PIUSI SUPREME

User Manual

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1. REQUIREMENTS

The Piusi Supreme application must be installed on a mobile device (smartphone or tablet) with an Android (with version 7 or higher) or IOS (with version 13.0 or higher) operating system.

The telephone must have an Internet connection to:

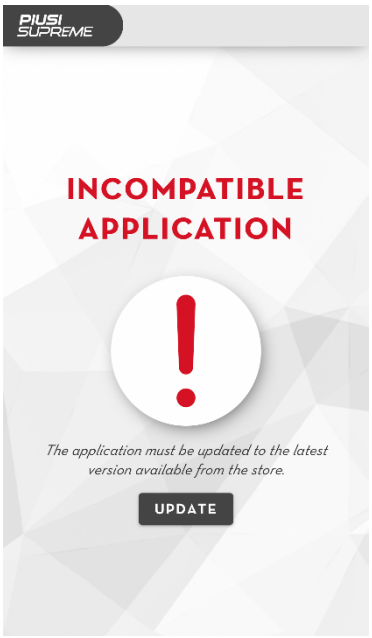
- Create, edit and delete site operators (see Chapter 6.2)
- View an up-to-date list of dispensing operations made on the site and export the dispensing operations to file (see Chapter 5.2)
- Download the stored dispensing operations to the controller (if the option to overwrite the dispensing memory is deactivated);
- Change the controller connection mode (from automatic to manual);
- Display the updated list of vehicles/machinery on the site;
- Receive pump firmware updates.

2. UPDATING THE APPLICATION

Several updates will be released over time to improve the functionality of the application. We recommend you check your app store regularly.

Compulsory updates may be released to ensure the correct operation of the site. In this case, the application will not allow dispensing from the pump until it has been updated to the latest available version.

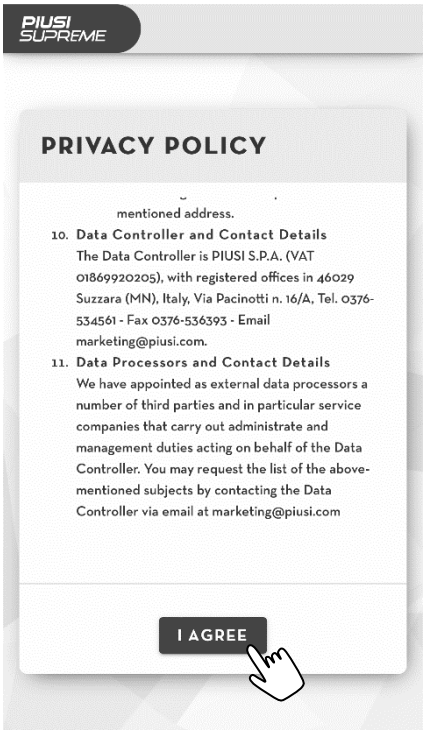
The following message is always displayed in the presence of a new mandatory update:



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3. FIRST ACTIVATION

After starting the application by clicking on the icon  the terms of use of the software will appear. Accept to use the application.

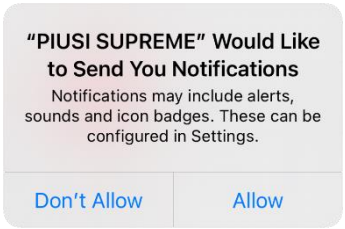


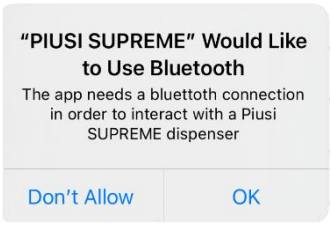
Important note:

- The licence terms may change over time and must be accepted again.

Caution: The following permissions are mandatory the first time the app is started on an iOS system:

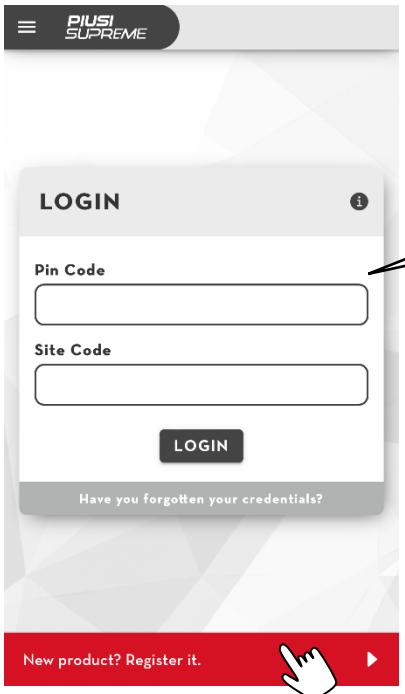
- Permission to receive push notifications
- Permission to use the Bluetooth of the phone





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The authentication screen is shown at the first start-up:



Enter your authentication credentials if you want to enter the site and start dispensing (see Chapter 4.2).

press the bar to register a newly purchased Piusi Supreme device (see Chapter 4.1).

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4. PRODUCT ACTIVATION

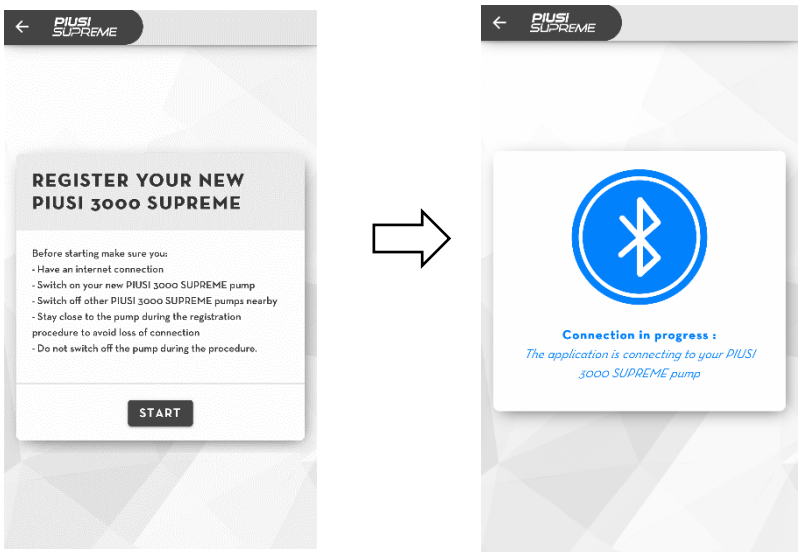
4.1. REGISTRATION OF A NEW PIUSI SUPREME PUMP

Registration is needed to be able to access your site and use the purchased pump. Follow the steps indicated to begin:

- Start the application and enter the registration section by pressing the bar:



- Press the 'START' button to start the procedure. The application will connect to the pump automatically to download the product code and check the status of the device.

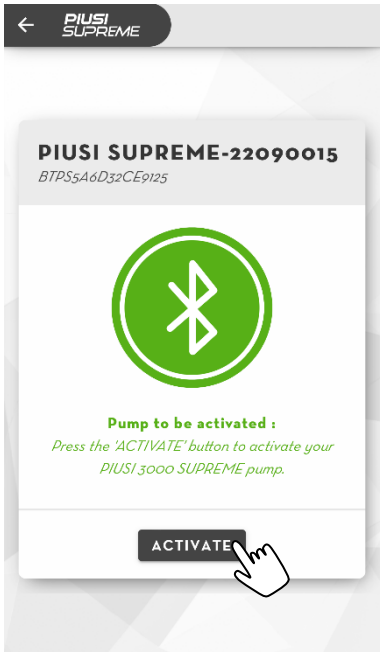


Caution: The following requirements must be met before starting the procedure:

- Switch on the pump only if you want to register, making sure that no other pumps are switched on nearby.
- The phone must be connected to the Internet for the duration of the procedure.
- Access the Bluetooth module of the phone to enable it to connect with the pump.
- Make sure you have updated the application to the latest version available.
- Stay near the pump throughout the procedure.

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- The following message will appear if the connection procedure is successful:



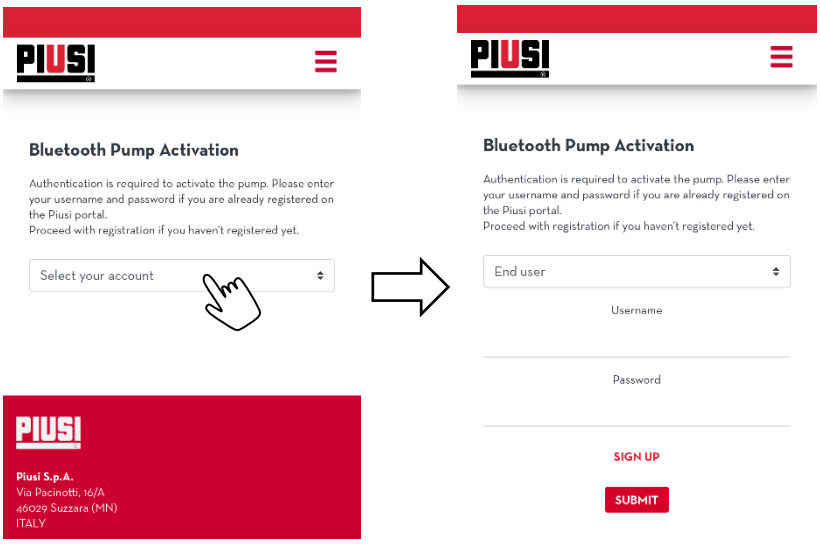
If the procedure is not completed correctly:

- *The pump may have been already registered in another site:* If you are attempting to register a pump that has already been activated/used in another site, follow the resale procedure described in Chapter 8.2 to register it again.
- *The pump must be reset to factory data*: The pump was deactivated (the resale procedure has been carried out) and must be reset to factory data to be registered again.
- *The pump has been registered but has not yet been used*: Authenticate yourself with the app using the credentials you received by e-mail during registration and connect to the Piusi Supreme pump (see Chapter 4.2).

- Press the 'ACTIVATE' button to start the registration of the pump on the Piusi portal.

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- To register the Piusi Supreme pump, you must have a registered user on the Piusi portal, follow the directions to create a new one or log in if you already have an account.

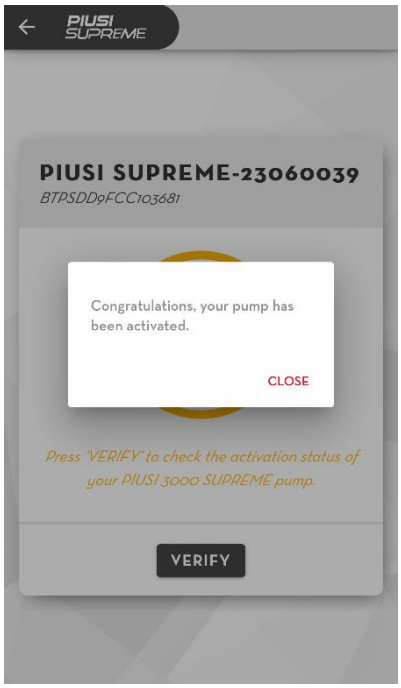


Caution: The following requirements must be met to register a new Piusi Supreme device on the Piusi portal:

- Only one Piusi Supreme device can be registered per portal user.
- It is not possible to register a Piusi Supreme pump if the portal user has already activated a B.Smart subscription.

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- If the procedure ends successfully, an e-mail is sent to the portal user containing the credentials (PIN code and site code) to authenticate as the site administrator.



