

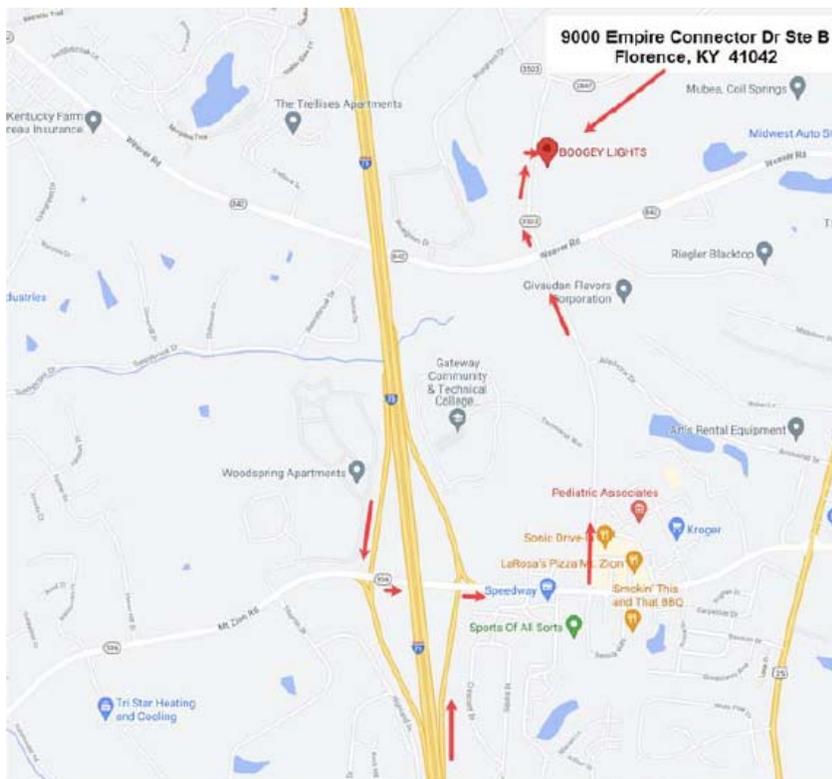
# Everything you need to know about your Boogey Lights installation appointment.

## DIRECTIONS

9000 Empire Connector Dr Ste B Florence KY 41042

We're about 2 miles off the I75/I71 interstate in Northern KY (Florence) and about 10 miles south of the Cincinnati OH / Kentucky state line. **We suggest using these directions regardless of what your GPS tells you OR the direction you're coming from.**

- Take Exit 178 off I75/I71. This is State Route 536, aka 'Mt. Zion Rd'.
- Drive EAST to SAM NEACE DR (Rt 3503). It's 2 or 3 traffic lights depending upon whether you're coming from the north (3 TLs) or the south (2TLs) .
- Turn LEFT (NORTH) on to SAM NEACE DR.
- Go through one traffic light (you're crossing WEAVER ROAD).
- The BOOGEE LIGHTS entrance is the second driveway on the right. There is a Boogey Lights sign on the building (north end) AND there is a Boogey Lights sign at the entrance. You'll notice too that Wiers/George's Truck Center is the first driveway on the right. DO NOT turn into that facility because you will almost certainly not be able to back out or turn around with a large RV – at least easily.



## **CONTACT INFORMATION**

The best way to reach us during business hours is via phone: 800.847.1359. You can send us an email ([support@boogeylights.com](mailto:support@boogeylights.com)) or even send us a text at 859.955.8155 (note – this is a text only number). If it's after-hours, send us an email OR text us. Both the email and text messages are forwarded to a support ticket system which alerts our team.

## **AFTER HOURS ACCESS**

Our facility is locked when we're closed with a double gate across the entrance. Our posted shop hours are MF 9am to 5pm Eastern Time (those are the times our phones are on). However, we're often here after hours and on weekends. If you have an installation appointment and know you're going to be arriving after hours, please reach out to us a day or two in advance. In many cases someone will be here to assist you when you arrive even if after-hours. If however no one can be here when you arrive, we have a lockbox that will allow you to open the gate. Let us know in advance and we'll give you the combination to the lock box along with instructions to hook up to electric. Be sure to review the parking diagram below. **NOTE: If your vehicle doesn't have a working bathroom, the city will not allow overnight stays in our lot. We have to ask you to stay at one of the local three truck stops in the area where there are bathroom facilities. This is a city ordinance which we've only recently become aware of.**

## **50 (or 30) AMP ELECTRIC**

We offer on-site parking with 50 and 30 amp service. Sorry. No water or sewer. If you're going to be arriving after-hours and assuming you contacted us in advance to let us know, we will make sure the electric service is ready for you to use when you arrive.

## **YES! WE'RE PET FRIENDLY.**

In case you haven't heard, we're animal lovers. You might have seen several of our dogs show up in our YouTube videos or other social media posts. In fact, you'll likely be greeted by 2 or more dogs when you visit us. We know many RVers are animal lovers too. Many travel with their pets (dogs mostly although we have seen a few cats, a parrot, a squirrel and even a monkey). The point is your pet is absolutely welcome here. We've even been known to dog sit for customers who don't want to take their dog with them site seeing in the area. Our facility is gated and we have fencing around the warehouse and service bay areas to stop dogs from falling in the service pit and/or getting loose. As long as your dog does well with other dogs, he/she is welcome to hang out with our K9 crew and enjoy the extra treats he/she will likely receive whenever the UPS/USPS/FEDEX/DHL driver stops by. If your pet needs to stay in the RV and requires air conditioning we need to discuss options though as we typically try not to run RV a/c units in our service bay due to the condensate drain. We can usually work around it by making sure the condensate drains into a bucket but it's something we need to plan for. Water on our service bay floors make the floors very slippery and can be a serious hazard to us 2 legged creatures.

