

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



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PLC 07/02

What's new

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

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.

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.



TRAINING HIGHLIGHTS

Training Panels Completed

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 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



BACnet
MANUFACTURERS
ASSOCIATION

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
www.big-na.org
www.ashrae.org
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.

...people and technology
you can rely on™

Cover your bases with reliable controls

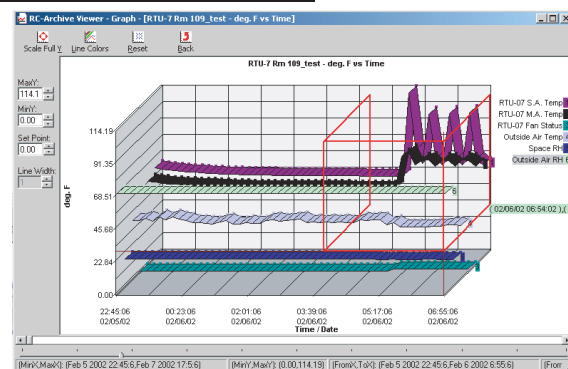
What's new

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

BMA BACnet
MANUFACTURERS
ASSOCIATION
MEMBER

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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.

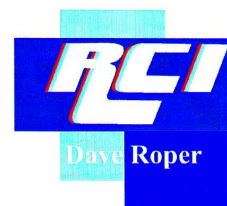
Port Alberni, BC

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



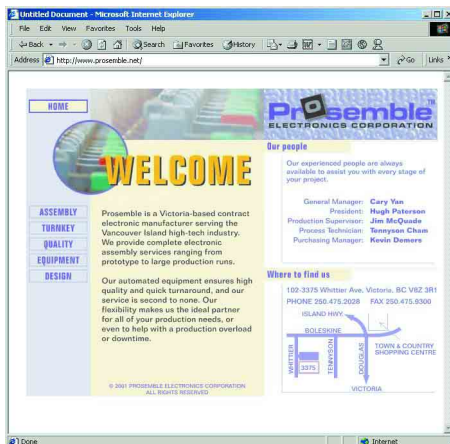
SS-H Testing Station



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

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.

Support Customer Log-In

Welcome to the Customer Log-In section of the Reliable Controls™ Corporation On-Line support center. Here you will find free updates for our software, firmware and technical documentation.

If there is something we have missed or an item that should be included in this section please use our [Feedback](#) form and let us know. Your comments are always appreciated.™

Index of Customers-Only Support Resources

Click on the new image to view the latest posting.

BACnet®

- PICS (Protocol Implementation Conformance Statement)
- Reliable Controls™ BACnet® Implementation

Software

- Official Releases/Toolkit Releases
- Panel File Library
- RC-Studio™ Graphics Library
- Manuals
- Updates

Technical

- Quick Start Guides

Support Consultant Log-In

Welcome to the Consultant Log-In section of the Reliable Controls™ Corporation On-Line support center. This section contains a diverse range of technical literature, specifications and CAD drawings. Use the bulleted index to navigate efficiently in this area, or simply scroll down through the pages to view the contents.

We do anticipate the content in this section to grow and evolve. If there is something we've missed or an item that should be included in this section please do not hesitate to pick up the telephone or send us an e-mail. Your [Feedback](#) is encouraged and always appreciated.™

Index of Consultants-Only Support Resources

Click on the new image to view the latest posting.

BACnet®

- PICS (Protocol Implementation Conformance Statement)
- Reliable Controls™ BACnet® Implementation

Engineering

- Address Translator Product Architecture Tech Diagrams
- Reliable Controls™ DDC System Specification
- VISIO Product Architecture Stencil

Software

- Official Releases
- Updates
- Manuals
- Panel File Library
- RC-Studio™ Graphics Library

Technical

- Quick Start Guides

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.

Software Authorization Form - Microsoft Internet Explorer

Software Authorization Form

Complete the Form and Contact Information below (* ALL FIELDS ARE REQUIRED) and our support team will return an unlock code via e-mail, for the customer's verification, by the next business day.

Installation Authorization

You are using an unauthorized copy of RC-Studio. Please call Reliable Controls Corporation for an Unlock Code.

Serial Number: 1234 F1
Name: Purchase/End User F2
Company: Dealer Purchased From F3
Computer Code: 5071048 F4
Unlock Code: _____

Form

*F1 RC-Studio or RC-Architect Serial #: _____
*F2 Purchase #: _____
*F3 Dealer Purchased from: _____
*F4 Computer Code 1: _____
*F5 Computer Label Description below: _____

NOTE: The unlock code must be matched to the displayed computer code. You may enter the code now, or open this dialog again when you have received the code by phone or e-mail.

This installation is temporarily authorized for use until 6/30/2002. Press 'Continue' to skip authorization.

OK Continue Cancel

Contact Information

* Telephone #: _____
* E-mail Address: _____

Reset Form Send My Information

Close Window

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