Important note: If you do not receive the e-mail, you can request the e-mail to be sent again following the procedure described in Chapter 4.2.1

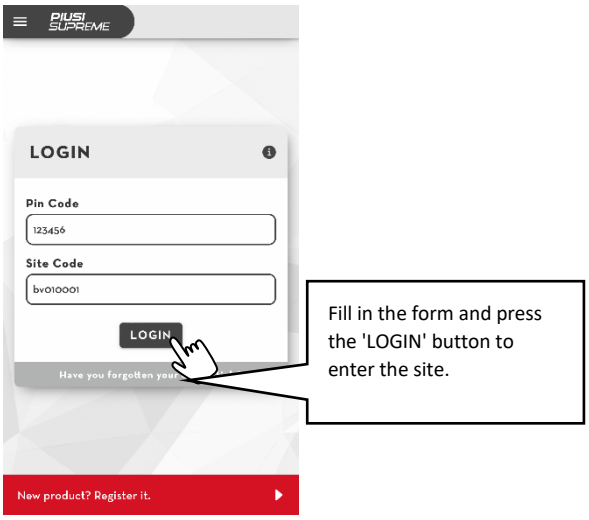
- Using the credentials received by e-mail, log in for the first time on the authentication screen (see Chapter 4.2)

  Caution: An Internet connection is required to access the site for the first time.

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4.2. AUTHENTICATION

The authentication screen can be used by the user to log in. Two types of users are identified in the Piusi Supreme system: the administrator and the operator. The administrator's credentials are provided at the end of the pump registration procedure (see Chapter 4.1). The operator's credentials are assigned by the administrator when creating the site user (see Chapter 6.2).



The possible authentication errors are shown below:

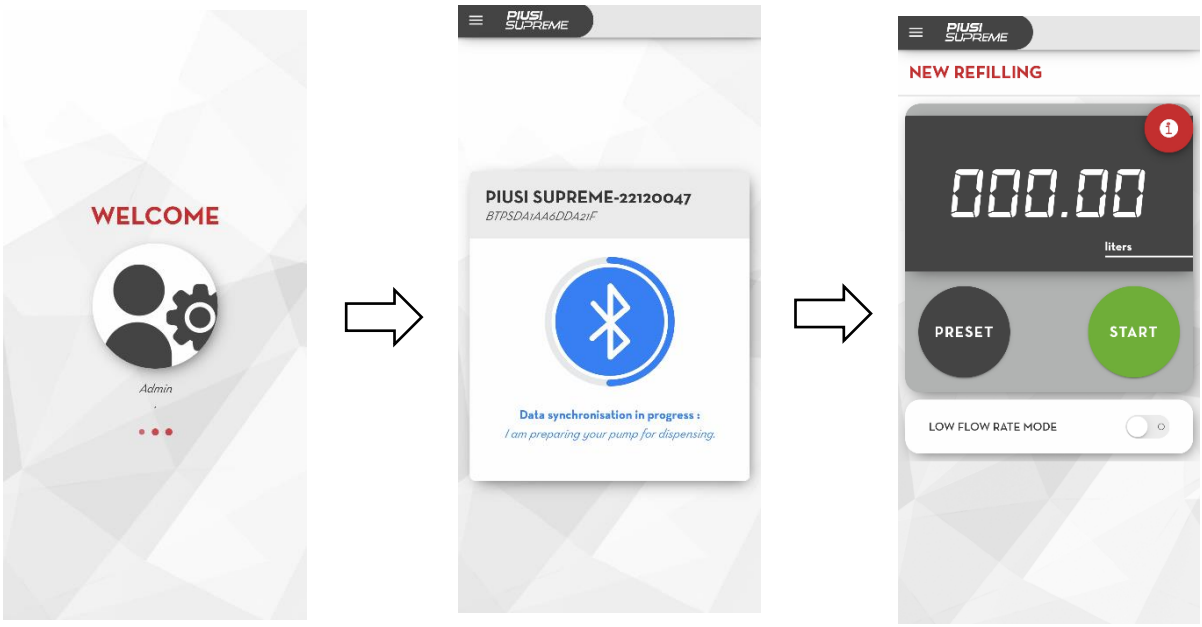
- Invalid credentials: The entered credentials are non-existent, or the operator has been disabled.
- Deactivated site: The product code for your pump has been deactivated so you can no longer access it. Possible causes:
  - Your Piusi Supreme site has been migrated to B.Smart
  - Your pump was resold and reactivated at another site.

Caution: An Internet connection is only required for access in the following cases:

- for the first access to the site
- whenever the user's PIN code has been changed.

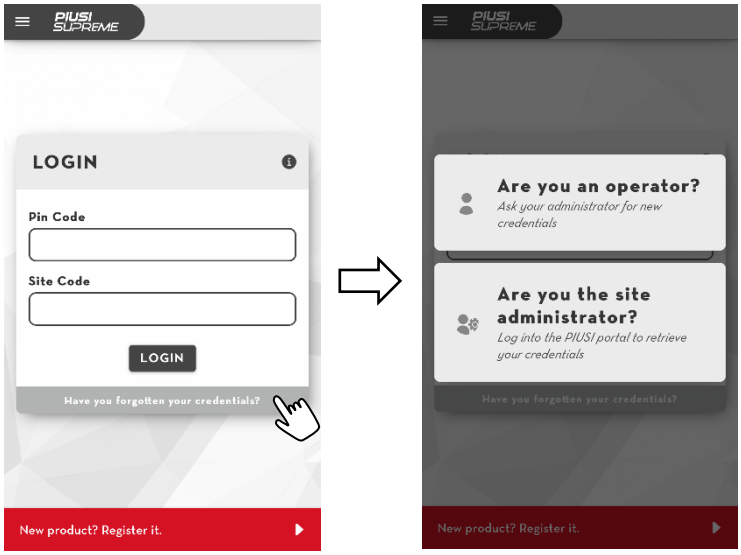
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The welcome screen shown by the side will appear if the login was successful and you will be shortly redirected to the “new refuelling” page (see Chapter 5.1).



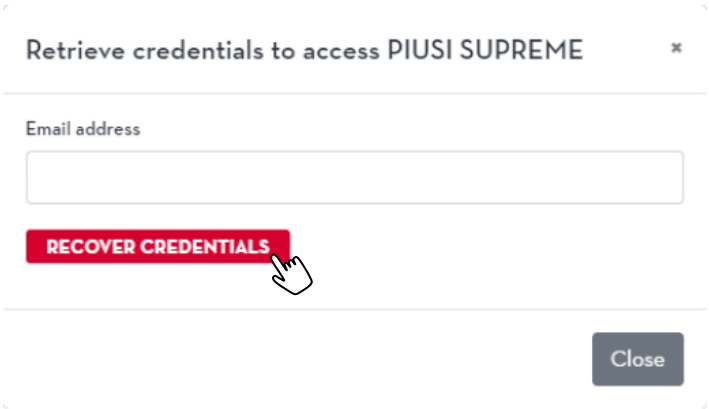
4.2.1. RECOVERY OF CREDENTIALS

Two procedures are provided for recovering the user credentials. They differ according to the type of user.



On the login form, press the bar to display the available recovery modes:

a) Administrator: follow the procedure on the Piusi Portal at the end of which the lost certificates will be sent by e-mail:
   - Log into the Piusi with your credentials.
   - Go to 'Software' -> 'Products' -> 'Piusi Supreme'.
   - Press on 'retrieve credentials' button, enter the recipient's e-mail and press the button to send the credentials to the indicated recipient.



b) Operator: the administrator user assigns and modifies the access PIN codes of the site's operators and then communicates the new credentials to the operators.

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4.2.2. PRIVILEGES

The two types of users differ in the type of operations they can perform on the site, exampled in detail below.

Operation	Administrator	Operator
Refilling	YES	YES
Displaying the refilling operations list	YES	YES
Export refilling operations to file	YES	NO
Creating and displaying events on the calendar	YES	YES
Configuring the Piusi Supreme pump	YES	NO
Calibrating the Piusi Supreme pump	YES	NO
Updating the Piusi Supreme pump firmware	YES	NO
Managing the operators	YES	NO
Managing the vehicle identifiers	YES	NO

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4.3. PIUSI SOFTWARE SUPREME VERSIONS

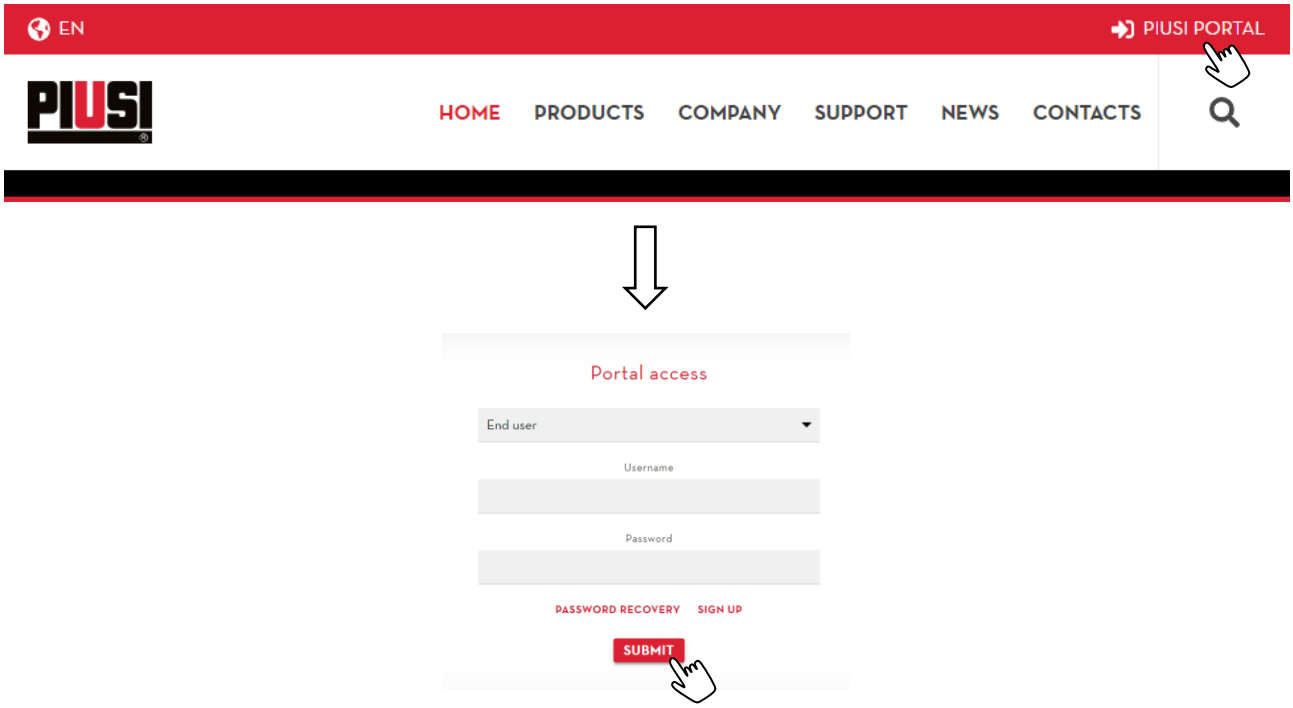
There are two different versions of the Piusi Supreme system. The STANDARD version is included in the purchase of the pump and gives access to reduced system functions. The PRO version (subscription required) is the advanced version with additional new features. In detail:

- **STANDARD version:**
  - Possibility of managing two operators (one of whom is the administrator)
  - Possibility of viewing the last five dispensing operations made in the list of dispensing operations.
- **PRO version**:
  - Possibility of managing up to 10 different operators (one of whom is the administrator)
  - The list of dispensing operations can show the last 100 dispensing operations made with the possibility of exporting them to a file (.csv)
  - Possibility to use the new 'Calendar' section for organising events and displaying dispensing operations on a calendar.

