



Frequently Asked Questions

How Do I Determine How Much Power to Order?

Standard office equipment such as laptops, computer monitors, lead retrieval units, credit card machines, DVD players, TVs, and stem lights will be ordered from the 120V outlet category on the service order form.

Whether you require a 10amp or a 20amp will be determined by calculating your amperage (amps) or wattage (watts). You will need to know how many watts each item requires and add them together. 10amps = 1000 watts. If multiple locations are required you will need to order an outlet for each location. Example: You have stem lights at the back of your booth, a lit counter at the front right of your booth, and a monitor at the front left of your booth. In this scenario you would order (3) 120V 10 amps. If you have stem lights and a monitor at the back of the booth and a lit counter at the front of the booth you would order (2) 120V 10 amps and either bring your own plug strip for the two connections at the back of the booth or request one on site at the exhibitor service desk.

Are Your Fees A Daily Or Flat Rate?

Our listed fees on the service order form are a flat rate for the duration of the show. Listed fees do not include any applicable labor and material charges.

Where Is My Power Located?

Standard 10x10 and 10x20 inline and peninsula booths will have the power placed at the back center of the booth unless otherwise requested. **Island Booths do not have a standard power placement. The location of your outlet(s) must be indicated on a scaled floor plan. Neighboring aisles/booths should be marked on the layout to denote booth orientation. Should no floor plan be provided your power will not be installed until you are on site to direct installation.**

What If I Need Power In One Or More Additional Locations?

Each location in the booth that requires power will require an outlet to be ordered. We do not split multiple locations from a single outlet. Please reference the example scenario under "How Do I Determine How Much Power To Order?" for guidelines on determining number of outlets to order for your required locations. For all multiple outlet orders you will need to supply Conti-HTE with a scaled layout of the booth designating exact locations for each outlet ordered. If you do not have a formal drawing we have Grid Layouts for most standard booth sizes available on our online system. If a different grid size is needed or you require assistance in determining number of outlets please contact us at: tcfcenerelectricalservices@conti-hte.com.

How Do I Order 24-Hour Power?

Either check the 24 hour/dedicated box on the service order form or select the 24 hour item listed on the website.

How Do I Know If My Booth Requires Labor And Materials?

- If you have a standard 10x10 or 10x20 inline or peninsula booth and only order a single outlet for the back center of the booth you will only be charged the outlet fee.
- Since all Island Booths stand alone, they require electricity to be brought to a location from the closest power source in the exhibit hall. Therefore a *minimum* one-hour (per technician) labor fee is charged

for installation. Materials used to complete the installation are determined on site. If you require an estimate pre-show please contact our exhibitor services department at tcfcenerelectricalservices@conti-hte.com

- Any booth or display that requires a dedicated outlet (minimum 20 amp) to be installed may also incur labor and material charges.
- Any booth requesting multiple outlet locations will require labor with a *minimum* one hour (per technician) for installation. Materials used to complete the installation are determined on site.
- Any booth with a service order for 208V, 240V, 230V, 380V, or 480V motor and equipment outlet will require labor with a *minimum* one hour (per technician) to install the connection as well as a *minimum* one hour (per technician) to configure the connection. Materials used to complete the installation are determined on site.
- All overhead services will require labor and lift fees. Example: Overhead par cans, connecting power to lit sign, lighting truss, or any overhead power drops.
- All re-distribution or relocation of services or any other onsite changes will require labor.
- All requests on site to complete electrical assembly will incur a *minimum* one hour (per technician) labor charge. This includes work such as hanging stem lights, hanging monitor, wiring light box, wiring through hard walls, wiring machinery connections, or installing adapters. This is not a complete list. Please contact us at tcfcenerelectricalservices@conti-hte.com if you have questions about your specific needs.

What Is Dismantle Labor?

Dismantle labor is charged to all booths with installation work orders. The fee is one 33% of the total installation charges.

Can I Bring My Own Extension Cords and Power Strips?

Any extension cords or power strips that are not provided by Conti-HTE must be submitted for inspection and approval prior to use. Any concealed cabling (under carpet/flooring or inside walls) **must** be provided by Conti-HTE. These items are available for rent on show site.

Will My International Equipment Be Compatible With USA Power Source?

Please contact us at tcfcenerelectricalservices@conti-hte.com or call our office at 313-259-7700 for technical support.

Do I Need A Floor Plan For Lighting?

All lighting set ups require a floor plan for placement and focusing.

How Is Payment Made to Conti-HTE?

Full payment for all items ordered from the electrical service order form is required prior to installation. Payment must be received 14 days prior to the event to qualify for incentive pricing. Any additional charges (labor and materials for instance) will be added on show site and charged at the close of the show. We accept Visa, Mastercard, Discover, American Express, Check, or Wire Transfer payments.

- The correct credit card billing name and address must be on the service order form, complete with city, state, and zip code. American Express requires that the card holder be the one to sign the service order form to authorize payment.
- Purchase orders are not accepted as payment.

How Do I Send A Wire Transfer Payment?

Please email your request for our banking information to tcfcenerelectricalservices@conti-hte.com

What If Another Company Is Paying For My Electrical Services?

If you have hired a third party to place your order please have them complete the services order form and submit it with payment information. Be sure they include the correct booth number for delivery. The exhibiting company acknowledges the responsibility for any additional charges in the event a third party named does not make payment. All balances must be settled on site prior to the event closing.

Where Do I Go For Assistance At Show-Site?

Conti-HTE will have an Electrical Service Desk stationed with the other contractors at the Service Center. These are typically located in the back of the exhibit hall. If you are having troubles locating us please call our office at 313-259-7700.

How Can I Get An Invoice Of My Electrical Charges?

We always send out an automated email with your final invoice at the close of the show. If you cannot locate this email you can access your online account and download or print an up-to-date invoice by clicking on “My Orders” in the upper right hand corner. If you need further assistance you can reach out to us at tcfcenerelectricalservices@conti-hte.com.

Have a question that wasn't answered here?

Email: tcfcenerelectricalservices@conti-hte.com

Phone: 313-259-7700

Fax: 313-259-7706