

www.digitrak.com

Considering that when you're surfing the net you probably receive data over conduit installed using DigiTrak equipment, we felt it appropriate to preview our new web site. We're proud to introduce www.digitrak.com, one of the most comprehensive web sites in the HDD industry. In this article, we'll give you an overview of the site and highlight some of the areas of particular interest to our customers.

DCI is known for having the best customer service in the industry, and our new web site continues in this direction by providing easy access to information, answers, links, and fun. Many of the questions routinely asked of the customer service group can be found on the site, as well as an abundance of detailed technical information and a locating simulation game (the DigiChallenge) that allows you to compete against other drillers for monthly prizes. You will also learn about the philosophy and history behind the leading manufacturer of HDD locating equipment.



Home Page

The DCI home page is split into four main sections: Products, Support, Where to Buy, and About DCI. Each of these areas has a wealth of detailed information to educate the visitor. An up-to-date industry calendar, links to other HDD companies, a dealer list, a glossary of locating terms, and the opportunity to register your DCI equipment online are but a few of the options at the site.

DigiTrak Systems Page

For anyone who currently owns DCI products or is considering a purchase, a great deal of information can be found on the DigiTrak Systems page. Extensive details and specifications on all equipment and systems DCI manufactures are available, as well as performance data and suggested retail prices.

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DCI Manuals and Other Publications

In the Publications section we have assembled a large collection of reference materials. These include technical manuals and all the back issues of our *FasTrak* newsletters. You will find a host of interesting project stories as well as technical tips allowing you to get the best performance out of your locating system.

Our operator's manuals have been translated into 15 different languages, many of which are available for download from the site. We also plan to include recent articles and news features about DCI and articles published by DCI staff members.

DCI Training

Training is an important area for our customer service department. We stand behind our reputation for top-quality service by devoting ample resources to proper operator training. We offer training for contractors and for our dealerships. The many training programs we offer are reviewed on the web site. We suggest you visit this part of the site to familiarize yourself with what is available.



Locating Simulation

One of the fun features on the web site is the locating simulation game—DigiChallenge. This game teaches you how to locate accurately with a DigiTrak receiver, and then lets you compete with other drillers and be rewarded for your locating skills.

The goal of the game is to find the front and rear locate points for three different job sites. You are graded on your speed and accuracy. Both DigiTrak Mark III and Mark IV receivers are available to use in the locating simulation, and both behave just as they

would in the field.

If you are a current Mark III user, you will feel right at home using either model of the DigiTrak receiver. If you are interested in checking out the new Mark IV, this is the place to do it. You can see first hand the differences and similarities between the two systems.

We already have drillers out there on the high score list. We encourage you to give it a try and see if you can get into the top scores. Every month we will award prizes (hats and T-shirts) to the three highest scores, and then we'll clear the list for the next month. This is not only a fun simulation, it could also serve as a valuable training tool.



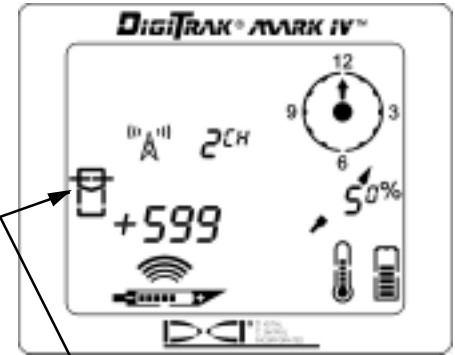
TECHNICAL TIPS - DigiTrak® Mark IV Hits the Road

The DigiTrak Mark IV Locating System has now been on the market for several months. A few of the most frequently asked questions we've received are discussed below in the hope that the answers might help you or your crew.

Q — Why doesn't the "line" appear in the box when I try to find the drill head's location?

A — To get the line icon to appear in the box icon, you must first initialize

the signal being received from the transmitter. This is required so that the receiver can tell where it is within the transmitter's magnetic field. To "initialize" the signal, simply hold the trigger in for at least one second at either the rear or front locate point or anywhere on the positive locate line (PLL). The PLL runs perpendicular to the transmitter and is used to find the tool's position as well as for advanced locating techniques such as off-track guidance. The PLL is represented by the "line" on the display screen.



