



Frequently Asked Questions for Ordering Electrical Services

Where Is My Power Located?

Inline and Peninsula Booth power is generally located along the back center curtain wall, unless you request the power to be distributed elsewhere in the booth.

Main drops for Island booths (if so desired and/or required) are installed at the location requested by you. This main drop must be indicated on a scaled floor plan. Neighboring aisles and booths should also be included on this floor plan. Should no floor plan be provided, the main drop will be installed in the booth or from separate floor ports, at our discretion.

Note: For safety precautions, all Island Booth power will be turned off after the installation is completed and tested. Please come to the Electric Service Desk when your carpet installation is completed to schedule your booth electric services to be energized.

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

Supply (upload) a floor plan of your booth showing the exact outlet locations needed, and the type and amount of electricity designated at each location. For your convenience, different sized grids are available at the ordering portion of our website.

How Do I Determine How Much Power To Order?

Calculate your electrical needs by the amperage (amps) or wattage (watts) of each piece of equipment requiring power. This would include lighting. If multiple outlet locations are required, there is a maximum of one connection per outlet. Ex: If there are 5 separate locations, indicate how much wattage per outlet location. Per local regulations, no more than 80% of available watts may be used per outlet. For example: no more than 800watts of a 1000watt circuit may be used.

Standard office equipment such as laptops, computer monitors, lead retrievals units, credit card machines, DVD players and TVs will be ordered from the first three line items under 120v outlet on the service order form.

How Do I Order 24 Hour Power?

Indicate the quantity of outlets in the column marked **24 Hr or Dedicated 20 amp**; charge is 25% more than standard power, and is based in accordance with the advanced and/or base rate prices. Also indicate these locations in the booth diagram.

How Do Know If My Booth Requires Labor And Materials?

- Since all Island Booths stand alone, they require electricity to be brought to a main drop location, or separate individual drops from the closest power source in the exhibit hall. Therefore, a minimum one-hour (per technician) labor is charged for installation. Materials used to complete the installation are determined on site. If you require an estimate pre-show, contact our exhibitor services department.
- Any booth or display that requires a dedicated outlet (minimum 20 amp) to be installed may also incur labor and material charges. Please call or email our exhibitor services department.
- Any booth requesting multiple outlet locations (power distribution) 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 a 208V motor and equipment outlet will require labor with 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; example: Overhead quartz lights from the ceiling, signage over 200 pounds, lit signage.
- All re-distribution of services, added outlets, or any other onsite changes will require labor example: change of outlet location once installed
- Please complete the **Labor Request Section** of the service order form to schedule Labor.

What is Dismantle Labor?

Dismantling costs for booths, power, rigging and lighting shall be charged based on the actual time spent, but not less than 33% of the installation costs in each case. When tear-out is performed outside normal working hours, the tear-out fee shall be based on 33% of install hours at the applicable OT/DT rates. Minimum daily charges still apply.

Where Do I Go For Assistance At Show-Site?

Conti-HTE will have an Electrical Service Desk stationed at the Exhibitor Service Center for the event. If the event does not have an Exhibitor Service Center, please call or visit our office on the first floor of Cobo Center.

How Can I Get A Final Invoice Of My Electrical Charges? Final Invoices are emailed out after the conclusion of event, once all dismantling charges have been entered. They are also available at our ordering site, using your personal login and password.

Can I Bring My Own Extension Cords And Power Strips?

Any extension cords or power strips that are not provided by Conti-HTE are subject to inspection, and may **not** be placed under any carpet or flooring, or concealed in walls or above ceilings. These items are also available to rent at show site. Our electrical service desk will provide them upon request.

Will my international equipment be compatible with USA power source connections?

Please call our office for technical support.

How Do I Send A Wire Transfer Payment From Another Country?

Please E-mail your request for our banking information to: coboexhibitorservices@coboelectrical.com

Do I Need A Floor Plan For Lighting?

All lights require a floor plan for placement and focusing.

How Is Payment Made To Conti-HTE?

Full payment for all items ordered from the electrical order form is required 14 days prior to the event move-in, in order to process installation. Any additional charges will be added at show site. **Check, Visa, MasterCard, American Express, Discover and Wire Transfer payments are accepted. Additional fees may apply.**

- The correct credit card billing name and address must be on the service order form, complete with city, state, and zip code
- Purchase orders are not accepted as payment. Please call or E-mail our accounting department at 313.259.7700 coboexhibitorservices@coboelectrical.com.

What If Another Company Is Paying For My Electrical Services?

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 onsite prior to the event closing.

Need Assistance?

Email: coboexhibitorservices@coboelectrical.com

Tel# (313)259-7700 Fax# (313)259-7706