

## THE resource

Official  
N E W S L E T T E R

TWELFTH ISSUE

SUMMER 2002

Hardware  
Training  
BACnet  
Software  
Marketing  
Sales  
Production  
Web Site

## HARDWARE HIGHLIGHTS

### MACH-Global™ Released

April 15th was the official release date for the latest addition to the Reliable Controls™ MACH-System. The MACH-Global™ controller represents the fifth generation of DDC products and is designed to replace the MACH-Net™ controller as the ultimate building controller for large facility management.



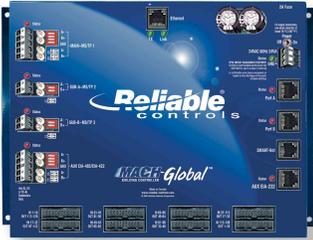
**Darren McQuitty (left) hands off the first shipment of MACH-Global™ controllers to our courier driver.**

Visit our Web site and view the online  
**MACH-Global™ Flash Animation**



...people and technology  
you can rely on™

the **ULTIMATE**  
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

What's new

### MACH-Global™ Features:

**BACnet® Communications**  
For interoperability

**Ethernet Communications**  
For easy connectivity

**Switch Position Feedback**  
For easy management

**Visual Feedback for I/O**  
For easy serviceability



### Contact Us

**Toll Free**  
1 (877) 475-9301

**Telephone**  
1 (250) 475-2036

**Fax**  
1 (250) 0475-2096

**Internet**  
[www.reliable-controls.com](http://www.reliable-controls.com)

**Mailing Address**  
#207 3375 Whittier Avenue  
Victoria, British Columbia  
Canada V8Z 3R1

PLC 07/02

# What's new

## TRAINING HIGHLIGHTS

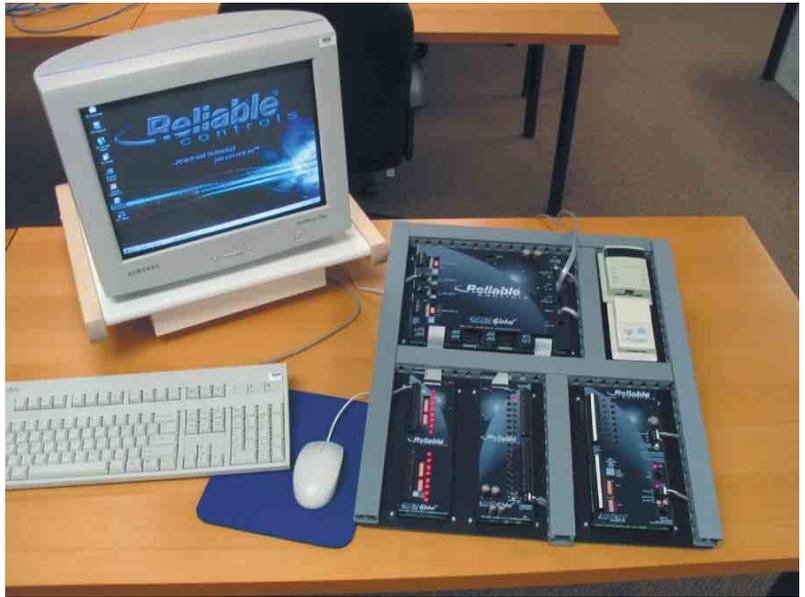
### Hardware (cont.) **MACH-Air™ with Triac Outputs**

### Training Panels Completed

A new triac version of the MACH-Air™ VAV controller has been produced. The new MACH-Air™ Triac model (MA-T) has a unique output configuration designed to minimize the need to install pilot relays for zone heating/cooling elements.

We have completed the addition of individual training panels for each workstation in the training facility. The panels have been constructed with a variety of Reliable Controls™ hardware in order to provide 'real-world' networking and programming opportunities in the classroom setting.

The new MA-T has 1 universal output, 1 single stage triac output, and 1 dual stage triac output. The universal output can be used to drive a modulating heating or cooling coil. The single stage triac can drive a fan or single stage heat/cool. The dual stage triac can drive heat1/heat2 or cool1/cool2 elements. All triacs are capable of switching 24 VAC @ 1 Ampere.



