

THE **trend**

THE OFFICIAL QUARTERLY NEWSLETTER OF RELIABLE CONTROLS<sup>®</sup> CORPORATION



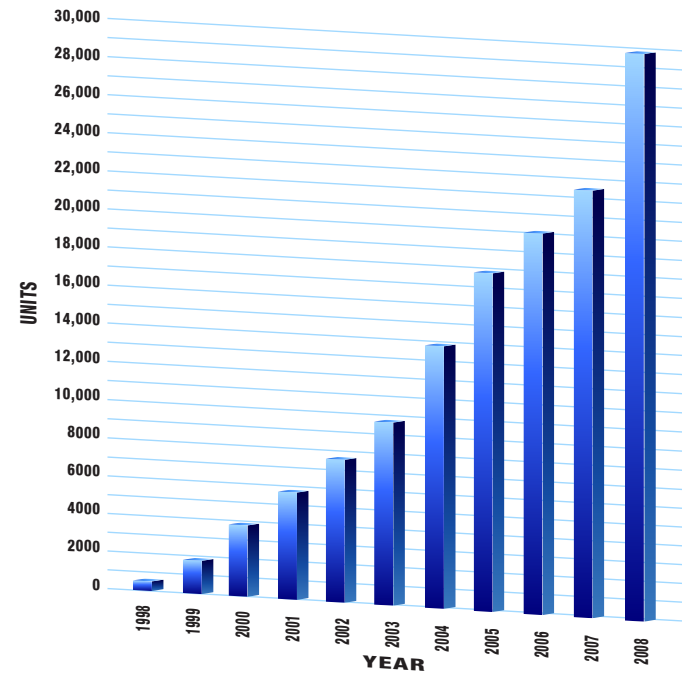
**Manufacturer of the Year**





Growing Through a Recession

The end of 2008 marked a surprisingly strong year of growth for Reliable Controls®. Overall revenues for the year closed over 32% ahead of 2007, with excellent growth in both North American and overseas markets. At the close of 2008, there were 150 companies in the Authorized Dealer network in twenty different countries. Unit sales of controllers closed at just under 29,000 pieces for the year, 30% ahead of 2007. An estimated two million hard points of measurement and control are now connected to Reliable Controls® products.



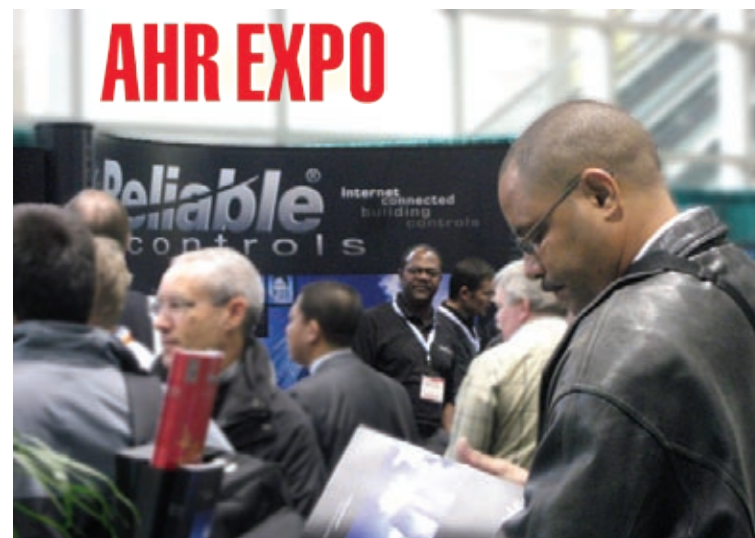
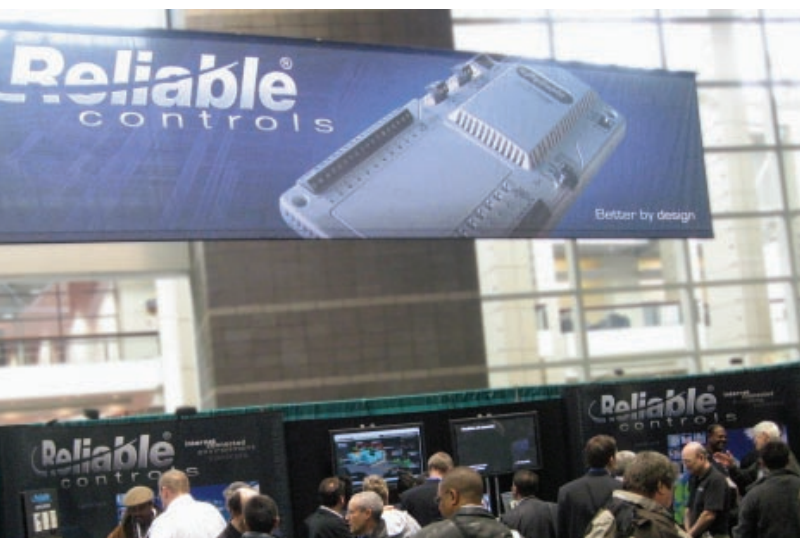
2009 AHR Expo Update

