



Official

NEWSLETTER

EIGHTH ISSUE

SPRING 2002

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BACnet

Software

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HARDWARE HIGHLIGHTS

MACH-Global™ Alpha Testing

Alpha testing of the new MACH-Global™ building controller got underway on February 27th, and so far the new controller is looking fantastic. Testing is expected to continue throughout March, with a targeted release of the end of April. The MACH-Global™ controller is designed to replace the MACH-Net™ controller and is, in our opinion, the ultimate building controller for large facility management.

The MACH-Global™ controller takes full advantage of Ethernet and is designed to accommodate multiple implementations of BACnet™ within the Reliable Controls™ MACH-System. The current BACnet™ implementation features both Ethernet and Point-to-Point (PTP) communications. Master Slave/ Token Passing (MS/TP) and BACnet/Internet Protocol (B/IP) will follow in subsequent releases.

The MACH-Global™ input expansion cards feature 12 bit A/D converters which will detect changes as low as 1 mV. Each input also features an LED to give instant visual feedback of activity at the input.

The MACH-Global™ output expansion cards feature onboard power eliminating the need to draw power from the host controller. All outputs can now deliver 75 mA of current simultaneously, giving the MACH-Global™ controller a fifty percent increase over the output current capability of the MACH-Net™ controller. In addition to more output current capacity, the MACH-Global™ output expansion cards also feature HOA switches with position feedback to RC-Studio™. HOA switches and removable connectors are standard features with the new MACH-Global™ controller.

Check out the new MACH-Global™ 'Flash' presentation on our Web site. The engineering submittal sheet is available now in PDF form and the specification sheet will be available shortly.

SMART-Sensor™ with Humidity

A new SMART-Sensor™ incorporating humidity sensing and an enhanced display is now available. The humidity and temperature sensing elements are onboard the new SS-H and SS-H-DI models and do not require the use of inputs from your host controller.

What's new



BACnet™ is a registered trademark of ASHRAE



RC-Archive™
On The Shelf
Reliable Controls™ historical data acquisition software has arrived! Find out all about it inside.

Promotional Opportunity



The RC-Studio™ software promotion began on Friday March 1st, 2002. Upgrade your existing installed base of previous generation software to the latest version of RC-Studio at exceptionally low prices. Order now as this promotion will expire on May 31st, 2002.

What's new

TRAINING HIGHLIGHTS

New Training Facility

The first Dealer Training Course in our new state-of-the-art training facility was completed last month. The facility features 10 workstations each with its own PC and Reliable Controls™ training kit. The training facility has a modular design allowing for multipurpose use.

Courses have been scheduled for the remainder of the year (see below). Keep an eye on the Web site for detailed updates.



In addition to regular dealer and customer training courses we will be developing some specialized courses designed to cover specific aspects of the Reliable Controls™ MACH-System. Your comments and suggestions regarding course material are most welcome. Please contact Mr. Eric Balt at Head Office.



Dealer Training - Victoria, B.C.

- ✓ April 3-5, 2002
- ✓ May 14-17, 2002
- ✓ June 11-14, 2002
- ✓ October 1-4, 2002

Customer Training - Victoria, B.C.

- ✓ April 16-17, 2002

Fill out the registration form on-line or contact Jutta Goebel for further details:

jgoebel@reliable-controls.com



Have you visited our web site recently? We always encourage your feedback. If there are any items you feel are not covered on the site that should be, we certainly would like to know.

www.reliable-controls.com



Why BACnet™?

BACnet™ compatibility provides the following advantages:

- ☞ Freedom to choose the right controls equipment for your needs from a variety of competing vendors.
- ☞ Seamless implementation of the latest technology leading to improved building efficiency.
- ☞ Forward compatibility (future proofing) of technology, providing longer life cycles for building automation products.

Reliable Controls™ is a proud member of the BMA



BACnet™ Implementation

BACnet™ is the communication standard for the Building Automation Industry, and Reliable Controls™ is committed to providing seamless integration between BACnet™ and the Reliable Controls™ MACH-System.

The release of Reliable Controls™ firmware version 6.13 completes the implementation of the Ethernet and Point-to-Point (PTP) portions of the Bacnet™ communication protocol. The implementation of the BACnet™ Internet Protocol (B/IP) and master slave token passing (MS/TP) portions will follow in future firmware releases.

