



MOBILE APP

USER MANUAL

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1. REQUIREMENTS

To use the app, you need to have a compatible mobile device, among the following:

- Android smartphone or tablet
- Apple iPhone or iPad

The device must have:

- Internet connection (via data network or Wi-Fi)
- Bluetooth connectivity

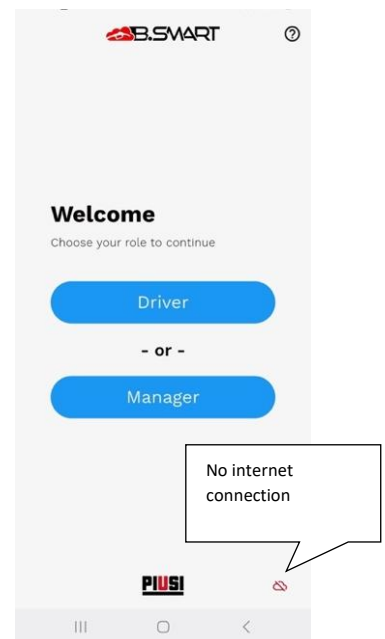
Compatibility

Check your device's compatibility by consulting the app page on the App Store (iOS) or Google Play Store (Android).

Internet connection

The mobile device (phone or tablet) is required to have an internet connection to perform the following operations:

- Registration of a new **B.SMART** dispenser on a system;
- Adjustment of the level of a virtual tank;
- Restore or reset of a **B.SMART** dispenser;
- Creation of a new **external dispensing**;
- Download of the latest available firmware update;
- First authentication of a driver;
- Start of the first dispensing from a new dispenser;
- Download of updated configurations from the cloud to **B.SMART** dispensers;
- Upload of dispensing data to the cloud;
- Upload of receipts (associated with dispensing) to the cloud;
- Upload of the photo associated with the odometer to the cloud;
- Upload of tank monitoring data to the cloud.
- Management of the rental of a rentable tank, when the **MasterSite** add-on is active in the system and an operator with the role of **Renter** or **Manager** connects to the dispenser;





Warning

- To avoid data loss, make sure the app is regularly connected to the Internet: data saved locally and not synchronized with the cloud will be lost if the app is uninstalled
- Dispensing is also allowed in **absence of Internet connection**, provided that the phone with the app installed has already been connected at least once to the dispenser while it was online and the operating conditions of the system allow it.

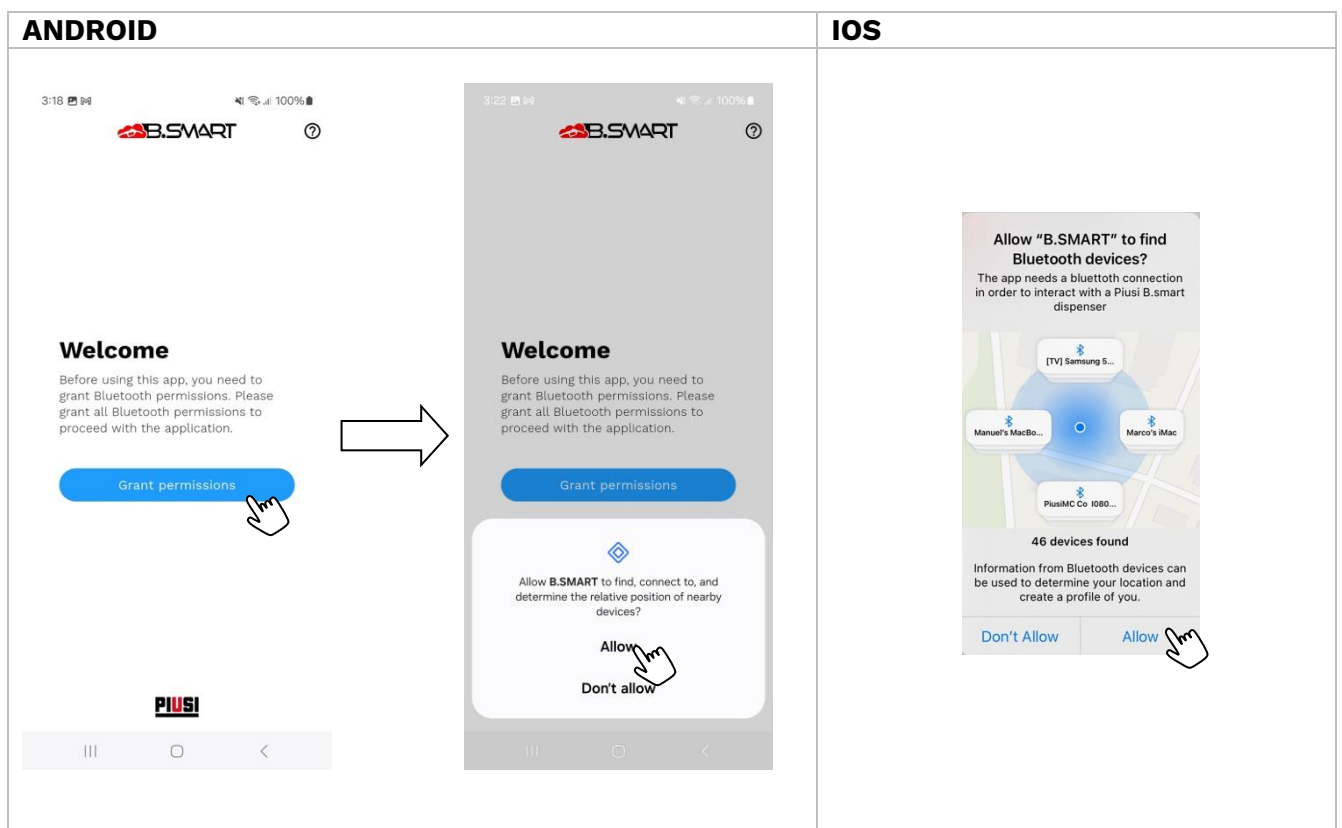
Bluetooth connectivity

For the correct functioning of the app, it is mandatory to enable Bluetooth permissions on the mobile device.

The app uses Bluetooth connectivity to communicate with B.SMART dispensers. At startup or during use, make sure to:

- Have Bluetooth enabled
- Grant the app Bluetooth access permissions

If these requirements are not met, some app functions may not be available or may not work properly.

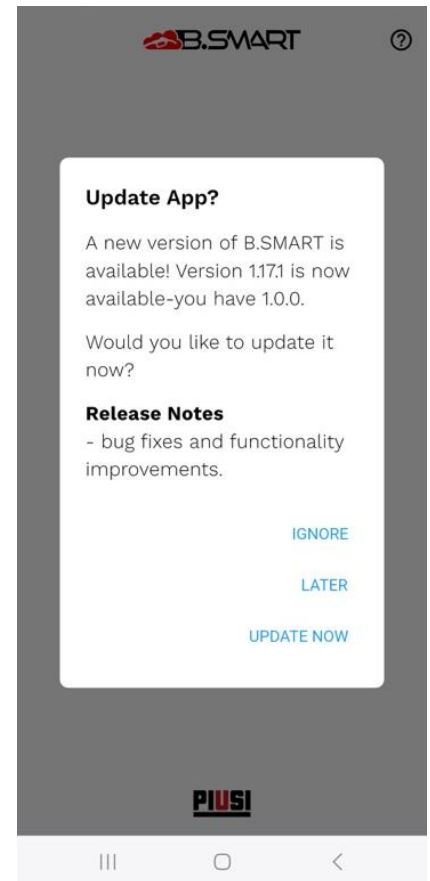


2. APPLICATION UPDATE

To ensure optimal performance and introduce new features, the application is periodically updated. It is recommended to regularly check for new versions through the official stores.

 **Warning**

To ensure the correct functioning of the system, mandatory updates may be released. In such circumstances, the application will inhibit dispensing from the pump until the latest available version is installed.

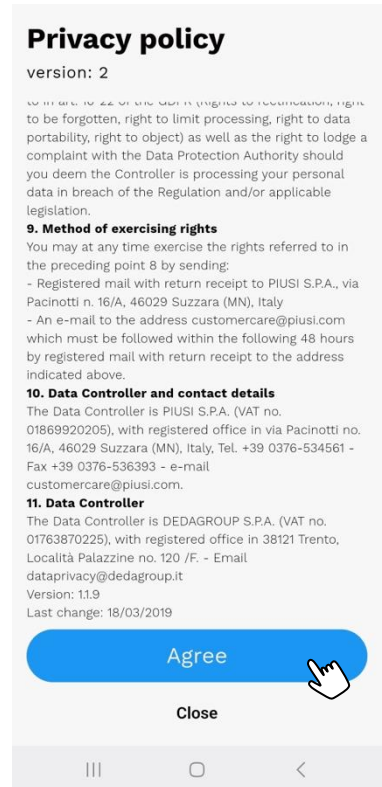


3. FIRST START

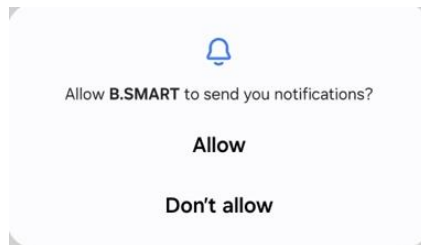
At the first start of the application, the user is required to read and accept the software license terms in order to proceed with use.

Warning

The license terms may be subject to changes over time. In this case, you will be required to accept the updated conditions again at the next access to the app.



During this initial phase, you will also be asked if you wish to enable receiving push notifications from Piusi. To receive them, you must give consent through the dedicated screen that appears.



4. OPERATORS

The B.SMART app allows access and operation for users defined as **operators**.

An operator is a user associated with a B.SMART system and authorized to use the mobile app to carry out operational activities.

Depending on the configuration defined in the B.SMART system, an operator can take on one (or a combination) of the following roles:

- **Driver**
- **Manager**
- **Renter**

All operators use **the same authentication form** in the app.

The role is not selected manually on the initial screen, but is automatically determined by the system based on the operator's credentials and their configuration on the system (defined in the B web-app.Smart by the manager).

The assigned role determines:

- the screens displayed;
- the functions available in the dashboard;
- the options available in the profile section;
- the dispensers the operator can connect to;
- the operations within the system.

4.1. OPERATOR ROLES

The system distinguishes the following operator roles. The availability of features varies according to the configured role.

Driver

The **Driver** is the operator dedicated to fuel dispensing. They can only connect to the dispensers of their own system to which they are associated and perform the operations required for refueling.

Manager

The **Manager** is the operator dedicated to device management. They can access the device management dashboard, perform configurations, checks, and register new dispensers in the system where they are registered.

Driver manager

It is also possible to configure an operator with a combined role of **Driver +Manager**. This is a manager who is also enabled to dispense from the dispensers to which they are associated.

When this operator selects a dispenser, the app asks how they wish to operate:

- **Dispense**, to access the refueling flow as a driver;
- **Manage**, to access the dispenser management dashboard as a manager.

In this way, the same operator can use the same device both for dispensing operations and for configuring and controlling the dispenser.

Renter

The **Renter** is an operator dedicated to rental functions. This role is available **only if the MasterSite add-on is activeMasterSite**. In certain specific operating conditions, the renter can act as a driver.

4.2. COMPARATIVE TABLE OF ROLES

4.2.1. ACCESS, CONNECTION AND SYNCHRONIZATION

Functionality	Driver	Manager	Renter
Connection to dispensers of other systems	No	No	Yes*
Registration of new dispensers	No	Yes	No
Data synchronization with the cloud at every connection	Only on first connection	Yes, always	Yes (only for rentable dispensers)
Check dispenser status in the cloud	No	Yes	Yes (only for rentable dispensers)

(*)Notes

- **The driver and the manager** can only connect to the dispensers of their own system and only if associated.
- The **renter** can connect to dispensers of other systems only if they are part of the same system or of systems managed by the rental

4.2.2. DISPENSER MANAGEMENT

Functionality	Driver	Manager	Renter
B. dispenser management.Smart	No	Yes	Yes
Viewing pump information	No	Yes	Yes
Tank information display	No	Yes	Yes
OCIO display	No	Yes	Yes
Discovery of new OCIO	No	Yes	Yes
RFID nozzle management	No	Yes	Yes
Dispenser firmware update	No	Yes	Yes
Dispenser reset request	No	Yes	Yes
Restoration of dispenser data	No	Yes	Yes

4.2.3. FUEL DISPENSING

Functionality	Driver	Manager	Renter
Make dispensings	Yes	No	Yes*
Enter an external dispensing	Yes (if Fuel Economy add-on is active)	No	No

(*)Notes

A renter can act as a driver and make dispensings when:

- the ‘*MasterSite*’ add-on is not active;
- the dispenser has no tanks connected;
- no tank connected to the dispenser is configured as rentable.

4.2.4. LIMITS AND CONTROLS

Functionality	Driver	Manager	Renter
Dispensing quantity limits (Fuel economy)	Yes	No	Yes
Working hours limits (Fuel economy)	Yes	No	Yes
GPS position check (Maply)	Yes	No	Yes (only if connecting to dispensers as ‘driver’)
Remaining quantity alert	Yes	No	Yes
Operational session timeout and disconnection at the end of dispensing	Yes	No	No
Session expiration setting from the profile section	No	Yes	No

4.2.5. RENTAL MANAGEMENT

Functionality	Driver	Manager	Renter
Rental management	No	Limited (rental start only)	Yes
View rental contract status	No	Yes	Yes
Associate tank to contract	No	No	Yes
Search rental contracts	No	No	Yes
Start rental	No	Yes	Yes
End rental	No	No	Yes
Contract detail navigation	No	Yes	Yes
Connection to dispensers with suspended contract	No	No	No
Recovery of dispensers reset to factory data but still rented	No	No	Yes (implicit rental closure expected)

4.2.6. PROFILE AND SETTINGS

Functionality	Driver	Manager	Renter
Receipt archive	Yes	No	Yes
Fuel Economy / limits section	Yes	No	Yes
Quantity unit of measure (only if Fuel Economy add-on is active)	Yes	No	Yes
Enable biometric authentication	Yes	Yes	Yes
Session timeout setting	No	Yes	No
Set the 'preferred' dispenser	Yes	No	No

5. AUTHENTICATION

To allow the operator to access the B.SMART app, it is necessary to fill in the authentication form by entering the following information:

- **PIN code** - Unique numeric code that identifies the operator. It is assigned by the plant manager during the creation of the operator's profile (for more details, refer to the *B.SMART* web-app manual).
- **Plant code** - 8-character alphanumeric code that uniquely identifies the plant. It is sent by email to the manager after the activation of the B.SMART system via the PIUSI portal.

After entering the required data, press the **[LOG IN]** button to access.

Once authentication is complete:

- the system automatically identifies the operator's role;
- the app enables the functions consistent with the configured role;
- the operator dashboard is displayed with the available features.



Warning

- An **active Internet connection** is required to complete authentication.
- On a single device, it is possible to authenticate **only one operator at a time**.
- The **same operator can authenticate from multiple different devices**.

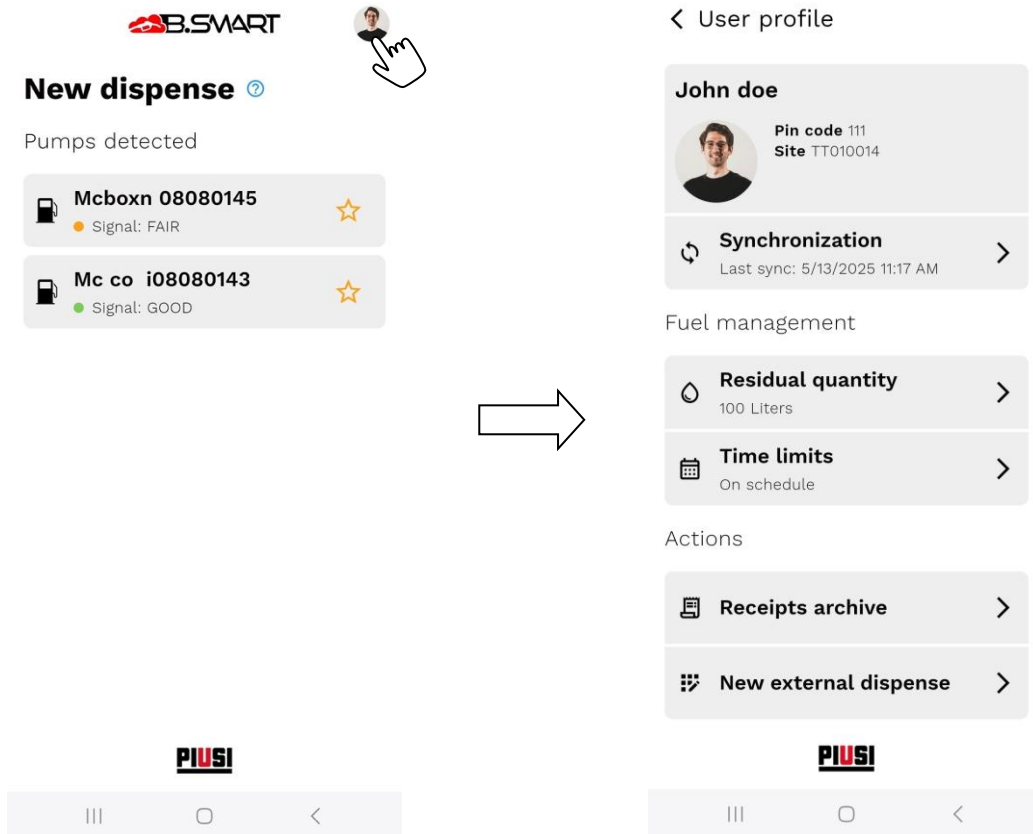
5.1.AUTHENTICATION ERRORS

During the login phase, some errors may occur. Below are the main messages and their meanings:

- **Invalid credentials** - The information entered (PIN or plant code) does not match a registered operator. Check that the data is correct.
- **Driver disabled** – the operator has been disabled by the plant manager and does not have permission to access. Contact the manager for more information.
- **Network error** - The device is not connected to the Internet. Check the connection and try again.
- **App version not compatible** - The installed app is not compatible with the plant system. Make sure you have the latest version of the app available on the store

6. DRIVER

6.1. PROFILE MANAGEMENT



To access the driver profile management screen, tap their photo.

