LEARNING RELIABLE SKILLS
as a co-op

NEW REGIONAL
sales managers

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RUNtime

The official quarterly magazine of Reliable Controls® Corporation

Q1-2022

Backward compatible, [future ready]

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Reliable® controls

President's message

Looking through the eyes of others

Tom Zaban, P.Eng, LEED Green Associate

For as long as I remember, Reliable Controls has valued being open and honest in all its business activities, and in doing so we have developed what many outside our organization have described as a unique and special corporate culture. An important cornerstone of this culture embraces the ability to look through the eyes of others to understand how they feel—to be empathetic.

There are many benefits in trying to put yourself in others' shoes: it helps foster a connection with people so they feel seen, heard, and valued; it helps you better understand the context of situations, which results in effective prioritization and decision making; and it helps you grow the bridges of trust that anchor long-term, mutually beneficial relationships.

Key to looking through the eyes of others, as many business leaders no doubt already know, is being a good listener. For many business professionals this might be a real challenge because the passionate fire that burns within often prompts you to interrupt another's chance to speak or complete a sentence. You might become verbally dominant to emphasize a point or rush the conversation to the next idea. (I have certainly been guilty of that behavior.) However, patience is a virtue, and if you practice the habit of using the flappy folds of skin on the sides of your head, instead of those on the front of your face, becoming an effective listener is easier than you might think. Practicing the art of effective listening is good advice all around.

One of the biggest challenges Reliable Controls constantly faces is prioritizing the growing list of great ideas that arrive on our doorstep every day. For many years our R&D team has held face-to-face meetings with our Authorized Dealers, who advocate for you and their company. Our regional sales managers and application engineers make regular visits to your facilities and feed your needs and wants back to our developers. And our Training team spends many hours each year delivering operator training while taking note of learners' innovative and inspired suggestions for new features and products. Whenever Reliable Controls staff and Authorized Dealers engage with you in a meaningful way, your feedback helps us better understand the context of your expectations for a sustainable building automation system. Feedback to Reliable Controls is formally evaluated in our research and development stack-ranking processes and internal product road map planning sessions. Your feedback is critical to how product development decisions are made at Reliable Controls. *Please keep that feedback coming!*

Building bridges of trust is an important structural component of the cultural DNA at Reliable Controls. Trust has allowed us to nurture enduring partnerships with a worldwide network of factory-certified, independently owned and operated Authorized Dealers. Together we are cultivating long-term, purposeful relationships with you. And, despite the challenges of rapidly changing technologies, we continue to do our best to look through your eyes and deliver technical solutions that are, as our eastern US regional sales manager says, "backward compatible and forward adaptable." Building bridges of trust with you and your company results in people and technology that leave no building behind. It provides an evolving, adaptable migration path forward while maximizing your return on investment.

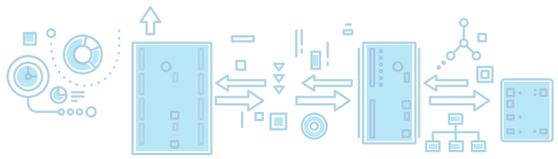
For decades Reliable Controls has maintained a philosophy of honesty in all its activities. This has resulted in a company culture of putting people first and a desire to understand how they feel. In this issue of the *RUNtime* we invite you to find examples of our ability to listen, make good decisions, and build bridges of trust that will assist you in your ongoing pursuit of the art of building sustainability.

Backward compatible, [*future ready*]

El Salvador International Airport, operational since 1980, is the third busiest airport in Central America. In 2015 Authorized Dealer MP Service installed 21 Reliable Controls devices during a building automation system overhaul that provided enough energy efficiency gains to recover the airport owners' costs within 3 years. Pretty impressive.

Cut to 2021, and MP Service was back at the airport, working on the first phase of a 20-year modernization and expansion project that will increase its capacity from 1.6 million passengers a year to 6.6 million in 2032 and triple its cargo capacity over the next 2 decades. Modifications like this one are often especially costly for facility owners because the designs of older building systems and controllers are not easily adapted to new technology. But MP Service was working with a considerable advantage: All Reliable Controls products are backward compatible with those that came before. The flexibility of RC-Studio® software meant MP Service could integrate more than 80 previously installed third-party devices with both old and new Reliable Controls controllers. Even more impressive.

In today's world of overabundant consumer goods, the Reliable Controls commitment to backward compatibility sets the company apart in the building automation industry. Go Climate and others say there are several types of planned obsolescence: contrived durability, prevention of repair, systemic obsolescence, programmed obsolescence, and obsolescence by depletion. Here's how Reliable Controls actively works to counter these design philosophies with every product it makes.



