

Holiday Lights FAQ

Our Holiday Lighting service can take the STRESS out of your holidays! We offer professionally designed, custom-cut lights for the roofline of your home or business! Additionally, we offer mini lights for shrubs and trees, wreaths, greenery and more! We will install your lights, service any issues throughout the season, remove them and store them for you for a year! Read on for some of the most common questions we get about our amazing service!

Q: What type of lights do you use?

A: For rooflines we use an LED Minleon C9 size bulb. They are approximately 3 ¼" tall. These are a commercial grade light - WAY brighter than a store bought strand, and will last for years! We install these bulbs on custom-cut stringers specific to your house. This means you can choose from a huge array of colors or patterns and even change them out from year to year! For trees, shrubs and other applications we typically use commercial grade LED 5MM mini lights.

Q: Is there a difference between your lights and the ones I can buy at my local retailer?

A: Absolutely! We purchase commercial grade, longer-life bulbs and socket strings. Our commercial grade timers are not available in stores. If you choose to purchase LEDs you will have a product that can only be purchased through commercial retailers, not your Walmarts or Home Depots. These are high-quality, custom retrofit bulbs.

Q: What does the service include?

A: We will furnish custom cut commercial lights in your choice of color or pattern, as well as all needed timers, extension cords or other accessories. Throughout the year we will return for any service issue to make sure your lights are rocking all season! Once the season is over, we will remove all lights, and safely store all items for the following season.

Q: Do you sell holiday lights or offer a lease program?

A: We exclusively offer a lease program for all our holiday lighting services. This isn't just an option - it's how we've designed our entire service to provide maximum value and convenience for our customers.


Q: How does our lease program work?

A: Our comprehensive lease program includes everything you need for spectacular holiday lighting:

- Professional custom design for your property
- Commercial-grade LED lights and all installation hardware
- Expert installation by our trained crews
- Full-season maintenance and service calls
- Guaranteed replacement of any damaged or malfunctioning components
- Complete end-of-season removal
- Secure off-season storage at our facility
- Fresh, perfectly maintained lights ready for next season

Q: Why do you only offer leasing instead of selling lights?

A: Our lease-only model allows us to provide superior service and value:

 **WORRY-FREE MAINTENANCE:** Since we own the equipment, we're invested in keeping everything working perfectly. Any issues are resolved quickly at no cost to you.

💡 **ALWAYS CURRENT TECHNOLOGY:** You get the latest commercial-grade LED technology each season, with automatic upgrades and replacements as needed.

🏠 **ZERO STORAGE HASSLES:** No cluttered garage or attic storage. We handle everything in our climate-controlled facility.

💰 **PREDICTABLE COSTS:** One annual fee covers everything - no surprise repair bills or replacement costs.

🎨 **DESIGN FLEXIBILITY:** Want to change colors or patterns? Easy! Since you're not locked into purchased equipment, we can modify your display each year.

⚡ **COMMERCIAL-GRADE QUALITY:** Our lights are far superior to retail options - brighter, longer-lasting, and professionally maintained.

🛡️ **FULLY INSURED SERVICE:** Our \$2M insurance coverage protects your property during installation, maintenance, and removal.

Q: How does leasing compare to buying lights myself?

A: When you factor in the true costs of quality commercial-grade lights, storage solutions, annual maintenance, replacements, insurance, and your time - our lease program typically costs less while delivering professional results you simply can't achieve with store-bought lights.

Q: What happens if lights get damaged during the season?

A: That's the beauty of our lease program! Damaged or malfunctioning lights are replaced immediately at no charge. We maintain spare inventory specifically for quick repairs, ensuring your display looks perfect all season long.

Q: Can I make changes to my lighting display each year?

A: Absolutely! Since you're leasing rather than owning, you have complete flexibility to modify colors, patterns, or even expand your display each season. This is one of the biggest advantages of our lease model.

Q: How is the lease program priced?

A: Our lease pricing averages \$1200 for roofline installations with a \$500 minimum. This all-inclusive price covers design, installation, premium commercial-grade equipment, full-season service, removal, and storage. Contact us for a free estimate tailored to your property.

Q: How much will this cost?

A: Cost can vary widely depending on the amount of materials needed, difficulty of the installation, roof types, and scope of display. **The average cost for roofline installation is \$1200, with a minimum charge of \$500.** We provide free estimates and will work with you to design a display that fits your budget and vision. Additional services like tree lighting, wreaths, and garland are priced separately based on your specific needs.

Q: How do you install the lights or decor?

A: Roofline lights are typically installed using gutter or shingle clips, either by ladder or from the roof. Additional means of installation could include parapet clips, hot glue or magnetic socket wire. Our installer will choose the best and safest method of installation. Some permanent methods (masonry screws, screw hooks, etc.) may be required. These are typically needed for wreath or garland installations and will be discussed prior to installation.

Q: What if I have my own lights?

A: It is fundamental for us to be able to guarantee our workmanship and the quality of product is a big part of that. As such we are unable to work with customer supplied products.

Q: When do you start and stop the lighting service each year?

A: We typically begin installations in late October and aim to have all displays completed by end of November (depending on acceptance date). Lights remain active through the New Year, and removal is completed by January 31st, weather permitting.

Q: When is payment due?

A: A 40% deposit is required to be placed on our installation schedule. The remainder will be due upon completion of installation.

Q: How does the removal and storage of my lights work?

A: Our goal is to have all of our customer's lights removed by January 31st, weather permitting. Customers are not required to be home at the time of removal. All decorations purchased from us are neatly organized, tagged and packed into Rubbermaid bins and stored during the off-season at no additional charge. We store everything at our secure facility at no additional charge, ensuring your lights are ready for the following season.

Q: Can I add to my initial lighting request if I want more later (both on-site and days after work has been completed)?

A: Yes. If the install team has the required materials needed to perform the additional requests we are happy to take care of those requests on the day of the installation. If there is additional lighting you want done after the install team has left, there may be an additional trip charge for the crew to return.

Q: Are you licensed and insured?

A: Yes we are. Element Turf & Outdoor Solutions, LLC is insured for a number of things, including \$2,000,000 General Aggregate, \$1,000,000 Personal & Advertising injury.

Q: How much notice do you need to hang lights on my house this season?

A: Feel free to contact us at any time. We are open year-round. Scheduling starts in September as we begin to fill the installation calendar. Advance notice of 2 weeks is preferred, however, it may be possible to schedule and complete an install within 24 to 48 hours. Don't wait until the last minute. Our installation calendar fills fast. Update for 2021: Supplies are extremely limited and will be available on a first come, first served basis.

Q: Do I need to be home for you to do the install?

A: It is not necessary for you to be home during the time of install, provided there is access to powered outdoor outlets. Our trained installation crews are professional, safe, efficient and can complete your installation regardless of your availability.

Q: Who do I contact if my lights are not working properly?

A: Please call or email our office at (618) 467-7047 or info@elementturf.com to let us know about the issue you are having and we will have someone out within 48 hours to repair the lights.