Line Icon
in Box Icon

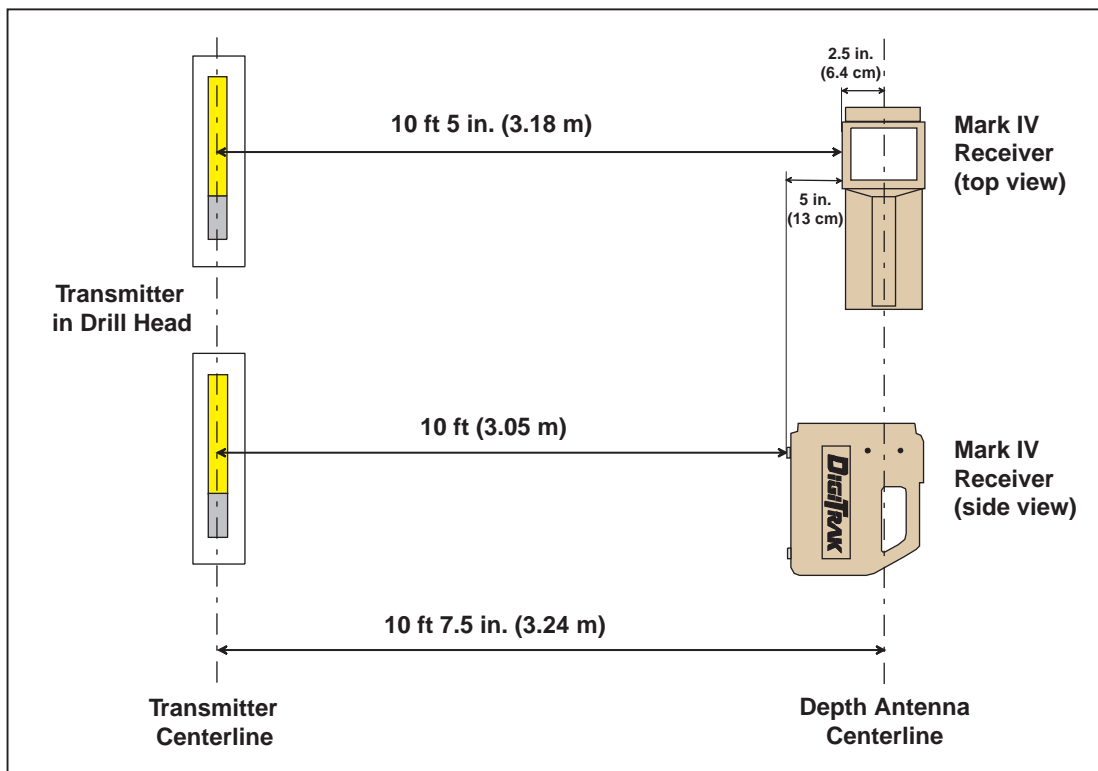
Q — Why do I need to calibrate at 10 ft 5 in. (3.18 m) with the Mark IV receiver as opposed to 10 ft (3.05 m) with the Mark III?

A — You should calibrate at 10 ft 5 in. (3.18 m) with the Mark IV receiver on the ground (see upper sketch below), because it is slightly more accurate. It

is the method we recommend, because it takes into account the height of the receiver's antennas above the ground (see sketches below). After calibrating be sure to check depth readings against the tape measure, and remember to add 5 in. (13 cm) when positioning the receiver. For example, if you want to check the depth

reading at 5 ft (1.52 m), place the receiver 5 ft 5 in. (1.65 m) from the tool; the depth reading should show 5 ft (1.52 m).

For further details on the Mark IV system, please visit our new web site at www.digitrak.com or call us at 800-288-3610.



Digital Control GmbH Opens in Germany

The HDD industry has grown substantially in Europe over the past few years, and DCI has met the growing needs of our European customers by opening a satellite office in Bischbrunn, Germany (60 miles [97 km] south of Frankfurt). The German office, called

Digital Control GmbH, was opened on May 9, 2000. The opening ceremonies were well attended by many dealers and users in the European community, as well as several DCI personnel from the United States including Peter Hambling, one of DCI's owners.

Digital Control GmbH was established as a service and support facility for the entire European community. All European equipment repairs, loaner shipments, and demo equipment will be handled through the German office.

The staff at Digital Control GmbH includes technical experts Uwe Zimmerman and Steve Edwards and Steve's wife Claudia Englert-Edwards, who oversees the ad-

DCI employees at new Digital Control GmbH office in Germany.



ministrative functions. Contact information is:

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All DigiTrak equipment continues to be manufactured at DCI's facility in Renton, Washington USA. The Renton office also houses the corporate headquarters. We now have two satellite offices—Digital Control GmbH in Germany and Digital Control Australia in Brisbane, Australia, which was opened in April 2000.



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