Contrived durability

Contrived durability happens when companies make products with parts or materials they know will one day fail. For example, some electronics makers choose cheap plastic or soft metals that have a short lifespan. Reliable Controls builds controllers with durable, highly recyclable materials and carefully engineers them to last at least the life of the equipment they control. The new RC-FLEXair®, for instance, is housed in a 6063-T6 extruded aluminum enclosure and has a robust carbon steel baseplate—making it extremely resilient.

Prevention of repair

How products are made matters. Maybe you've tried to change a battery on your smartphone, only to find you need special tools to unscrew the case or, even if you manage to pry off the cover, you discover the components are glued together, making repairs a more costly endeavor than buying new. Reliable Controls provides comprehensive repair services beyond its standard 5-year warranty that extend its customers' return on investment—even if these products have been in the field for decades. The company works carefully to counter the unsustainable trend in the electronics industry to fight repairability, opting instead to minimize waste both in the manufacturing process and through repairs once Reliable Controls products are installed in buildings.

Reliable Controls provides comprehensive repair services beyond its standard 5-year warranty.

Perceived obsolescence

Fast fashion describes a design, manufacturing, and marketing method of rapidly producing trendy clothing to convince consumers they need the "next best thing." Some electronics producers work from this perspective as well, releasing new models often, with only slightly better software or slightly different features that quickly make your device several seasons old. These new goods are marketed as status symbols, rendering the original products out of fashion despite remaining fully functional.

Reliable Controls offers an alternative. Its R&D team is dedicated to making products better by design, and much of the company's work is in response to feedback from dealers. Reliable Controls is committed to earning and sustaining the reputation of having the most satisfied customers in the building automation industry, and it can do so only by listening first, understanding the needs of its customers, and developing its product road map on these core foundations rather than by following trends or fads.

Systemic obsolescence

Systemic obsolescence is when a company changes the systems a product is designed to work with, making it incompatible. Reliable Controls carefully tests every product it manufactures to ensure compatibility with previous-generation controllers. At the University of Victoria, one of the first installations of Reliable Controls anywhere, first-generation controllers installed in 1994 operate smoothly alongside second- and third-generation Reliable Controls devices. This level of integration is no accident.

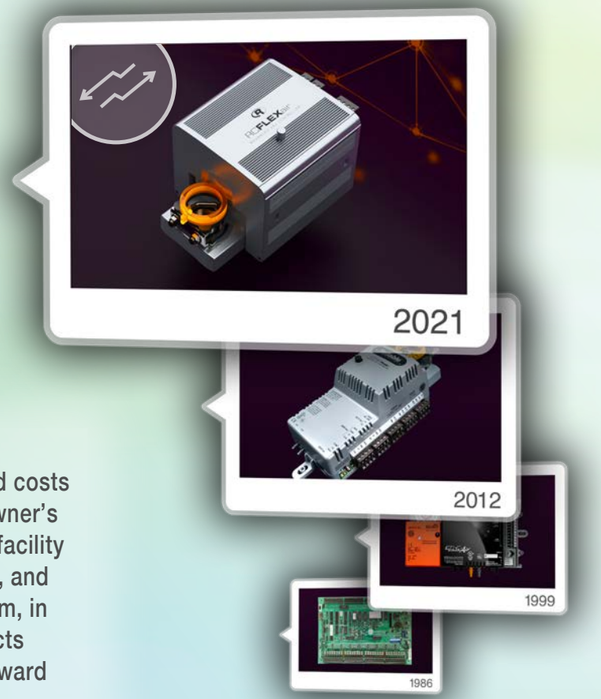
Reliable Controls carefully tests every product it manufactures to ensure compatibility with previous-generation controllers.

Programmed obsolescence

Products are sometimes designed to stop functioning after a certain number of uses, like inkjet printers programmed to stop working after a certain number of pages printed, even though the printer is still technically functional. In software, some companies deliberately drop support for older technologies at a certain date to force users to buy new products. With Reliable Controls software, even if a customer lets their subscription lapse, the software continues to work as designed. If an update of interest comes along, say, 2 years later, that customer can renew their subscription without penalty. It's not uncommon for users to operate versions of Reliable Controls software that are 10+ years old!

RC-Toolkit® provides another example of how Reliable Controls counters programmed obsolescence. Starting with version 3.3, RC-Toolkit recognizes new hardware after the software was released—so a customer could be using an older software version and still integrate brand-new controllers.