4.3.1. PRO VERSION ACTIVATION

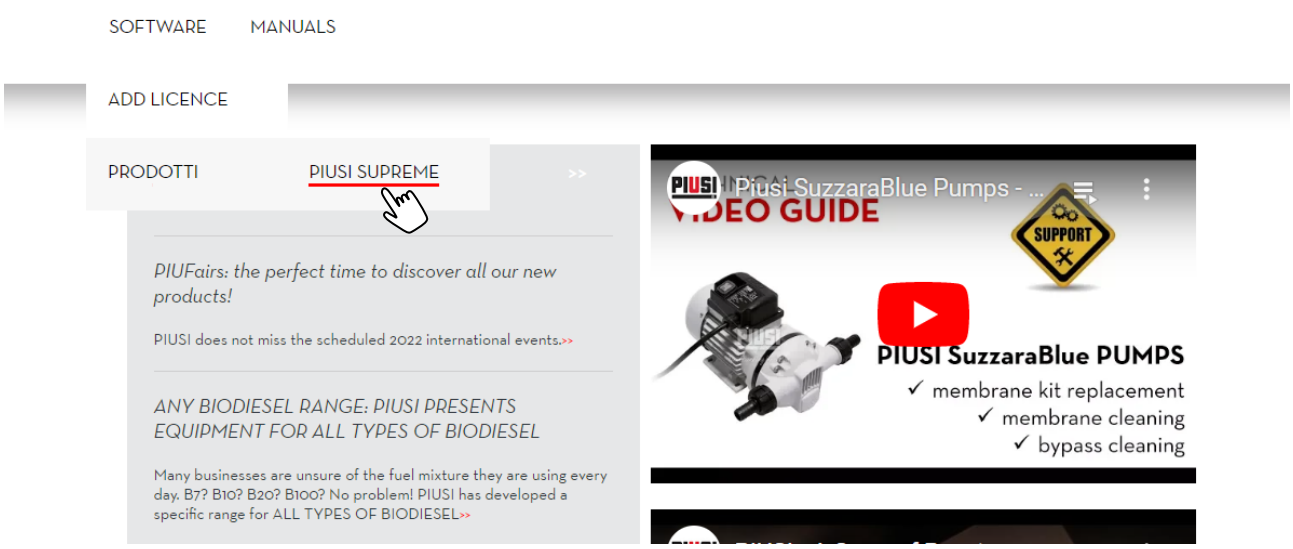
You must first have purchased the corresponding activation code from an authorised dealer to activate the PRO version. Proceed as follows to register the code:

- Log in to the Piusi portal using the credentials you used to register your Piusi Supreme pump.

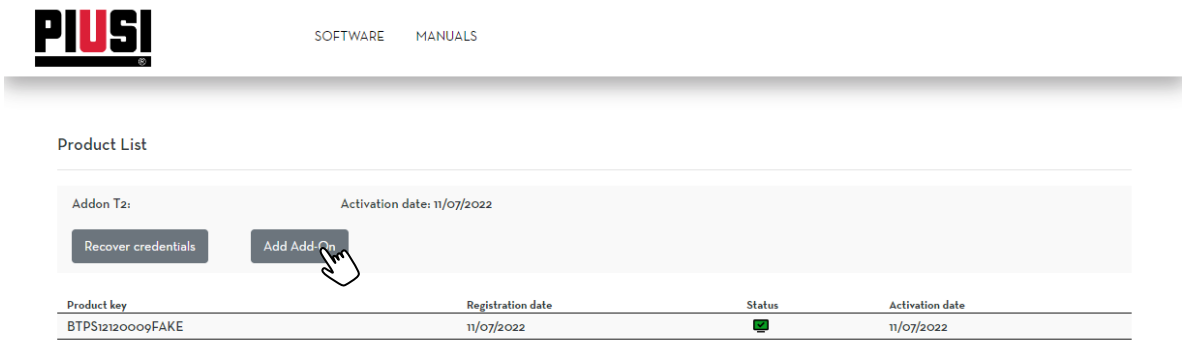


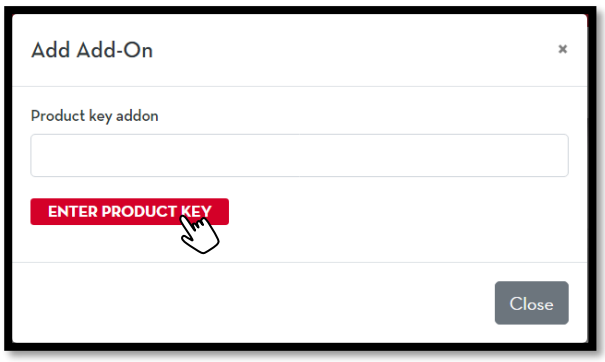
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- Go to 'SOFTWARE'->'PRODUCTS'->'PIUSI SUPREME'.



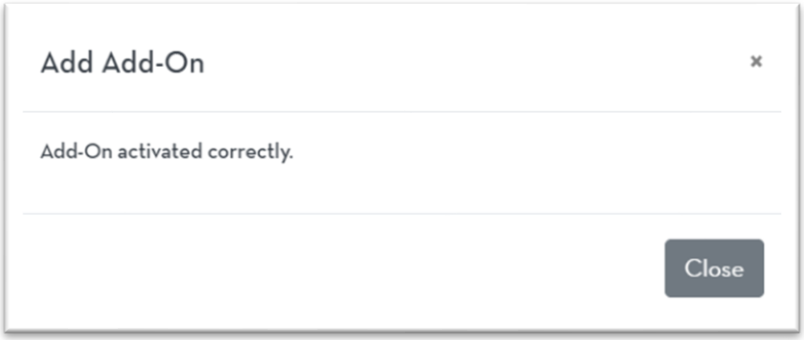
- Press the 'Add add-on' button and enter the purchased code in the field. Press the 'ENTER PRODUCT KEY' button to activate the code.





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- If the activation procedure ends successfully, the following message is displayed.



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5. OPERATIONS

5.1. NEW REFILLING

The following requirements must always be met to make a new dispensing operation from the Piusi Supreme pump.

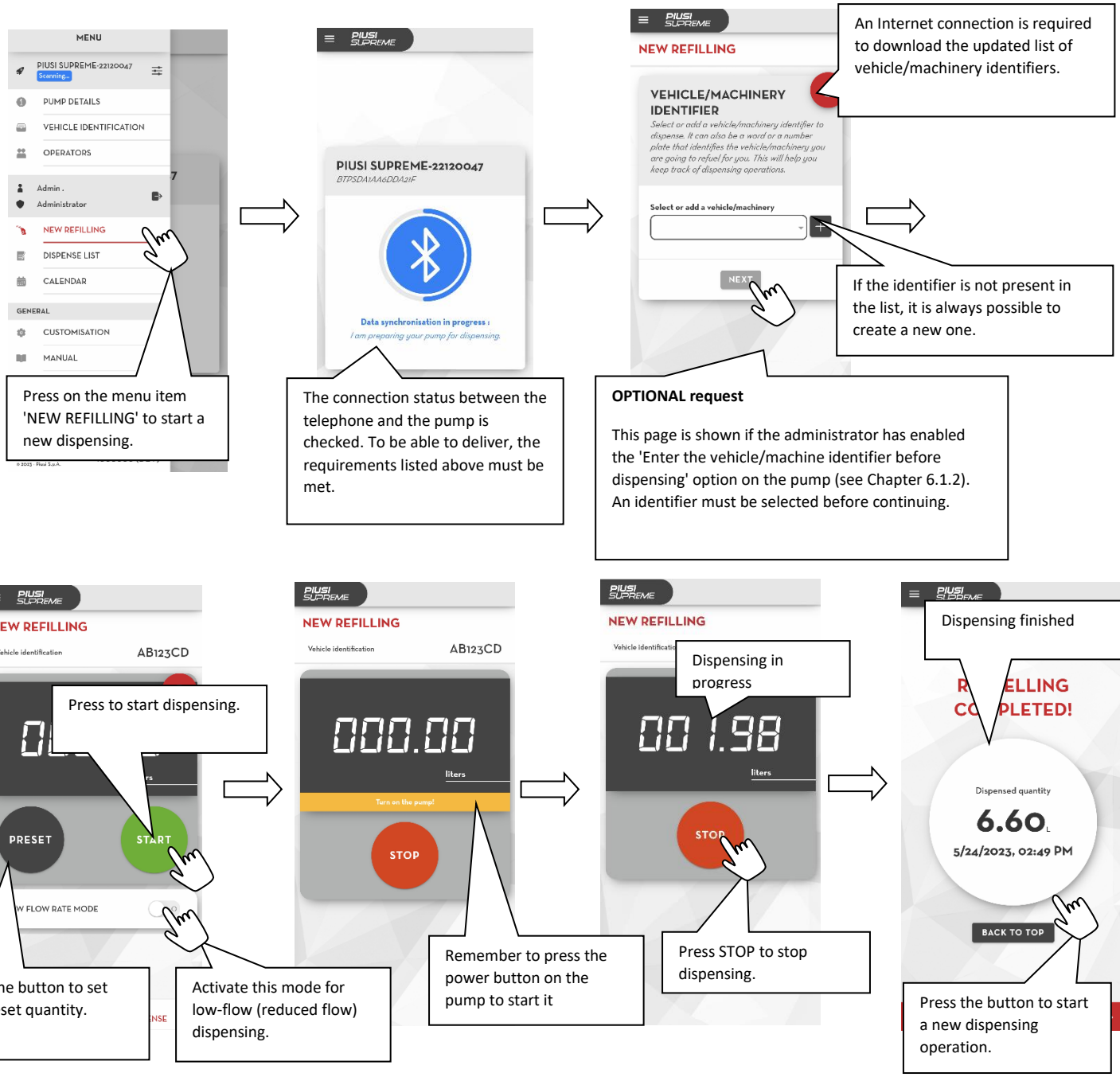
- The application has permission to scan and a Bluetooth connection. According to the operating system, check that:

Android (<12)	Android (>=12)	IOS
The Bluetooth module is on	The Bluetooth module is on	The Bluetooth module is on
The geolocation service is active	The app is permitted to connect via Bluetooth to nearby devices	The app is permitted to use the Bluetooth module (required at first start-up)
The app is permitted to access the location of the device		

- The phone must be located near the Piusi Supreme pump to ensure the correct Bluetooth connection.
- The Supreme Pump is not in alarm mode (see Chapter 8.1). Product dispensing operations may be blocked in some special cases.
- The Supreme Pump is enabled (see Chapter 6.1.3). The administrator can disable the pump to deny product dispensing operation to all site operators.
- The operator is enabled to dispense from the pump (see Chapter 6.2). The administrator can disable an operator from dispensing from the pump.
- The firmware version of the pump is up-to-date and compatible (see Chapter 6.1.5). If the firmware of the pump is outdated and no longer compatible with the app version, it will no longer be possible to dispense until the administrator updates the Piusi Supreme pump.