BACnet HIGHLIGHTS

BACnet™ Communications

Reliable Controls™ MACH-System Ethernet enabled panels, with the exception of the MACH-Net™ controller, are 'native' BACnet™. No configuration is necessary for BACnet™ devices to access inputs, outputs, and variables in a Reliable Controls™ MACH-System. The Reliable Controls™ MACH-System has a built in algorithm that translates the network address assigned to the panel to a device number and a network number that BACnet™ uses for communication. These numbers appear by default in the BACnet™ Setup portion of the MSet™ screen and are best left unchanged.

In the event that the Reliable Controls™ MACH-System needs to access other BACnet™ devices it is necessary to identify BACnet™ functions and objects that will be used. This is accomplished with the aid of a 'BACset Mapping Table' that resides in each BACnet™ enabled controller. The mapping table is configured using the BACset™ tool of RC-Toolkit™, and acts as a list of functions that the panel is required to perform on the BACnet™ device.



Upgrade to RC-Studio™ ver 1.1

Creative software Creative solutions



Available at **50% Off**
when you order before May 31, 2002

For details call your local Reliable Controls Authorized Dealer
or visit www.reliable-controls.com

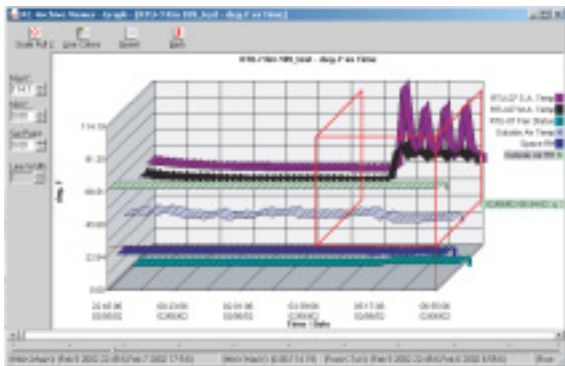
What's new

SOFTWARE HIGHLIGHTS

RCArchive™

Official Release!

RC-Archive is now officially released and shipping. The long awaited release comes on a CD-ROM complete with context sensitive 'Help' files like RC-Studio™ and a soft copy of the Users Guide.



RC-Archive™ is new Data Acquisition software that works in conjunction with the Reliable Controls™ MACH-System to provide for the long term archiving of trend log data. The software features data mining, graphing and export capabilities along with the ability to gather data remotely. RC-Archive™ features two modules, the Logger and the Viewer. The base license for RC-Archive™ provides a single connection to one Reliable Controls™ MACH-System. Upgrade licenses are available for connection to multiple Reliable Controls™ MACH-Systems. Each installation of the logger must be authorized with an unlock code. Multiple copies of the viewer can be conveniently installed without authorization, allowing more than one operator to be looking at archived data simultaneously.



RC-Studio™ Alarm Package

The Alarm package in RC-Studio was enhanced beginning with version 1.1 update 1.1. The alarm package has the following five new features.

1. **Priority** - alarms can now have a priority level attached allowing for the definition and display of alarm pop-up windows in order of importance. The system alarm pop-ups are enabled by default; all pop-ups may be enabled or disabled through the Alarm Configuration worksheet. The pop-up dialogs are in addition to the alarm message that appears on the Status Bar of RC-Studio™.
2. **Type** - alarms can now be categorized by type allowing the operator to filter out alarms they are not concerned with. The default types are 'System' and 'General'. Up to 62 additional types may be defined.
3. **Alarm History** - alarms can now be stored in an alarm history database allowing for long term alarm tracking. The alarm history database has advanced filtering capabilities allowing for specific reports to be generated and printed from the Alarm History Database.
4. **Global Alarm Monitoring** - Internet enabled systems now allow for the operator to monitor alarms from multiple systems simultaneously. The global alarm monitoring feature is only available for Ethernet enabled systems.
5. **Alarm Actions** - alarms can now have actions associated with the occurrence of an alarm event. The actions are attached to the alarm through a text expression in the alarm text string in Control BASIC. Alarm actions are used for such things as opening a text file explaining the corrective actions to take or displaying a system group depicting the mechanical system that is the source of the alarm.