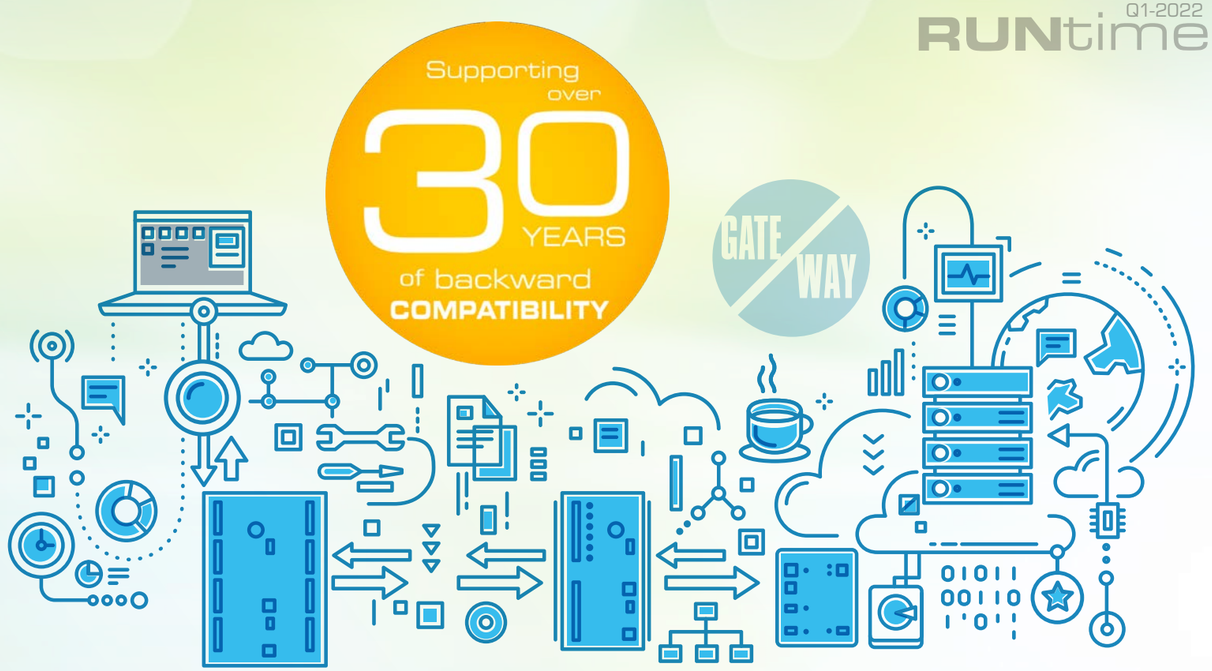
With Reliable Controls, you're choosing products designed to last the life of the equipment they control.



In the world of building automation, planned obsolescence of any kind can mean unexpected costs and take upgrade decisions out of a building owner's hands. At the El Salvador International Airport, facility owners were in complete control of what, when, and how to upgrade their building automation system, in large part because the Reliable Controls products installed 8 years ago were designed to be backward compatible and future ready.

"I think it's pretty cool we were able to use the originally installed controllers—both our own and other brand names—because of our flexibility," says Karina Silva, Reliable Controls regional sales manager for Latin America. "Backward compatibility ensures the customer's investment is safe because the building automation system will last the life of the building. The customer will never be faced with having to replace a perfectly functioning piece of hardware simply because a newer-generation product isn't compatible with what's installed in the building. It speaks to our commitment to the environment at Reliable Controls: Planned obsolescence is simply not sustainable."

For a company that's been in business for more than 30 years, backward compatibility provides a natural brake pedal on product development. A start-up doesn't need to worry about whether their new hardware or software product works with their old ones—because they don't have any old products. But the Reliable Controls engineering teams must determine how Reliable Controls products can evolve together in a way that doesn't break the company's commitment to backward compatibility. This means careful decisions about how its products interoperate and which features can't be supported by legacy devices—sometimes concessions *need* to be made. This commitment can also be a costly one. The design process is infinitely more complex when these interdependencies need to be considered. Additionally, backward compatibility forces Reliable Controls to forgo revenue that could be gained by requiring periodic upgrades, unlike many peers in the industry.



As technology has evolved, so have Reliable Controls products. But the company's warranty and extended repair services mean its customers are never forced to upgrade due to planned obsolescence. And if they decide to upgrade, the Reliable Controls eCycle service will help them reduce their impact on the environment by sending non-repairable controllers to a responsible recycling partner for disposal.

