

THE **trend**

THE OFFICIAL QUARTERLY NEWSLETTER OF RELIABLE CONTROLS[®] CORPORATION

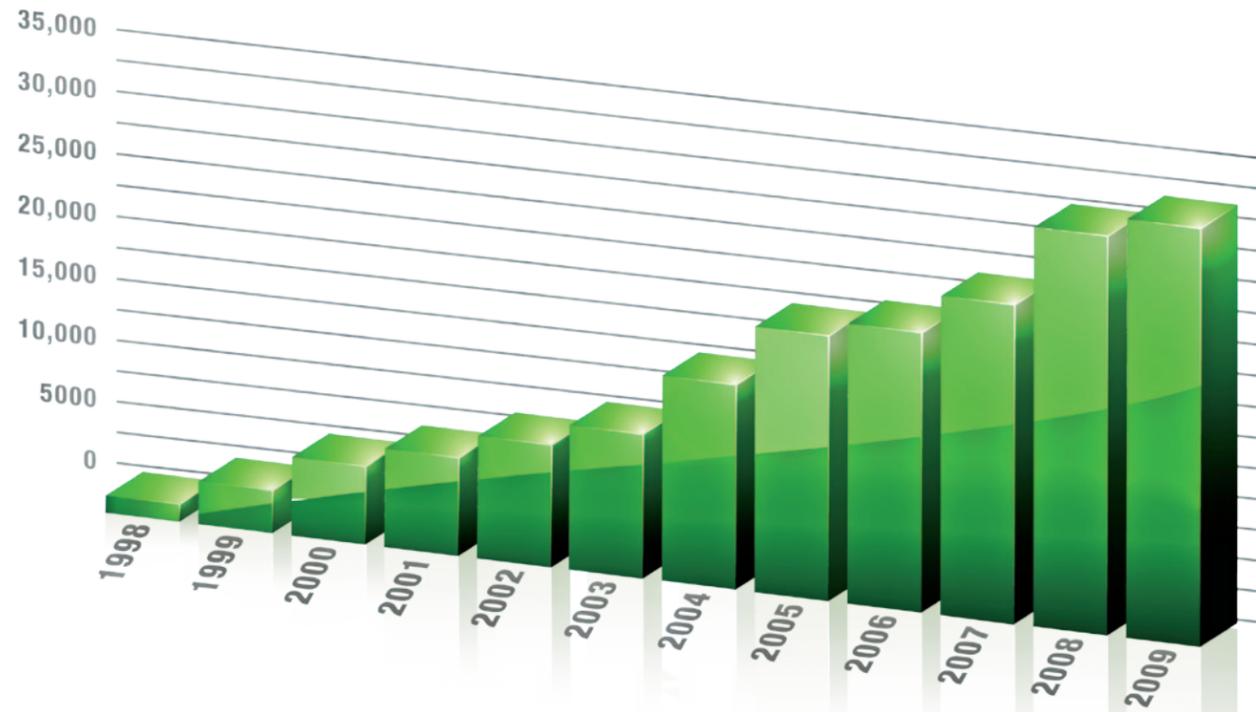


Games Without Frontiers



YEAR-END REVIEW

2009 may not have been the best year for many businesses as a result of the global recession, but despite a 20 cent loss in the value of the US dollar, the overall revenues for Reliable Controls® closed a respectable 15% ahead of 2008. The company experienced excellent growth in the Midwestern and Eastern regions of the US. Unit sales of programmable, microprocessor-based products topped 30,000 pieces. Thirty new dealers joined our team in the year, and we sadly parted company with nine, closing the year at 167 Authorized Dealers across 22 countries. The company now has a compliment of 90 full time, talented staff.



The new decade started off with a bang at the Orlando 2010 AHR Expo where we demonstrated exciting new products that will complement our future growth. Alpha versions of the new MACH-ProWeb and SMART-Sensor Wireless transceiver made great first impressions at the show as hundreds of interested people spoke with our representatives – many of them also suitably impressed with the eye-catching pie-charts and bar-charts of the new dashboard displayed on one of the largest plasma screens at the show.

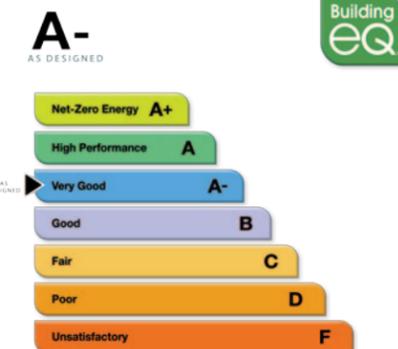
As we embrace a new decade, our corporate philosophy of open, honest, customer-centric service will continue to guide us along a path of long-term success. For the challenging year ahead, our corporate outlook is *sure and steady wins the race*.