A summary page will be displayed containing:

- The main data of the driver
- The available actions
- The editable preferences

Forced data synchronization with the cloud

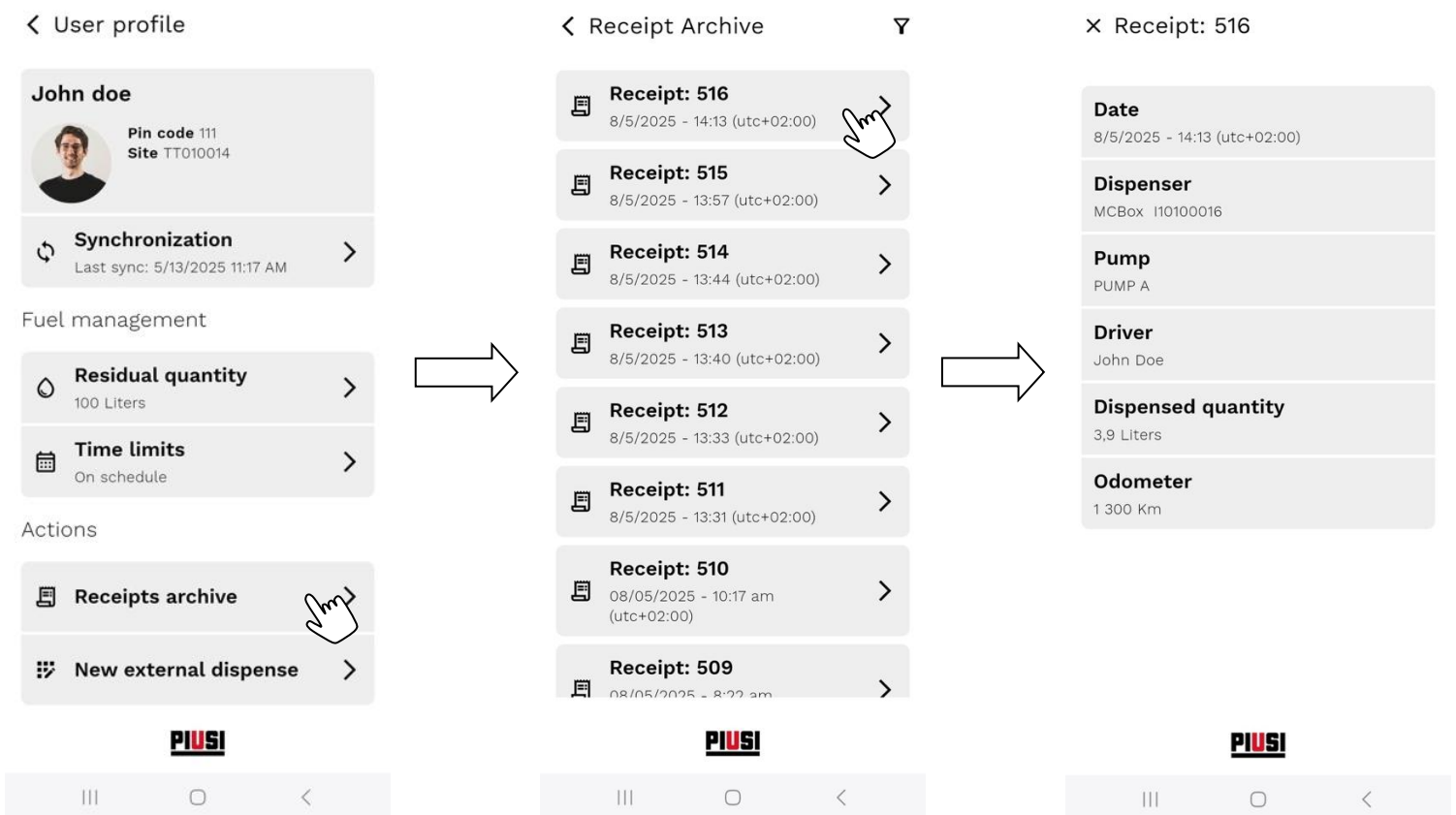
You can request immediate data synchronization between the app and the cloud by pressing the [**Synchronization**] button. Although data is regularly synchronized in the background, this function allows you to force an update when needed.

Log-out

To use the app with another driver profile, you can log out from the current profile. Scroll to the bottom of the list and press the [**Logout**] button.

6.1.1. RECEIPT ARCHIVE

View the list of all receipts issued at the end of each dispensing performed by the app. You can filter receipts by date; by tapping an item in the list you access the details of the selected receipt .



Warning

If the app is offline, only receipts not yet synchronized with the cloud are displayed. To see the latest saved receipts and to filter them, the app must be connected to the internet.

6.1.2. DISPENSING LIMITS

The plant manager, through the B.SMART web application, can configure two types of operational restrictions for each driver, in order to ensure controlled use in compliance with company policies.

Prerequisite

- Have the 'Fuel Economy' add-on enabled.

Maximum dispensable quantity limit

It is possible to define for each driver a maximum quantity of product that can be dispensed, valid on all dispensers of the plant, within a predefined period (daily, weekly, monthly, etc.).

- At the end of the period, the quantity is:
 - Automatically reassigned by the system, or
 - Manually reassigned by the manager via the web app.
- Once the available quantity is exhausted, the driver will no longer be able to dispense until a new assignment.

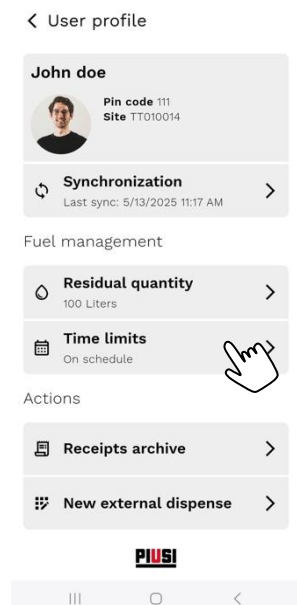
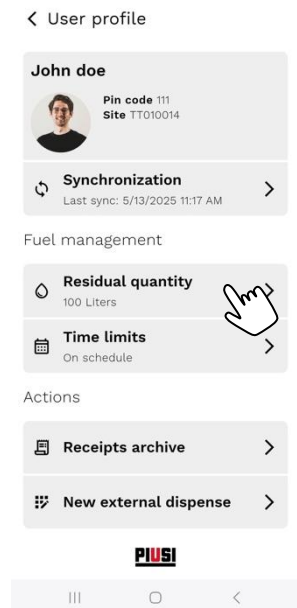
While using the app, the driver can view the remaining quantity in real time, which is automatically updated at the end of each dispensing.

Time slots and periods authorized for dispensing

It is also possible to configure for each driver the time slots and periods of the year in which they are authorized to dispense. This function allows, for example, to:

- Prevent dispensing outside working hours (e.g. at night or on weekends);
- Block dispensing during company holidays, maintenance, or unauthorized periods.

If a driver attempts to dispense outside the permitted time slots, dispensing will be automatically denied by the system.





Warning

- All configured limitations are based on data synchronization between the cloud and the mobile device. It is therefore essential to ensure a stable Internet connection so that the restrictions are correctly applied and updated.
- The limitations are centralized and cannot be modified from the app, but only from the B.SMART web app.

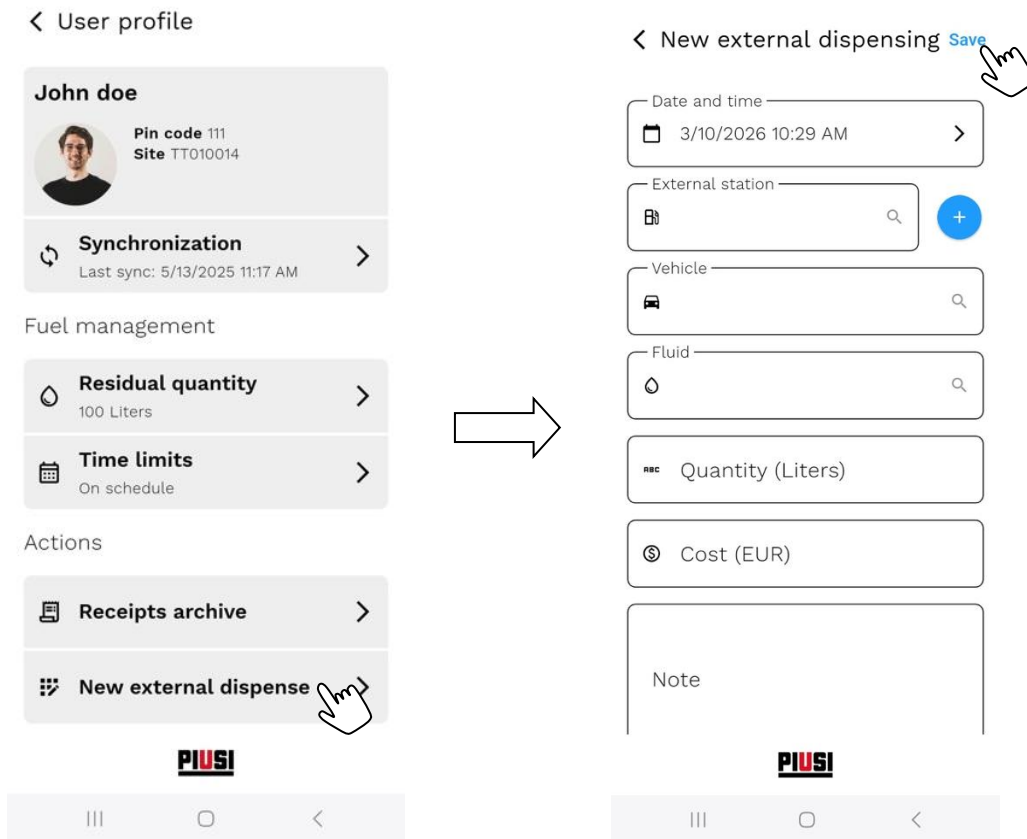
6.1.3. ADDING A NEW EXTERNAL DISPENSING

Each driver has the possibility to manually record fuel dispensing carried out at service stations outside the **B.SMART** system.

To do this, simply fill out the form provided in the app by following the given instructions.

Prerequisite

- Have the **Fuel Economy (FE) add-on** active.



Warning

The entry of an external dispensing **requires an active internet connection**. If there is no network, the operation cannot be completed.

6.1.4. PREFERENCES

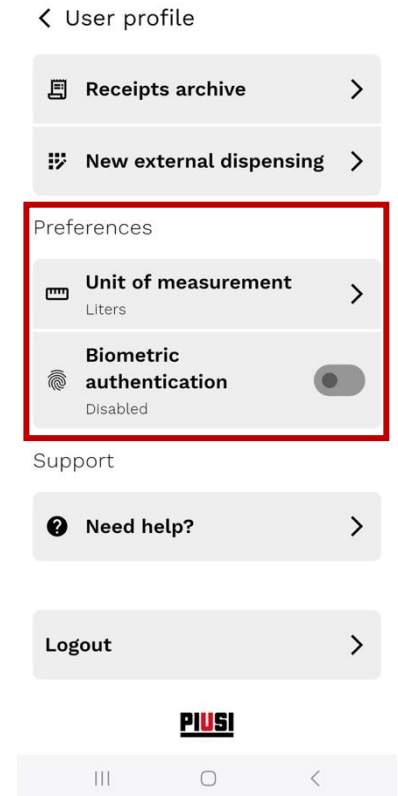
- **Change unit of measurement**

If the **Fuel Economy** add-on is active, you can select your preferred unit of measurement (liters or gallons) to view:

- the **available remaining quantity** for the driver;
- the **maximum dispensable quantity** during the dispensing process.

- **Authentication with biometric recognition**

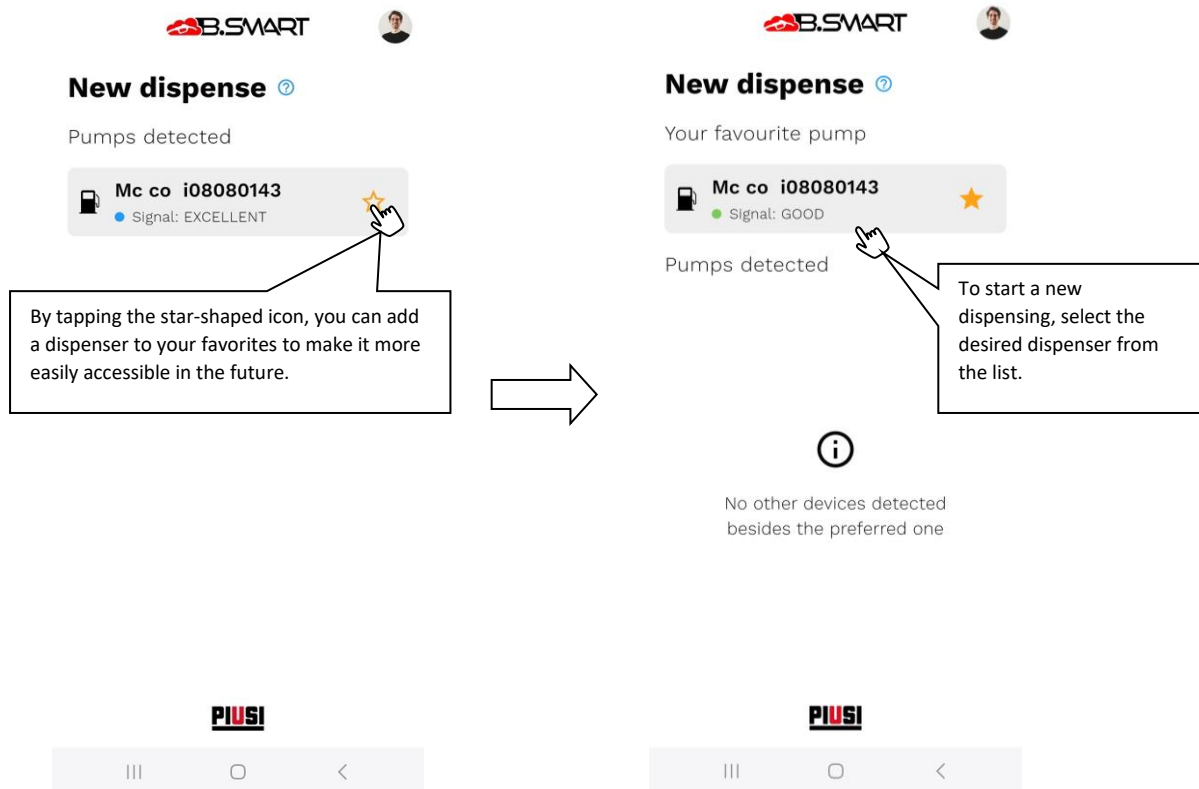
If enabled, every time the app is opened or an access attempt is made, the driver will be asked to authenticate using a biometric technology (e.g. fingerprint, facial recognition, etc.).



6.2. SCANNING and CONNECTION

Scan

The dashboard displays the list of B.SMART dispensers detected nearby. The device automatically performs a continuous scan to identify dispensers available for dispensing and updates the reception status in real time.



Warning

- Make sure that the **Bluetooth** on your mobile device is active to allow scanning of B.SMART dispensers.
- *(Only on Android devices):* you need to **enable location access** to allow scanning via Bluetooth.
- A dispenser **will not be visible** if it is **already connected to another device** at that time.

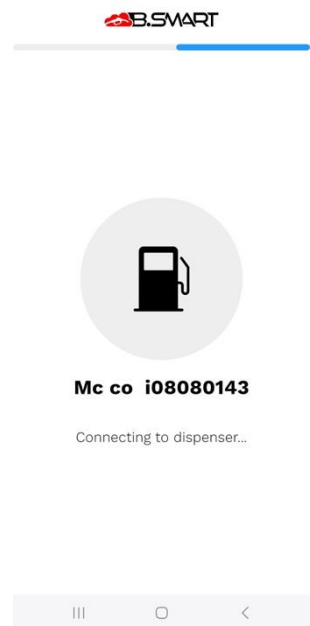
Connection

Once a dispenser is selected from the list, the app automatically starts the **connection** phase, during which Bluetooth communication is established and any data synchronization takes place.

The duration of this phase may vary:

- The **first connection** with a B.SMART dispenser may take longer than usual;
- If there are **data to synchronize** between the app and the cloud (e.g. dispensing history, configuration updates), the connection may take a few seconds longer.

During this phase, it is advisable NOT to move away from the dispenser and NOT to close the app.



If the connection fails, the app will display an error code. Check the displayed code to determine the cause of the problem:

Driver-Related Errors

Code	Error	Description
0xC1, 0xC4	Driver disabled	The driver has been disabled in the B.SMART system and is no longer allowed to perform dispensing.
0xC0	Driver not associated	The driver is not authorized to dispense from the selected dispenser. The plant manager must associate the driver with the dispenser via the B.SMART web app.
0xC5	Driver authentication failed	It is not possible to authenticate the driver. Check the driver's status and try again. If the problem persists, contact support.
0xC6	Insufficient remaining quantity	The driver has exhausted their available remaining quantity and can no longer perform dispensing.
0xC7, 0xC8	Manager authentication failed	It is not possible to authenticate the manager. Check the status of the manager and try again. If the problem persists, contact support.

Errors Related to the dispenser

Code	Error	Description
0x90	Dispenser not registered	The dispenser has not been registered in a system. Perform the registration procedure by logging in as manager.
0x92	Unknown dispenser	The dispenser is registered in a different system than the current driver's.
0x70	Damaged dispenser	The dispenser no longer works properly and cannot be restored. Contact technical support.
0xB0	Device reset	The device reset is pending approval
0xB0	Device reset	The device reset has been approved
0xB2	Device deleted	The device has been deleted

Compatibility Errors

Code	Error	Description
0x81	Incompatible firmware	The dispenser has an outdated firmware version that is no longer compatible with the current app. Connect to the dispenser as manager to update the firmware.
0x80	Incompatible app	You need to update the app to the latest version to continue dispensing.
0x82	Compatibility check failed	It is not possible to determine compatibility between the app and the dispenser. Connect the device to the Internet and try again. If the problem persists, contact support.

Connection Errors

Code	Error	Description
0x21, 0x22, 0x24	Bluetooth connection failed	The app was unable to establish a Bluetooth connection with the dispenser. Try again. If the problem persists, contact support.
0x20, 0x50, 0xD0	Data synchronization failed	A communication problem occurred between the mobile device and the dispenser. Restart the app and the dispenser, then try again. If the problem persists, contact support.
0x52	Level synchronization failed	Critical error during the synchronization phase of tank level samples. If the problem persists, contact support.
0xF1	Bootloader mode error	The device connected to a dispenser in bootloader mode but was unable to restart it. Try again. If the problem persists, manually restart the dispenser.