Reliable Controls builds backward compatibility and future readiness into every product it manufactures. Today's RC-Studio supports the original Burke controller, manufactured in the 1980s. "We ensure any product you buy will continue to provide the value it did when you bought it—for the life of the product," says Reliable Controls system architect Chris Howard. "It's part of our value proposition."

This commitment means customers can feel sure their investment today will be fully supported for the life of their building. "Backward compatibility provides the confidence that I can add to my building in the future without needing to replace the product I already bought," says Chris. "When customers purchase Reliable Controls, we are selling them a product for life."

Backward compatibility is just one of the ways Reliable Controls helps its customers create a truly sustainable building that improves health, reduces emissions, and drives efficiency for the long term. Learn more about the Art of Building Sustainability on our website and in the Q2 2021 issue of the *RUNtime*.

People and technology you can rely on™

Learning reliable skills as a co-op

Reliable Controls proudly works with co-op students who are keen to learn what it takes to thrive in the building automation industry. Nothing hones a student's skills and interests like hands-on work experience, especially when supervised by passionate professionals.

"Co-op students look at the challenges we face with fresh eyes and bring much enthusiasm and spirit to their role. I'm always amazed at the hard work and professionalism they bring to the table."

—Mark Hatherly, product owner at Reliable Controls

Interested in knowing what Reliable Controls looks for in co-op candidates? Read on for testimonials from four recent hires and interviewing insights from our Human Resources team.

Heading into his co-op placement, what Myles wanted most was to gain familiarity with how large tech companies develop software and to experience working in a scrum environment. As system quality-assurance (QA) analyst, he had a chance to do both. He and his team tested the entire Reliable Controls system for usability and ensured all components perform as designed. "Whenever there's a new firmware or software release, we do the test runs to make sure everything works as expected."

Myles was hired for an 8-month term as system QA analyst, a position he was drawn to because it gave him the opportunity to work on a variety of networking projects, many of which use the Reliable Controls proprietary programming language, Control-BASIC®. "It was never my intention to get involved with a programming project, which was in a language I had never touched before," said Myles. "I was surprised to discover just how much I enjoyed it." For the first 4 months, Myles worked with his team to create virtual Reliable Controls devices; the second half of his term focused on a networking project.

The timing of Myles's co-op term was ideal, he said: Instead of navigating university classes during a pandemic, he gained work experience in a safe, professional environment. "It was nice to have my own little office—it was the whole department's pod, but I was the only one in the office at the moment."

Myles is a second-year computer science student at the University of Victoria. He returned to campus in January, able to apply what he learned at Reliable Controls to his more specialized classes.

Myles Petersen, system QA analyst

Keeyan Kazemi, software QA analyst

VALUABLE SKILLS/ATTRIBUTES

Each year roughly 260 students compete to fill 10 co-op placements at Reliable Controls. (Eight-month terms begin in January and September.) Myles, Keeyan, Samia, and Ciara, were hired not only for their technical skills but also because they fit the company culture. What does Reliable Controls look for in candidates?

- **Willingness to learn and ask questions**
- **Strong communication skills**
- **Ability to listen**
- **Team spirit**
- **Enthusiasm**
- **Resourcefulness**
- **Dedication**
- **Analytical skills**

Keeyan joined Reliable Controls in January 2021 as a co-op student from Simon Fraser University (SFU). He completed a term in QA, which he followed up with a second 8-month co-op term in software development.

"I've gotten a lot of bang for my buck in terms of getting experience, being able to work with different teams. I know that's probably not the case for most co-op positions, but for me it just worked out that way, and it was really useful." During his first co-op placement, Keeyan learned a lot about networking with Wireshark and RC-Toolkit. He also collaborated with the RC-GrafxSet® and Portal teams. "It has definitely been an enjoyable experience, and I'm glad I was able to do more than was on the initial job description!"

Keeyan says his upper-level classes at SFU prepared him well for this job, in particular a networking course and one on technical writing. He predicts he'll do a lot of self-studying during his second term. "One of my hopes for the co-op experience was to do coding. I think I'll get a chance to do that in my development job."

When he returns to university, Keeyan will have four classes left to complete his degree in computer science. He's not yet sure what his next step will be—whether he'll do a master's degree or jump into a career in software development. He says his co-op terms are an excellent way to help him figure out what he enjoys most.