ASHRAE PRESIDENTIAL VISIT

Recently, we were honored with a visit from the ASHRAE president, Gordon Holness, who stopped by our head office in Victoria, BC for a tour and a relaxing chat prior to a scheduled local chapter meeting. President Holness is a big believer in retrofitting existing buildings in order to improve energy efficiency. His research shows heat pump technology will be a critical success factor for meeting energy efficiency targets.



President Holness is encouraging all building owners to learn more about the new ASHRAE labeling program known as the Building Energy Quotient (Building EQ). The labeling program – launched in November 2009 – will run as a pilot program throughout 2010 with some 25 volunteer facility owners participating. See the December 2009 issue of the ASHRAE Journal for a detailed article on this new labeling program.



The Building Energy Quotient indicates how much energy a building uses per square foot. The letter rating indicates how the building compares to a typical building and how close the building is to its technical potential - the closer to net-zero energy or A+, the better.

As Designed: Indicates the estimated energy consumption of the building as designed.

In Operation: Indicates the energy consumption of the building in actual use.





SHARE THE PODIUM

During the last two weeks of February, the Vancouver 2010 Winter Olympics commandeered every LCD flat-screen in the civilized world, reaching an estimated 3.5 billion people across the globe. The 21st winter olympiad was not only a great opportunity to show off our own backyard but also trumpet our involvement with the games.

Reliable Controls® Authorized Dealer, Control Solutions, won the contract for the Southeast False Creek Community Centre. The 4,227 m² (45,500 ft²) facility is located on a stunning waterfront lot, and after the Olympics and Paralympics, the facility is scheduled to become a two-level community centre, child-care facility, and non-power boating centre that will also include space for a two-level restaurant. The north side of the facility provides sweeping views of False Creek and the North Shore mountains. The former Olympic Village's pedestrian plaza is accessible from the west side while the seawall skirts the north side of the building and provides easy access for cyclists and pedestrians.

During the 2010 Winter Games the building was used as office space for the Olympic and Paralympic mayor, management staff, and the Four Host First Nations. Amenities for athletes were also located in this facility.

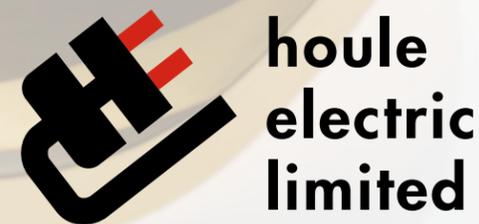


The home of the Vancouver Organizing Committee (VANOC), known as Campus 2010, consisted of two buildings – one seven-story tower and a low-rise building. Campus 2010 was home to all of VANOC's staff as well as non-commercial partners, roughly 1,200 strong since 2009.

VANOC's commitment to the "triple bottom line" of sustainability – human health and well-being, environmental stewardship, and economic savings – guided the design of the building. Reliable Controls® Authorized Dealer, Fraser Valley, won the contract for VANOC's Campus 2010.

The Hillcrest Curling Venue was awarded to Reliable Controls® Authorized Dealer, Houle Electric. The 40 million dollar curling facility is a 100,000 square foot (9,200 square metre) new construction that sits adjacent to an aquatic centre and city park. The 6,000 seat venue will be transformed after the 2010 Winter Games. The curling venue is aiming for LEED Gold status after it is transformed into a multi-purpose community recreation centre that will include an ice hockey rink, gymnasium, library, and six to eight sheets of curling ice.

Houle Electric also won the contract for the Killarney Practice Rink for Olympic Hockey.