Errors related to rental (MasterSite)

Code	Error	Description
0xB3	Contract suspended	The rental contract is suspended. Connection not allowed
0xB5	Contract not found	No rental contract found for this dispenser
0xB6	Missing permissions	The user does not have the necessary permissions to proceed with the rental operation
0xB7	Connection error	Unable to load contracts and/or rental information due to lack of connection

Other Errors

Code	Error	Description
0xFF	Generic error	Due to a malfunction of the app, it was not possible to complete the connection procedure. Contact support.

6.3. NEW REFUELING

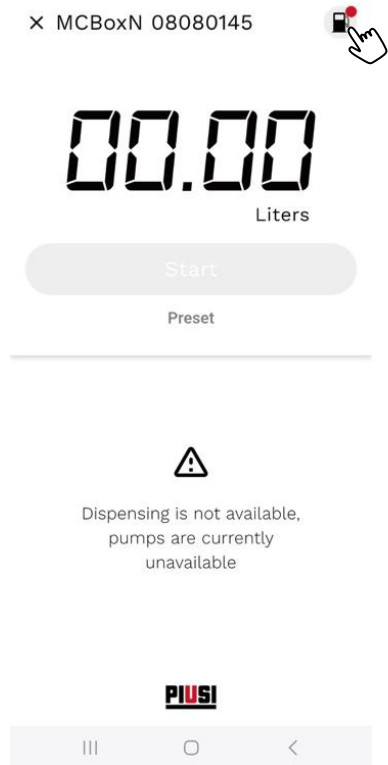
When the connection with the dispenser is successful, the **"New Refueling"** section is displayed, from which you can configure all the necessary parameters before starting the dispensing.

Conditions that prevent dispensing

Dispensing **is not allowed** in the following cases:

- **Presence of blocking alarms on the dispenser;**
- **Pump disabled** by the plant manager;
- **The dispenser is enabled for the management of registration numbers or vehicles**, but such data is not present in the system.

For further details, tap the icon at the top right to access the dispenser health status and consult the list of active alarms.



Warning

- Do not move away from the dispenser during the new refueling creation procedure, to avoid interruption of the Bluetooth connection.
- If the phone loses the Bluetooth connection with the dispenser before the end of dispensing, no receipt will be generated.

6.3.1. BASIC REFUELING

Basic refueling is the standard dispensing mode through a B.SMART dispenser.

Note

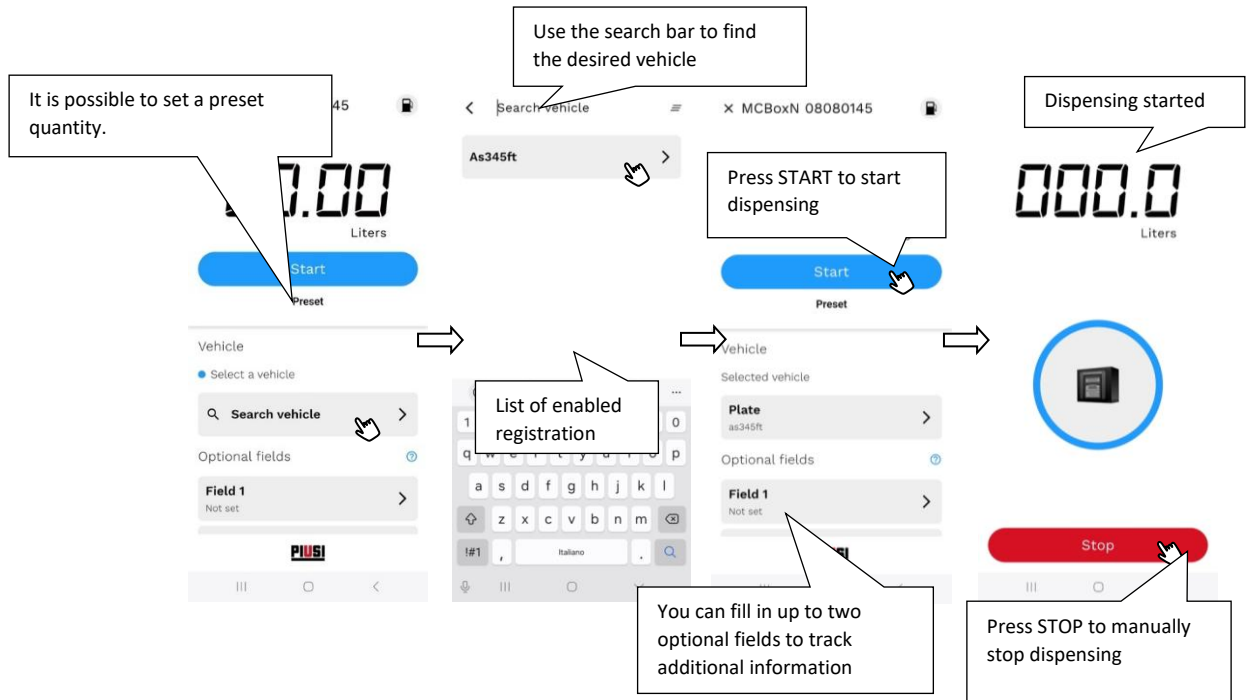
It is recommended to **calibrate the pumps and any level sensors** connected to the dispenser before starting dispensing (see chapters 7.4.1 and 7.4.2).

Operating procedure

Below are the steps to perform dispensing in this mode:

- **Select the pump** from which you want to draw fuel (required only for models with multiple pumps).
- **Set the flow rate** if using a Supreme type pump, which allows adjustment of the dispensing speed.
- **Set a desired amount of fuel (preset), if necessary (optional)**. In this case, dispensing will automatically stop when the entered amount is reached. If no value is set, dispensing will continue until the driver decides to stop it manually.
- **Specify the registration number** of the vehicle by selecting from a list (it is possible to search for the vehicle by license plate, model, and brand); this option must have been enabled by the plant manager via web app.
- **Add a new registration number** if not present in the list, this option must have been enabled by the plant manager via web app.
- **Enter the new odometer value**, if required by the system and the option is enabled.

- **Fill in the two available optional fields:** they are not mandatory and are used to improve the traceability of the operation.



6.3.2. REFUELING WITH FUEL ECONOMY

Fuel Economy is a **separately purchasable add-on** that enables advanced features for **fleet management** and **consumption control**. Once activated from the **B.SMART** web application, it changes the behavior of the mobile app by introducing constraints and new features, with the aim of optimizing refueling and reducing waste or improper use.

Main features

- **Centralized fleet management:**

The addition of new vehicles (registration numbers) is no longer allowed via the mobile app. The management of the entire fleet — including the creation, modification, or deletion of vehicles — takes place exclusively through the B.SMART web interface.

- **Mandatory vehicle selection:**

Before each refueling, it is **mandatory to identify the vehicle** you wish to refuel. This can be done by:

- Scanning the **QR code** associated with the vehicle.
- Manually selecting the vehicle from a **list**.

- **Advanced control over refueling:**

The system allows you to configure **custom limits for each driver**, for example:

- Maximum amount that can be dispensed in a given period.
- Time slots in which refueling is authorized.
- Vehicles authorized for each driver.

Conditions that prevent dispensing

When the *Fuel Economy* add-on is active, dispensing is not allowed in the following cases:

- The driver is not authorized to dispense on any vehicle of the facility.
- The driver has exhausted the remaining amount allowed by the configured limits (e.g., monthly or weekly limit).
- The driver is trying to dispense during an unauthorized time slot (e.g., outside the assigned working hours).



Warning

- The **facility manager can limit the driver** to dispensing on a restricted number of selected vehicles (see the B.SMART web application manual). By default, each driver is authorized to refuel all vehicles of the facility.
- To **scan the QR code**, the application must have **permission to access the phone's camera**. Otherwise, scanning will not be possible.
- **Pumps enabled for ADBLUE dispensing do not allow refueling** if the selected vehicle has the *Fuel Economy* option active **but does not have an AdBlue tank configured** in the system.
- The maximum amount that can be dispensed is determined by the most restrictive limit between the following two factors (if configured):
 - Remaining amount available for the driver – If the manager has set a maximum amount of fuel that can be dispensed for the driver (e.g., daily, weekly, or monthly), the app will calculate the available remainder at the time of dispensing.
 - Maximum tank capacity of the vehicle – If the vehicle has been configured with a specific tank capacity within Fuel Economy, it will not be possible to exceed this value.

The system automatically calculates the dispensable limit as the minimum value between the driver's remaining amount and the vehicle's tank capacity.

Operating procedure

Below are the additional steps compared to the standard flow:

- **Vehicle selection via barcode/QR code** (this step may be optional or mandatory depending on the facility settings)
- **Odometer photo upload** - if the facility manager has enabled the 'Enable odometer photo upload' option from the webapp, then the driver is required to attach a photo of the odometer of the vehicle to be refueled.
- **Calculation of consumption per driver** - If the facility manager has enabled the 'Enable calculation of consumption for each driver' option, then every time the driver needs to refuel a vehicle of the facility, they must also indicate whether the reported distance was entirely covered by them.

× MCB0xN 08080145

00.00 Liters

Start

Preset

Vehicle

Select a vehicle

Search vehicle

Scan vehicle qr-code

Optional fields

PIUSI

Press to open the barcode reader and scan the vehicle code

Search vehicle

6Guusxono0prw7927
246,220 Km

7hoc0mqS8oas2898
Fiat Panda (4,520 Km)

Awvaut3z2frw4292
68,386 Hours

E0z2zv1f0xoq1686

Fbsdb6gme3pb7935

Update Odometer

You are selecting vehicle 7HOC0MQS8OAS2898. Please update odometer reading.

Last odometer value 4,520 Km
Last modified date 5/14/2025 6:43 AM

New odometer
4750 Km

Did you travel the last 230 Km?

Confirm

(optional) The driver must specify whether they actually covered the indicated distance, in order to assign them the consumption related to the vehicle used.

× MCB0xN 08080145

Max dispensable quantity: 533.6 Liters

00.00 Liters

Start

Preset

Vehicle

Selected vehicle

Plate
7HOC0MQS8OAS2898

Odometer
4,750 Km

Odometer photo
None

PIUSI

Press to open the phone gallery and associate the vehicle's odometer photo with the dispensing.

× MCB0xN 08080145

Max dispensable quantity: 533.6 Liters

00.00 Liters

Start

Preset

Vehicle

Selected vehicle

Plate
7HOC0MQS8OAS2898

Odometer
4,750 Km

Odometer photo
Photo added

PIUSI

B.SMART

Warning, your maximum dispensable quantity is 533.6 Liters

011.4 Liters

Stop

Maximum amount that can be dispensed

6.3.3. REFUELING WITH MAPLY

Maply is an optional add-on that can be purchased separately, enabling the geolocation of refueling and offering new operational modes for advanced management of field activities. Once activated and configured, it allows the operator to track the refueling location and select the type of operation to perform.

Operational modes available with Maply active

When the app is connected to the dispenser and the Maply add-on is active, you can choose from the following dispensing types:

- **Refueling vehicles of the facility**

Standard execution of refueling on a registration number belonging to the company fleet.

- **Transfer between tanks**

Transfer of fuel or fluid from one tank to another, useful for managing mobile tanks or support cisterns.

- **Refueling vehicles of third-party companies**

Dispensing intended for vehicles not registered within your own fleet, but identifiable through a registration number associated with an external customer.

All the operational modes listed above automatically include geolocation of the place where dispensing occurs.

Geolocation of dispensing

Once the **Maply** add-on is activated, the application records the **geographical position** (via GPS) of every refueling carried out by each driver connected to the facility. This information is saved and made available for analysis and complete traceability through the B.SMART webapp.

If the GPS position is not detected, make sure the following conditions are met for correct geolocation operation:

- **Check that the app has permission to access the device's location:**

- **On iOS:** when the app is first connected to a station, iOS will ask the user to authorize access to the location. You need to select "Allow while using the app".
- **On Android:** at the first launch of the app, permission to access location will be requested. It is important to accept by selecting the option "Allow only while using the app".

- **Make sure that the device's geolocation is active:**

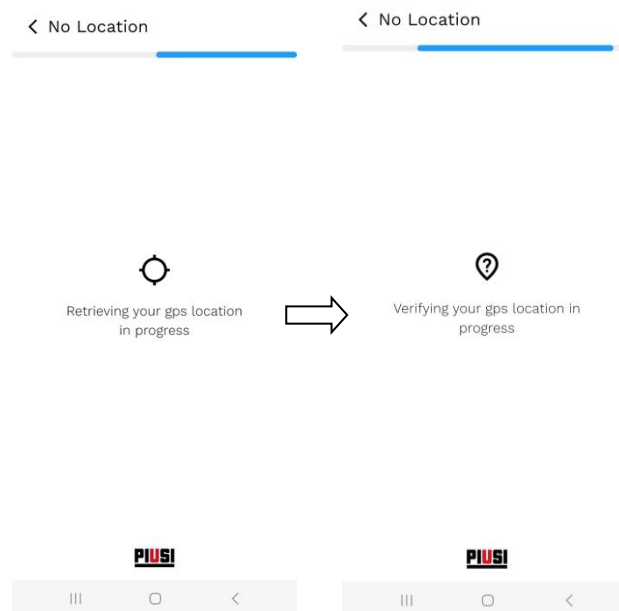
Check that the operating system's location services are enabled and that the GPS signal is available.

If the position is not detected correctly, dispensing can still be performed, but it will not be associated with geographic coordinates in the tracking system.

Position verification: Operability areas

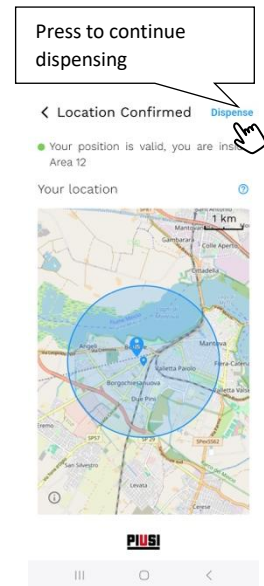
The Maply system allows the plant manager to define, through the B.SMART web interface, **operability areas**, that is, authorized geographic zones where dispensing is allowed. These areas are used to ensure that refueling operations take place only in predefined and controlled locations.

When connecting the app to the dispenser, the system automatically checks the GPS position of the mobile device to determine whether the driver is **inside** or **outside** one of the configured operability areas.



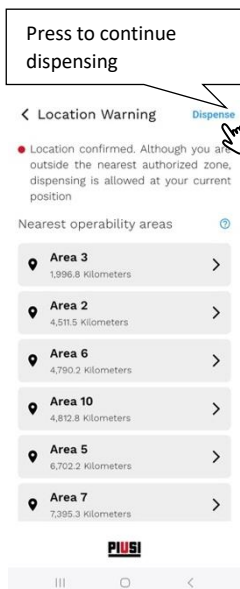
Case 1 – The device is inside an operability area

If the detected position falls within the limits of an authorized area, dispensing can be started normally, according to the selected procedure.



Case 2 – The device is outside the authorized areas (option "Report dispensing outside areas" active)

If the driver tries to start dispensing outside the operability areas:



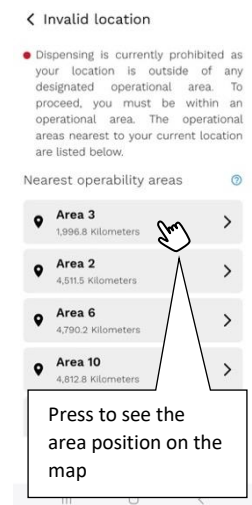
- The user receives a notification message and a list of the nearest operability areas is shown;
- The driver can decide whether to:
 - **Interrupt the procedure** and move to an authorized area;
 - **Continue with dispensing.**

If continued, the B.SMART webapp **will record the dispensing as having occurred outside the permitted areas**, making it visible to the manager through reporting.

Case 3 – The device is outside the authorized areas (option "Block dispensing outside areas" active)

If the option "**Block dispensing outside operability areas**" is active, the behavior is more restrictive:

- The user receives a blocking message and the list of the nearest valid operability areas is shown.
- Dispensing **cannot be started** until the device physically re-enters one of the valid areas and an updated GPS position is detected.





Warning

For the correct functioning of the operability area check, it is necessary that:

- The **geolocation of the mobile device** is active;
- The app has the **location access permissions** correctly granted;
- The device is able to **obtain a valid GPS signal**.

*If the management of operability areas is active and the app cannot determine the device's GPS position, **it will not be possible to proceed with dispensing**.*

Operating procedure

Below are the additional steps compared to the standard flow:

- Select the type of dispensing
 - **Standard dispensing**
 - **Dispensing to third-party vehicles**

To enable dispensing on a third-party company vehicle, the plant manager must have performed the following configurations:

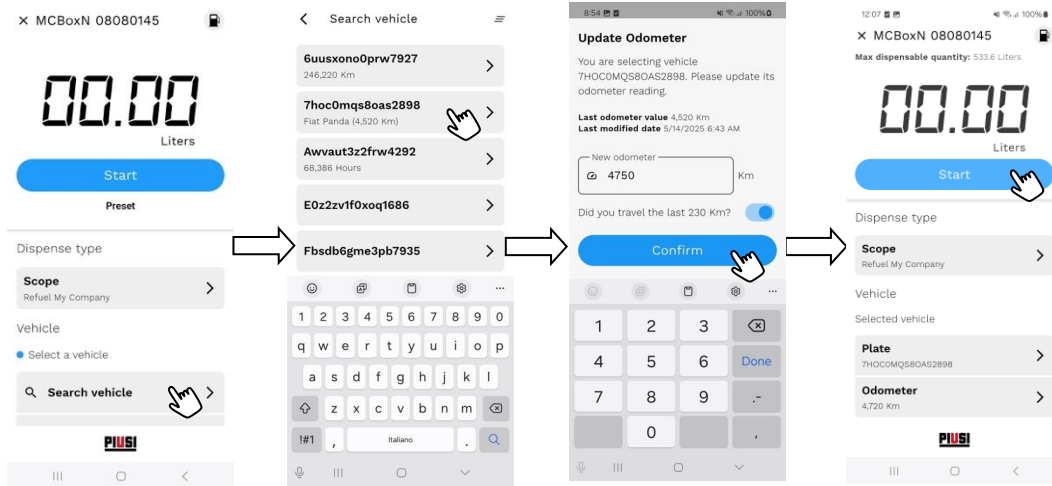
- The management of third-party company registration numbers is active (Configurable in the Maply add-on preferences)
- The 'Enable transfers and dispensing to companies' function is active on the device (configurable from the webapp in the device configuration)
- the driver connecting to the device has permissions to perform dispensing to third-party companies (configurable from the webapp in the driver profile)

- Transfer

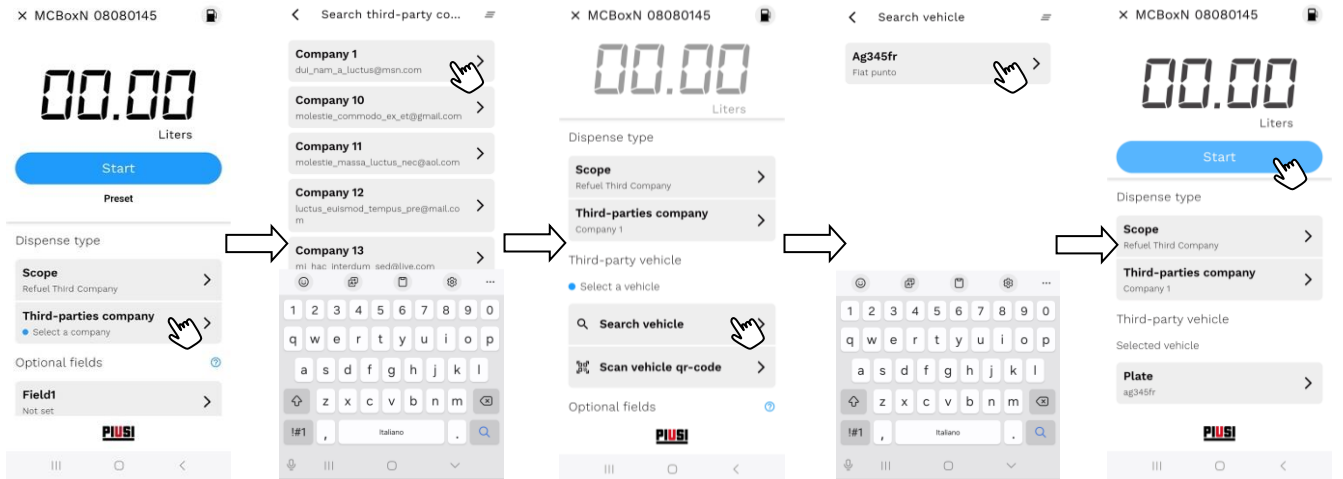
This function is available on driver profiles enabled for transfer activity and the Tank Watchdog add-on is active in the plant.