"Working with co-op students is a significant boon for us not only because we are able to support the local education of inspired students but also because some of our best young learners and opportunities come through co-op placements."

—Chris Howard, system architect at Reliable Controls

Ciara's internship at Reliable Controls was the last step to complete her post-degree diploma in Business Administration, Human Resource Management and Leadership at Camosun College. Aware of how quickly the tech industry is growing, Ciara said she deliberately sought an opportunity to work with Reliable Controls.

Ciara Brownlee, Human Resources assistant

Samia Sama, firmware developer

Reliable Controls CO-OP PROGRAM

"Reliable Controls has partnered with local schools since the 1990s, on a mission to provide co-op students with meaningful work experience where they can apply what they learn in a highly collaborative setting, working on projects that matter. The co-op program is a vital part of the Reliable Controls recruitment strategy; many graduates continue as full-time employees and contribute to the company's vibrant culture and success for years."

—Olga Radutsky, Human Resources manager at Reliable Controls

"Our favorite way to fill junior positions is by hiring past co-op students; they are enthusiastic learners, already understand our products, and have a breadth of experience. That gives them a head start!"

—Chris Howard

Samia is a co-op veteran; her recent placement with Reliable Controls was her fourth internship experience. Samia has been taking her time to complete her degree in engineering physics at the University of British Columbia (UBC), choosing to gain as much work experience as possible. "I always knew I wanted to specialize in software but wasn't sure which field within software, so it was nice that I got to explore firmware, R&D, QA, and software dev," she says. Now that she's back in school, Samia continues to work with Reliable Controls part time.

"I really like all the applications of Reliable Controls. At first I thought the focus was only on buildings, but Reliable Controls controllers are even in the transportation sector! I have worked a lot with micro controllers and programmable controllers, so it was very interesting for me to see programmable controllers for building automation that customers can work with and customize.

"This was my first firmware position, working with an established code base and product, implementing new features. I always wanted to work in a collaborative environment where I'm looking at someone else's code, trying to understand it and add my own little things here and there. That's something I wanted to get exposure to, and it was a good way to validate my skills as a developer."

UBC accepts around 60 engineering physics students each year, according to Samia. In her year only 10 are women. Software in general is a male-dominated field, and especially in firmware there are even fewer women. "As long as everyone creates a space where we all feel comfortable, it's okay. That's the vibe I got from my team at Reliable Controls, which is also why I wanted to continue working with them. We give everyone the same amount of respect based on the work we do."

Samia wishes she could meet her team in person but has felt supported even though she works remotely. "I'm not micro-managed. I get my work and can ask for help when I need it. I enjoy all the freedom I have to just get on with my tasks, and if I do have a question, someone is always there to answer it. Matt has been an incredible supervisor. He doesn't say more than necessary and is always available to send screen shots, marked up with whatever I need."

Samia's advice to future co-op students:

"Apply for positions, even if you meet some of the requirements but not all of them. You're not expected to know everything. Ladies: Don't be afraid to apply for jobs because you think it'll be all men. You gotta just go for it. Otherwise there'll never be a point where there are more girls in the field. Also, keep an open mind. Especially during your first co-op, you can't really know what you want to do, so keep your options open and give it your best.

"For later co-ops, you have a better idea what to ask the interviewer to help you decide if you want to work there. If you want to know about the workflow, and what they expect from you, just ask. Are there a lot of skills you can gain from the company? I looked for diversity in co-op work. I didn't want to repeat jobs I had already done, regardless of whether I liked it or not, because co-ops are the time to gain experience. Try to find jobs that will allow you to explore what you still want to do, not just what you know."

"The co-op was a great experience. Being able to take what I learned in the classroom and apply it to real life was so beneficial. I wanted to learn everything I could, and the internship definitely provided that opportunity. My team was very supportive and engaging. They were all great teachers!"

Prior to her co-op, Ciara hadn't grasped the full scope of HR responsibilities. "I really liked being involved in everything—from recruitment and selection (I participated in the screening process) to the administrative side of things (the upkeep of employee files and all the onboarding and offboarding paperwork). I'd never seen that side of the job before—it was very eye opening! I was lucky to sit in on meetings that I doubt I would've been invited to in other companies."

The sustainability focus at Reliable Controls wasn't the only thing that appealed to Ciara; she was also interested in the company's ethos. "Being able to see how the higher levels of HR influence the company culture is very interesting—how the decisions you make as HR impact employee motivation, morale, and sense of company culture. I noticed in the first few days how close-knit the culture is at Reliable Controls. Everyone was very supportive and kind. It's scary, as a co-op student, to start out in a new job, so being able to join a company that makes the transition smooth was really great. Reliable Controls does that, absolutely."

