



EDLEN EXHIBITOR SERVICES FAQ & ONLINE ORDERING GUIDE

OUR SERVICES

Edlen Exhibitor Services handles all of your temporary electrical, utility & exhibit hall cleaning needs.

ORDERING SERVICES ONLINE

When should I place my orders?

Place all electrical, plumbing, and cleaning orders by the advance deadline (approximately three weeks before move-in) to receive discounted advance rates. Orders placed after the deadline are charged at standard onsite rates.

What's required to place an order?

A completed order form, full payment, and a scaled floor plan (required for island booths or booths needing non-standard power locations). Orders without payment or required plans are not guaranteed advance rates.

Is full payment required in advance?

Yes. Purchase orders or check copies do not secure advance rates. Final payment for onsite reconciliations must be made before the event ends.

ELECTRICAL POWER – WHAT TO KNOW

How much power do I need?

- 500W (5 amps) is the minimum power that can be ordered per outlet
- 500W typically supports a laptop, small monitor, and clip-on light
- Dedicated outlets (20 amps) are required for heat-producing equipment (presses, steamers, etc.).

Where will my outlet be placed?

- Inline and peninsula booths: one outlet at the back of the booth
- Any other location or multiple drops require labor and material charges
- Island booths require a floor plan showing a main distribution point

Can I use power strips or extension cords?

- Only 3-wire, grounded, 14-gauge cords are permitted.
- Two-wire extension cords are NOT allowed.
- You can rent a power strip and extension cord on site.

Can I bring a portable battery or related device?

- Generally, no. Restrictions apply, see branch for questions.
- **Devices are NOT allowed if they:**
 - Are not UL listed
 - Convert battery power to 120V
 - Accept a 2-prong or 3-prong plug
 - Are intended to power anything larger than small electronics (phones/tablets)



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INSTALLATION & LABOR RULES

Order one outlet per power required location

- Power outlets cannot be shared (“bulked”) between multiple locations in a booth.
- If more than (1) one outlet is required, labor and material charges may apply.

Who can install lighting or monitors in my booth?

- Exhibitor’s **full-time employees** may install simple items.
- Hired third-party labor is NOT permitted to perform electrical installs.
- **EDLEN electricians are the only authorized hired labor for electrical distribution or connections.**

What are the labor requirements?

- EDLEN has a minimum for (1) one hour to install/connect and (1/2) half hour to disconnect/remove.
- Straight time hours are Monday – Friday, 8:00 AM - 4:30 PM, all other hours considered overtime (double time).

PLUMBING

- Power to operate plumbing equipment is NOT included — all electrical needs must be ordered separately.
- Water pressure may vary; if pressure is critical, exhibitors must provide their own pressure regulator.
- One outlet is required per machine or connection. Multiple machines or multiple connections on a single machine require additional outlets.
- A minimum labor charge applies to every outlet:
 - (1) one hour to install and (1/2) half hour to remove each water, air, or drain connection.

CLEANING

- All booth cleaning is an exclusive service through the venue.
- Orders are based on booth square footage and must be placed for each day service is needed
- At America’s Center, porter service is the removal of the booth’s trash during show hours.

FLORAL

EDLEN is not the exclusive floral provider. You may use a floral company of your choosing.

EDLEN ELECTRICAL EXHIBITION SERVICES
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