The new MACH-Air™ Triac will optimize your installation costs by saving you money on installation labour and parts.



The students seen above enjoyed the opportunity to tour our facility and meet the people involved in creating the Reliable Controls™ MACH-System.

### Training Courses

Reliable Controls™ MACH-System training courses for customers and consultants are scheduled according to demand. Visit the Training page of the Reliable Controls™ Web site and click on the on-line registration form to submit your training request today. Contact Jutta Goebel for further details: [jgoebel@reliable-controls.com](mailto:jgoebel@reliable-controls.com)



Reliable Controls™ is a proud member of the BMA

## 2002 BACnet® Events

Reliable Controls™ will be participating in the following:



The BACnet™ Interest Group - North America, in conjunction with the BMA, is holding an Exposition and Conference at the Ohio State University in Columbus, Ohio, September 22-24.

Bacnet® Interoperability Workshop - the next interoperability workshop is scheduled for the fall of 2002.

## BACnet® Links

[www.bacnet.org](http://www.bacnet.org)  
[www.big-na.org](http://www.big-na.org)  
[www.ashrae.org](http://www.ashrae.org)  
[www.bacnetassociation.org](http://www.bacnetassociation.org) (For BMA)

## BACnet HIGHLIGHTS

### BACnet® Testing Laboratory

The BACnet® Testing Laboratory (BTL) have announced that they will accept 'Advanced Application Controllers' (AAC) for testing starting in September. Previously the BTL have only tested the simplest 'Application Specific Controllers' (ASC). Reliable Controls™ plans to submit seven products for testing at the next session.

### BAClight™ Gateway

Our R&D team have been working for some time on this interface product that enables the Reliable Controls™ MACH-System to control Douglas lighting relays. The BAClight™ gateway uses BACnet® over Ethernet and BACnet® PTP for communication. The BAClight™ gateway works in conjunction with the BAClight Setup utility in RC-Toolkit™.

### BACnet® Implementation

The release of firmware version 6.17 will see the inclusion of the MS/TP portion of the BACnet® protocol for the ETHER-Link™ portal and the MACH-Global™ controller. In addition to MS/TP the Reliable Controls™ MACH-System also supports BACnet® over Ethernet and BACnet® PTP.



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.*



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](http://www.reliable-controls.com).

*...people and technology  
you can rely on™*

**Cover your bases with reliable controls**

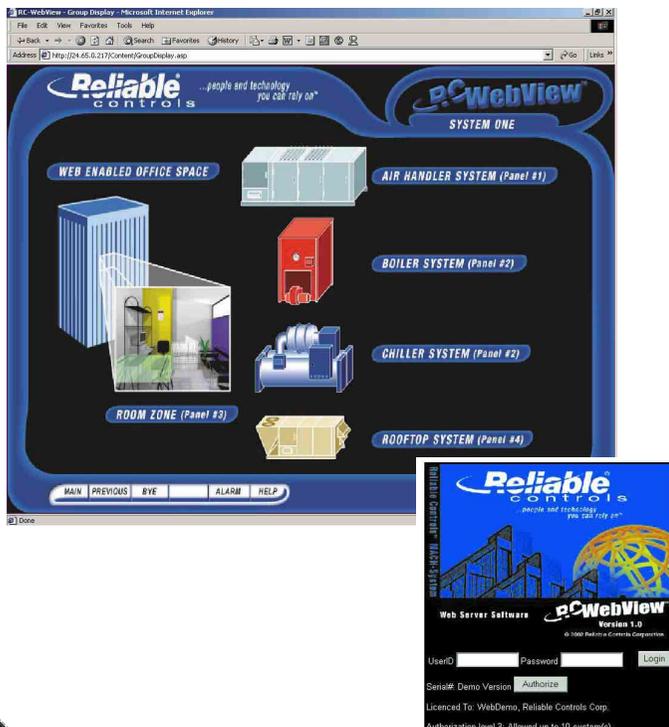
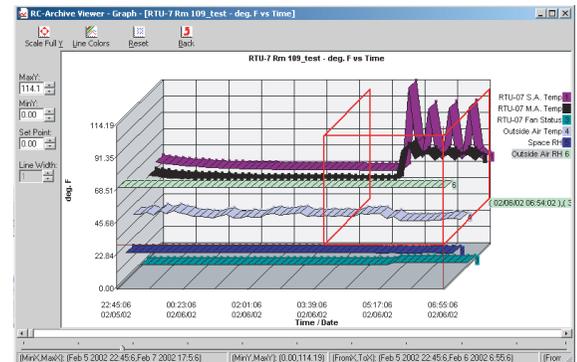
What's new