Thank you

The past month has seen the final alpha testing of RC-Archive™. Reliable Controls™ would like to thank Control Solutions of B.C. and Contrologie of Quebec for their assistance with testing and evaluating the product during its development and release phases.

CONTROL SOLUTIONS LTD.

CONTROLOGIE
technologie du bâtiment

Simple Flexible Economical

...people and technology you can rely on™

At the Metropolis shopping center, the Reliable Controls™ MACH-System commands all the BAC systems in this 27-story office tower, the exhaust system for a 1,000,000 sqft parking and numerous rooftop units serving retail spaces, walkways and administration areas.

Metropolis at Metrolawn
Barraby, 8188 Columbia, Canada

www.reliable-controls.com

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On marketing

MARKETING HIGHLIGHTS

ASHRAE AHR 2002 - Atlantic City



The ASHRAE AHR 2002 show in Atlantic City, NJ was very successful for Reliable Controls™. The show drew better-than-expected crowds and our booth received a tremendous amount of interest. Some 25,000 people came through the doors on the opening day to see over 1,300 exhibits on display.

Many interested companies came to our booth claiming they "saw a Reliable Controls™ advertisement in a recent trade publication, or found Reliable Controls™ on the Web". Others heard "good things about the company" from colleagues in the industry. The show clearly pointed out that the controls industry demand for a simple, flexible and economical controls solution is enormous.

With respect to open protocols, many knowledgeable individuals came into the booth asking "what BACnet™ topologies does Reliable Controls™ support?", as opposed to last year when they asked "do you support BACnet™?" The view has shifted. Customers and contractors expect the BACnet™ protocol to be in place.

Our demonstration of RC-WebView™, was very well received. We used one laptop as a server, and had a second laptop running Microsoft Internet Explorer to demonstrate the simplicity and speed of this new and exciting offering. Customers felt confident when they saw group point information, schedules and trend log graphs appear in their browser. They nodded and said "this is just what we need, and you know, the other guys don't have this".

Next year AHR 2003 will be held in Chicago, IL. It will be a big show for sure. Reliable Controls™ has already confirmed booth space and hotel accommodations for the show. Should your company wish to participate with us in Chicago, please let us know.

16 Page Brochure

This past quarter saw the release of a 16 page marketing brochure. The brochure provides information about Reliable Controls™, the global network of Authorized Dealers, and the Reliable Controls™ MACH-System. Download a copy from our Web site or send us a request and we will mail copies to you.

Promotional Items



We have a number of 'Reliable Controls™' promotional items in stock, which are perfect for gift giving.



The new Reliable Controls **MACH-Global™** building controller supports multiple **BACnet** LAN technologies with ease. When you need forward compatibility using BACnet over **Ethernet, B/IP, MS/TP** or **PTP**, the MACH-Global™ building controller *has all the bases covered.*



BACnet™ is a registered trademark of ASHRAE

BMA™
MEMBER
BACnet MANUFACTURERS ASSOCIATION

All controllers within the Reliable Controls MACH-System™, are **backward compatible** with previous generation systems, and ship with the industry's best **5-year warranty**. To learn more, visit us on-line at www.reliable-controls.com.

...people and technology
you can rely on™

Cover your bases with reliable controls

Movers & shakers

SALES HIGHLIGHTS



New Reliable Controls™ Authorized Dealers



- ☛ Trimark Controls Limited
Regina, Saskatchewan
Contact: Kien Hansen
khansen.trimark@sasktel.net



- ☛ Mikkelsen-Coward & Company Limited
Winnipeg, Manitoba
Contact: Wilf Schubert
wvschubert@mikkelsen-coward.com



- ☛ Pacific Controls Engineering Incorporated
San Carlos, California
Contact: Armando Ferrer
paconeng@aol.com

AIR MASTERS

offering tomorrow's technology – today

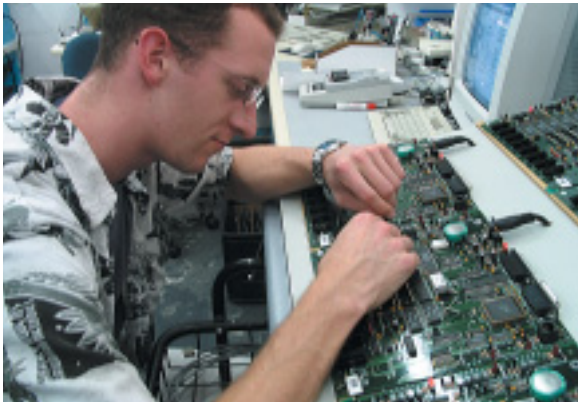


- ☛ Automation Solutions Group
St. Louis, Missouri
Contact: Marijn Braadbaart
marijnb@airmasters.com