Ciara did such a great job that she was hired into a permanent HR position at Reliable Controls upon completing her co-op term.

INTERVIEWING TIPS

It's not often a company helps prepare applicants by sharing ways to make an impression. Reliable Controls wants to see students succeed. Here are a few tips from the Human Resources team on how to shine in an interview:

1. Demonstrate you understand what Reliable Controls does; read up on the company's values, vision, and mission. Why do you want to work for Reliable Controls?

2. Highlight relevant projects—showcase them in your résumé, and tie the experience back to skills Reliable Controls is looking for.

3. Talk about previous co-op placements: What did you learn that you'll bring to this role? If you don't have relevant hands-on experience, look for volunteer experience in the community or online.

4. Listen to the questions. It's okay to take a beat before you answer. Reliable Controls values strong communication skills.

5. Be prepared to speak about yourself for a few minutes, blending professional and personal information.

Reliable controls

INDONESIA

AEON Mall

Project profile

Sentul City is a master planned township just south of Jakarta that is committed to green building and sustainable development. Japanese retail group AEON opened AEON Mall Sentul City, one of dozens of AEON shopping centers in Asia, in November 2020. Built on 1.9 hectares, the complex houses 270 stores, such as H&M, Uniqlo, and Yonex. AEON is the parent group of approximately 300 companies and became ISO 14001 certified in 2000 for its environmental management system.

Reliable Controls Authorized Dealer PT Deltamas Solusindo installed a Reliable Controls building automation system during the construction of AEON Mall Sentul City.

PT Deltamas Solusindo expanded the input and output capabilities of 45 Reliable Controls system controllers, including MACH-ProWebCom, MACH-ProCom, MACH-ProSys, MACH-Pro1, and MACH-Pro2 devices, using MACH-ProPoint Input and MACH-ProPoint Output expansion modules. These devices communicate via BACnet to control a chiller plant, air-handling unit, fancoil unit, variable air volume units, pumps, and lighting equipment over the 70,000 m² (753,473 ft²) shopping center.

The MACH-ProCom, MACH-ProSys, MACH-Pro1, and MACH-Pro2 are freely programmable BACnet Building Controllers ideal for controlling rooftop equipment, mechanical rooms, and complex integrated systems. With its unique three-in-one design, the MACH-ProWebCom combines a BACnet Operator Workstation and a powerful web server in a single package no larger than a typical controller and includes a built-in workstation that eliminates the need for AEON Mall Sentul City managers to pay for client license renewals and cloud services.

PT Deltamas Solusindo used RC-Studio to integrate the Reliable Controls system with mechanical equipment from numerous third-party vendors to monitor energy, gas, and water use throughout the facility. Today, RC-Archive software provides operations managers with a robust record of building performance by delivering continuous downloads of data logs to a SQL dataabase.

COVID-19 delayed the project by nearly 2 years, but at the grand opening in 2020, Indonesian politician Ade Yasin said, “The public is quite enthusiastic about the mall. I’m also glad, because [the mall] allows us to keep our economy running as we try to recover from the blow of the pandemic.”

Reliable Controls and PT Deltamas Solusindo were pleased to provide a flexible, sustainable building automation system that meets the current and future needs of AEON Mall Sentul City.

Installed Reliable Controls hardware

- 4 MACH-Pro1™ controllers
- 12 MACH-Pro2™ controllers
- 26 MACH-ProCom™ controllers
- 120 MACH-ProPoint™ Input expansion modules
- 100 MACH-ProPoint Output expansion modules
- 1 MACH-ProSys™ controller
- 2 MACH-ProWebCom™ controllers

Installed Reliable Controls software

- RC-Archive®
- RC-Studio

Total system objects

- 5,000

Total area

- 70,000 m² (753,473 ft²)

Gettysburg Fire Department

Project profile

UNITED STATES

The town of Gettysburg and its surrounding farmland have a rich history as the site of the Battle of Gettysburg, a pivotal turning point in the American Civil War. Fire protection in Gettysburg dates back to 1806, when the borough purchased a hand-powered fire engine that was maintained by the citizens. Today the volunteer fire department is far better equipped, with a state-of-the-art facility that also serves as a museum to keep the department's impressive history on display.

Reliable Controls Authorized Dealer Nexgen Automation installed a building automation system during a retrofit of the Gettysburg Fire Department building.