# RCArchive™

## Data Acquisition Software

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 (whether on a server or an operator workstation) must be authorized with an unlock code. Multiple copies of the viewer can be conveniently installed without authorization. This allows more than one operator to be manipulating archived data simultaneously.

## SOFTWARE HIGHLIGHTS



# RCWebView™

## Web Browser System Access

RC-WebView™ is the latest addition to the Reliable Controls™ suite of building automation software. This amazing server based software uses Active X technology to enable Web browser access to view system groups from any Reliable Controls™ MACH-System. The operator is able to view and modify the value of points, schedules, trend logs, and run time logs, as well as view the current alarms. The software resides on a dedicated server and provides for access to multiple systems. Security is handled by a user registration feature that requires a login name and password for system access.

Visit the live online demonstration from the 'Home' page of the Reliable Controls™ Web site to gain a hands-on feel for what RC-WebView™ can do for your installation.

**Upcoming Trade Shows**

Prosperity 2002, Peterborough Ontario,  
October 1-2, 2002



www.ahrexpo.com

**Promotional Items**



Pens, screwdrivers, mugs, graph paper, 2 shirt styles and STORMTECH® outerwear, all bearing the Reliable Controls™ logo, make great gift giving ideas!

On marketing

**MARKETING HIGHLIGHTS**

**ASHRAE Victoria - 2002**



Eric Balt receives a certificate of appreciation from show manager Mike Dean

**X-Port™ Converter**

Available this fall, the X-Port™ converter is designed to plug in to the SMART-Net™ port of any Reliable Controls™ panel. The converter allows the SMART-Net™ port to be used as an extra PC/Modem port providing a simple and convenient way to extend the capabilities of the Reliable Controls™ MACH-System. The X-Port™ converter facilitates EIA-232 communication through the SMART-Net™ port, allowing for efficient communication between the Reliable Controls™ suite of building automation software and any panel using a local connection. A great tool for on-site lap-top connection.



**Accountability Achieved!**

Document the performance of your building automation system with **Reliable Controls RC-Archive™**. **New** and **easy** to use, this multi-polling application is dedicated to making **historical archives** for **energy analysis** and **comfort management**.

**See how effortless proven performance and total accountability can be.**

[www.reliable-controls.com](http://www.reliable-controls.com)