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The standard dispensing flow is explained below:



Caution:

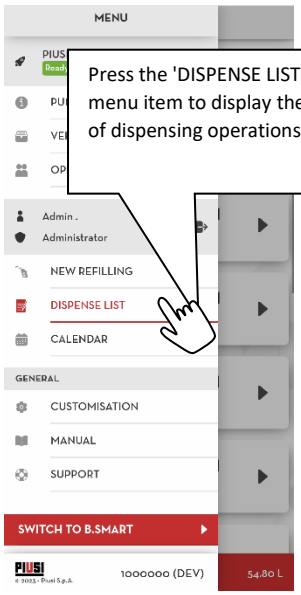
- It is not possible to have more than one phone connected to the pump at the same time.
- It is not possible to connect the telephone to a pump that is dispensing.
- Do not move too far away from the pump when setting the parameters of the new dispensing operation to avoid losing the Bluetooth connection. It is no longer mandatory to stay connected unless you want to view the count in real time after starting the dispensing operation.
  Before starting to dispense, it is recommended to calibrate the flowmeter of the pump (see Chapter 6.1.3).

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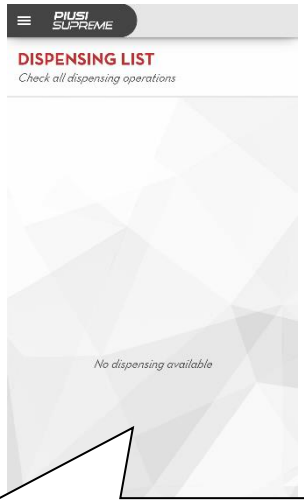
5.2. DISPENSE LIST

Archive of dispensing operations made on the site. The administrator can always display the dispensing operations made by all operators on the site, but each operator can only display the dispensing operations they made.

An internet connection is mandatory to be able to download the list of dispensing operations made and export them to a CSV file.

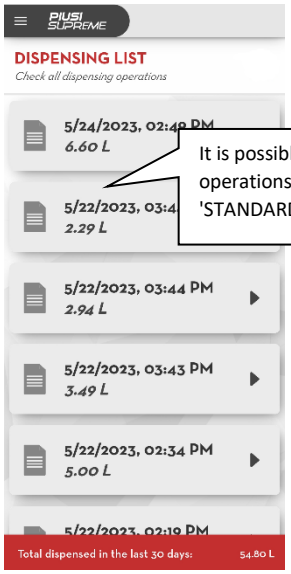


Press the 'DISPENSE LIST' menu item to display the list of dispensing operations.

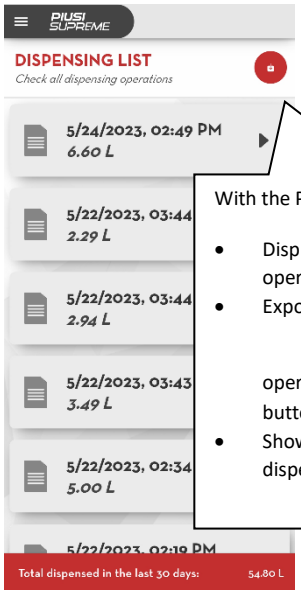


If the list appears empty and there are no dispensing operations to display, it means that:

- No dispensing operations have yet been made on the site.
- The telephone does not have an internet connection for downloading dispensing operations.



It is possible to display the last five dispensing operations made on the site using the 'STANDARD' version.



With the PRO version, you can:

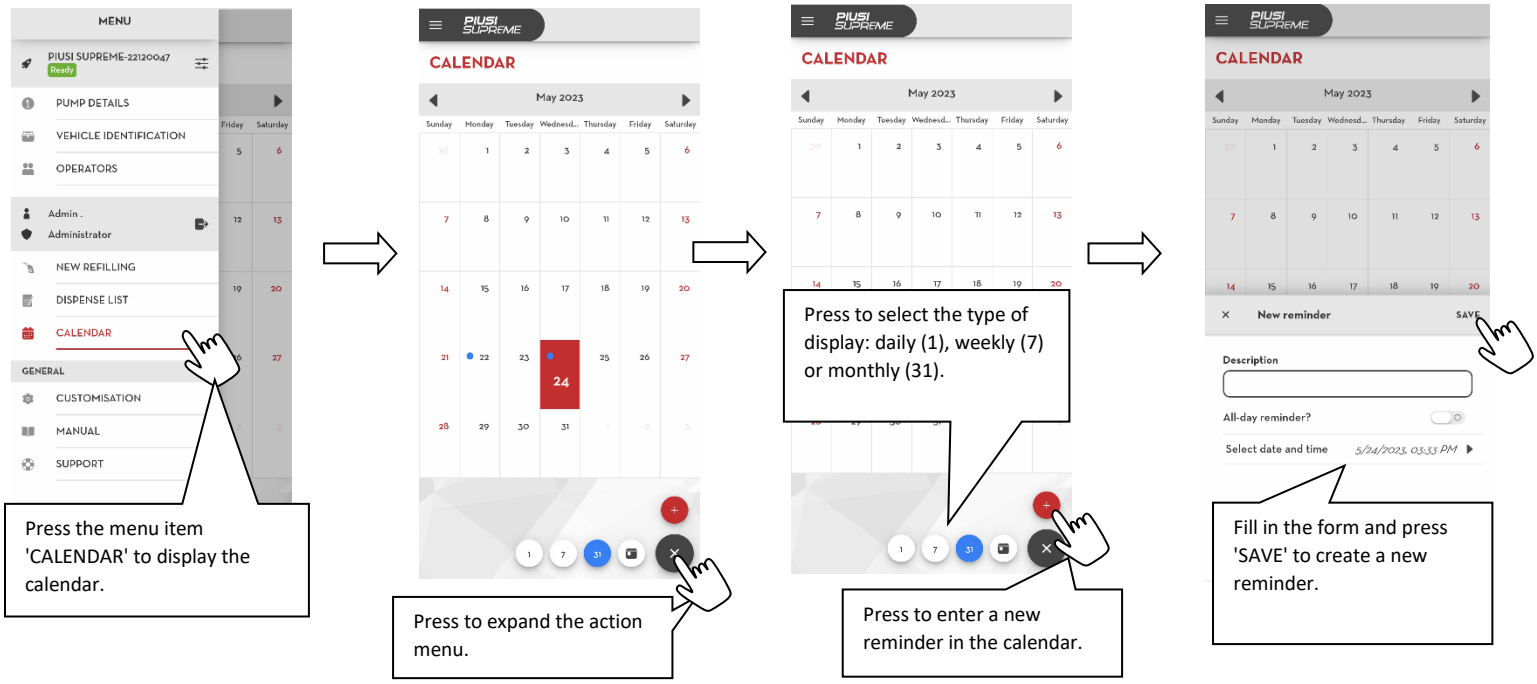
- Display the last 100 dispensing operations made on the site.
- Export the last 100 dispensing operations to a CSV file (press button).
- Show the total dispensed in the last 100 dispensing operations.

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5.3. CALENDAR

In this section, dispensing operations made on the site and reminders entered are organised in a calendar. The section is only available if the PRO version has been activated (see Chapter 4.3).

5.3.1. CREATING A NEW REMINDER



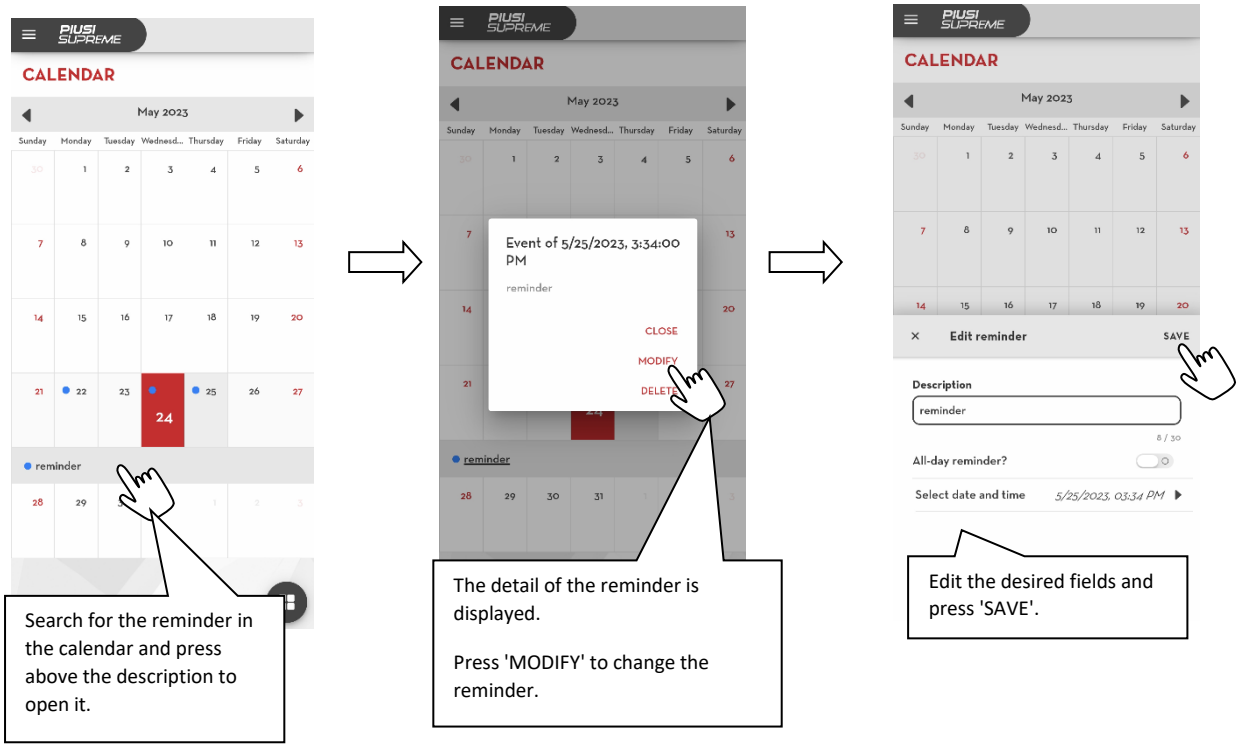
When the event date expires, a push notification is sent as a reminder to the user. Expired reminders are no longer displayed on the calendar.

Caution

- Reminders entered using the application calendar are not synchronised with events in the system calendar.
- All memos created will be lost if the application is uninstalled.