It is possible to perform a transfer only between tanks containing the same fluid. Transfer is available only from devices with an associated tank.

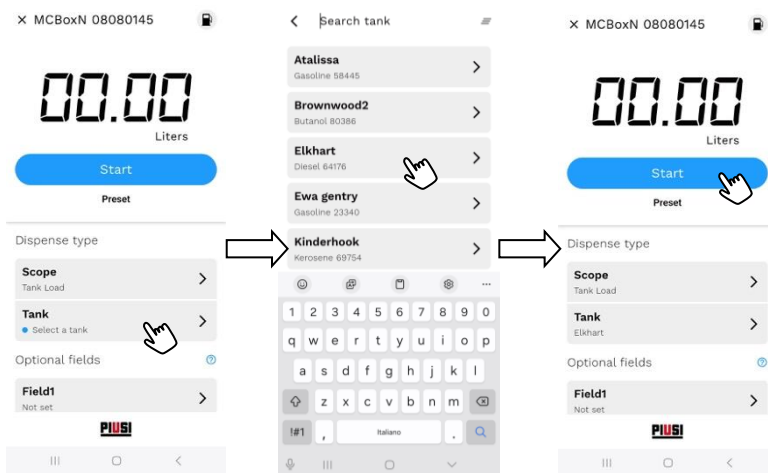
Standard dispensing



Dispensing to third-party vehicles



Transfer



6.3.4. REFUELING WITH IDENTITANK

IdentiTank is an RFID reader integrated directly on the dispensing nozzle, designed to ensure maximum safety and traceability in refueling. The use of this technology allows you to **uniquely associate the refueling with the correct vehicle**, preventing unauthorized dispensing or tampering.

This mode can be used for:

- **Refueling on plant vehicles**
- **Refueling on third-party company vehicles**
- **Fuel transfer between tanks**

*the "protected dispensing" mode with IdentiTank can be **enabled or disabled by the manager** through the B.SMART webapp.*

Operation of protected dispensing

When the protection option is enabled for one of the operations indicated above, the system applies the following behavior:

1. Automatic vehicle selection

the app automatically selects the vehicle if the nozzle detects the presence of a TAG.

This eliminates the need to manually select the vehicle, reducing errors and speeding up the procedure.

2. Start of protected refueling

The app displays a message clearly indicating that a **protected dispensing with IdentiTank** is in progress. In this mode, the pump **does not start immediately**: dispensing will begin **only when the nozzle is brought close to a valid and correctly positioned RFID TAG**.

3. Continuous reading of the RFID TAG

Throughout the entire dispensing process, the nozzle monitors the presence of the RFID TAG. The tag must match the registration number of the selected vehicle (or as required for dispensing to third parties or transfer).

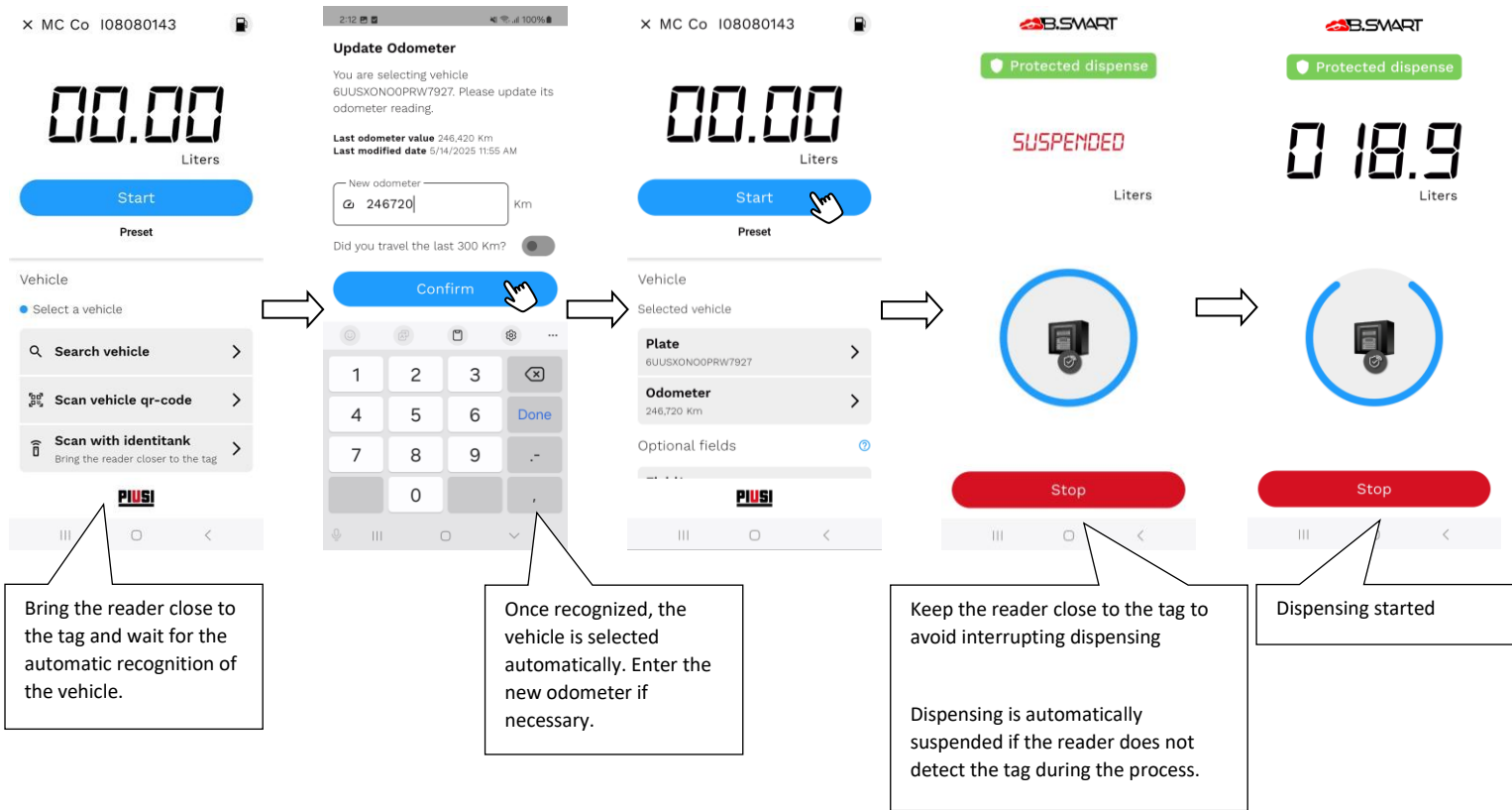
4. Automatic suspension in case of anomaly

If, during dispensing:

- the RFID TAG is not detected,
- or the communication between the nozzle and the TAG is interrupted, the pump automatically shuts off and dispensing is **temporarily suspended**. The app displays a warning message informing the driver of the interruption and asks to **restore the correct positioning of the nozzle**.

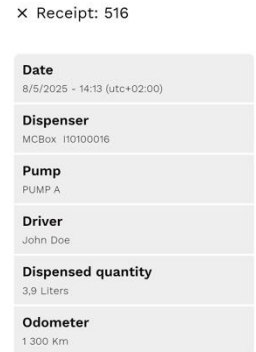
5. Resumption or final interruption

- If communication with the TAG is restored within a few seconds, dispensing resumes automatically.
- If the problem persists for an extended period, dispensing is **permanently interrupted**, and it will be necessary to restart the procedure.



6.3.5.END OF DISPENSING RECEIPT

At the end of each dispensing, the application automatically displays a **summary receipt** containing the details of the operation just performed (e.g. dispensed quantity, date, time, user, etc.). This feature can be **disabled by the manager** via the web app, if it is not needed for daily operations.

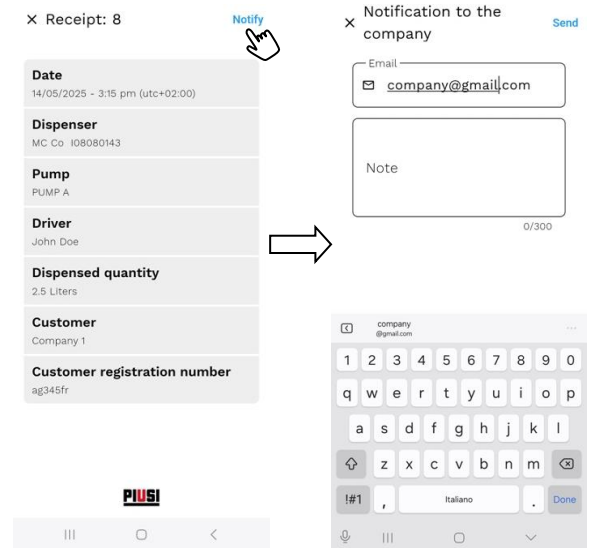


Sending notification email (only with Maply add-on)

If the **Maply** add-on is active and the **"dispensing notification to companies"** option has been enabled in the preferences, for each dispensing made to a **third-party company**, a dedicated button will appear on the receipt to send a **notification via email** to the recipient company.

The content of the email is generated automatically according to the **default template** configured by the manager in the "Preferences" section of the **Maply** add-on in the web app.

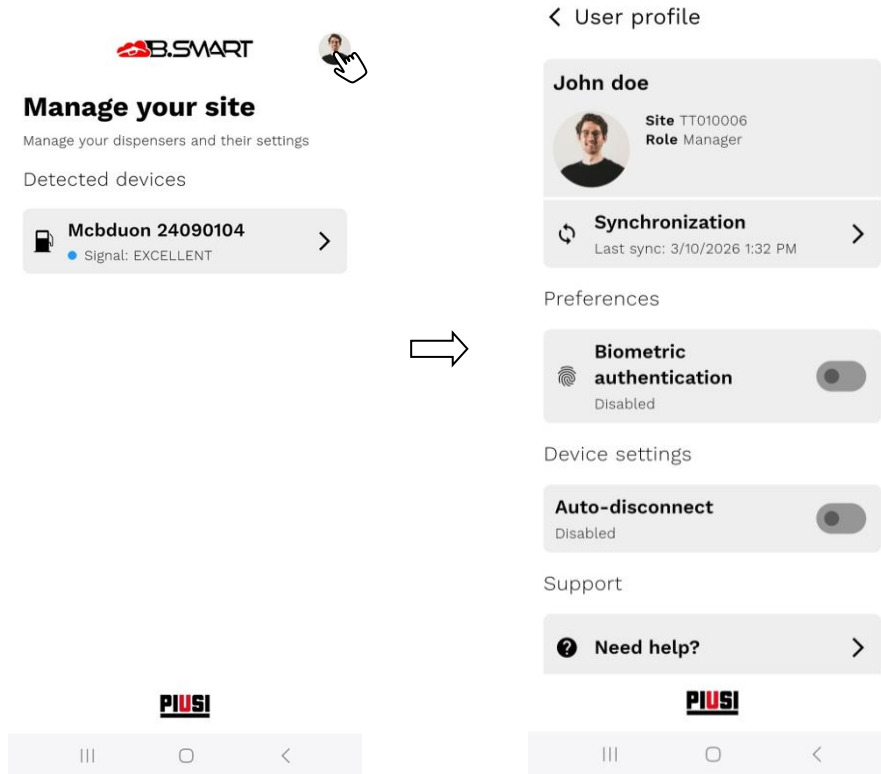
The same functionality is also available from the receipt archive (see chapter 6.1.1)



7. MANAGER

7.1. PROFILE MANAGEMENT

To access the manager profile management screen, tap your user image in the main dashboard.



The manager's profile section shows:

- the main operator data;
- the preferences available for the manager role;
- the session information.

Unlike the driver, the manager does not have the same operational functions in the profile section.

In particular, the manager can configure the **automatic logout** function for the mobile device on which they are currently authenticated.

Automatic logout

This function allows you to define the session expiration behavior on the **phone in use**.

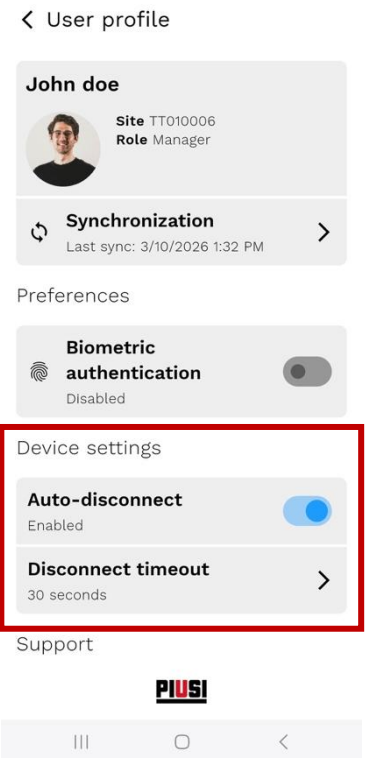
When the manager enables the function, the setting is applied to the mobile device on which they are authenticated at that moment. Consequently, any drivers who subsequently use the same phone will also see their session automatically expire according to the configured inactivity timer.

The manager can:

- enable automatic logout;
- set the maximum inactivity time, expressed in seconds.

If the phone remains inactive for longer than the configured time, the session of the driver authenticated on that device is automatically closed. Furthermore, at the end of each dispensing, the driver is automatically logged out.

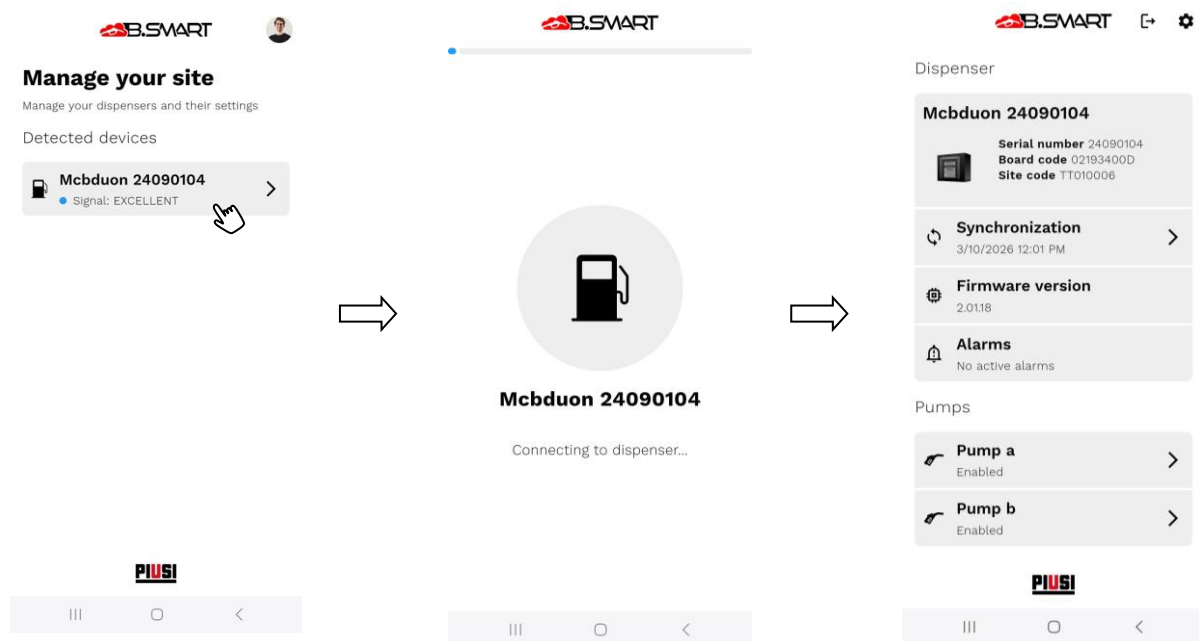
This function is particularly useful in contexts where a single mobile device is shared among multiple operators.



7.2. SCANNING, CONNECTION AND ACCESS TO THE DISTRIBUTOR DASHBOARD

After logging in as an operator with the manager role, the app displays the operator dashboard and the list of B.SMART distributors detected nearby (For more information on the scanning and connection process, see chapter 6.2).

The manager can only connect to distributors of the same system to which they are associated.



Once a distributor is selected from the list, the app automatically starts the Bluetooth connection and data synchronization phase.

At the end of the connection:

- If **the distributor is operational** and already configured, the **distributor management dashboard** opens.
- If **the distributor is not yet registered in a system**, the **registration procedure** is proposed (see chapter 7.3).
- If **the distributor does not have compatible firmware**, the **firmware update procedure** is proposed (see chapter 7.4.5).
- If **the distributor has corrupted memory** (displays an error code between **A32** and **A33**), the **recovery procedure** is proposed (see chapter 9).
- If **the distributor needs to be reset to factory data**, the **reset procedure** is proposed.