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# Movers & shakers

## SALES HIGHLIGHTS



**New Reliable Controls™  
Authorized Dealers**

### Canada

**Hamilton Smith Ltd.**

Belleville, ON

Contact: Jeff Lamer - hsjeff@reach.net

**HRT Mechanical Ltd.**

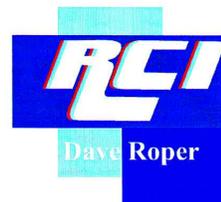
Port Alberni, BC

Contact: Michael Ounsted - mounsted@shaw.ca

**Roper Controls**

Barrie, ON

Contact: Dave Roper - dave.roper@sympatico.ca



**AUTOMATION SYSTEMS, INC.**  
BUILDING ENERGY MANAGEMENT & CONTROL SYSTEMS



### United States

**McClure Mechanical Services**

Harrisburg, PA

Contact: Myron Ramage - myronramage@mcclureco.com

**D C Enterprises**

Trafford, PA

Contact: Dick Cheripka - dcprises@adelphia.net

**Automation Systems**

Severn, MD

Contact: James Wilson - jimmy@justdcc.com

**ESCO, Inc.**

Albany, NY

Contact: Jim Berlin - jfberlin@nycap.rr.com

**TL Services**

Van Buren, AR

Contact: Gary Hildebrand - ghildebrand@tlservices.com

**TL Services**

Austin, TX

Contact: Kent James - kjames@kmctlservices.com

**TL Services**

Houston, TX

Contact: Steve Smith - sdsmith@kmctlservices.com

### International

**Ardan Control-Tech Ltd.**

Holon, Israel

Contact: Moti Seagal - seagal@ardan-pic.co.il



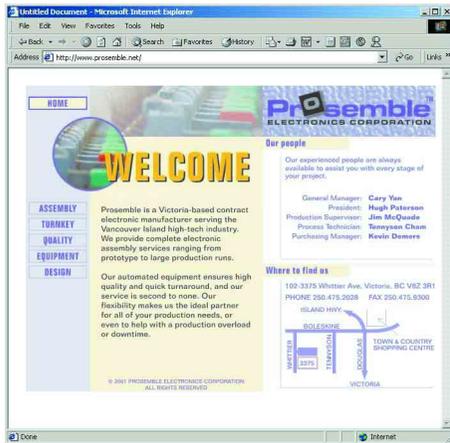
## SS-H Testing Station



The new SMART-Sensor™ with Humidity is tested in our new humidity testing station. The humidity testing station provides a constant humidity level allowing for calibration of the SS-H to +/- 3% RH over the range of 20% RH to 80% RH.

## Prosemble Web Site

Our sister company, Prosemble Electronics Corporation, manufactures all of the products in the Reliable Controls™ MACH-System. Reliable Controls™ and Prosemble are located under one roof, allowing for maximum responsiveness in resolving manufacturing challenges. Visit the Prosemble Web site to learn more about this cutting edge company.



## PRODUCTION HIGHLIGHTS

### Facilities Upgrade

Our production facility has been the focus of a major capital upgrade over the last few months, and we are pleased to announce the upgrade is now complete. The new expansion allows us to double our output capacity without adding any further resources. All programming and fine tuning is completed and we currently are running several different products each day. The average component assembly rate exceeds 20,000 components per hour.

Delivering the goods is the #1 objective of any organization and at Reliable Controls™ we are committed to shipping your order as quickly as possible. We have recently implemented a product flow management system which monitors the progress of every order. Our goal for 2002 is to ship your order within 15 business days. With the new product flow system in place we are very confident in achieving that goal.



**Prosemble**  
ELECTRONICS CORPORATION

[www.prosemble.net](http://www.prosemble.net)

# WEB SITE HIGHLIGHTS



On  
line

## New Look and Feel

The Reliable Controls™ Web site continues to be improved. We have updated our 'Home' page and significantly reduced its file size to allow for faster display. We are pleased to see that the list of registered customers is growing. The inclusion of Customer and Consultant 'Log - In' areas has dramatically enhanced the accessibility of information and resources for these key stakeholders. Visit the Web site and click on the Customer or Consultant Log-in links to sign up for your Username and Password today.



## Software Authorization

Please be reminded that there is a page dedicated to helping you obtain 'unlock codes' for Reliable Controls™ software. This page is especially helpful in instances where you are unable to contact our office while you are in the process of installing the software. The procedure is as follows:

1. Simply click the 'Continue' button on the authorization dialog box to have the software install as a 30 day demonstration copy.
2. Remember to record the serial number and computer code as you will need to enter these numbers on the Software Authorization form.
3. At your earliest convenience, go to the Reliable Controls™ Web site and choose Support from the Home page.
4. Choose Software Authorization from the Support page navigation bar.
5. Open the Software Authorization Form by clicking on the link embedded in the paragraph of text.
6. Fill in the form and click on the Submit button.

This procedure sends an email to our office requesting your unlock code. The product support team responds to these emails, as the first task in any given business day, by generating the appropriate code and returning the result to you by email. This allows you to complete the software installation procedure without having to wait for the unlock code. When you receive the email containing the unlock code simply choose Help>About in the software and click on the Authorize button to enter the appropriate numbers.

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](http://www.reliable-controls.com)