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5.3.2. EDITING A REMINDER



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6. SITE MANAGEMENT

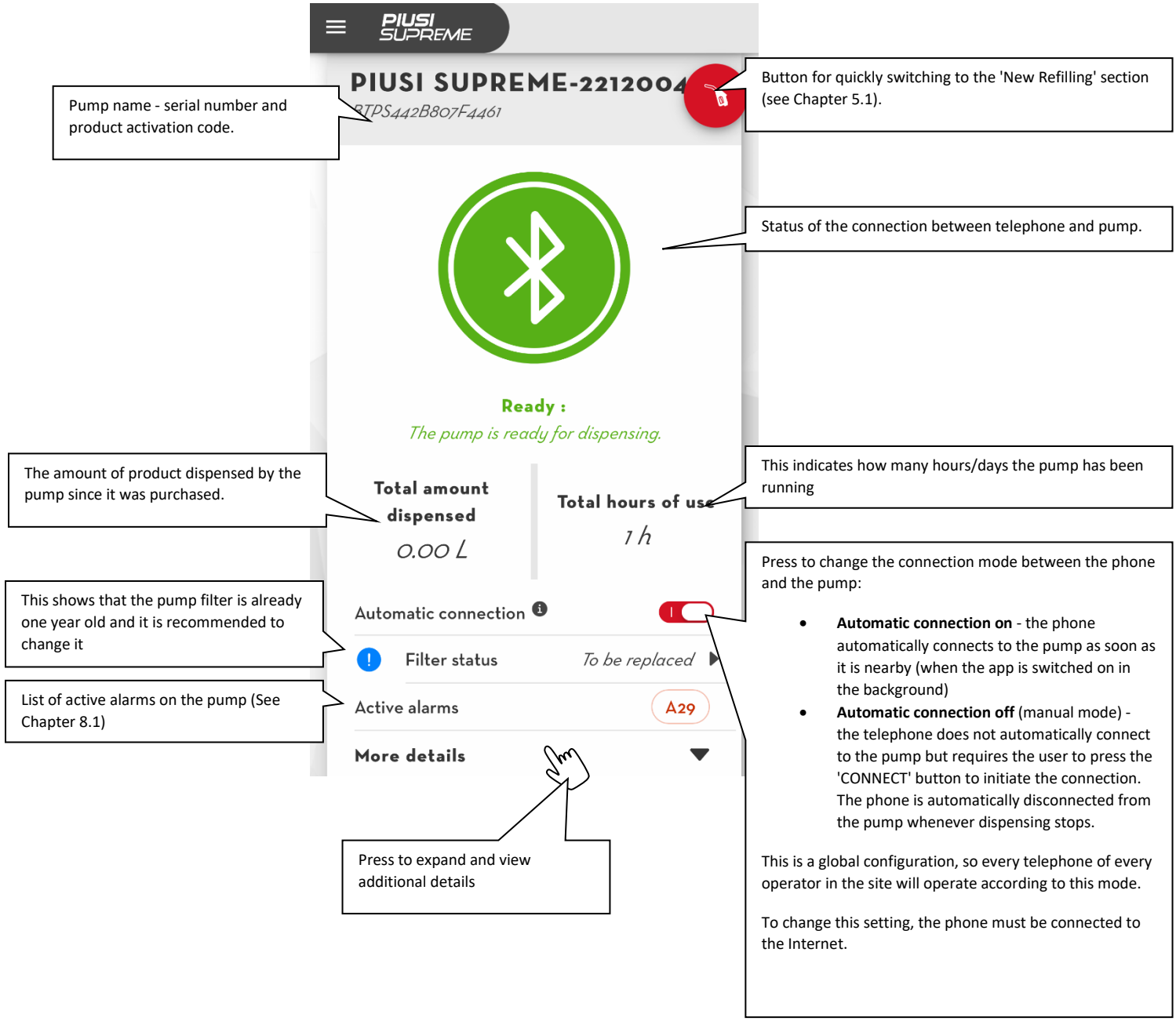
Only the administrator user has the privilege to change site parameters.



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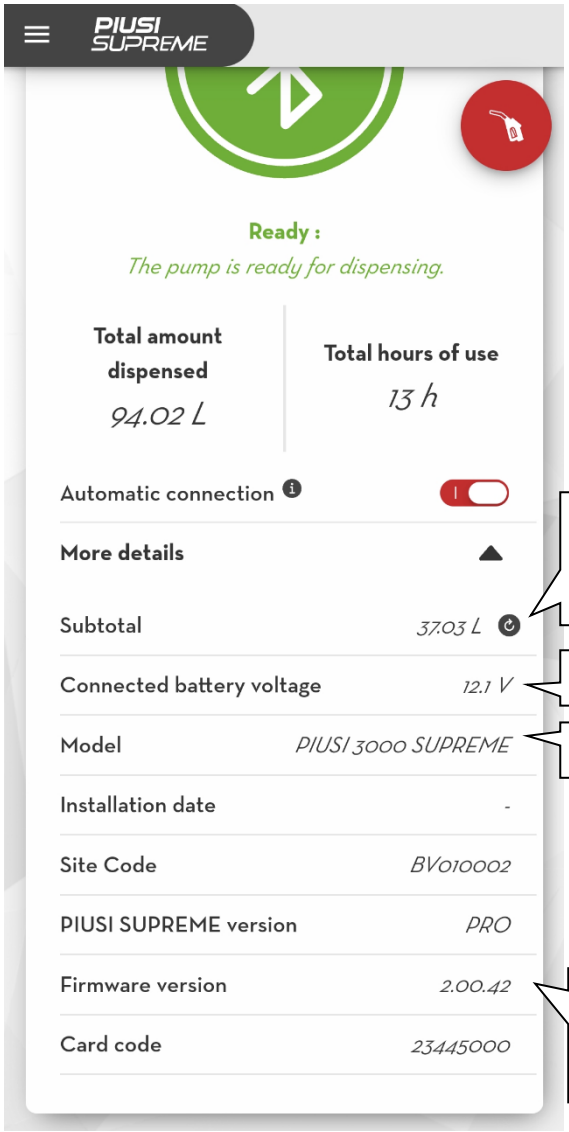
6.1. PUMP

6.1.1. DETAILED INFORMATION



Additional details:

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Subtotal - this indicates the total amount of fluid dispensed since the last time the counter was reset.

Press the line to reset the counter.

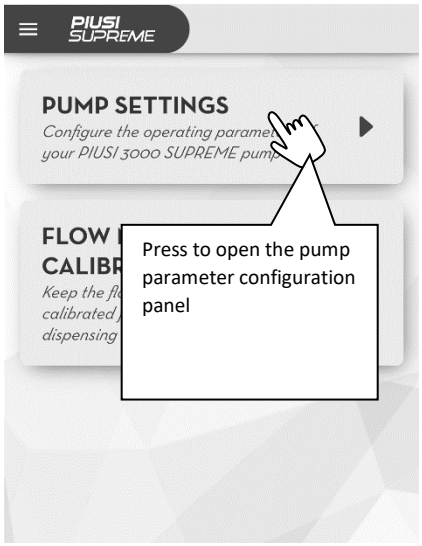
The version of Piusi Supreme purchased (see Chapter 4.3).

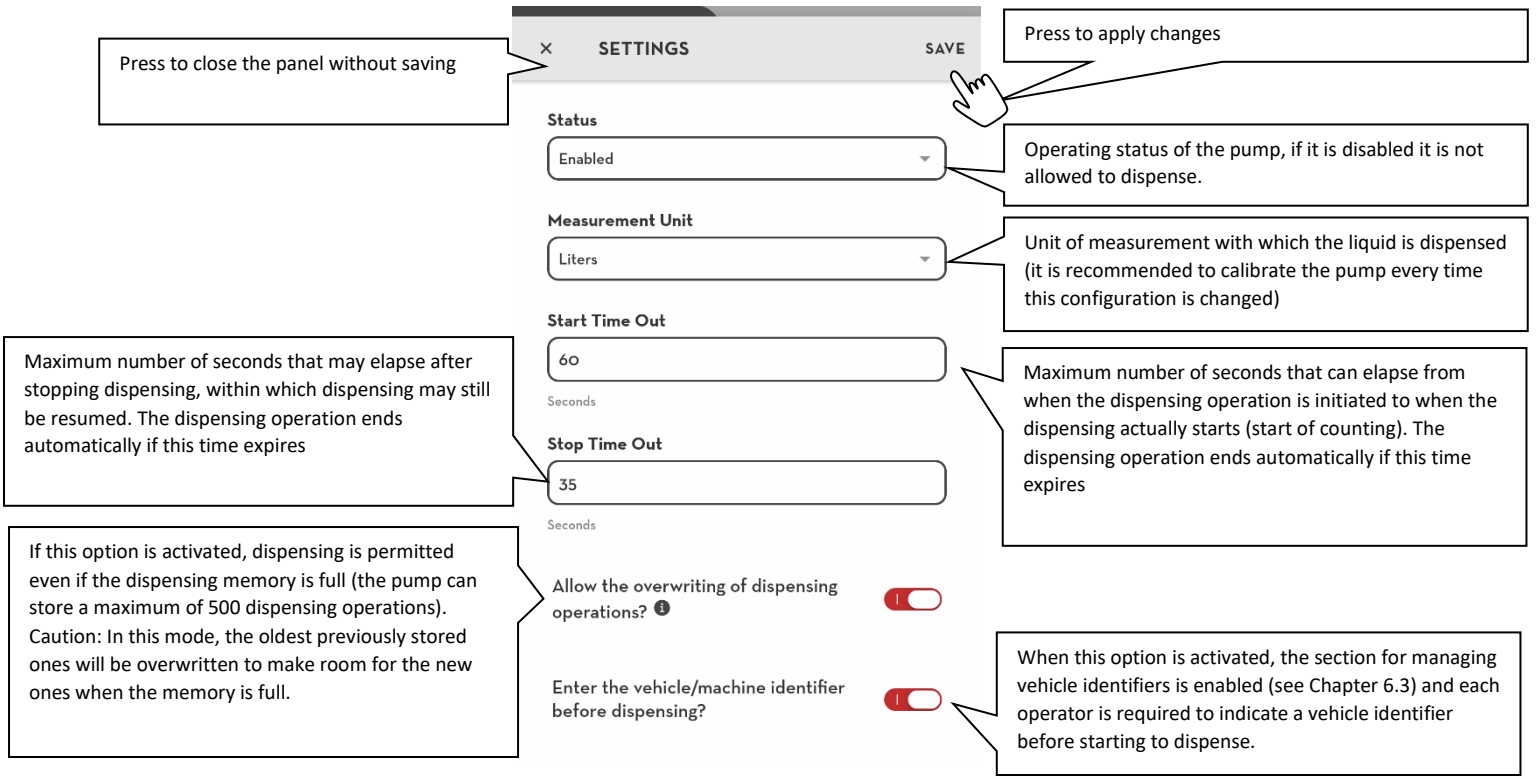
Connected battery voltage.

Firmware version. If there is a new update, press the line to go to the firmware update section (see Chapter 6.1.4).

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6.1.2. CONFIGURATION





Caution: You must be connected either to the internet or directly to the pump via Bluetooth to change the operating parameters of the pump.

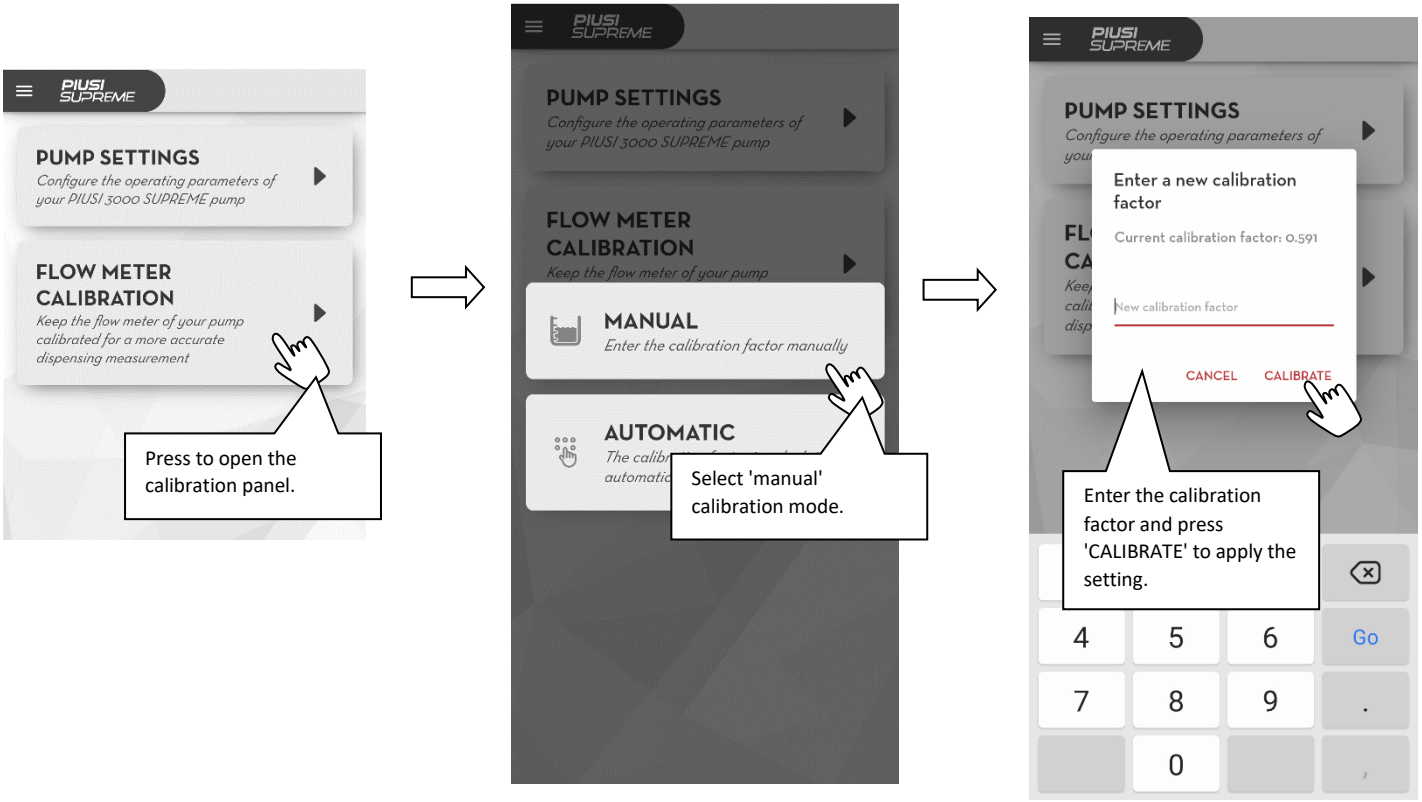
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6.1.3. CALIBRATION