- If **the distributor has already been registered on the site and registered again after a reset**, the **recovery procedure** is proposed to realign the data (see chapter 9).

7.3. REGISTRATION OF A NEW B.SMART DISTRIBUTOR

This procedure allows you to register a newly purchased distributor within your B.SMART cloud system.

Prerequisites

Before starting, make sure to:

- Have a **registered user account** on the PIUSI portal.
- Have activated the **product code** provided in the distributor's package **only if you are creating a new system**.



Warning

- If you are registering **the first distributor** of a system, you must activate the **product code** by registering on the Piusi portal (<https://www.piusi.com/portal>). After activation, the **system code** will be sent to the portal user's email address.
- If you are registering a **second or additional distributor** in the same system, **it is not necessary to activate the product code** included in the package, as the system has already been activated previously.

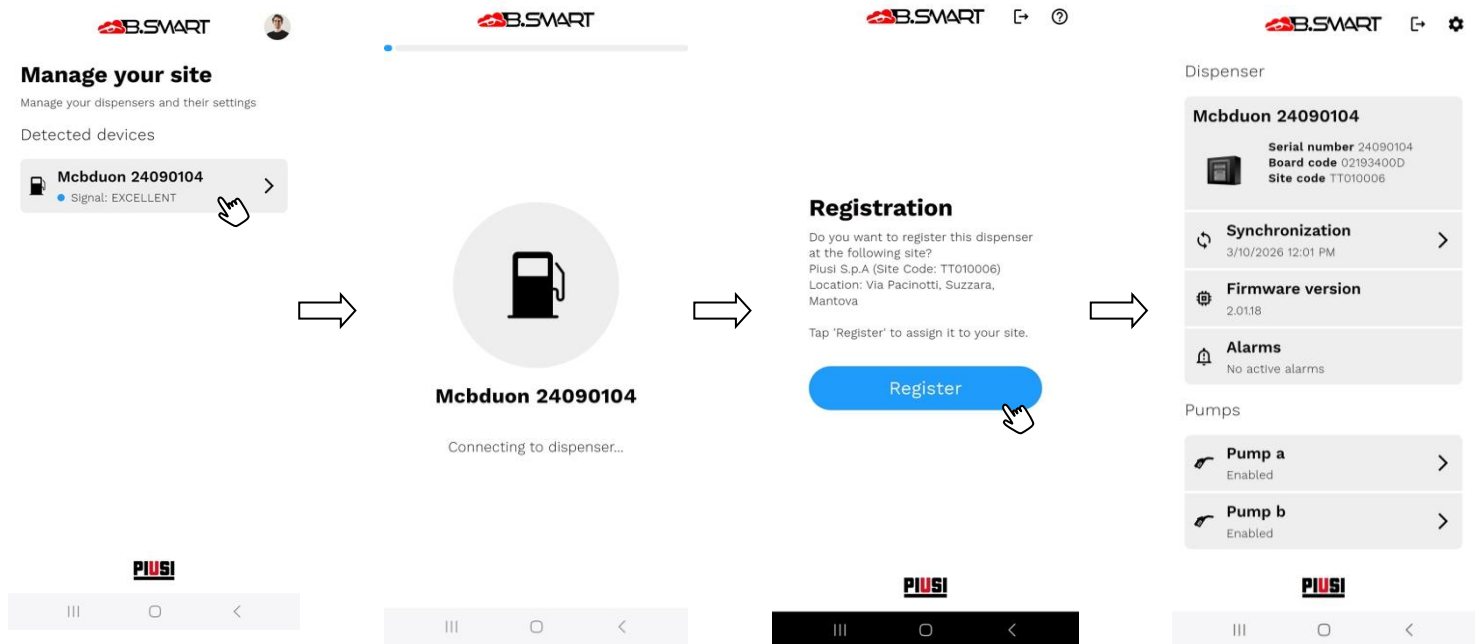
7.3.1. OPERATING PROCEDURE

When the manager connects to a distributor that is not yet registered, the app proposes the procedure to register the device in the system where the manager is registered.

To complete the registration:

1. verify that the detected distributor is the correct one;
2. confirm the intention to register it in the current system;
3. press the **[Register]** button.

The app then starts the procedure to register the distributor in the B.SMART cloud.



Note

When a manager successfully registers a new distributor, the system automatically associates that manager with the newly registered distributor. This association allows the manager to subsequently access and operate the device without further manual assignment steps.

Adding a “Piusi 3000 Supreme” Pump

To register a *Piusi 3000 Supreme* pump in the system, the **SUPREME discovery add-on** must be active in B.SMART.

If you try to register a *Piusi 3000 Supreme* pump without the add-on active, the operation is blocked and the app displays an error message.



Warning

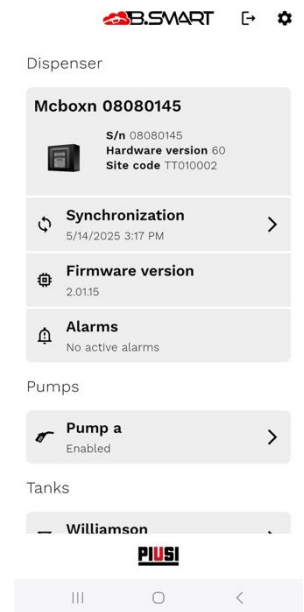
- It is **mandatory** to have a stable Internet connection throughout the distributor registration procedure.
- A distributor **cannot be registered on multiple different systems.**

7.4. DISTRIBUTOR MANAGEMENT

The distributor management section allows the manager to fully monitor and configure the operation of the unit. From the control dashboard you can:

- **Check the operating status** and any active alarms;
- **Force data synchronization** between the mobile device and the PIUSI cloud - Data synchronization between the PIUSI cloud and the phone is always active in the background. During normal use, if the internet connection is always available, it is not necessary to force data upload. The following procedure forces a normal data synchronization and should be used to test the correct communication between the mobile device and the distributor and between the mobile device and PIUSI cloud services.
- **Perform pump calibration** to ensure dispensing accuracy;
- **Manage tanks** and associate OCIO level sensors;
- **Configure IDENTITANK**;
- **Update the distributor's** firmware.
- **Manage general system** preferences

The available functions depend on the system configuration and active add-ons.



7.4.1. PUMP CALIBRATION

This function allows the manager to calibrate the pumps present in the unit, in order to correct any deviations in counting during product dispensing. Calibration is essential to ensure measurement accuracy and system reliability.

Two calibration modes are available:

- **Calibration by direct measurement**

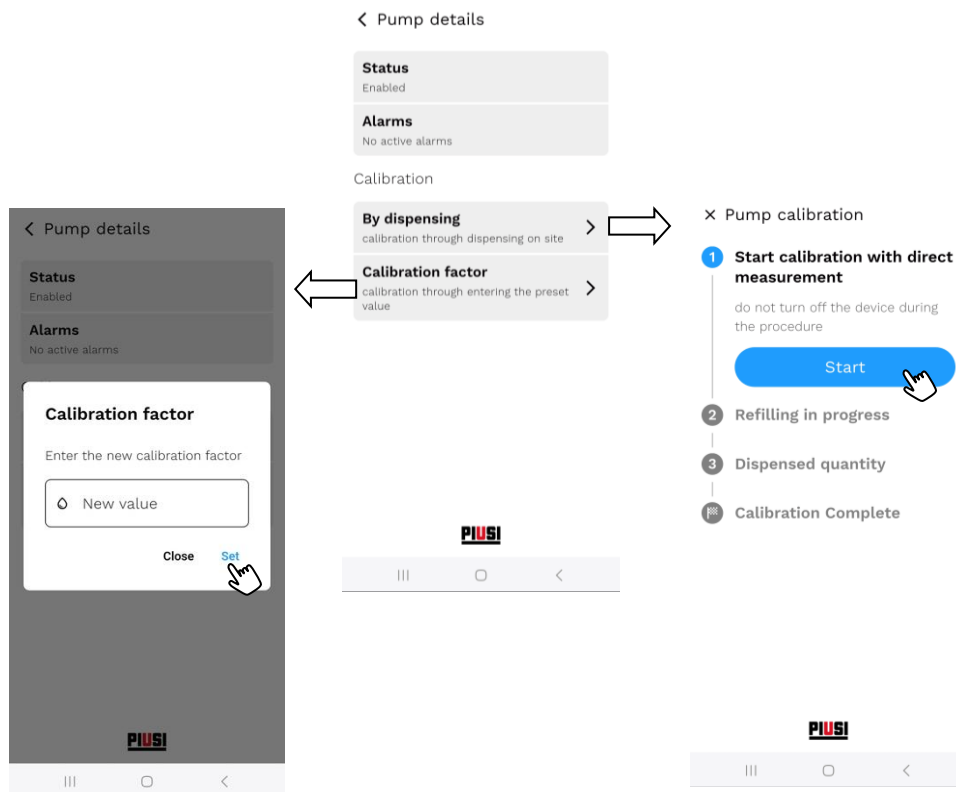
Allows you to perform a test dispensing, during which the system automatically calculates the new calibration factor based on the actual quantity dispensed.

- **Manual calibration**

Allows you to directly enter a calibration value, if it is already known or provided by external reference instrumentation.

Warning

It is advisable to perform calibration under stable and repeatable conditions to obtain precise results.



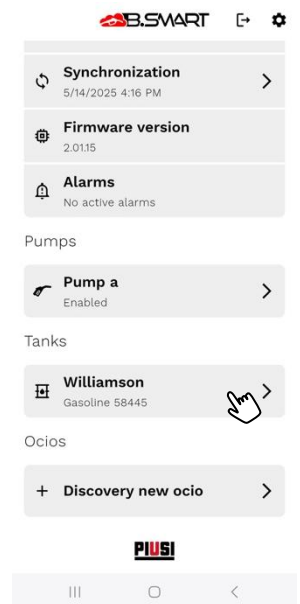
7.4.2. TANK MANAGEMENT

This section allows the manager to monitor product levels in the tanks associated with the pumps, perform any calibrations of the level sensors (if present), or manually adjust the levels in virtual tanks (not equipped with sensors).

Prerequisites

To properly use the tank management functions, it is necessary to:

- Have purchased and activated the **Tank Watchdog** add-on;
- Have configured and assigned the tanks to the respective pumps via the B.SMART web app;
- Be connected to the internet and linked to the dispenser to apply the configurations made via the web.

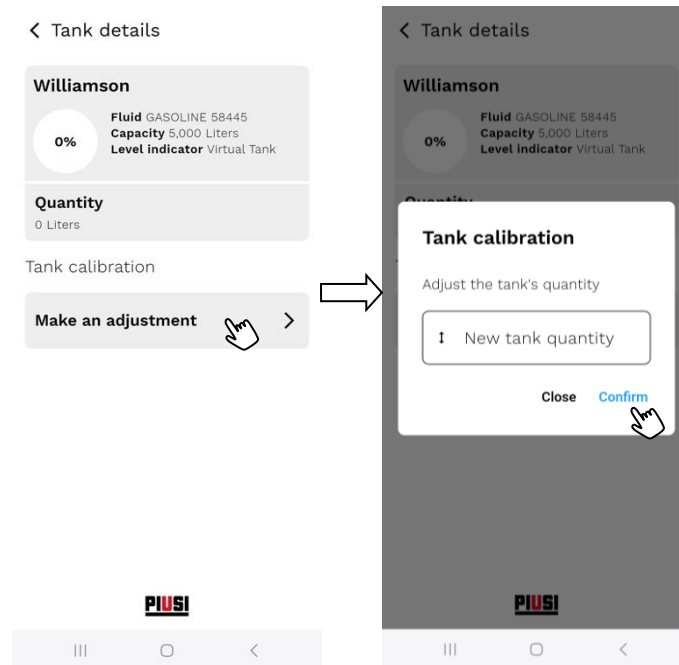


Warning

- When the **Tank Watchdog** add-on expires, all functionalities related to tank management will be disabled: it will not be possible to view product levels or perform calibrations or adjustments.
- The configuration of the tanks can only be carried out via the web app; it is not possible to modify parameters from the app.
- Loading/unloading operations must also be managed from the web app; no operations are provided from the app.
- Level data and alarms are synchronized to the cloud **only** when a manager or driver phone connects to the dispenser or a forced synchronization is performed. As a result, the display on the web app may not reflect the real-time updated situation.

7.4.2.1. LEVEL ADJUSTMENTS

For tanks not monitored by physical sensors (defined as "virtual"), it is possible to manually adjust the current product level.



Warning

- In virtual tanks, without level sensors, the system manages the product quantity based on the recorded movements. In particular, **unloading movements related to dispensing are detected and applied automatically by the system**, while any variations not automatically tracked (such as **leaks or recording errors**) **must be manually compensated by entering adjustment movements**. To ensure data reliability, **it is strongly recommended to carry out periodic checks of the actual tank level using measuring instruments** (e.g. dipstick). Based on the measured value, the virtual level must be manually updated in the system. The absence of these checks can lead to significant discrepancies between the actual and displayed levels, compromising proper operational management.
- The app must be connected to the internet to perform a level adjustment.

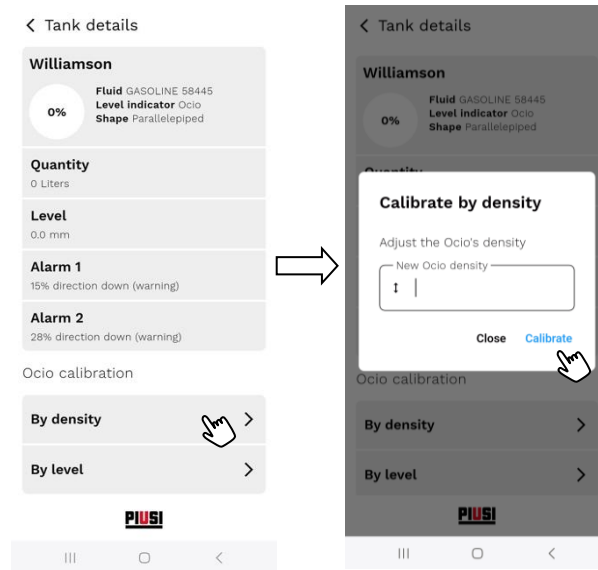
7.4.2.2. OCIO CALIBRATION

For tanks monitored by an OCIO sensor, it is possible to perform a calibration procedure to optimize the accuracy in detecting the product level.

Two calibration modes are available:

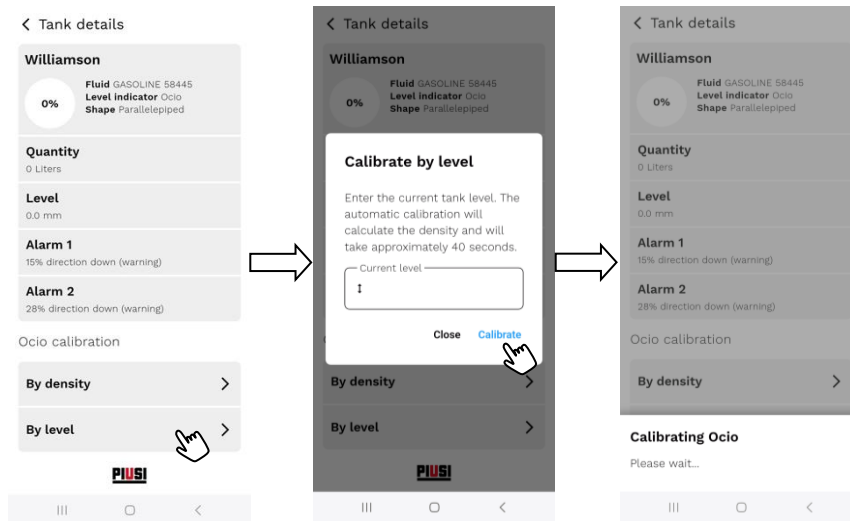
- **Density calibration**

Allows you to manually enter the density of the fluid present in the tank. This mode is recommended when the density value is known and constant over time.



- **Automatic calibration on current level**

Starts an automated procedure in which the system, given the current product level in the tank, calculates the corresponding density. It is essential that the current level has been measured and accurately verified (e.g. using a graduated dipstick) before starting the procedure. This procedure is not instantaneous; OCIO needs at least one minute to recalculate the new density.



Warning

To ensure accuracy and reliability over time, **it is strongly recommended to periodically repeat the calibration** of the level sensors. Environmental changes, modifications in fluids, or component wear can affect the quality of the readings.

7.4.2.3. ANALOG SENSOR CALIBRATION

In the case of using analog sensors (4–20 mA or 0–10 V), a guided calibration procedure is available to correlate the electrical signal to the actual volume values of the tank.

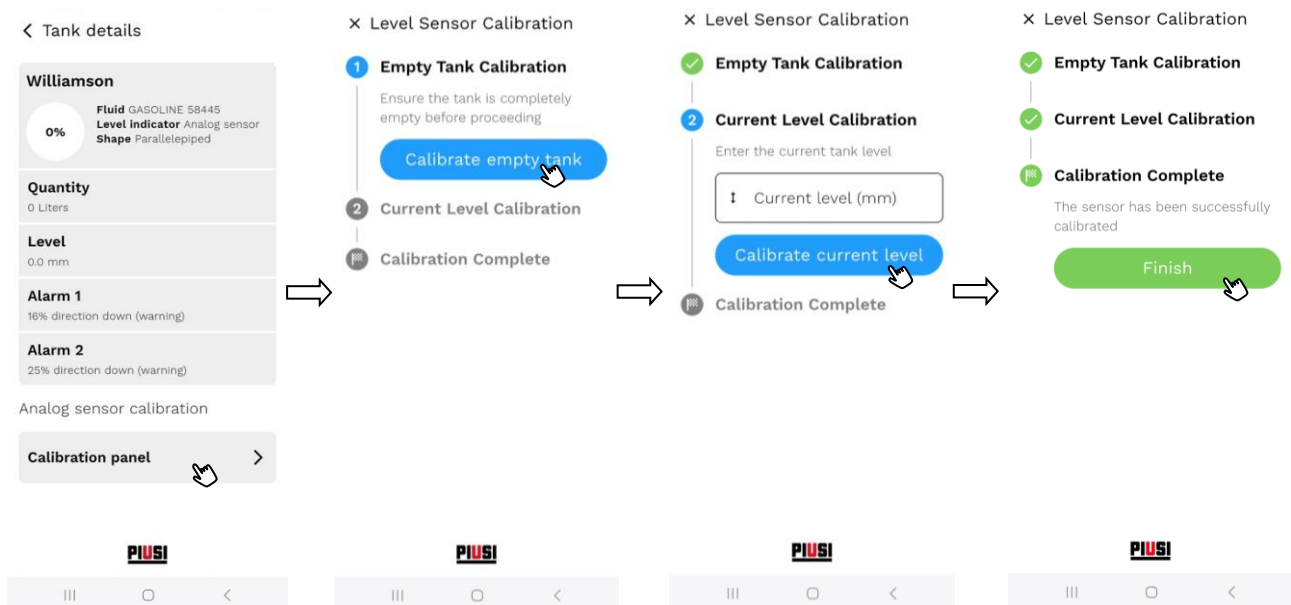
The calibration is divided into two main phases:

1. Calibration with empty tank

Temporarily remove the probe from the tank and start the calibration to detect the electrical signal corresponding to the "zero" level (absence of product). This operation is essential to set the lower reference point.

