

For Specific Microsoft Ignite Questions Email: sponsorssupport@microsoft.com

FREQUENTLY ASKED QUESTIONS

ELECTRICAL QUESTIONS

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

You must submit the following by the Advance Payment Deadline Date of 10/28/2024:

- 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)
- Schedule electrical labor if distribution is required or the hook up of an electrical apparatus.

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.

2. Where does power come from?

- West Hall power comes from the floor.

In most cases power is brought to one main distribution point. From this point it is distributed to all other locations. Depending on the total power requirements an electrical panel may be placed at the main distribution point. Call us if you have any questions.

3. Who is responsible for electrical installation and dismantle?

- IBEW performs ALL under carpet distribution and hardwiring
- Anything that has an electrical cord or a plug is claimed by the IBEW

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

Prices listed are for the duration of the show.

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

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

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

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

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

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

LIGHTING

1. All lighting must be hung by IBEW. Labor and material charges may apply.

FREQUENTLY ASKED QUESTIONS & SHOW FACTS

BOOTH WORK FACTS

1. Edlen charges power, labor and materials for the installation of rented monitors, plasmas, video screens, computers/laptops, sound systems and labor to operate the sound system.
2. Booth work labor is required for any connection of an electrical apparatus in the booth space exceeding total combined wattage of a 2000watt/20amp service.
3. Booth work labor is required for any electrical distribution and/or mechanical fastening to the exhibit or display of all electrical equipment, lighting fixtures, power tracks, rotating signs etc.
4. Partner employees* who have been working with the company for more than 6 months can hang their own monitors, plasmas, video screens, lights, computer/laptops, and build their own light boxes.
**Full-time partner employee must have company ID and have worked for 6 months with the partner company on a full-time basis.*
5. Booth work labor includes mounting of single monitors (which include plasma screens, LCD and CRT) and installation of brackets.
6. Two electricians are required when cords need to be fished under carpet.

MONITOR INSTALLATION & REMOVAL FACTS

1. Two electricians are required when ordering booth work labor for installation of monitors 42" and larger.
2. RENTED Monitors-Partners must order the appropriate monitor package. Monitor package includes power, material, and IBEW labor to deliver, install and remove monitors. Actual labor charges will be billed after the work is complete.
3. Partner OWNED Lights, Monitors, Plasmas, Video Screens and Computers/Laptops-A partner company employee* who has worked at least 6 months may install their own equipment if it is owned by the partner. If they own the equipment the GSC/Teamsters union delivers the items to their booth.
**Full-time partner employee must have company ID and have worked for 6 months with the partner company on a full-time basis.*

LABOR FACTS

1. Estimate the number of workers and hours per worker needed for installation. Your final invoice will be calculated according to the actual hours worked. Additional labor required is calculated and invoiced after the work is done. Dismantle labor is automatically charged at 50% of installation labor based on the show close/move out days/times (overtime/double time rates may apply) and does not need to be scheduled. If electricians are required in the booth at a specific time for dismantle, notify the Edlen Service Desk on site.
2. You **must go to the Edlen Service Desk and order labor before 1:00PM the day before you need** to hang lights, light boxes or monitors in order for us to schedule labor the next day. Have an authorized representative in the booth to supervise the work and sign the work order when completed.
3. Straight time labor is incurred Monday – Friday for any consecutive 8-hour period during the hours of 6:00am-10:00pm except Holidays.
4. Overtime labor is incurred Monday – Friday after 8 hours of Straight time up to 12:00am and the first 8 hours worked on Saturday up to 4:30pm.
5. Double Time is every day 12:00am-6:00am. Saturday after 8 hours or after 4:30pm & all-day Sunday and Holidays.
6. A 15-minute break is given after the second hour. A 30-minute break is given after the fourth hour and a final 15-minute break is given after the sixth hour. After twelve hours of work, they get a 30-minute dinner break. Lunch and dinner are not included on your invoice. Time starts from the time electrician is dispatched and stops when the electrician returns to the desk.