A MACH-ProWebCom controller allows facility operators to easily access and control the system at any time using the internet. Its unique three-in-one design combines a BACnet Building Controller with a BACnet Operator Workstation and a powerful web server that eliminates the need for client license renewals or cloud services, saving the building owner time and money. The multiprotocol support inherent in the MACH-ProWebCom also enabled integration of an NTI condensing boiler via Modbus, allowing precision control of the boiler without any gateways or additional hardware.

Nexgen Automation installed a MACH-Pro1 to monitor and control the rest of the building's hot-water system, which supplies hot water to a radiant slab in the garage and numerous other heating coils in the air-handling system using two pumps and multiple sensors to accurately control supply temperature. The MACH-Pro1 is a flexible, fully programmable BACnet Building Controller ideal for midsize rooftop equipment or small mechanical-room applications.

To control single-zone air-handling, variable volume and temperature, and variable air volume rooftop units, Nexgen installed nine MACH-ProZone controllers that provide highly scalable inputs and outputs in a compact footprint. Each variable air volume box is networked with a MACH-ProAir controller that includes an airflow sensor and onboard damper motor, eliminating the need for separate sensors and actuators. Cooling is provided by a DX coil in each air-handling and rooftop unit.

Installed Reliable Controls hardware
- 1 MACH-Pro1 controller
- 5 MACH-ProAir™ controllers
- 1 MACH-ProWebCom controller
- 9 MACH-ProZone™ controllers

Total system objects
- 160

Total area
- 2,508 m² (27,000 ft²)

Integrated equipment
- NTI boiler

The Reliable Controls system also controls outdoor lighting and is interfaced with the fire alarm and commercial kitchen equipment.

"The new system interface makes it much easier to manage the building than the previous one, and the manageability allows us to achieve noticeably better comfort and energy savings as well," said the building's system operator.

With its notable history, the Gettysburg Fire Department retrofit was a unique project for Nexgen Automation. The new Reliable Controls system means the facility can operate at peak efficiency while allowing flexible scheduling and overall ease of use for operators. Visitors who tour the fire museum to see the Silsby—the original 1806 hand-powered steam fire engine, local residents who hold functions in the building's community room, and members of the Gettysburg volunteer fire department will enjoy a comfortable, healthy environment for years to come.

Nexgen
COMFORT. EFFICIENCY. INNOVATION.

Explore other Reliable Controls projects: reliablecontrols.com/projects/profiles

New regional sales managers strengthen the Reliable Controls Sales team

Two new regional sales managers joined Reliable Controls in the last quarter of 2021.

Dennis King began his role as regional sales manager for California in October. Dennis is responsible for strategic sales management and developing Reliable Controls Authorized Dealer and customer relationships across the state, which is a newly created sales region for the company.

Dennis King, regional sales manager, California

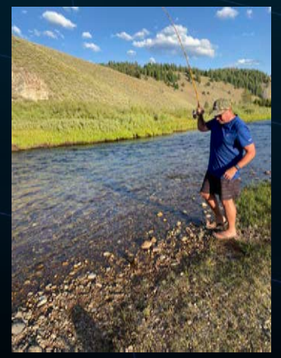
"Together with our friends and partners in the Reliable Controls Authorized Dealer network around the world, we strive every day to be people and technology you can rely on," says Levi Tully, Reliable Controls EVP of Sales. "People come first. We are very excited to welcome another experienced built-environment professional to our team who shares both this philosophy and a drive to help our dealers and customers."

Dennis brings over 25 years of controls-industry experience as an energy and regional sales manager for American Auto-Matrix, Siemens, and Honeywell. His specialized expertise in energy efficiency and sustainability for the built environment as a certified energy manager and LEED AP, together with his passion for providing unparalleled customer service, will be a tremendous benefit to the Reliable Controls Authorized Dealer network and allow the company to grow its presence in California. Dennis is also a recreational pilot. He lives with his family in Upland, California.

Ben Seitz, regional sales manager, Western United States

In December Ben Seitz accepted the position of regional sales manager for the company's Western United States region. Ben brings to the team 27 years of controls and mechanical service experience in various service, sales, and executive management roles. With a BSEE from the University of Idaho, Ben spent 15 years working for Siemens in Idaho, Washington, Oregon, and Alaska. For the past 12 years he has been directly involved with Reliable Controls as the founder and owner of Northwest Service Technologies and then branch manager for Sunbelt Controls in Boise, Idaho. Ben enjoys strategic planning, problem solving, and direct interaction with customers. He is eager to help Authorized Dealers in the western United States succeed with Reliable Controls.