New Dealers



LAWMAN
HEATING & COOLING

SACKETS HARBOR, NY, USA



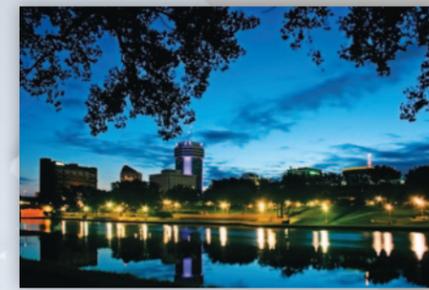
LANNING
MECHANICAL

ATHENS, OH, USA



INGENIEROS
CONSULTORES Y
CONSTRUCTORES
ELECTROMECHANICOS

SAN PEDRO SULA, HONDURAS



FIVE STAR
MECHANICAL

WITCHITA, KS, USA



INTEGRATED
SWITCHGEAR &
SYSTEMS

DARWIN, NT, AUSTRALIA



IB CONTROL MAROC

CASABLANCA, MOROCCO



SYNERGY
AUTOMATION

ATLANTA, GA, USA



HUCKESTEIN
MECHANICAL
SERVICES

PITTSBURGH, PA, USA



NORTHWEST SERVICE
TECHNOLOGIES

BOISE, ID, USA



TURBOX AIR
DISTRIBUTION

SALT LAKE CITY, UT, USA



ISOSCELES
AUTOMATION

CRANBROOK, BC, CANADA



GREEN AUTOMATION

SANTA ANA, CA, USA



ARTSUC M&E

HONG KONG, CHINA



AMTECH
AERONAUTICAL

MEDICINE HAT, AB, CANADA



MECHANICAL
AUTOMATION
SYSTEMS

MEMPHIS, TN, USA





Welcome to the Customer Support Center. Use the left menu to navigate efficiently. If there is something we've missed, or material that you feel should be included email the webmaster. Your feedback is always welcomed.

latestposts

- Dec 21, 2009 [RC-Archive 2.0 Update 1.16]
- Oct 28, 2009 [MACH-ProPoint Input]
[MACH-ProCom User Guide]
[MACH-ProSys User Guide]

Training Center

To learn more about the Reliable Controls® products that you use every day, access the online Training Center. The cyber-halls of this institution are free of charge and lined with numerous sliding doors, helping you improve your knowledge base and effectiveness.

Operator Training Courses

Dates for Operator Training Courses are listed in the Training Center. To sign up for a listed course, or request a course in your area, or to set up a course in your facility for your staff only, simply contact your local Reliable Controls® Authorized Dealer.

Web-based Courses – @Learning™

For online training that fits your busy schedule, simply browse and select any number of our existing free eLearning courses.

The current eLearning course line-up includes...

- Corporate Profile The people, the company, the whole story...
- MACH-Stat Operation How to operate your MACH-Stat™, including instructional videos...
- MACH-Series Controllers Hardware overview of the MACH-Series line of controllers...
- MACH-Pro Controllers Hardware overview of the MACH-Pro line of controllers...
- RC-Archive Overview How to implement and use RC-Archive™ 2.0 for long term historical data storage...

Another three eLearning modules will be added in 2010. And, if you can't find what you are looking for in our eLearning Centre, you can connect to useful learning materials available @ www.ASHRAE.org.

CUSTOMER SUPPORT CENTER

The Customer Support Center logins have been updated to reflect changes to the usernames. All customer accounts have been updated to use the customer's email address as the username. Passwords will remain the same.

If you don't have a customer account, apply for one online directly from our home page by following the Support > Customers menu, or simply enter the following link in a browser.

<http://www.reliablecontrols.com/support/customers.php>

Old passwords will expire on Friday, March 12th at 12:00 pm PST.

Reliable Controls® is committed to having the most satisfied customers in the industry, and to help achieve this goal, training and documentation are key components. The Customer Support area of our website contains four major categories of helpful services that will expand your knowledge base and improve your productivity. After you become a registered user of the Customer Support Center, you can access the site at any time. The material available in the Customer Support area is arranged in four major categories: BACnet; Software; Technical; and Training.

BACnet	Under the BACnet tab you can find a complete list of Protocol Implementation Conformance Statements and the Reliable Controls BACnet Manual .
Software	Under the software you can find postings of our official software releases, as well as the documentation to help you get up to speed on these robust offerings. One of our latest products, GrafXSet 2.0, has a dedicated page that shouldn't be missed if you use 3D-graphics in your job.
Technical	Under the Technical tab you'll find further support – mainly the complete line of firmware user guides and more generic troubleshooting documents.
Training	The Training tab takes you to the eLearning Center that offers classroom courses, web-based courses, and other exciting links.

Registration and use of the Customer Support Center (once approved) are provided to you at no charge – contact your Reliable Controls® Authorized Dealer today to register.



A NEW VP OF SALES AND MARKETING



Welcome... Patrick Cronin,

Starting his career in advertising, then accelerating into a 14 year whirlwind with Johnson Controls, where he directed many of the company's North American and international marketing functions, Patrick Cronin decided to step out on his own in 2002, to manage an international consulting agency advising firms such as Actuant, Metavante Technologies, DEMCO, Keyes Capital Management, and Krueger International.

Relying on his 20 plus years of global relationship building and international accounts development, Pat Cronin now takes on an exciting leadership role, as the new Vice President of Sales and Marketing, North America, for Reliable Controls Corporation.

