EXHIBIT SERVICES

FAQ – EXHIBITOR ELECTRICAL SERVICES

HOW MUCH POWER DO I NEED?

Power needs are based on the Voltage required first, then the total number of Watts or Amps required for the lighting or equipment to be connected.

120 VOLT

Lights/Equipment that plugs into a standard wall outlet in a home or office (North America) will require 120 volt power. The number of Watts or Amps required is usually found on a nameplate or stamp on the underside or back of the piece of equipment. For lights, add the wattage of all the lights used for a total requirement. Add together the wattage of each unit (if the power is shown as amps, convert into watts, 1 Amp = 100 Watts approx.).

208 VOLT OR HIGHER

Equipment that requires higher voltages typically are heavy machinery or industrial cooking devices. They are typically rated at 208 Volt but could be 220 or 230 Volt. Some heavy Equipment could also require 600 Volt (Canadian), 480 Volt (American), or 380 Volt (European).

Each piece of equipment will typically have a plate somewhere on it that indicates the voltage, amperage and phasing. The term wattage is not typically used with higher voltage equipment.

Example:

a) 230 Volt, 30 Amp, Single Phase
b) 208 Volt, 30 Amp, Three Phase

Voltages of 230 or 240 volts, may require a transformer, transformer rentals are in addition to the required power order. Voltages of 380 or 480 will require a transformer rental over and above the power order. Some equipment requiring 230 or 240 volts will run properly with 208 volts. Exhibitors should check with their technicians first to ensure this is possible.

WHERE DOES THE POWER COME FROM?

Electrical power at the Vancouver Convention Centre comes from floor ports located on a 30’ grid on the exhibition floor and in the ballrooms. Exhibitors should contact their show manager for master plans showing their booth location and its relation to the Vancouver Convention Centre floor ports. Overhead power requests are assessed on an individual basis and quoted accordingly.

IS THE PRICE FOR POWER “PER DAY” OR “PER SHOW”?

Electricity prices are “per show”. Moves or changes to power that has already been installed may result in additional labour charges.

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CAN I BRING MY OWN POWER BARS OR EXTENSION CORDS?

Exhibitors may use their own extension cords and power bars under the following conditions: all cords used by exhibitors must be #12 and must have a CSA, ULC or similar approval.

CAN I RUN MY OWN EXTENSION CORDS UNDER CARPET/FLOORING?

Yes, exhibitors may run their own wiring under carpet or flooring; however, it must be **flat** #12 and must have a CSA, ULC or similar approval if they are crossing a part of their booth where people can walk over it. Furthermore, if the cord is not under any flooring, it should be secured with gaffers and hazard tape. If they cannot provide the proper tape, our Electrical team will be able to assist with an added labor charge, likewise, if exhibitor cords show any signs of damage or otherwise appear unsafe, Vancouver Convention Centre Event Technicians may reject these cables and insist they be replaced.

WHEN WILL MY POWER BE INSTALLED?

Power will be installed before the show opens. In most cases, Vancouver Convention Centre attempts to have power set at the exhibitor's booth prior to their arrival.

WILL MY UNDER CARPET INSTALLATION BE COMPLETED BEFORE I ARRIVE?

The Vancouver Convention Centre will make every effort to have under carpet wiring in place before the exhibitor arrives, provided the following information has been received:

1. A completed electrical request form.
2. A valid and authorized credit card number or pre-payment by cheque or money order.
3. A floor plan indicating main drop locations, dimensions to each power location, the amount of power required at each location, and surrounding aisle or booth numbers to indicate orientation of the booth.

DO I NEED TO ORDER LABOUR TO PLUG IN MY LIGHTS OR EQUIPMENT?

Most small booths do not require labour to plug in their own equipment. Labour is required for large under carpet layouts (over five install locations), splitting single circuits to multiple locations, specialty equipment tie-ins, or if equipment/lights need to be wired correctly to meet local safety requirements.

DO YOU OFFER 24 HOUR POWER?

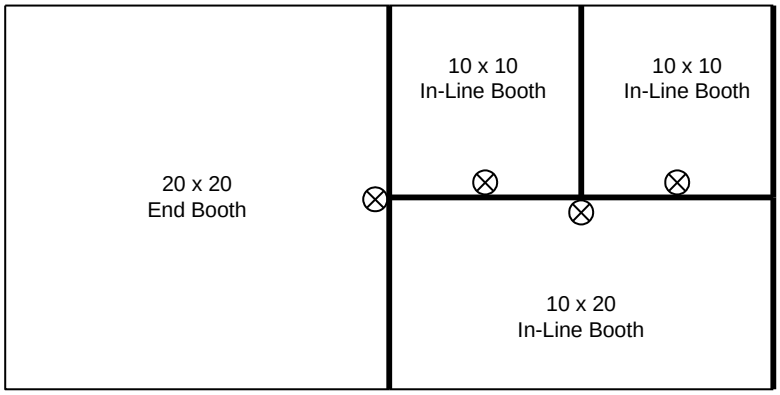
Yes, once installed your power will remain on 24 hours a day. Clients with computers or other equipment sensitive to power spikes should protect their equipment with appropriate surge protection. Power is usually turned on after

installation and remains on until ½ hour after show closes. If power is required for booth tear down, please just ask the Event Technicians to leave it on.

WHERE WILL MY POWER BE LOCATED?

Typically power will be located along the back wall of the booth, on the floor. Island booths should submit a floor plan showing the location and amount of power. An orientation to the overall trade show plan should also be indicated.

Example:

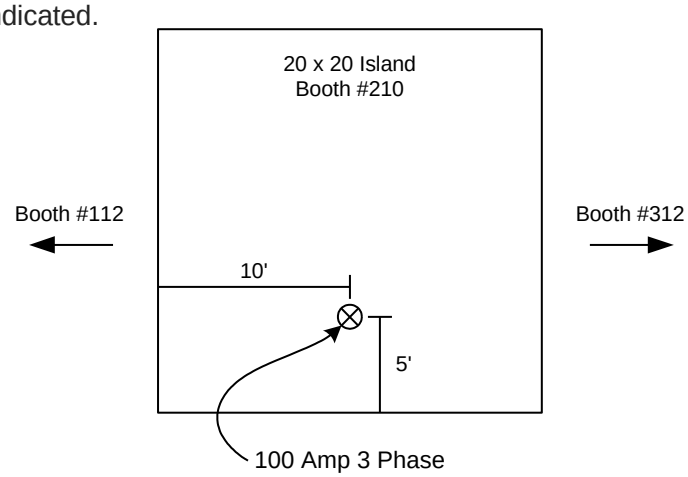


Power will be at rear of Drape/Hardwall

CAN I HAVE MY POWER AT ANOTHER LOCATION BESIDES THE REAR OF MY BOOTH?

Yes. Exhibitors requiring power at specific locations within their booth must submit a floor plan indicating the preferred location. If multiple locations are needed the plan should show each location. An orientation to the overall trade show plan should also be indicated.

Example:



Note: All island booths and booths with large power requirements will need a distribution panel in their booth. These panels range in size, but are generally 10” x 14” x 10” in size and will have a number of cables attached. The exhibitor can provide cabinets or small rooms for them to be placed in but they must be able to be accessed by the Event Technicians at any time.