Calibration is used to correct counting errors during dispensing; it is essential to calibrate the litre counter of the pump immediately after purchase. There are two different ways of doing this and they are explained in the following chapters.

6.1.3.1. MANUAL

Calibration is done by manually entering the desired calibration factor (kfactor).



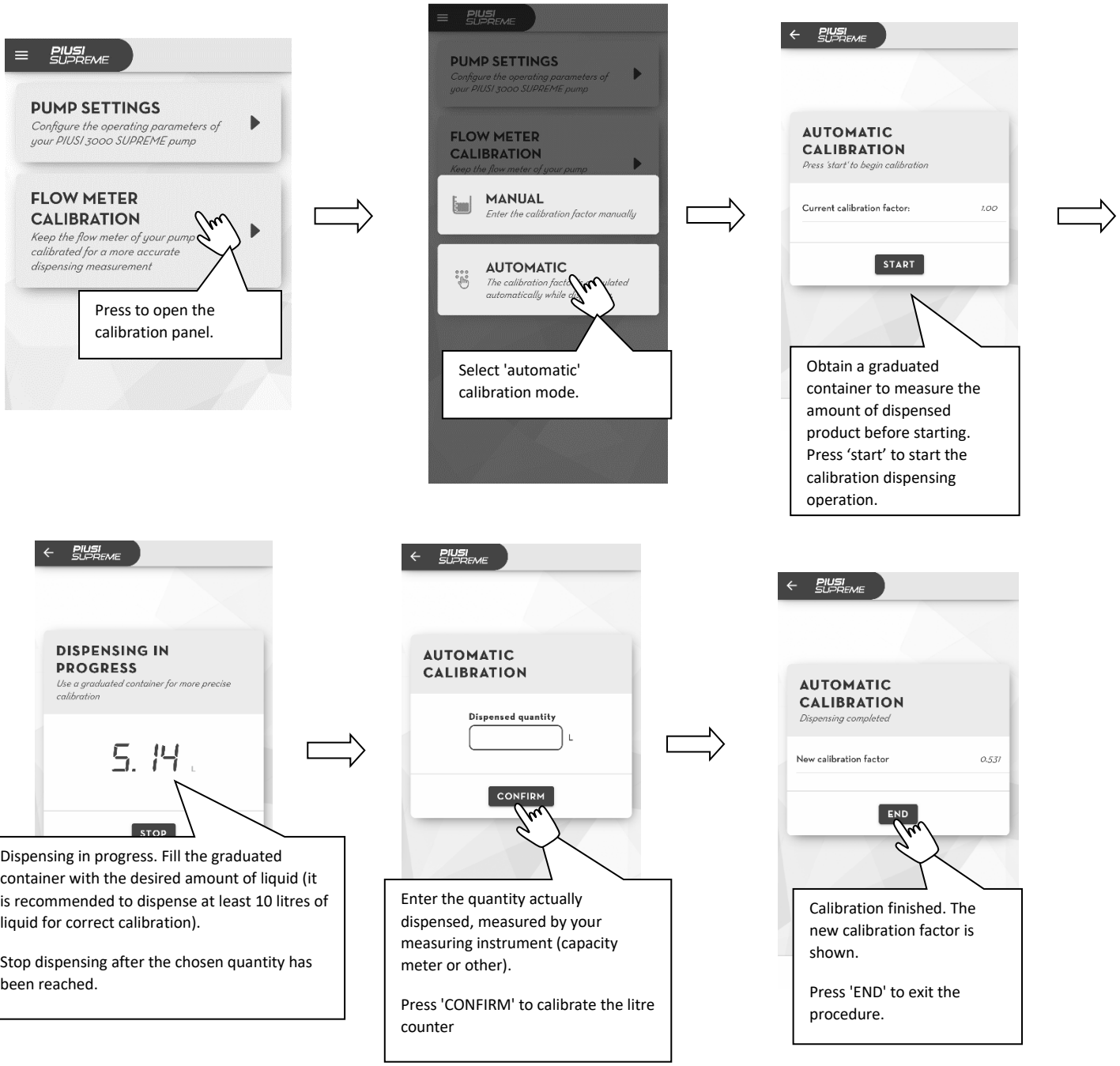
Caution

- It is mandatory to be connected with Bluetooth to the pump to calibrate the litre counter.
- Check that the unit of measurement is correct before calibrating the litre counter (see Chapter 6.1.2).

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6.1.3.2. AUTOMATIC

The calibration factor is calculated automatically after running the following wizard.

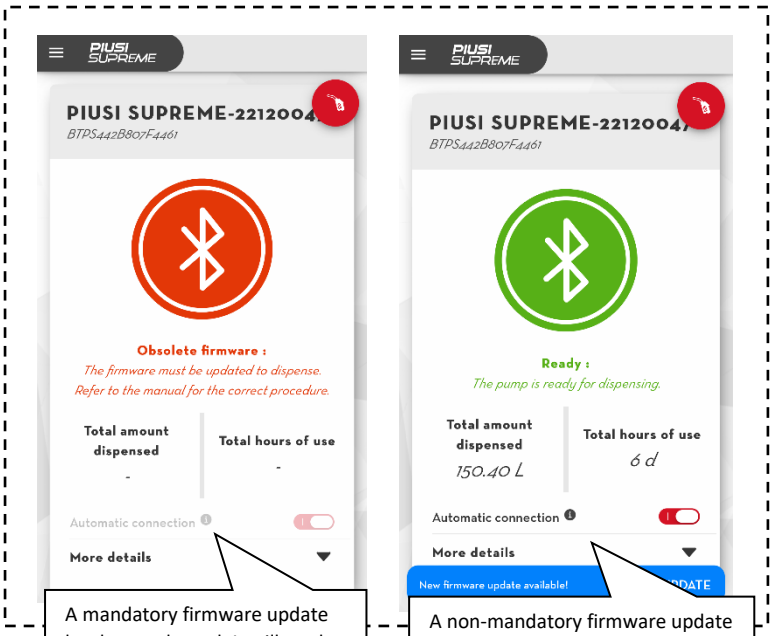


Caution

- It is mandatory to be connected with Bluetooth to the pump to calibrate the litre counter.
- Check that the unit of measurement is correct before calibrating the litre counter (see Chapter 6.1.2).

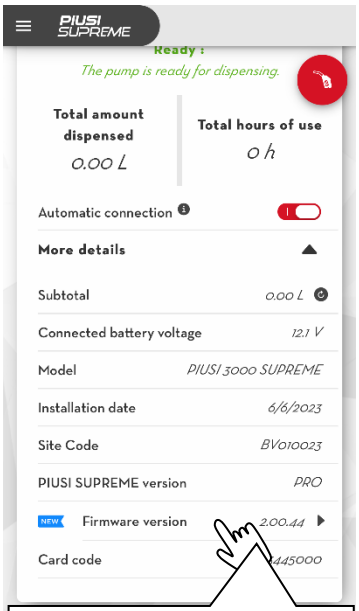
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6.1.4. FIRMWARE UPDATE

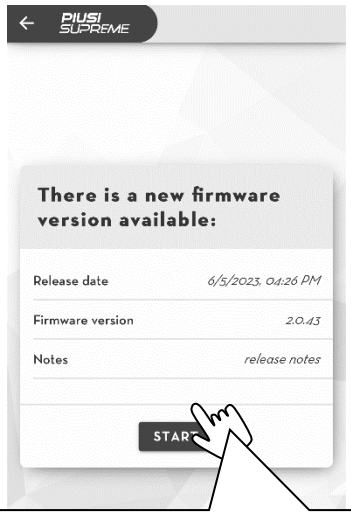


A mandatory firmware update has been released. It will not be possible to dispense from the pump until the update has been installed.

A non-mandatory firmware update has been released. It is recommended to upgrade the pump as soon as possible.

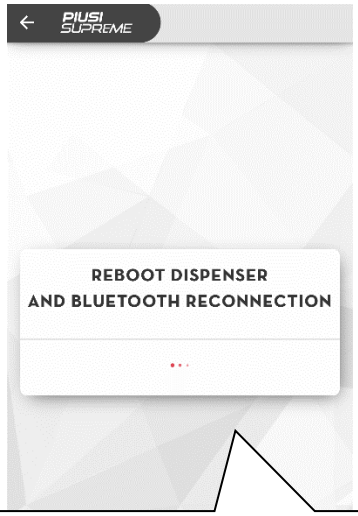


Press the line to enter the update installation section

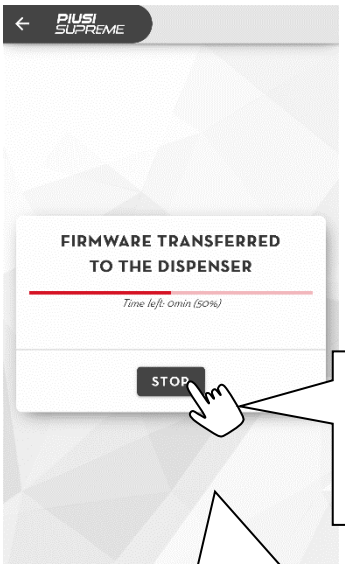


The release notes of the update are displayed.

Press 'START' to start the update.



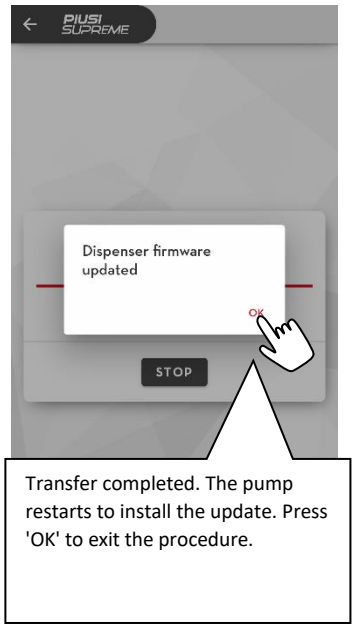
The pump restarts and enters the boot mode to be updated and then the smartphone reconnects to start transferring the firmware.



