

2020 Q3 Product and Support Update



New Resources

Support Center

- ▶ Ask a question
- ▶ Access Training Programs
- ▶ Product Resources
 - ▶ Documentation
 - ▶ Tools
 - ▶ Accessories
 - ▶ Replacement Parts
- ▶ Submit an RMA
- ▶ Submit a Ticket
- ▶ [Go To Support Center](#)

ETC
EXTREME TELEMATICS CORP.

Products ▾ Repairs Training Reseller FAQ ETCorp.ca Contact

HOW CAN WE HELP?

Search the support center...

POPULAR HELP TOPICS

MAINTENANCE

Articles related to maintenance of ETC products.

- How do I charge the ALiEn2/ALiEn2 Expert plunger lift controller battery?
- What is considered a low battery?
- What if my battery has no voltage?
- What battery can I use in the ALiEn2/ALiEn2 Expert plunger lift controller?
- What do I do if my solenoid does not seal?

TROUBLESHOOTING

Having trouble? Check out these articles to find resolutions to the most common issues.

POPULAR ARTICLES

How do I submit an RMA to repair my ETC controller or sensor?

Is there a software simulator for the ALiEn2/ALiEn2 Expert?

What is considered a low battery?

How do I use the ALiEn2/ALiEn2 Expert to switch an electric valve or signal an alarm?

How do I charge the ALiEn2/ALiEn2 Expert plunger lift controller battery?

How do I connect to an ETC controller or sensor in Vision?

How do I see what the Cyclops/Sasquatch sees in real time using Vision?

How do I upgrade the firmware on ALiEn2/ALiEn2 Expert?

How do I upgrade the firmware on the...

Reseller Program

- ▶ ETC Overview
- ▶ Reseller Guide
- ▶ Sales and Marketing Resources
 - ▶ Sales Presentation
 - ▶ Articles on Demos
 - ▶ How to be an ETC Expert
- ▶ Pilot and Scale
 - ▶ Where ETC can add value
- ▶ [Go To Reseller Program](#)

WAYS WE CAN HELP

We can provide a lot of value beyond developing products. We want to see the end customer's problems solved and have you deliver a reliable system that makes you margin. The more successful you are, the more successful we are.

We are all about creating the win-win-win with reliable, inexpensive, and easy to use solutions

Regardless of what your sales process looks like, we are there at every stage to help you win. Click below to see how we can help.

▶ Marketing – Hey, Look at Dis

▶ Selling – Bring the Goods

▶ Pilot – Time to Impress

▶ Scale – Rock and Roll Baby

BECOME AN ETC EXPERT

Want to turn yourself into a selling machine? We find that the most trusted, educated, and equipped people consistently sell more controllers and sensors than the average person.

Be a trusted product advisor and not just another order taker

Batteries (6)

Solenoids (5)

Brackets (1)

Faceplates (3)

Tools (9)

Simulator (3)

Vision (7)

SUBMIT A SUPPORT TICKET

Can't find what you're looking for? We're here to help!

[SUBMIT A TICKET](#)

Certified Products

- ▶ Several competitors selling sensors that “appear” to be certified
- ▶ How to tell?
 - ▶ Certification information on their spec sheet
 - ▶ Certification label on the outside of the product
 - ▶ Read the control drawing that was included in the package
 - ▶ Download the certificate from the manufacturer's website
 - ▶ Look up a product on the certifier's website
- ▶ Certified products cost more for a reason
- ▶ [Support Center Article](#)



Product Enhancements

Gas Assisted Plunger Lift (GAPL)

- ▶ Use ALiEn2 Expert to inject gas to lift plunger
 - ▶ GAPL Time
 - ▶ Inject prior to open
 - ▶ GAPL Pressure
 - ▶ Inject prior to opening
 - ▶ Wait for Casing Pressure build to open
- ▶ [Support Article](#)

Cyclops Connector Coming Loose

- ▶ Due to lubricator vibrations on plunger arrival
- ▶ Version 2
 - ▶ Increased height of enclosure
 - ▶ Connector had room to back out
 - ▶ Apply rubber stopper
- ▶ Version 3
 - ▶ Features a screw down connector
 - ▶ Identifiable by Green Connector
- ▶ [Support Article](#)



New Offerings

Refurbished ALiEn2 Expert

- ▶ Previous mechanical version
 - ▶ Enclosure with mounting tabs
 - ▶ Bracket with studs
- ▶ Previous solenoid (Alcon)
 - ▶ Discontinued by manufacturer
- ▶ Previous revision of circuit board
 - ▶ Compatible with GEMS pressure transducers
 - ▶ Issues with some newer AST pressure transducers





Model	ALiEn2 Lite	ALiEn2	ALiEn2 Expert
Operating Temp	0°F to +160°F	-40°F to +160°F	-40°F to +160°F
Valves Supported	1	2	3
Standby Time	3+ Months	5+ Months	8+ Months
Arrival Sensors	Cyclops IS	Cyclops IS	Cyclops IS Sasquatch
Surface Velocity	N/A	N/A	Log Alarm
Other Inputs <i>Dry contact Switch or 0.5 – 4.5V sensor</i>	Line Pressure Tubing Pressure	Line Pressure Tubing Pressure	Line Pressure Tubing Pressure Casing Pressure Differential Pressure
Optimization	Upgrade to Adaptive Seeking Velocity Optimization Open on TP/DP	<i>Upgrade to Adaptive Seeking Velocity Optimization Open on TP/DP</i>	Adaptive Seeking Velocity Optimization Open on CP, TP, or CP – LP, Load Factor Close on CP, CP Rate of Change, DP, or Flow
Communications Interface	2 wire RS-485 Modbus Slave	2 wire RS-485 Modbus Slave	2 wire RS-485 Modbus Slave 2 wire RS-485 Modbus Master
Certification	UNCERTIFIED	Class I, Zone 0, Ex/AEx ia [ia] IIB Class I, Division 1, Groups C and D	Class I, Zone 0, Ex/AEx ia [ia] IIB Class I, Division 1, Groups C and D

Faceplate Refurbishment

- ▶ Fixed price until Oct 15
- ▶ Refurbishment
 - ▶ Diagnose
 - ▶ Repair
 - ▶ Change Keypad
 - ▶ Reprogram
- ▶ 1 Year Warranty



Replacement Faceplates

- ▶ Discounted price until Oct 15
 - ▶ Deep discounts on volume
- ▶ Uses
 - ▶ Swapping in case of failure
 - ▶ Upgrade firmware without having to program in the field
 - ▶ Stock of spare parts into the future
 - ▶ Hands on training



About



Since 2001, ETC has specialized in low power, wide temperature range, hazardous locations approved electronics for the oilfield.

Devices Sold

12,000 Controllers

60,000 Sensors

- ▶ Mission
 - ▶ To democratize industrial automation
- ▶ Core Values
 - ▶ Honesty and Integrity
 - ▶ Value Creation
 - ▶ Innovation
 - ▶ Collaboration
 - ▶ Empowered Employees
- ▶ Learn more
 - ▶ <https://etcorp.ca/about-us/>