Despite the frigid temperatures and turbulent economy, the 61<sup>st</sup> AHR EXPO® was a well-attended success. Held at Chicago's McCormick Place from January 26-28, the 2009 AHR Expo was attended by more than 54,000 registered HVAC/R professionals (including nearly 35,000 attendees and over 19,000 exhibitor personnel). The latest products and technologies were on display from more than 1,900 exhibiting companies during the industry's largest HVAC/R event.

The 2009 Show was larger than last year's very successful New York show and now ranks as the second largest AHR EXPO®, just behind the 2006 Chicago Show, in terms of number of exhibiting companies (1,911). The 2009 event also ranks as the fourth largest AHR EXPO® of all-time in terms of square footage (396,048 net square feet). Other impressive figures included:

- 34,973 attendees,
- 19,095 exhibitor personnel,
- 5,383 international attendees, and
- 383 exhibitors from outside the U.S.

Representatives from Reliable Controls® were very pleased with the quality of attendees, and were hardly surprised that the SSC was such a tremendous success.



Reliable Controls Among Vancouver Island's Leading Technology Firms



The Vancouver Island Advanced Technology Council recently unveiled its top-25 companies for 2008, and once again, Reliable Controls® made the elite list.

Known locally as the VIATeC 25, the annual list is comprised of the largest - by revenue - tech companies headquartered or founded on Vancouver Island. The VIATeC 25 employ nearly 2,500 people and posted combined revenues in 2008 of \$763 million. The median revenue of the VIATeC 25 for 2008 is listed at \$13.3 million.

Reliable Controls® is pleased to be playing a continuing role in Vancouver Island's high-tech sector. At \$1.7 billion, high technology is the number one private revenue producing industry in Greater Victoria.

Founded in 1989, VIATeC is the conduit that connects people, knowledge, and resources necessary for growing a successful technology sector in Vancouver Island.



Manufacturer of the Year

Reliable Controls® was recently honored as the Manufacturer of the Year at the 9<sup>th</sup> Annual Vancouver Island Business Excellence Awards ceremony. The award was presented in Nanaimo, British Columbia by Business Examiner Magazine and was received by Vice President of Operations, Vince Palmer.

As one of three finalists nominated for the award, Reliable Controls® was considered best-in-class in the manufacturing field by a panel of four judges pulled from the local business community: Amrit Manhas, Information Analyst, City of Nanaimo Economic Development Office; Moira Jenkins, Vice President, Commercial Banking, Island North RBC Royal Bank; Kathy Lachman, Business Development Officer, Cowichan Region Economic Development Commission; and Dr. Pedro Marquez, Dean, Faculty of Management, Royal Roads University.

The Business Examiner has been a prominent voice in the Vancouver Island business community for twenty-five years, reaching an estimated 85,000 readers with every edition, making it the most-read business publication on Vancouver Island.





VIRTUAL ENERGY FORUM

On December 10<sup>th</sup> and 11<sup>th</sup> of 2008, Reliable Controls® was honoured to once again be a contributor to the success of the Virtual Energy Forum (VEF). After participating in our second VEF, it has become abundantly clear that this innovative online communication channel will become more of the norm on the road ahead. Like any form of two-way communication, the VEF proved to be an effective avenue for getting our message out while at the same time allowing us to read the state of affairs in our industry and the wider environments that touch all of us.

