an inline or peninsula booth?

Labor charges will only apply if power is requested in any location other than the back of the booth.

5. Do I need to order labor for power installation in an island booth?

All island booths require labor for power installation.

6. Can I hard-wire any of my equipment at the show site?

No, all electrical wiring at the show site must be performed by an Edlen electrician.