Pat will provide effective advocacy for the growing team of North American Regional Sales Managers, and together, they will develop new sales and marketing services for the Authorized Dealer network, to strengthen current capabilities, and to create new opportunities for longterm success. New sales training courses, new vertical market programs, and new national account strategies, are all "top-of-mind" subjects for Pat.

Pat holds both a BA and MBA from Marquette University and has been a frequent guest lecturer at Northwestern University's Kellogg Graduate School of Management and an instructor at Marquette University. Both, Pat and his wife, Lucia, are the proud parents of three sons, all of whom have reached the rank of Eagle Scout.

SHARE YOUR PRIDE

There's nothing wrong with showing pride when it comes to your facility. The Reliable Controls® website features an impressive roster of iconic buildings from around the globe that can be used for showcasing your project to the world.

Project profiles are categorized into eleven market-specific segments such as Corporate, Education, Government, Health Care, etc. We also categorize a project profile by its affiliation with international standards and certifications such as BACnet, Energy Star, and LEED.



BACnet is a communications protocol for building automation and control networks. It is an ASHRAE, ANSI, and ISO standard. BACnet was developed to facilitate interoperability between heating, ventilating, and air-conditioning control, lighting control, access control, and fire detection systems and their associated equipment.



The Leadership in Energy and Environmental Design (LEED) Green Building Rating System, developed by the U.S. Green Building Council (USGBC), and promoted in Canada as the Canadian Green Building Council provides a rating system for the environmentally sustainable design, construction, and operation of buildings and neighborhoods. Since its inception in 1998, LEED has grown to encompass more than 14,000 projects in the United States and 30 countries covering 1.062 billion square feet (99 km²) of development area. Reliable Controls® employs LEED accredited



professionals (LEED-AP) who are available to answer questions you may have about LEED. In the Spring of 2010, Reliable Controls® expects to begin construction of a LEED Platinum annex.



The US Environmental Protection Agency's Energy Star program, in conjunction with the US Department of Energy, has developed energy performance rating systems for several commercial and institutional building types and manufacturing facilities. These ratings are used by the EPA to determine if a building or plant can qualify to earn Energy Star recognition. Although the program is currently only available in the USA, some 9,200 building qualify for Energy Star status, representing approximately 1.6 million square feet.

If you have a BACnet, LEED, or Energy Star building that you would like to promote, contact rrodenhiser@reliablecontrols for details on how you can share your pride.

KYKUIT

TARRYTOWN, NY, USA

MUSEUM

ROCKEFELLER HOME

Kykuit is a 4-story Beaux Arts Villa built in 1913 by philanthropist and founder of Standard Oil, John D. Rockefeller (Senior). Meaning "lookout" in Dutch, Kykuit served as the family residence for four generations and is currently owned by the National Trust for Historic Preservation and administered by the Rockefeller Brothers Fund. Situated in Pocantico Hills overlooking the New York skyline, the facility houses a conference center, guest rooms, and museums.



PROJECT DETAILS

The Reliable Controls® MACH-System installed at Kykuit controls equipment in the two main buildings, Kykuit and the Coach Barn Conference Center. The equipment controlled includes: (3) Boilers, (2) Heat Exchangers, (2) Chillers, (7) Pumps, (9) Guest Room FCUs, (3) AHU, Museum Gallery FCUs, and various ventilation and exhaust fans. Pneumatic and electric controls were replaced while pneumatic valves continue to use transducers.

With a variety of sensitive environments to monitor, the installation uses the MACH-Stat™ controllers to measure the domestic hot water consumption as well as the temperature and humidity on the museum floors.

Of prime importance to the client was the need to preserve the integrity of existing structures by limiting intrusive wiring techniques. As a result, wireless sensors were employed to deliver the data required to optimize the installation.

To learn more about projects using Reliable Controls®, visit www.reliablecontrols.com/projects/overview.

PROJECT TYPE:

Retrofit

INSTALLATION TYPE:

Mechanical, HVAC

TOTAL AREA:

KYKUIT: 3,700 m² (40,000 ft²)

Coach Barn: 3,700 m² (40,000 ft²)

Total: 7,400 m² (80,000 ft²)

EQUIPMENT INSTALLED:

2 MACH-Stat™

5 MACH-ProCom™

10 MACH1™

14 MACH-Zone™

14 SMART-Sensor™

NETWORK:

Ethernet

INTEGRATION:

BACnet/IP

TOTAL SYSTEM POINTS:

224

RELIABLE CONTROLS® DEALER:

PE Control Services

Tuckahoe, NY