BTW – If you look at the diagram on the following page, you'll notice we have lots of grass surrounding our facility. Plenty of room to walk your dog.

## WHERE TO PARK

For most installation customers we will have you park just outside of BAY #3 (furthest to the left if you're facing our building). This is where the 50 amp service is located. It's also the bay that has the 'pit' that gives us easy access underneath the RV when pulled into the service bay. If you have a toad, you'll need to disconnect. You can park your toad along the fence area where indicated. Important not to block access around the back of the building or the gate entrance as there is big truck traffic that needs to be able to get through these areas during business hours.



## **THE PROCESS. WHAT TO EXPECT.**

### **Preparing your RV for the Installation**

We typically will start installations by 8:30am. At that time we will open the service bay door, disconnect your RV from the electric service (slides/awnings in of course) and guide you safely over the installation pit of Service Bay #3. Once into the service bay, we'll reconnect electric service to your RV. We will however ask that you turn off all air conditioning units (or furnace) and hot water heaters. No propane device should be on too. We'll also request that you unlock all storage bay doors.

### **Consultation / Walk Around**

We'll do a walk around consult with you to discuss what you want done and the various options available. We'll identify the house battery bay and probably take a quick look under your RV. We also typically offer the owner the opportunity to go down into the 'the pit' with us so he/she can see the bottom of their RV. It's not a view most owners ever see and in some cases, it's proven very helpful. In one case we found the hot water heater exhaust pipe (diesel) had been almost completely crushed. It needed to be replaced immediately or could have caused other problems. Depending upon what needs to be done, this might take 15-30 minutes. We'll want to make sure we know what you want to have done. We'll also confirm pricing targets and expectations to make sure we're on the same page.

### **Work Inside Your RV**

If we have to enter your RV to do any work, we will remove our shoes first and make sure any work surfaces and surrounding areas are protected from dirt/grease/grime. We understand the investment you have in your RV and will take every reasonable precaution to protect your RV. Rest assured, we've done this more than just a few times and know what we're doing.

### **The Work Day**

We typically block out 8:30am to 5:30pm for installations (sometimes later if need be). During this time we ask that you take the opportunity to do something other than hang around the RV. While we have a waiting area, it's not in an air-conditioned area and candidly, is not all that comfortable particularly if you're sitting there for 8 hours. More importantly, it's difficult to efficiently do our job when the owners are hanging around, asking us questions, monitoring the progress of the work and/or just chit-chatting with our installation team. Yes, as a small family owned business we absolutely LOVE our customers and we're very people friendly however during the workday, our mission is to provide the best possible service we can at the price we say we're going to do it. Distractions and interruptions aren't helpful toward meeting that objective. We'll have time to visit before and after. Of course, if you need to get into your RV during the workday to get something, that's fine. What we try to avoid is a situation where the owners are either in the RV or hanging around the RV while we're trying to complete the installation work.

As for what to do while in the area, our facility is in the Cincinnati Metropolitan area with more than 1 million people living/working. There is a lot to see and do both north and south of our facility: historical, arts, distilleries, sports attractions, movie theaters, day trip to river towns (the Ohio river is only 10-15 minutes away), shopping, amusement parks, state park, Newport Aquarium, museums, Union Terminal and 'The Ark Encounter' (just to name a few). We have assembled a list of places to check out while you're in town which you can download from our website.

## **WIFI**

Yes! We have WIFI available. If you're parked in front of bay #3, you can connect to the BOOGEY2GUEST or BOOGEY5GUEST access points. The password for both is ' BoogeyMan9000 '. Yes, case matters.

## **INSURANCE.**

In the event the unthinkable happens, we carry several kinds of insurance to protect us and our customers. First, we carry product liability insurance. Second, we carry general business insurance. Third, we carry garage-keepers liability insurance. We've thankfully only had to make one claim in the past 8 years (we mistakenly drilled into a water tank) but were thankful we had the coverage.

## **NON-BOOGEY LIGHTS RELATED RV WORK.**

From time to time we'll have a customer ask us to fix something unrelated to Boogey Lights on their RV; or, at least investigate an issue further. In some cases we discover a problem while we're doing the lighting installation; often from underneath the RV. We're generally happy to assist where we can. And we've done a number of fixes for customers over the years. That said, we are not an RV repair shop nor are we trained or certified in repairing RVs and RV related systems. We also don't charge for these services and can't due to insurance limitations. We will do what we can to assist in the spirit of being helpful but ask folks to please understand we are limited to what we can do and how much time we can spend on these types of issues.

## **SECURITY.**

When we close the facility at night we will close and lock the entrance gate. During your stay with us we will give you a key to that gate in the event you go out for the evening. We ask that you lock the gate behind you when you do.

## **WARRANTY.**

We warranty both our product and our installation work. The product warranty length varies based on the product installed and/or the type of vehicle it is installed on but generally, RV recreational installations will have a 3 year original owner product warranty. We warranty our installation work for one year. You can read the entire warranty on our website ( <https://www.boogeylights.com/warranty/> ).