While the recent edition of the VEF did not feature any Washington heavyweights as keynote speakers, the depth of the discussion was more focused, more results driven than the inaugural session. Some speakers of note were: Ed Markey, the US Chairman on Energy Independence and Global Warming; Kathleen Hogan of the US Environmental Protection Agency; Mandy Schmitt of the City of Atlanta Sustainability Program; Jim Rogers, CEO of Duke Energy; and Kevin Kampshroer, Director of High Performance Green Buildings for the US General Services Administration.

A number of interconnecting themes ran throughout most presentations, particularly those of *empowerment* and *accountability*. In general, the call was put out for the US to become a leader in energy efficiency by empowering end-users, not CEOs. Going forward, the Chief Technology Officer, and Chief Energy Officer will become very important positions in many corporations.

A long-standing green voice was heard at the forum trumpeting the need for an increased reliance on solar and wind energy, but in the light of the continuing energy crisis, the old conservationist's battle cry has been empowered with stronger commitments. The administration of President Obama wants 20% of US energy production to come from green sources by 2025, including solar and wind production. To enable this strategy, it is believed that the US Congress will pass laws in the next 4-5 months authorizing subsidies for renewable energy production. The incoming administration has already passed a \$787 billion dollar stimulus package which includes \$300 billion in tax cuts, but also focuses heavily on doubling the production of alternative energy over three years, and more importantly for the controls industry, updating most federal buildings to improve energy efficiency.

It is expected that any federal monies earmarked for improving energy efficiency in federal buildings will have *accountability* as a criteria in order to get the money (translate *accountability* as a process that measures and records energy usage and/or savings). And, new technologies developed by the *private sector* will be critical in that they are expected to provide the majority of these home-grown solutions.

From our perspective, Reliable Controls® Authorized Dealers are in a prime position to accept the opportunities that will become available in the coming months and years because of timely product offerings that are designed to empower end-users with simple, flexible, and economical solutions.



Up Next:  
June 03-04, 2009 @ [www.virtualenergyforum.com](http://www.virtualenergyforum.com)

The Faces of Growth

Eric Balt – Austral-Asia Regional Sales Manager

Reliable Controls® is pleased to announce that Eric Balt has established the Austral-Asia office in the greater Melbourne area. After growing the Western Canadian sales region from a handful of dealers to our most established market, Eric will be looking to bring to the Austral-Asian sales region his technical knowledge, training, and sales support.



**Reliable Controls Austral-Asia Office**  
**19 Saltbush Avenue**  
**Lyndhurst, VIC 3975**  
**Australia**

03 9799 8211  
(local number)

011 61 3 9799 8211  
(if calling from North America)



Robb Shipley – Western Canada Regional Sales Manager

Reliable Controls® is pleased to announce Robb Shipley as our new Western Canada Regional Sales Manager. Robb will be taking over our most mature sales region from Eric Balt who moved down under to Melbourne, Australia. Robb will be operating the Western Canada sales office from Calgary, Alberta.



Robb has been the Western Canada Regional Sales Manager for Belimo since 1997, promoting, specifying, and teaching the design and application of damper actuators and water valves to consultants and controls contractors in Alberta, Saskatchewan, and Manitoba. He grew the sales in the region in each of his eleven years with the company, and has already

developed a working relationship with many of our dealers. Prior to his career with Belimo, Robb worked as a service technician for the largest HVAC contractor in Alberta and prior to that worked as an HVAC quality control technician with Lennox Industries in Calgary. He holds an Air Conditioning Engineering Technology diploma from the Southern Alberta Institute of Technology, and received Belimo Americas President's Award for Outstanding Productivity in 2006, and New Frontier's Award for 2007 and 2008.