The procedure can be interrupted at any time.

The update is transferred to the pump controller. Wait for the end of the procedure.

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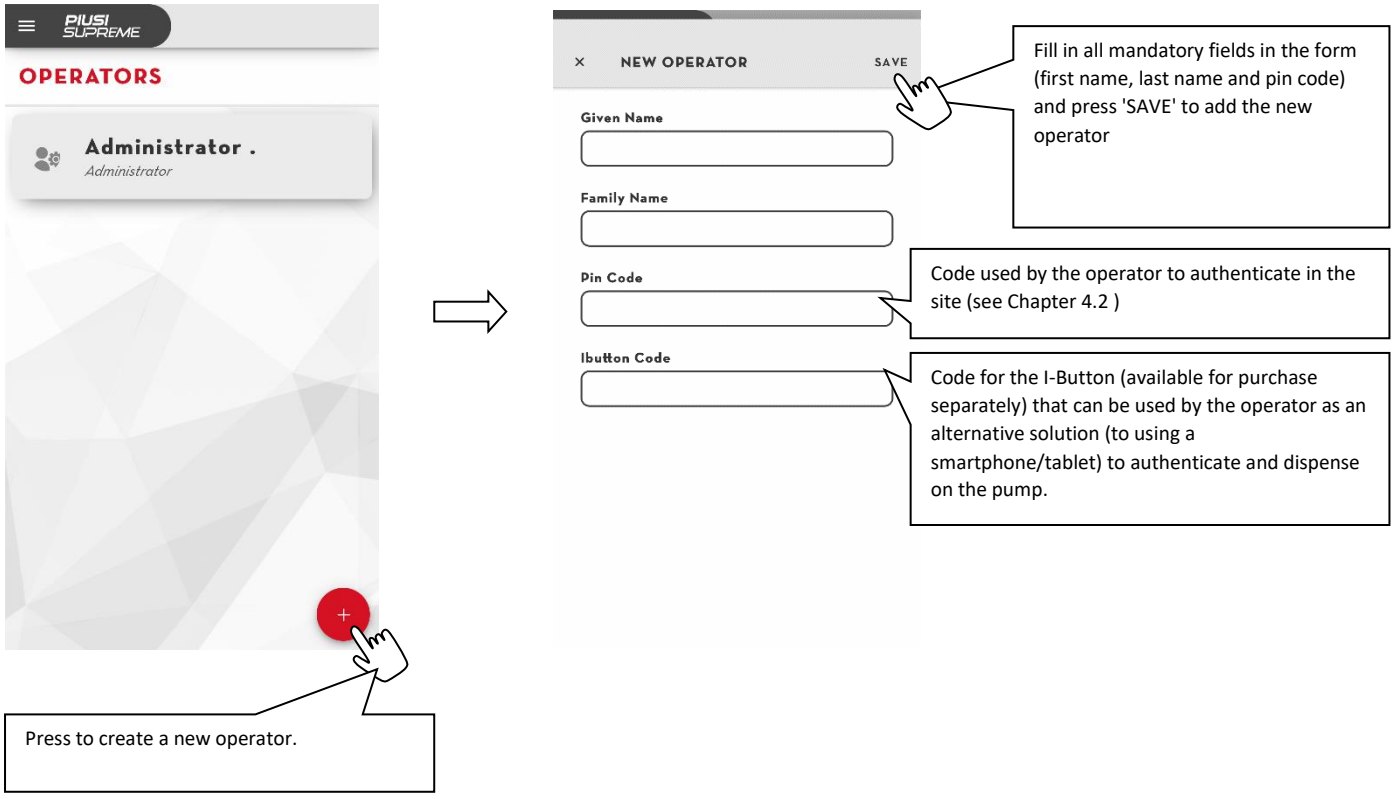
Caution

- do not turn the pump off during the update;
- do not turn the phone off during the update;
- do not turn the Bluetooth off on your phone during the update;
- keep your phone as close to the pump as possible and do not move away during the update;
- the update could take several minutes;
- you need an internet connection to download the latest firmware version;
- some updates may be mandatory in order to ensure the proper functioning of the system;
- it is not possible to dispense from the fuel dispenser during the update;

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6.2. OPERATORS

6.2.1. CREATING A NEW OPERATOR

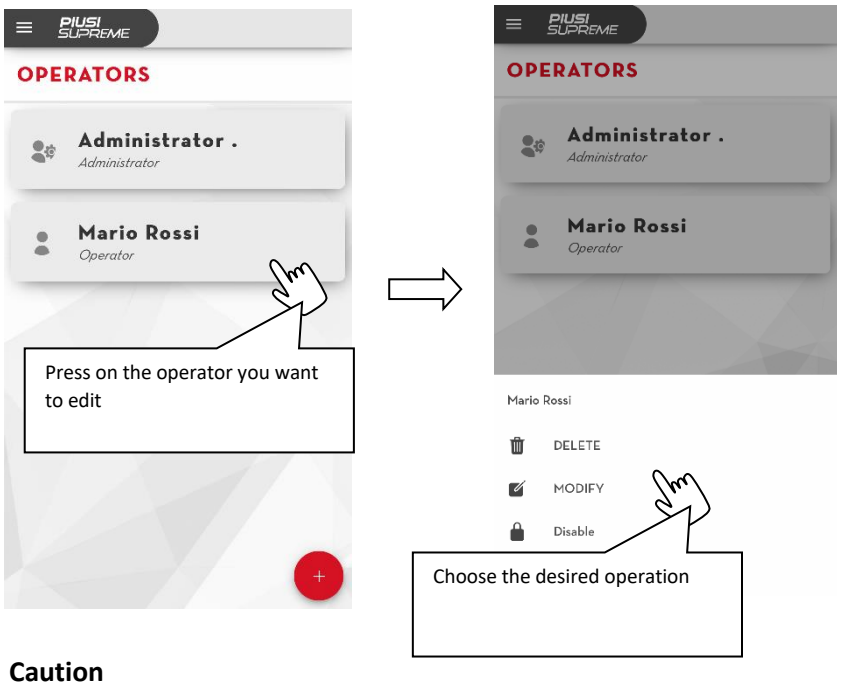


Caution

- It is not possible to have more than one administrator user on the site.
- The maximum number of operators that can be entered is limited by the type of Piusi Supreme version purchased (see Chapter 4.3).
- It is mandatory to be connected to the Internet to create a new operator.

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6.2.2. EDITING/DELETING/DISABLING AN OPERATOR



Caution

- A disabled or deleted operator will no longer be able to use the Piusi Supreme app or the I-Button to dispense from the pump.
- It is not possible to delete or disable an administrator user.
- It is mandatory to be connected to the Internet to edit/delete/disable an operator.

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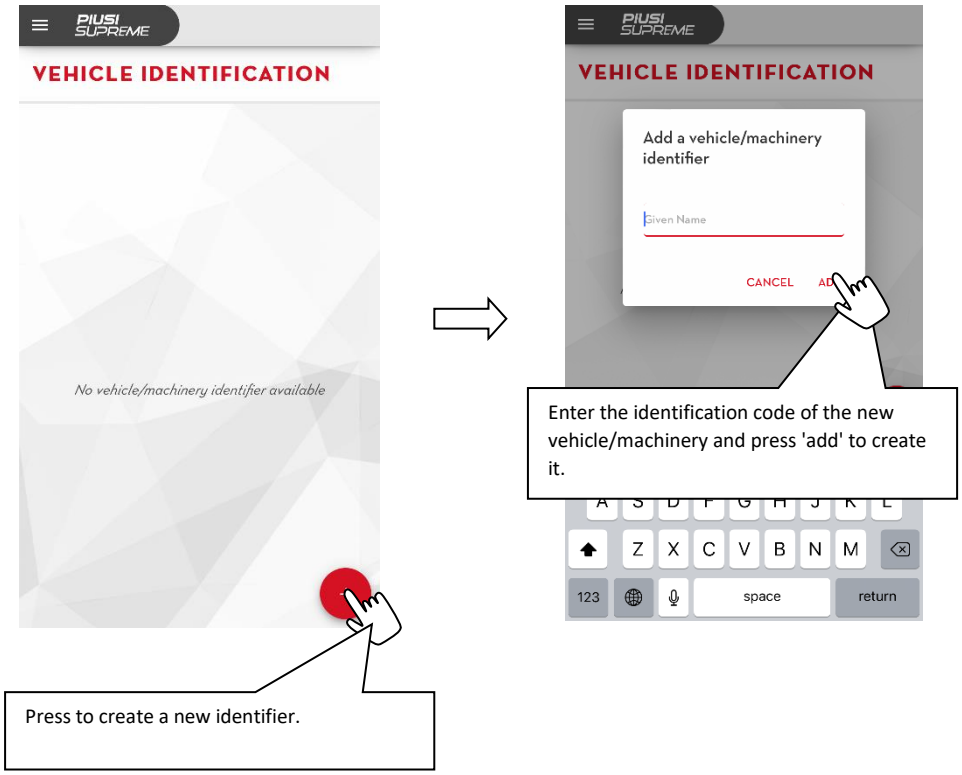
6.3. VEHICLE IDENTIFICATION

The identification codes can represent codes of work orders to be executed or the license plate of a vehicle to be refilled.

This section is only available if the 'Enter the vehicle/machine identifier before dispensing' setting is active on the pump (see Chapter 6.1.2).

6.3.1. CREATING A NEW VEHICLE IDENTIFIER

There is no upper limit of identifiers that can be created.

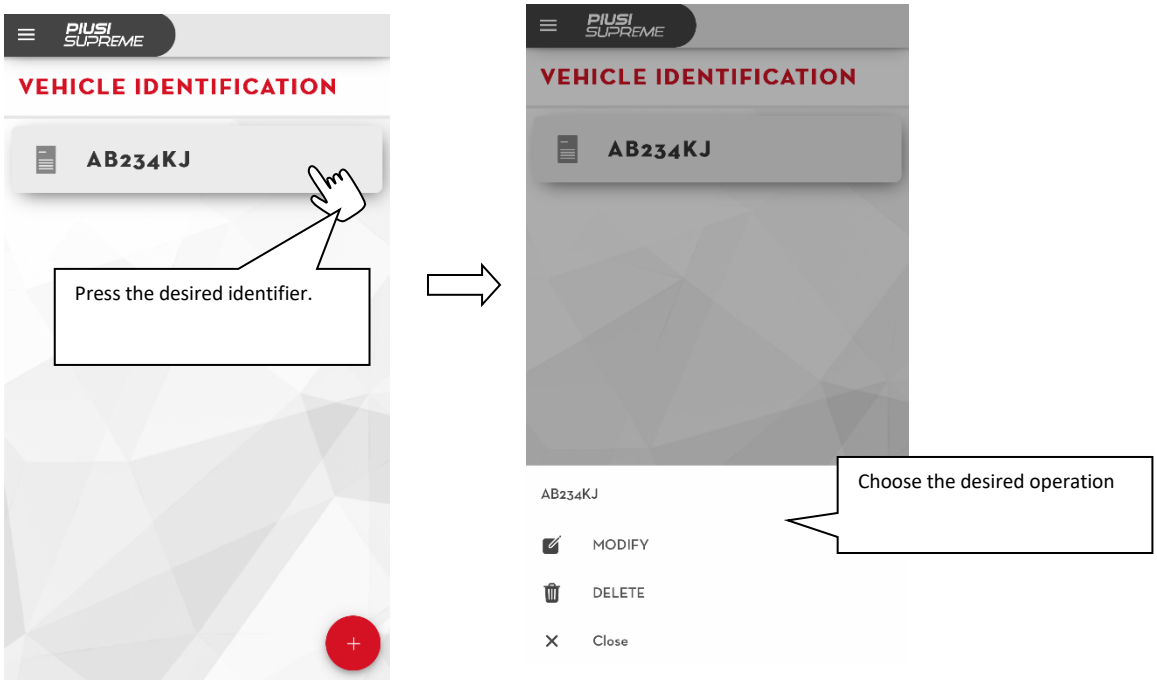


Important note: It is not compulsory to be connected to the Internet to create a new identifier but it is recommended to have a connection to keep all newly created identifiers synchronised with the telephones of the site users.