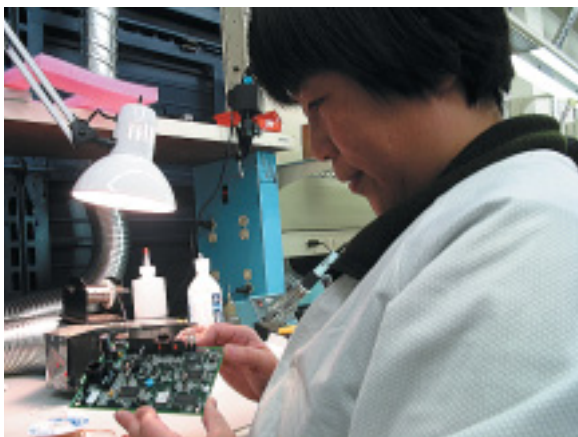
QUALITY CONTROL SERVICES

Temperature Control/Mechanical Systems Specialists

- ☛ Quality Control Services, Incorporated
Fond du Lac, Wisconsin
Contact: James Pierret
qualitycontrol@netwurx.net



The Reliable Controls™ testing department ensures that each product produced by Prosemble meets the strict Quality Control Standards required for effective DDC controllers.



PRODUCTION HIGHLIGHTS

Prosemble Pumps Up the Inventory!



New facilities and staff are allowing Prosemble to get closer and closer to our inventory goals. The goal is to provide product shipments within a two week turnaround window.

What's new

NEW Faces



Mr. **Jeff Close** moves from the testing department to assume responsibilities as the Reliable Controls Webmaster. Jeff has extensive marketing and Web production skills, and we look forward to exciting developments on the Web site.

There's a new voice on the support line. **Mr Emmitt Bell** has moved from the repair department to assist with any technical support you may require. **Mr Ian McKenzie** will now conduct repairs as necessary.

WEB SITE HIGHLIGHTS

On line



New Log-In Sections

We are pleased to announce the addition of two new Log-in sections on the Web which will allow Customers and Consultants to have password protected access to secure content on our site. The new sections allow Customers to download free software to update their existing sites, and allow Consultants to obtain specifications and other technical documents for the Reliable Controls™ MACH-System.

To obtain a password, Customers must complete a simple on-line form and submit the request to their Authorized Dealer of choice. The Dealer then receives the password request via email, and administers the request using a new "admin" tool on the Reliable Controls™ Web site. A similar process occurs for Consultants who wish to access the site, except their password request is directed through to the Reliable controls™ Regional Sales Manager.

Once authorized by the Dealer or Sales Manager, the system will automatically send the Customer or Consultant an email containing their username and password. The username and passwords are both case sensitive which means that capitalization matters (for example, 'Baddog' is not the same as 'baddog' which is not the same as 'BadDog'). Usernames and passwords must be used as issued. If a customer wishes to change their username and password, they can do so by completing the password request form again.

We trust the new password facility and new Web Log-Ins will remedy any general security concerns about the site. At the same time, we believe the new Log-Ins will provide an interactive and personalized environment to assist Reliable Controls™ and the Dealer network to create new business and to enhance existing relationships. If you experience any difficulties or notice any discrepancies with our site, please contact Jeff Close at: jclose@reliable-controls.com

Reliable
controls

...people and technology
you can rely on™

the **ULTIMATE**
Building Controller

MACH-Global
BUILDING CONTROLLER

BACnet B/IP BACnet PTP-1 BACnet PTP-2 BACnet MS/TP-1 BACnet MS/TP-2 BACnet MS/TP-3

SMART-Net AUX EIA-232 AUX EIA-485 128 Universal I/O

BACnet is a registered trademark of JSHDI

BMA
MEMBER
BACnet MANUFACTURERS ASSOCIATION

**Visit our Web site
and view the online**



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Flash
Presentation**
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