2. Calibration on current level

Reinsert the probe into the tank and measure the current product level using a graduated dipstick or other reliable instrument. Enter the measured value in the calibration interface to correctly associate the electrical signal with the detected volume.



Warning

- The accuracy of the calibration depends on the quality of the current level measurement and the stability of the electrical signal. Make sure the sensor is properly powered and connected before starting the procedure.
- To ensure accuracy and reliability over time, **it is strongly recommended to periodically repeat the calibration** of the level sensors. Environmental changes, modifications in fluids, or component wear can affect the quality of the readings.

7.4.3. OCIO

The OCIO level detector allows real-time monitoring of the liquid level inside the tanks connected to the B.SMART dispenser. After configuring the tank via the PIUSI web app, it is possible to associate the OCIO sensor with the relevant pump to obtain precise and updated data.

Prerequisites

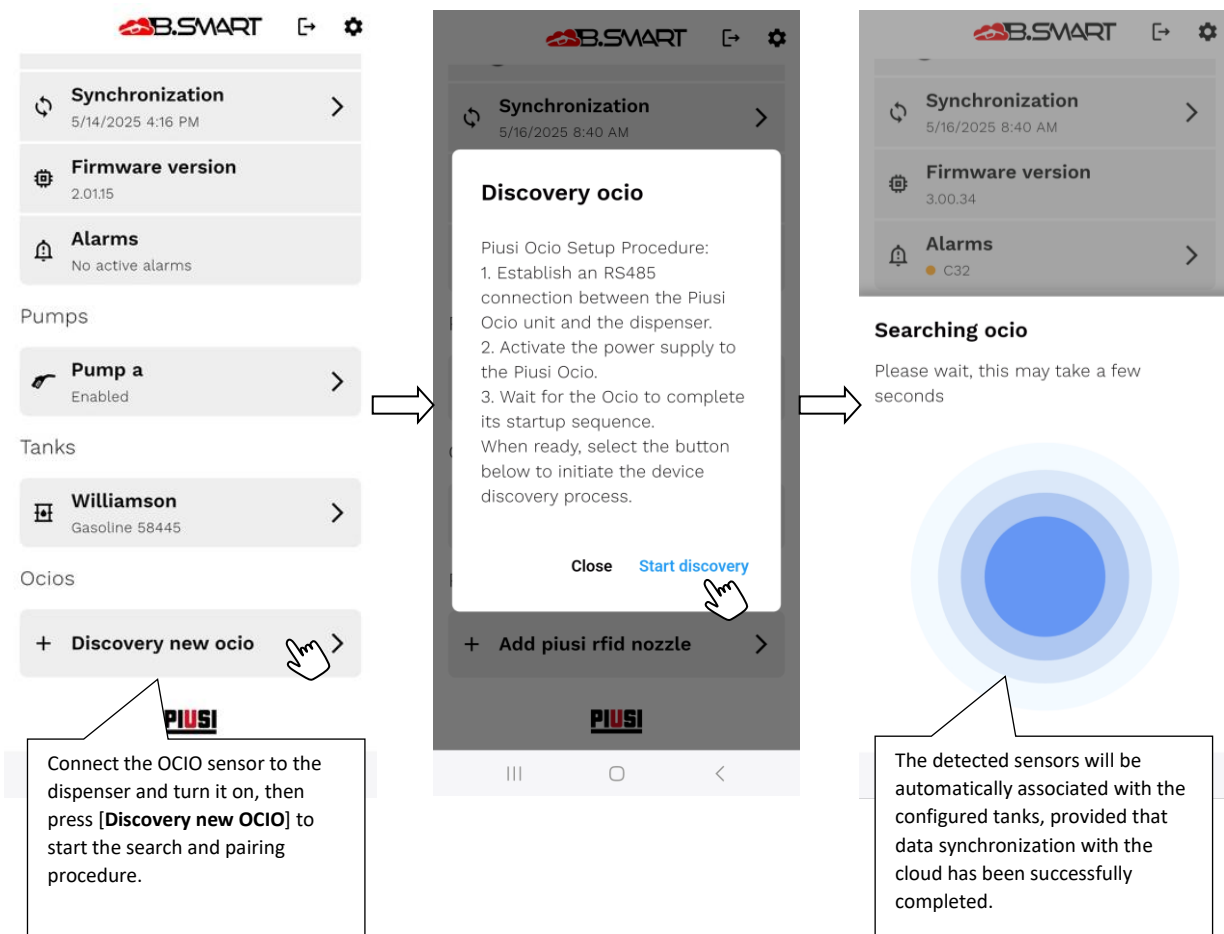
- Have activated the 'Tank watchdog' add-on in the relevant B.SMART system.

When to use the procedure:

- To connect a new OCIO sensor to the system.
- To replace a damaged OCIO with a new one.
- To permanently remove an OCIO disconnected from the pump.

Pairing procedure:

Log in to the dispenser as manager and follow the indicated steps:





Warning

- If no OCIO sensor is detected at the end of the detection procedure, check that the device is properly powered and connected to the pump. If in doubt, consult the B.SMART dispenser technical manual.
- If an OCIO sensor is disconnected, turned off, or incorrectly connected, the system will report an anomaly by displaying a specific error code: 'C17' or 'C18' (the code will be shown in the user interface and on the dispenser display).

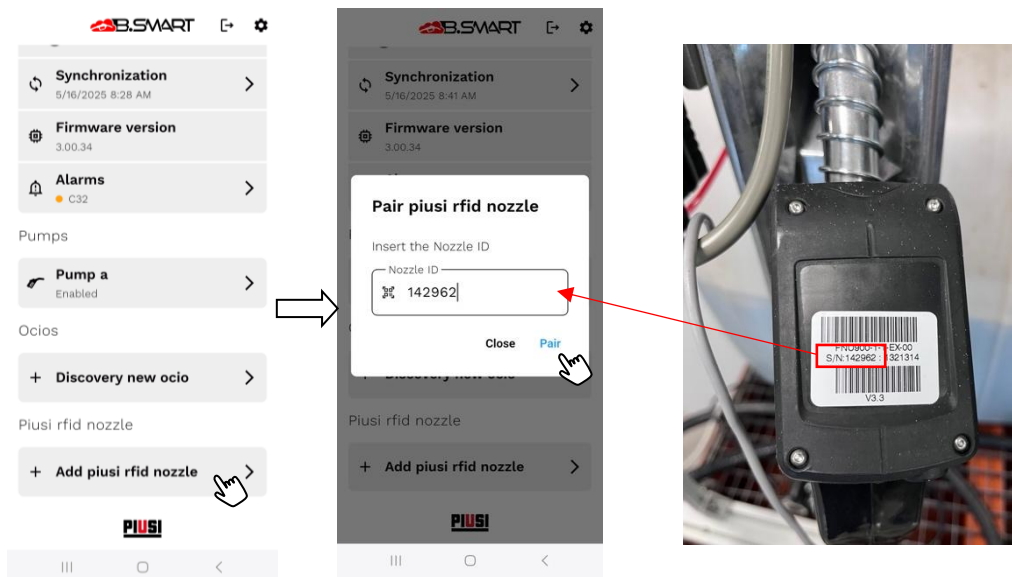
7.4.4. IDENTITANK

IdentiTank is an identification and dispensing control system based on RFID technology. It consists of a **gun with RFID TAG reader**, which allows automatic recognition of the vehicle or tank to be refueled by identifying the installed TAG.

This system allows dispensing **only to authorized vehicles and tanks** ensuring traceability, safety, and prevention of unauthorized dispensing.

7.4.4.1. RFID GUN REGISTRATION

To associate a new RFID gun with a dispenser, you must register its **serial code**. The code is found on the label on the gun cover, next to the wording **S/N**.

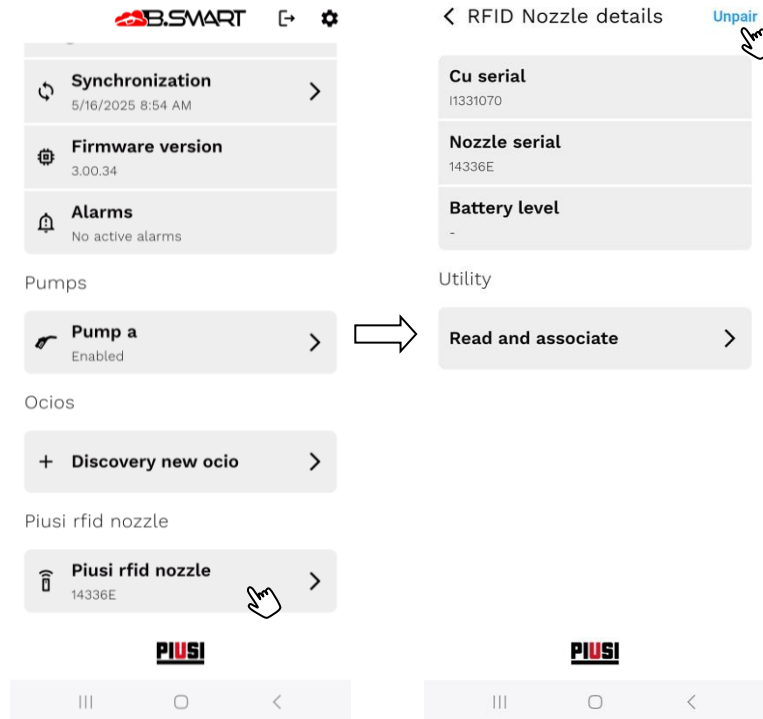


Warning

- The serial code is *case-sensitive*: it must be entered exactly as shown on the label.
- It is possible to associate **only one gun at a time** to the dispenser.

Gun replacement

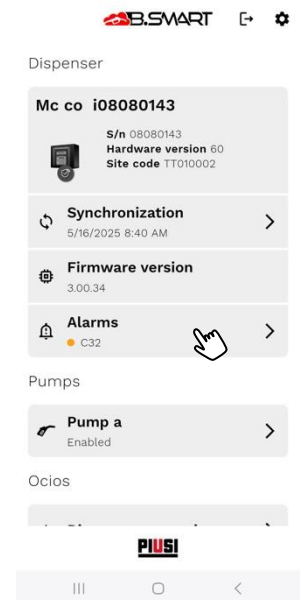
To replace the gun, you must disconnect the one currently in use and proceed with a new registration.



Troubleshooting

If the error message C32 is displayed, the possible causes are:

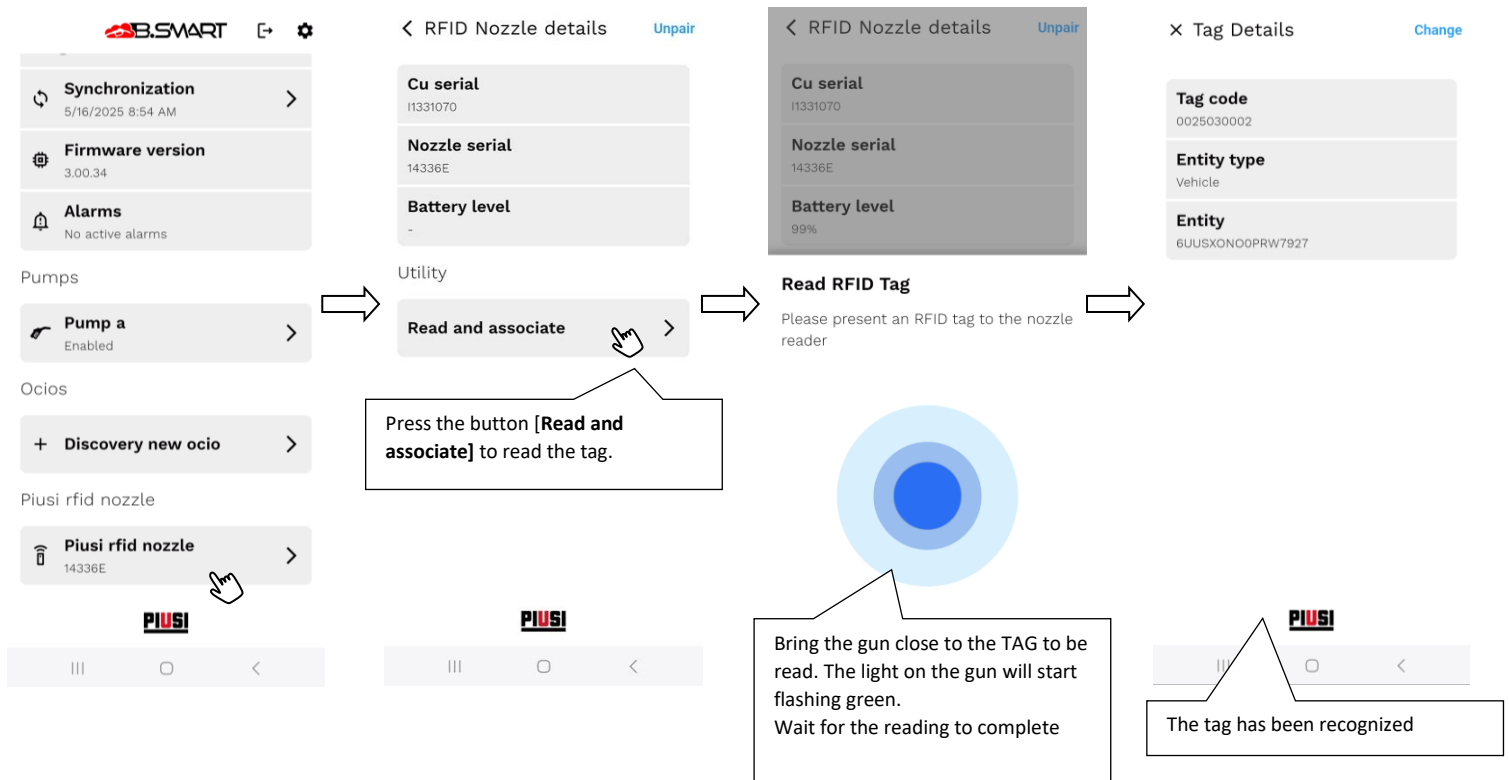
- The gun's serial code was not entered correctly.
- The dispenser does not detect the gun:
 - The gun may be turned off: close the cover and shake it gently.
 - The gun may be too far from the dispenser or in an area with insufficient signal.



7.4.4.2. TAG READING AND ASSOCIATION

This function allows you to **read** and **verify** RFID TAGs directly via the app, using the RFID gun (previously registered).

Reading procedure:



If the TAG is recognized, the following data will be displayed:

- **TAG code:** unique identifier of the RFID TAG.
- **Status:** indicates whether the TAG is already associated or not.
- **Type of associated entity:** for example, vehicle, tank, or third-party vehicle.
- **Associated entity:** specific value such as the vehicle license plate or the tank name.

Procedure for associating a TAG to a system entity

You can associate a TAG to a system entity directly from the app.

Requirements

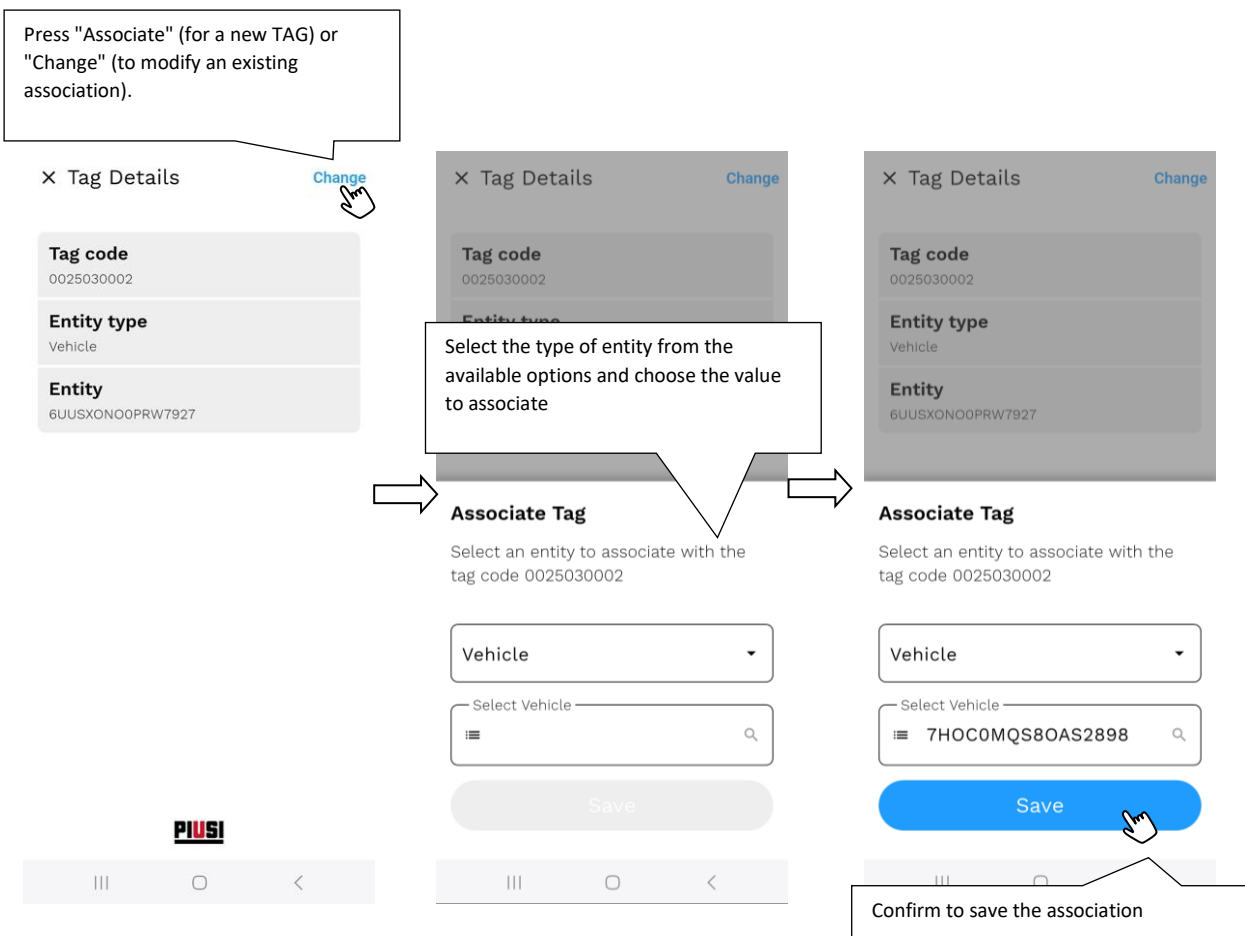
To associate a TAG to a specific entity, the following add-ons must be active:

- **Vehicle** - Requires activation of the **Fuel Economy** add-on.
- **Tank** - Requires activation of the **Tank Watchdog** add-on.
- **Third-party vehicle** - Requires activation of the **Maply** add-on.