"Ben is a long-time friend and partner," says Levi Tully. "Throughout his career he has developed an empathetic understanding of human experiences in the built environment. He has successfully managed automation enterprises of varying sizes, from start-ups to mature operations. Ben's experience and insight in the complete life cycle of a Reliable Controls Authorized Dealer will prove invaluable to our dealers and our team."

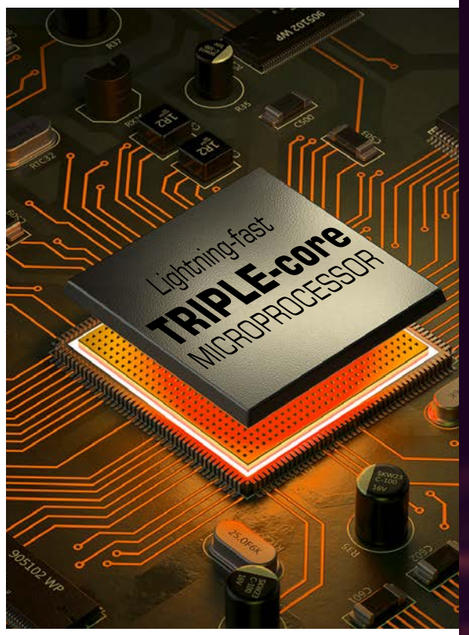


In his spare time Ben enjoys fishing, live sports, and music. He and his wife live in Star, Idaho.

Reliable Controls now has over 240 factory-certified partners in more than 45 countries around the world. Find an Authorized Dealer near you: **reliablecontrols.com/sales**

VAV confidence and security

Designed to accommodate your evolving building automation needs, the Reliable Controls RC-FLEXair® is a BACnet Building Controller loaded with data-processing power suitable for a wide range of variable air volume and room control applications. With its massive database, triple-core processor, and dual Ethernet connectivity, the RC-FLEXair can handily deliver the complex sequencing, performance tracking, and analytics you need to inspire confidence in your built environment today and in the future.



Backward compatible, future ready

Reliable Controls tests every product it manufactures to ensure compatibility with previous-generation controllers. The RC-FLEXair is no exception. You can add it to Ethernet networks that host previous-generation controllers without the need for costly third-party gateways or accessories.

Ultimate flexibility

With many available models and options, the RC-FLEXair is suited to a wide variety of projects. Order models with one or three universal inputs and up to six outputs with a mix of universal or solid-state relay outputs. Better still, communicate with up to eight Reliable Controls SMART-Net™ devices, and expand the controller's capability without consuming inputs or outputs.

Better by design

Power the controller via USB from a laptop to permit configuration, firmware updates, programming, and graphics creation. All input, output, and communication ports are hardware-protected against transient surges and spikes, which hardens the controller and improves resilience.

Database? More like data*beast*

Store more than a million trend values

With tons of nonvolatile memory, the RC-FLEXair has enough space to handle the most challenging applications now and in the future. It automatically logs all input, output, value, calendar, loop, and schedule objects, which can each store up to 2,000 records. That's enough for over 1 million data points!

Space for IFDD programs

The RC-FLEXair also has space for 64 control programs, each large enough to run advanced energy sequencing, integrated fault detection and diagnostics [IFDD], and more.

Lightning fast networking

Throw in dual high-speed Ethernet ports, and you get to access all that data and intelligence in near real-time, opening the door for advanced analytics and superior performance tracking and control.

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Better by design™

RCFLEXair®

ADVANCED VAV CONTROLLER

5yr WARRANTY

Simple. Flexible. Sustainable.

After more than 30 years in the building automation industry, the hallmarks of Reliable Controls remain unchanged. Why? Because products that are simple to use and flexible to apply offer a more satisfying user experience, an excellent return on investment, and a reduced impact on the environment. It's a win-win-win for you and your building.

Find out how the RC-FLEXair honors these hallmarks:

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Since 1986 Reliable Controls has developed a global network of highly skilled independent controls contractors called the Authorized Dealer network. The *RUNtime* newsletter supports the collective efforts of the company to earn and sustain the most satisfied customers in the building automation industry. Information on the latest Reliable Controls products and services and insight into industry news and trends can be found in each issue of the *RUNtime.*

As a leader in the industry, Reliable Controls supports their Authorized Dealer network to achieve their goals with a motto that together, they can be better by design.

RELIABLE CONTROLS™
BUILDING SUSTAINABILITY

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