**NEW DEALERS**

BUENOS AIRES, ARGENTINA



**ALPHA SERVICE**

BUCARELLI 3250  
CAPITAL FEDERAL  
1431

ARGENTINA

HARTFORD, CONNECTICUT



**TRADESMEN OF NEW ENGLAND**

21 E DUDLEY TOWN ROAD  
BLOOMFIELD, CT  
06002

UNITED STATES

TORONTO, ONTARIO



**WHITEHOUSE ELECTRIC**

35-560 WAVERLY ST N  
OSHAWA, ON  
L1J 5Y4

CANADA

VICTORIA, BRITISH COLUMBIA



**TOTAL COMFORT SOLUTIONS**

2659 MORAY PLACE UNIT C  
COURTENAY, BC  
V9N 8A9

CANADA

WE'RE ALWAYS ON THE LOOKOUT FOR DEALERS IN:

Chicago Reno Los Angeles Pittsburgh Richmond Virginia Beach Tampa Pensacola Rochester Charleston Providence  
Omaha **Pittsburgh** Tulsa Fargo Birmingham **Kansas City** Corpus Christi  
Los Angeles Pittsburgh Richmond Tampa Pensacola Rochester Charleston Providence Chicago Reno  
Mobile Jackson Lincoln Memphis Tulsa Omaha Fargo Rock Sante Fe Salt Lake City  
Tampa Pensacola Rochester Charleston Chicago Reno Los Richmond Virginia Beach




VISIT OUR WEBSITE AND CLICK THE CORPORATE > DISTRIBUTION TAB TO LEARN MORE ABOUT BECOMING A RELIABLE CONTROLS® AUTHORIZED DEALER.

WWW.RELIABLECONTROLS.COM



# PROJECT PROFILES

Washington DC



1050 K Street

1050 K Street is a LEED™ Gold facility, which features the latest techniques in green design such as triple-scrubbed indoor air, power from wind energy, efficient water usage, and maximized use of daylight.

**LEED:** GOLD  
**Project Type:** New Construction  
**Total Area:** 12,633 m<sup>2</sup> (136,000 ft<sup>2</sup>)  
**Total System Points:** 1,075 points

Victoria BC



Burnside-Gorge Community Centre

Burnside-Gorge Community Centre was the first building in Victoria to be awarded LEED™ Platinum status. MACH-Stat™ controllers were installed to monitor energy usage and efficiencies.

**LEED:** PLATINUM  
**Project Type:** New Construction  
**Total Area:** 1,400 m<sup>2</sup> (15,061 ft<sup>2</sup>)  
**System Points:** 280

San Ysidro CA



San Ysidro DMV Field Office

The San Ysidro DMV Field Office is a LEED™-Gold certified building, the first new government structure in California erected to meet the construction benchmarks outlined in the state's Global Warming Solutions Act.

**LEED:** GOLD  
**Project Type:** New Construction  
**Total Area:** 14,636 m<sup>2</sup> (158,000 ft<sup>2</sup>)  
**System Points:** 1,800 points

Vancouver BC



Discovery Education Centre

The Vancouver Aquarium is a LEED™ Gold project that uses the Reliable Controls® MACH-System™ to cool office areas with sea water, and regulate fresh water and salt water environments for the aquatic life.

**LEED:** GOLD  
**Project Type:** Retrofit & New Construction  
**Total Area:** 21,000 m<sup>2</sup> (226,042 ft<sup>2</sup>)  
 120,000 m<sup>2</sup> (1,291,669 ft<sup>2</sup>) total project  
**System Points To Date:** 2,500 points

San Francisco CA




Waldorf High School

Certified as LEED™ Gold, the Waldorf High School has achieved their goals by focusing on five categories of sustainable design: site development, water savings, energy efficiency, materials selection, and indoor environmental quality.

**LEED:** GOLD  
**Project Type:** Retrofit Construction  
**Total Area:** 1,857m<sup>2</sup> (20,000 ft<sup>2</sup>)  
**System Points:** 150 points

Port Moody BC



Heritage Woods Secondary School

As a LEED™ registered building, Heritage Woods incorporates many innovative and unique features that reduce energy consumption. Over half of the heating required for the ventilation air is provided by three heat recovery ventilators (HRVs).

**LEED:** SILVER  
**Project Type:** New Construction  
**Total Area:** 11,800 m<sup>2</sup> (127,000 ft<sup>2</sup>)  
**Total System Points:** 1,075 points

Victoria BC



Dockside Green

Dockside Green is a 1.2 billion dollar development earning the world's first platinum LEED™-ND (Neighborhood Development) certification. The site's first completed building broke the world record for the highest LEED™ point score.