Note

Without at least one of the above add-ons, it will not be possible to complete the association of the TAG to the respective entity.

You can associate a TAG to a system entity by following these steps:



**Warning**

The reading and association of TAGs can be performed **only with an active internet connection.**

7.4.5. FIRMWARE UPDATE

The distributor's firmware must be updated directly from the app.

The update can be:

- **Optional**, recommended for improvements and new features;
- **Mandatory**, required to ensure compatibility with the latest system versions or to fix critical malfunctions.

The update procedure is always the same and is divided into three main phases:

Update phases

1. Reboot in bootloader mode

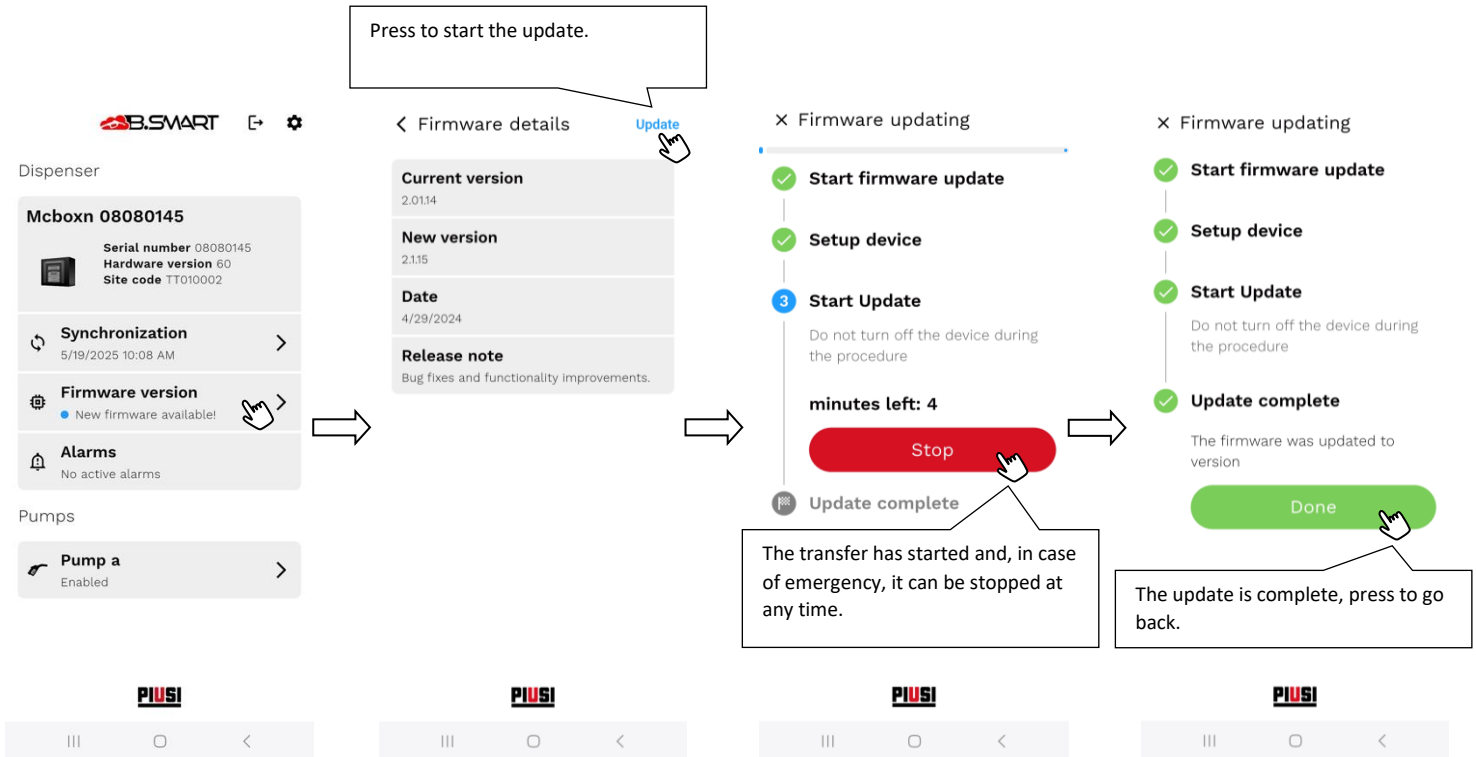
The application forces the distributor to reboot in "bootloader" mode, necessary to prepare the hardware for the update. During this phase, the system temporarily disconnects.

2. Reconnection and firmware transfer

Once the distributor is in bootloader mode, the app automatically reconnects and starts transferring the new firmware. The progress is visible on the app interface.

3. Reboot and completion

Once the transfer is complete, the distributor is rebooted with the new firmware installed. To verify the update has occurred, simply reconnect to the distributor as **manager** (see chapter 5.3) and check that no new updates are proposed.



Warning

- **Do not turn off the distributor** during the entire process.
- **Do not turn off the phone** or close the application.
- **Do not disable the Bluetooth** of the mobile device.
- **Keep the phone close to the distributor** for the entire duration of the update.
- The operation **may take several minutes**: please wait for completion without interruptions.
- **An active Internet connection** is required to download the latest available firmware version.
- **During the update, dispensing is not possible.**
- **Mandatory updates** must be completed before you can use the system again.

7.5. ADVANCED CONFIGURATIONS

This section allows the management of advanced system settings, dedicated to specific use scenarios or administrative operations. The available features include:

- **Factory data reset request**

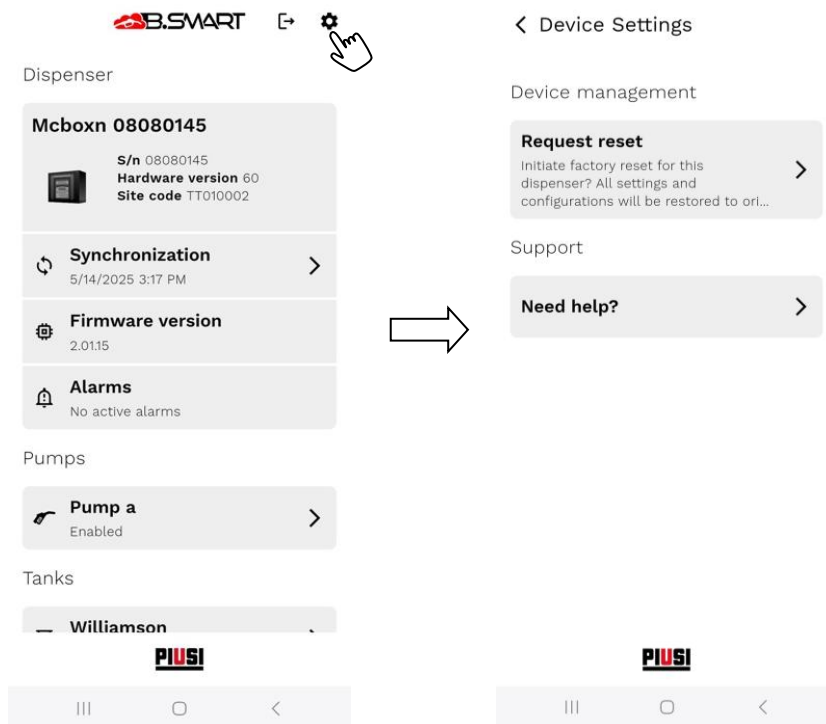
From here you can send a request to reset the distributor to factory data. Once sent, the system manager must **confirm the operation from the web app**. After approval, it will be necessary to reconnect to the distributor via the app and follow the guided procedure to complete the reset.

- **Technical support request**

Accesses the section dedicated to **technical support request**.

Note

This setting acts exclusively at the mobile application level and **is not saved in the distributor**.

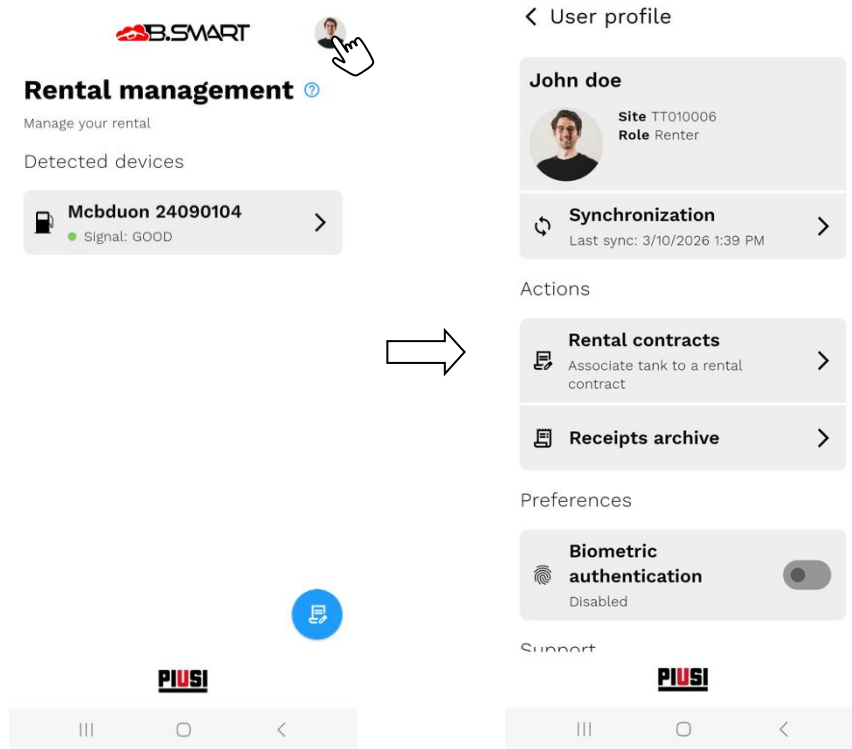


8. RENTER

The **Renter** role is an operator role dedicated to rental scenarios and is only available if the **MasterSite** add-on is active.

After authentication, the renter operator accesses the operator dashboard with the functions enabled for their role.

a



Depending on the system configuration, the renter can:

- access rental functions: view the status of rental contracts, search for contracts, and associate tanks with contracts;
- start or close the rental of tanks;
- access the distributor dashboard.

Renter as driver

In certain operating conditions, the renter can act as a driver.

This happens when:

- the **MasterSite** add-on is not active;

- the dispenser has no tanks connected;
- no connected tank is configured as rentable.

In such cases, the renter operator can perform a dispensing operation with behavior similar to that of an operator with the 'driver' role.

8.1. RENTAL MANAGEMENT

The **Rental Management** section allows you to view rental contracts, associate tanks with contracts, and manage **start** and **end** rental operations directly from the app.

These features are mainly available for the **Renter** role. The **Manager** role has limited access to certain information and can start the rental in cases provided by the system. The actual availability of the functions depends on the system configuration, the contract status, and the tank status.

The rental functions can be accessed:

- from the **renter profile management page**;
- directly from the **renter dashboard**.

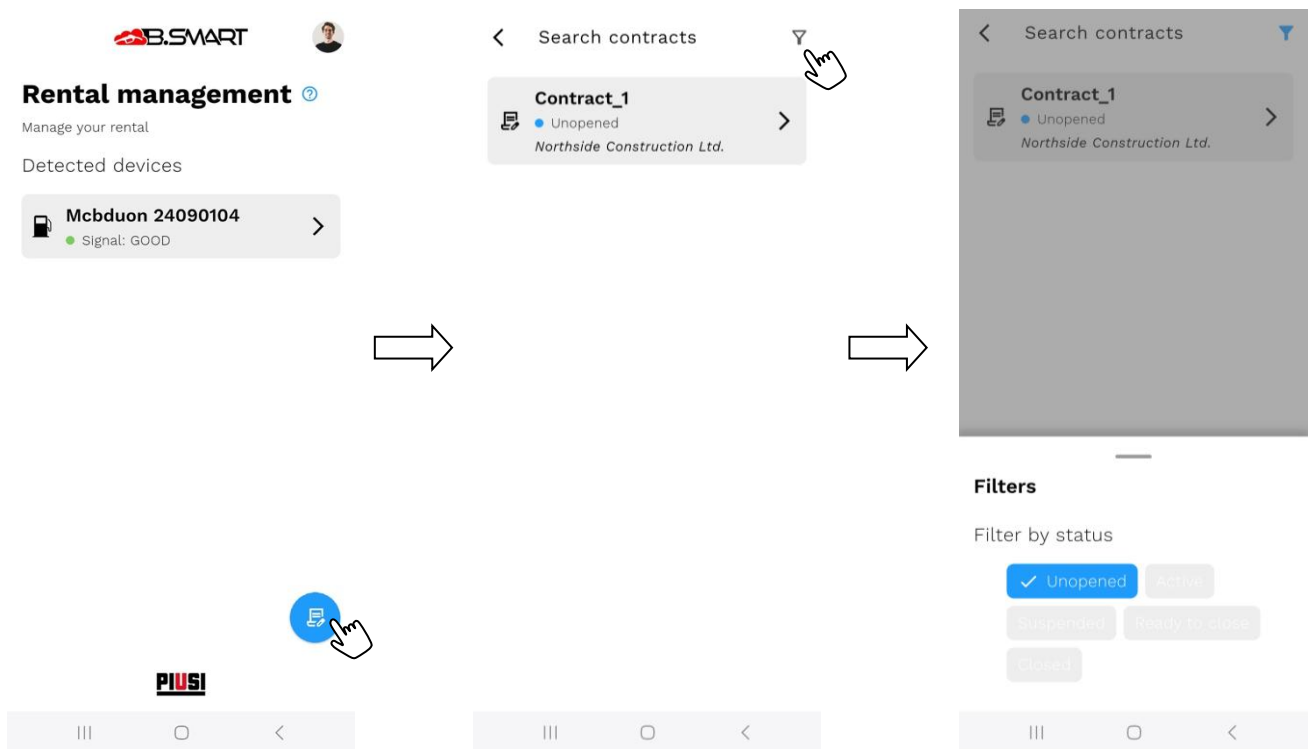
8.1.1. VIEWING AND SEARCHING RENTAL CONTRACTS

From the contract list, you can view the list of available contracts and quickly search for the desired contract.

For each contract, the app can display the main operational information, for example:

- contract status;
- available slots;
- already associated tanks;
- details useful for rental management.

The renter can use the search function to filter contracts and more quickly identify the one to operate on.



To simplify operations, the rental contract list can be opened from two points in the app:

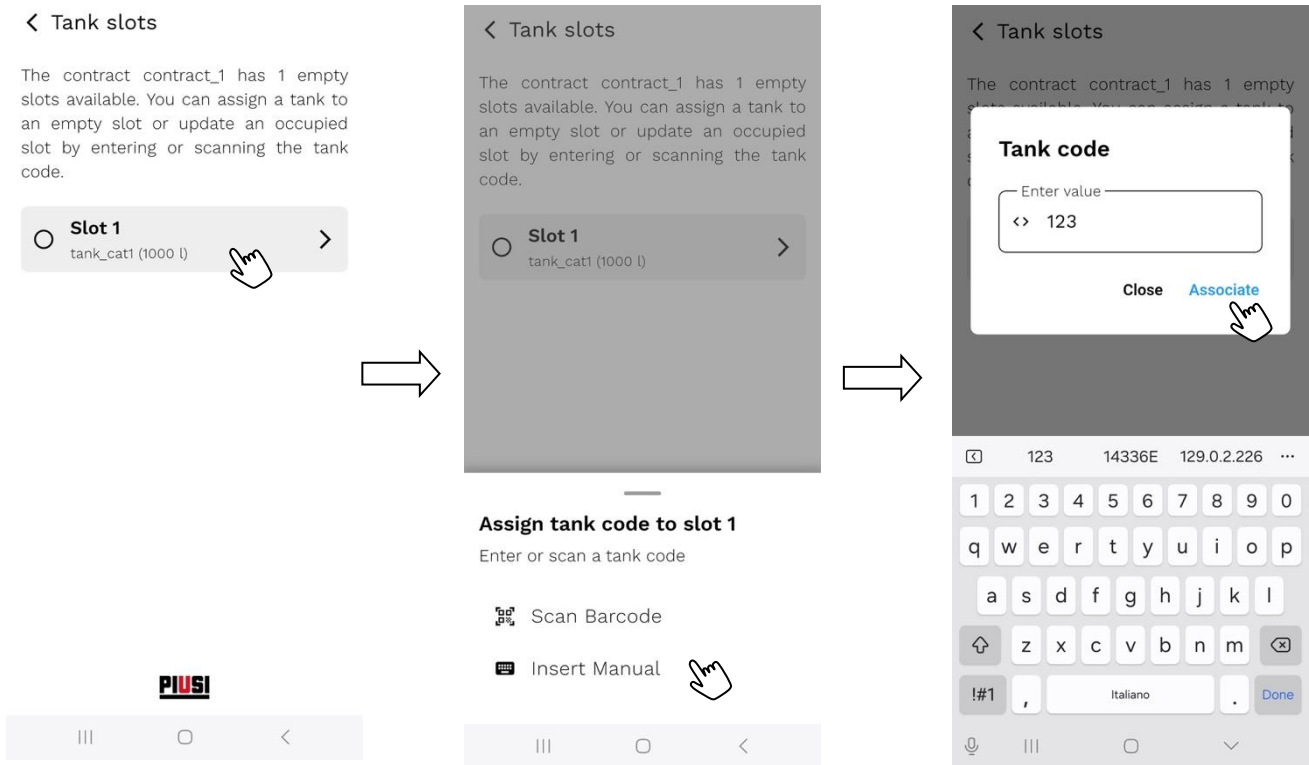
- **from the profile management page**, as quick access to personal functions and contracts;
- **directly from the renter dashboard**, for more immediate management during operations.

**Warning**

Viewing and managing rental contracts requires an active Internet connection. Without connectivity, the app cannot correctly verify either the contract status or the tank status

8.1.2. ASSOCIATION OF A TANK TO A CONTRACT

When a contract has one or more **open slots**, the app allows you to associate a tank with one of the available slots.



Operating procedure

1. Access the contract list from the profile page or from the renter dashboard.
2. Search for and select the desired contract.
3. Open the contract details.
4. Identify an **open slot** available for association.
5. Enter the **tank code** in one of the following ways:
 - o manual entry of the code;
 - o scanning the tank's **barcode** or **QR code**.
6. Confirm the association.

If the association is successful, the tank is assigned to the selected slot and is linked to the contract.

 **Note**

To use barcode or QR code scanning, the app must have permission to access the device's camera. If such permissions are not granted, the tank code must be entered manually.

 **Warning**

Association is only possible if:

- the contract has at least one open slot;
- the tank is not already rented;
- an internet connection is active.

Otherwise, the app prevents the completion of the operation and displays an error message.

8.1.3. STARTING THE RENTAL

The app supports the **rental start** flow for the tank associated with a contract.

When the renter or manager connects to the dispenser and accesses the dashboard, the app automatically checks the rental status of the tank and the related contract.

The start can occur in two distinct cases:

- **start of a standard rental**, when the tank moves from the **main site** to the **contract site** of the active rental;
- **start for migration between contracts**, when the tank moves from one **contract site** to **another**, that is, it is moved from one active contract to another active contract.

In both cases, the app can automatically propose the operation or allow it to be forcibly started from the management dashboard.

In this case, the operator can confirm the proposed start or cancel the operation and return to the previous screen.

If the operation is confirmed, the rental is started and the system consequently updates the operational status of the tank.

Forced start from app

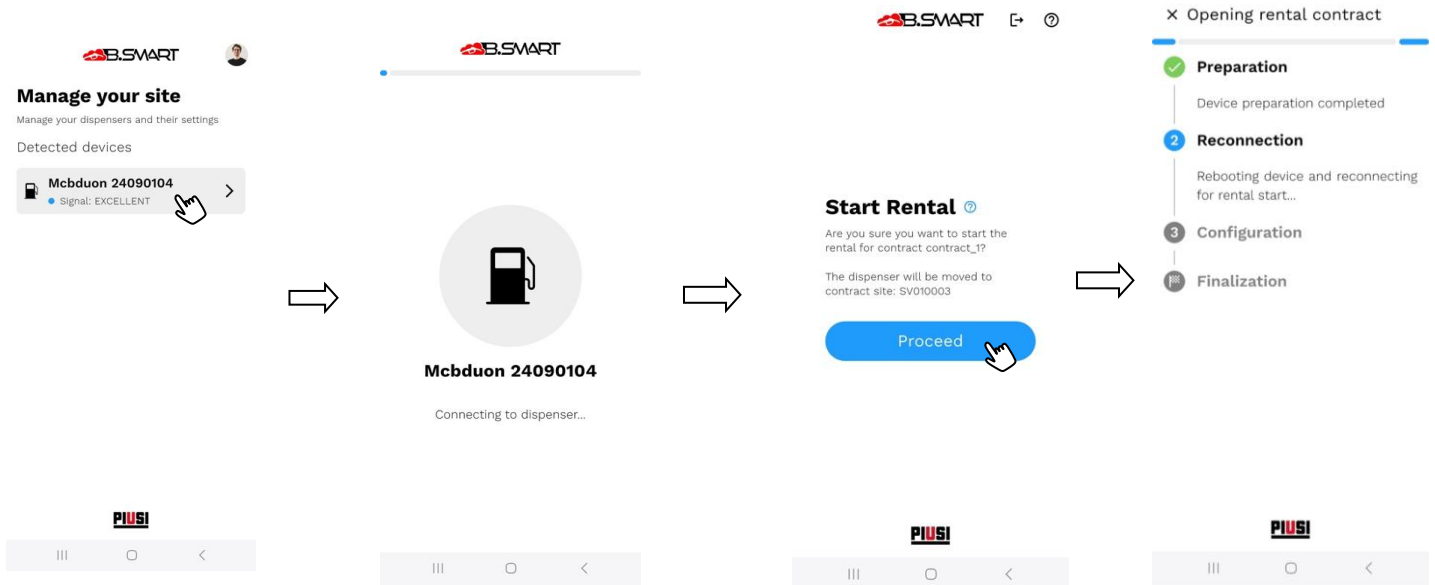
If the tank is not yet in the required state to allow the automatic flow, the app allows you to **force the start of the rental** directly from the dedicated section available in the dashboard manager.

The forced start involves the manual change of the tank's status:

- from **Pending**
- to **In progress**

This function allows you to start the rental directly from the app, without waiting for the status change to be performed in advance by the web app.

If the operator is **already connected to the distributor management dashboard** and, subsequently, the distributor is associated with an **active** rental contract, it is not necessary to perform a new connection to the distributor. In this case, you can proceed directly from the dashboard already open, accessing the section dedicated to rental and completing the start according to the steps described below.



Forced start procedure

1. Connect to the distributor.
2. Access the management dashboard.
3. Open the section dedicated to the tank rental.
4. Check the current status of the contract and the tank.
5. Select the **Start rental** action.
6. Confirm the operation.

If the operation is completed successfully, the app updates the local status and synchronizes the data with the cloud according to the normal communication flow of the application.



Warning

- An active Internet connection is required to ensure proper alignment between app, distributor, and cloud during rental operations.
- During the rental start operations, it is advisable to stay near the distributor and not interrupt the Bluetooth connection.
- The rental start procedure takes on average about 5 minutes. During this interval, it is necessary to keep the connection active and wait for the alignment between app, distributor, and cloud to be completed.

8.1.4. RENTAL CLOSURE

The app also supports the **rental closure** flow for the tank associated with a contract.

As with the start, when the operator accesses the distributor and the system detects that the rental status is compatible with closure, the app can automatically propose the **rental closure** action.

Closure proposed automatically

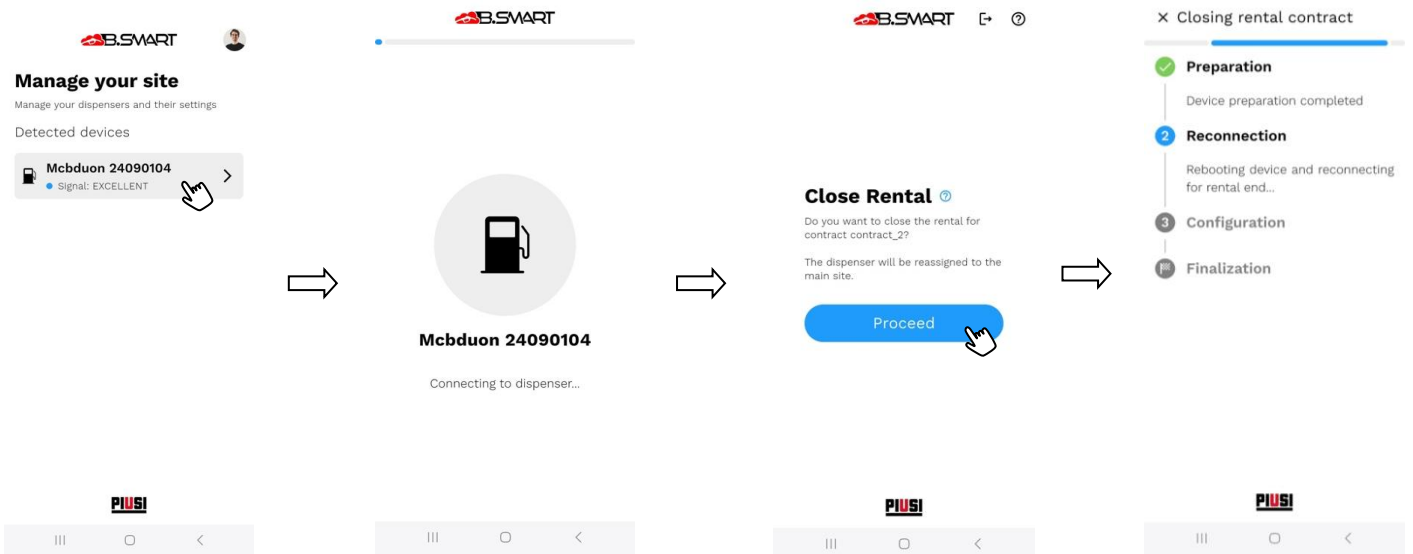
The closure is proposed automatically when one of the following conditions occurs:

- contract **Active** and tank **To be returned**
- contract **Pending closure** and tank **To be returned**

In these cases, the app automatically shows the closure proposal to the operator.

The operator can then confirm the closure or cancel the operation.

If the operation is confirmed, the system completes the rental closure and updates the status of the contract and the tank according to the applicable rules.

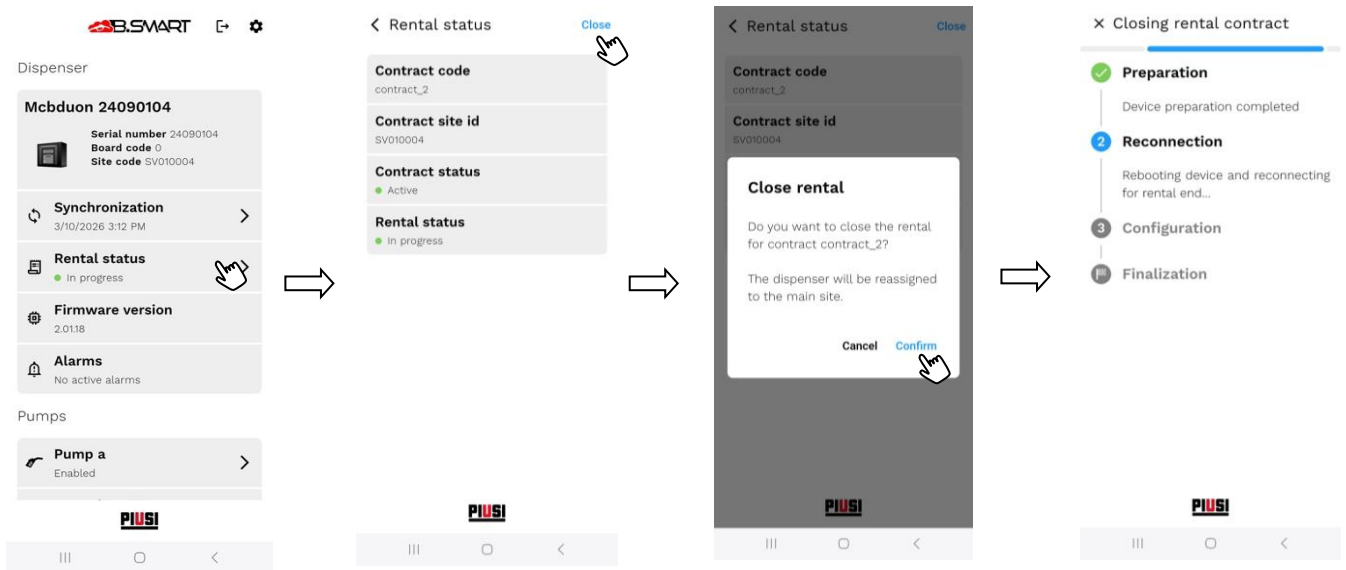


Forced closure from app

If the tank has not yet reached the required state to allow the automatic flow, the app allows you to **force the rental closure** from the dedicated section of the dashboard manager.

The forced closure involves the manual change of the tank's rental status from **In progress** to **To be returned**

This function allows you to complete the closure directly from the app, without waiting for manual alignment via the web app.



Forced closure procedure

1. Connect to the relevant distributor.
2. Access the management dashboard.
3. Open the section dedicated to rental.
4. Check the relevant contract and tank.
5. Select the **Close rental** action.
6. Confirm the operation.

If the closure is completed successfully, the system updates the rental status and makes the new status available for subsequent synchronizations.



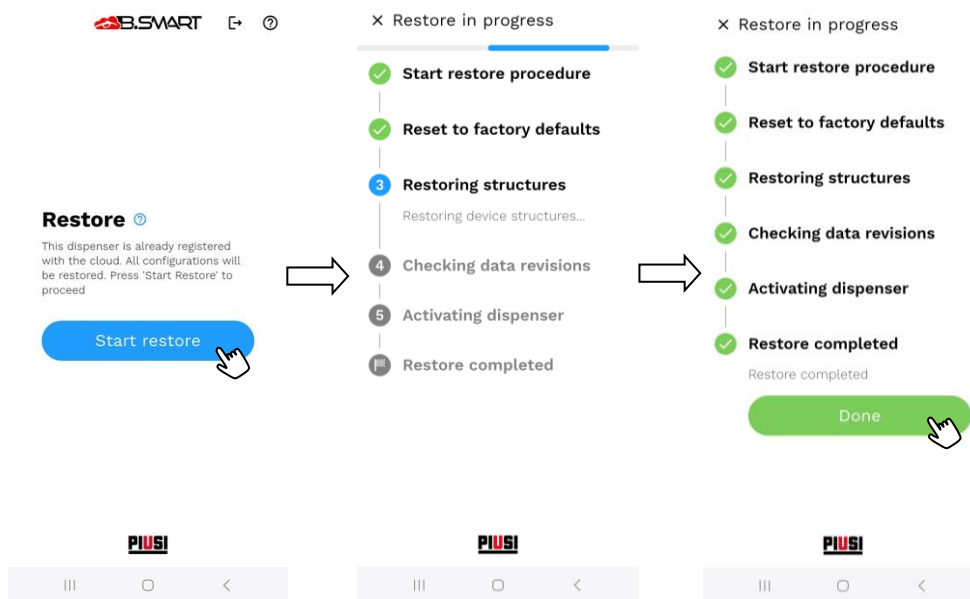
Warning

- An active Internet connection is required to ensure proper alignment between app, distributor, and cloud during rental operations.
- During the rental closure operations, it is advisable to stay near the distributor and not interrupt the Bluetooth connection.
- The rental closure procedure takes on average about 5 minutes. During this interval, it is necessary to keep the connection active and wait for the alignment between app, distributor, and cloud to be completed.

9. RESTORATION PROCEDURE

The **data restoration procedure** allows you to restore a distributor to its **operational status**, that is, to the **most recent configuration saved in the cloud**. It is required in case of:

- **Distributor memory damaged**, with display of error codes **A32** or **A33**;
- **Factory data reset**, followed by a registration attempt that detects the distributor as **already assigned to an existing site**.



Warning

- It is essential to have a **stable internet connection** throughout the entire procedure;
- It is necessary to **stay near the** distributor to keep the Bluetooth connection stable;
- If problems persist, **contact technical support**;
- Only the **plant manager** can perform the reset;
- **Do not close the app** or **turn off the phone** until the procedure is complete.

Operations to perform after the reset

To ensure the correct functioning of the system, a designated manager operator must complete the following activities:

- Calibrate the pumps (see chapter 7.4.1)
- Repeat the **OCIO detection**, if present and correctly installed (see chapter 7.4.3);
- **Reconnect the IDENTITANK nozzle** (see chapter 7.4.4.1);
- Make a **quantity adjustment** on the **virtual tanks**, if used in the plant (see chapter 7.4.2.1);
- Calibrate the level sensors, if used in the plant (see chapter 7.4.2.2 and 7.4.2.3).

10. FAQs

Where can I download the B.SMART app?

You can download the B.SMART app directly from your device's store:

- If you use an Android phone, go to the **Google Play Store**
- If you use an iPhone, go to the **App Store**

How can I access the B.SMART app?

To access the app, you must be registered in the B.SMART system as an **operator** and have the required login credentials.

Access is via the app's login form, by entering:

- the **operator PIN**
- the **plant code**

After authentication, the system automatically recognizes the role associated with the operator and enables the related features. The available roles are **Driver**, **Manager**, **Driver + Manager** and **Renter**. For more details, see chapters 4 and 5.

How can I make a delivery?

The delivery can be performed by an operator authorized for the refueling flow, such as a **Driver** or an operator with the **Driver + Manager** role. In specific operational contexts, the **Renter** can also act as a driver.

To start a delivery, you need to:

- log in to the app;
- select an available dispenser allowed for your role;
- complete the connection to the dispenser;
- follow the guided refueling flow.

For operational details, see chapter 6. If the operator has the **Driver + Manager** role, after selecting the dispenser the app asks whether you want to operate in **Deliver** or **Manage** mode.

The app does not detect B.SMART dispensers, what can I do?

If the app does not detect any dispenser, check the following points:

- the phone's Bluetooth is active;
- the phone is within the effective range of the dispenser;
- the dispenser is not already connected to another device;
- the app has the necessary permissions to use Bluetooth;

- on Android devices, location access permissions are also enabled if required by the system for Bluetooth scanning.

If the problem persists, close and reopen the app or restart the Bluetooth on the mobile device.

How can I restore a dispenser to factory settings?

Log in to the app as *Manager*, go to the **Advanced Settings** section and request the reset from the plant manager (see chapter 7.5). Once the request is approved, reconnect as *Manager* to the dispenser: the app will automatically guide you through the reset procedure.

How can I request technical assistance?

In any section of the app you can access the **Help Center** by clicking on the **[?]** icon at the top right.

From the help center you can:

- Consult the manual
 - Contact your plant manager
 - Request advanced technical support by filling out the online form <https://www.piusi.com/support/customer-service>
-

Is it possible to migrate a dispenser from one B.SMART system to another?

Yes, it is possible. However, you must first perform a factory data reset by requesting authorization through the **Advanced configurations** section (see chapter 7.5). After the reset, register the dispenser in the new system by following the procedure described in chapter 7.3.

How do you enable automatic disconnection (auto logoff) for drivers to use a B.SMART dispenser with a single mobile device?

The **automatic disconnection** function can be configured from the **manager profile**.

When the manager enables this function, the setting is applied to the phone on which they are currently authenticated. As a result, any drivers who subsequently use the same phone will also see their session automatically expire according to the configured inactivity timer.

For more details, see chapter 7.1.

What happens if the device's GPS does not work during dispensing?

It depends on the system configuration and the active add-ons.

If the GPS is used only for informational or tracking purposes, dispensing may in some cases continue even without available coordinates. However, when geographic operability rules are active, the device's location may be required to allow dispensing. In such cases, if the app cannot correctly determine the location, dispensing may not be allowed.

For more details, see chapter 6.3.3.