**LEED:** PLATINUM  
**Project Type:** Retrofit & New Construction  
**Total Area:** 21,000 m<sup>2</sup> (226,042 ft<sup>2</sup>)  
 occupied 120,000 m<sup>2</sup> (1,291,669 ft<sup>2</sup>) total  
**Points To Date:** 2,500 points

Kamloops BC



Kamloops Centre for Water Quality

The Reliable Controls® MACH-System™ installed at the Kamloops Centre for Water Quality helps the facility to produce clean, safe filtered drinking water for the city of Kamloops. The project is the largest facility of its kind in North America to use Zenon membrane treatment.

**LEED:** GOLD  
**Project Type:** New Construction  
**Total Area:** 38,100 m<sup>2</sup> (125,000 ft<sup>2</sup>)  
**Total System Points:** 352 points



# SMART-Space Controller

- Up to 6 Inputs
- Up to 4 Outputs
- 32 Variables
- 2 PID Loops
- 2 BACnet Trend Log Multiple
- 1 System Group
- 4 Programs
- 1 BACnet Schedule
- 2 Custom Tables
- LCD



## Fresh from its debut at the 2009 AHR EXPO...

The SMART-Space Controller™ (SSC) is a compact and economical BACnet® Application Specific Controller. The SSC is designed for small point-count, standalone or distributed network applications. Standard features include up to 4 outputs and 6 inputs, a dedicated temperature sensor, and optional occupancy, humidity sensors and real-time clock.

The standard SSC model has 2 universal inputs and 2 outputs jumper selectable to be either universal or TRIAC. The package model (SSCP) and enhanced model (SSCE) provide an additional universal input and additional TRIAC outputs.

Visit <http://www.reliablecontrols.com/products/controllers/SSC/> to get a seek peak today!

## Customer Support Center

With a few extra hours of programming and fine-tuning of their MACH-System installations, building operators are saving more energy than most of us save in a year.

To get the most out of your MACH-System, visit our online Customer Support Center. Select "Customer" from the loginzone area of the homepage and click the Access button. In the Customer Support Center, navigate to Training > eLearning Center where you will find links to the currently available Classroom Training dates. To register for a two-day customer training course, contact your local Reliable Controls Authorized Dealer, and have them order the course and register your attendance. If Web-based learning is a better fit for your busy schedule, have a look at our growing list of free Web-based courses.



The following interactive courses are currently available at no charge...

- Corporate Profile
- MACH-Stat Operation
- MACH-Series Controllers
- MACH-Pro Series Controllers
- RC-Archive 2.0 Overview

**eLearning** MACH-Stat Operation

**MACH-Stat™ - Overview**

The MACH-Stat™ is a fully programmable, microprocessor based controller designed to monitor and control a building's Heating Ventilating and Air Conditioning (HVAC) systems. The term *fully programmable* means that each MACH-Stat™ is customized by a Reliable Controls® authorized dealer to match the specific requirements of an installation.

Using the MACH-Stat™ LCD and keypad, operators can make numerous adjustments affecting the operation of HVAC systems, without changing the custom program.

To modify the custom program of a MACH-Stat™, a PC running RC-Studio® 2.0 is required.

The MACH-Stat™ can be installed as a standalone unit, or as part of a network of controllers. To modify network communications, a Reliable Controls® Setup tool, or a PC running RC-Tool-kit™ 2.0 is required.

Table of Contents

Quizzes

**Reliable**

In addition to training, the Customer Support Center contains all of our most recent software manuals, hardware user guides, and customer training manuals available for download.



# solutions for sustainability

## Dockside Green

A 15 acre brownfield site transformed into the world's first LEED platinum certified neighbourhood development.  
([www.docksidegreen.com](http://www.docksidegreen.com))



According to the US Green Building Council, CO2 emissions from buildings are predicted to grow faster than any other sector. Our Internet-connected building controls can help to reduce the carbon footprint of your building for the benefit of future generations.

We are the people and technology you can rely on.