Caution: It is not possible to enter more than one identifier with the same name.

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6.3.2. EDITING/DELETING AN IDENTIFIER



Important note: It is not mandatory to be connected to the Internet to edit/delete an identifier but it is recommended to have a connection to keep all operations performed on the identifiers by the site users' telephones synchronised.

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7. MIGRATING TO B.SMART

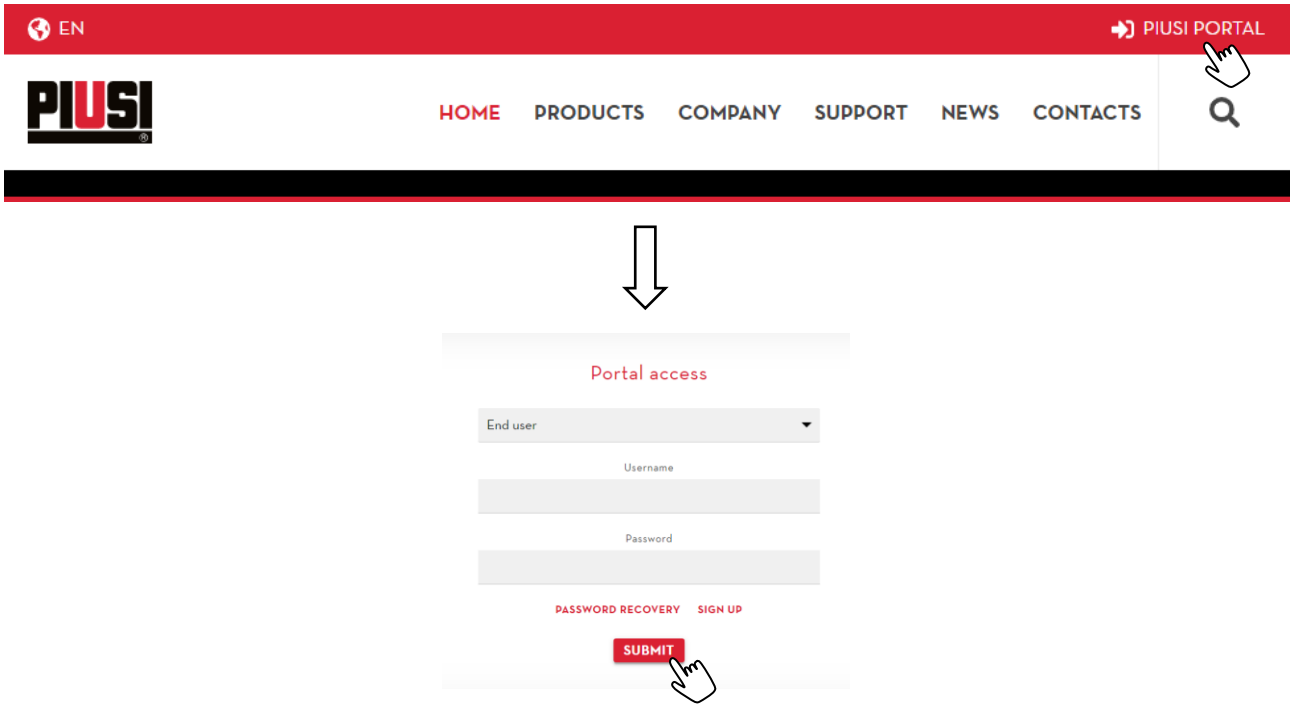
You can upgrade your Piusi Supreme site to the B.Smart site if you want to switch to the advanced management functions offered by the latter.

Requirements:

- A Piusi Supreme pump
- Having registered the Piusi Supreme pump in your portal account (see Chapter 4)
- Having purchased the migration code (from your dealer).

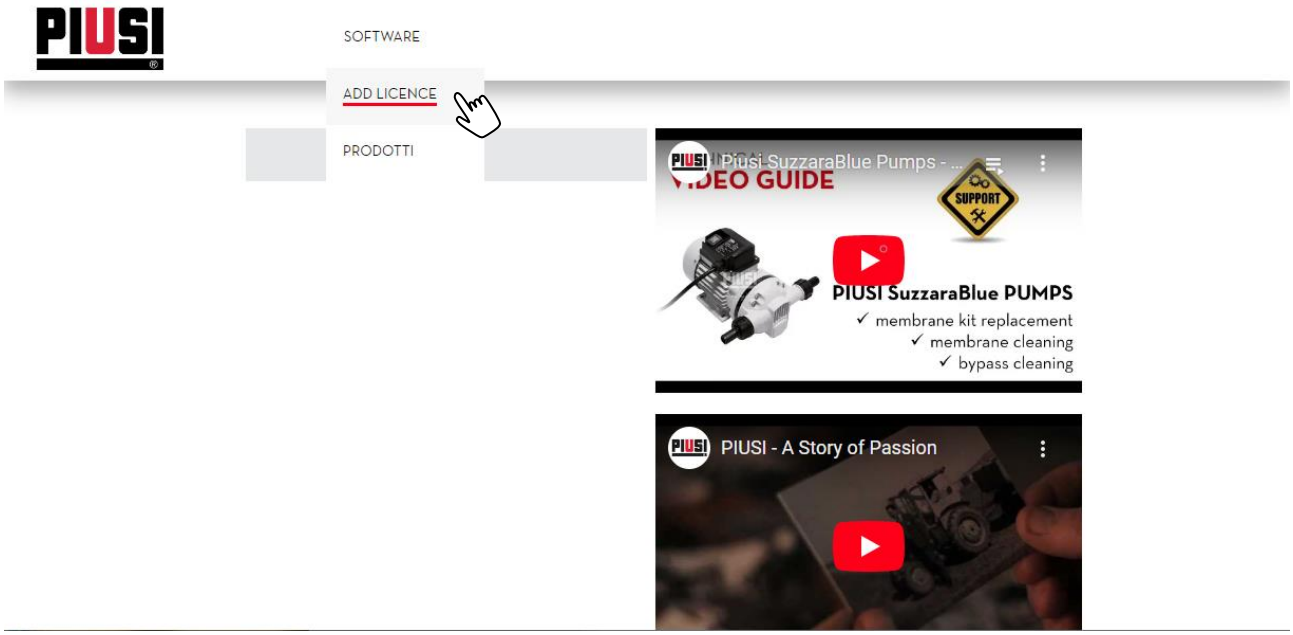
To migrate to B.Smart follow the procedure:

- Log in to the Piusi portal using the credentials you used to register your Piusi Supreme pump.

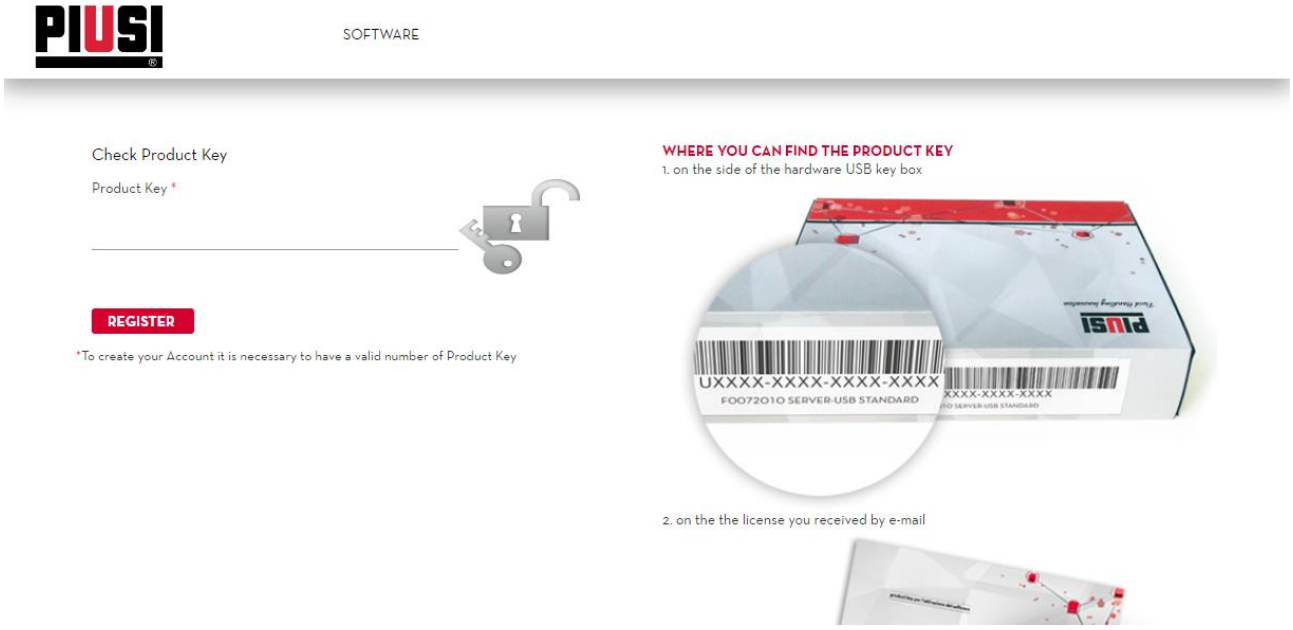


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- Go to 'SOFTWARE'->'ADD LICENCE'.



- In the 'product key' field, enter the purchased migration code and press 'register'.



- If the activation is completed correctly:
  - An e-mail is sent to the user containing the data to access the new B.Smart system.
  - All data from the Piusi Supreme site are migrated to the B.Smart site.
  - The old Piusi Supreme site is deactivated: you will no longer be able to log in and use your pump using the Piusi Supreme app.

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- Install the B.Smart app from the respective store and follow the discovery procedure to insert your Piusi Supreme pump into your new B.Smart site (see B.Smart manual for more information).

Caution: A portal user can no longer register a Piusi Supreme pump using the same account if a B.Smart subscription has already been activated.

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8. GENERAL

8.1. ALARM CODE TABLE

Alarm code	Behaviour	Description	Solution
C27	Normal until battery depletion	Low battery voltage	Check the battery charge status
C28	Emergency mode[1]	NTC cable interrupted (cannot check the temperature)	Contact your dealer
A28	Dispensing operation blocked[2]	The dispensing operation memory is full. Five hundred dispensing operations were made and never downloaded.	Connect to the pump with a telephone with an internet connection and wait for the entire memory to download.
A29	Dispensing blocked	The pump has been disabled by the administrator	Enable the pump by changing the configuration (see Chapter 6.1.2)
A31	Dispensing blocked	The hardware module for managing the system time was damaged	Replace the pump
A32	Dispensing blocked	The data in the ECU memory are corrupted	Start the data recovery procedure
A33	Dispensing blocked	The data in the ECU memory are corrupted	Start the data recovery procedure
A34	Dispensing blocked	Crucial data for pump operation corrupted/lost	Replace the pump
A35	Dispensing blocked	The motor is too hot (over 200° C)	Wait for the motor to cool down to continue dispensing
A36	Dispensing blocked	Incorrect supply voltage (between 32 and 34 volts). The pump automatically switches off above 34 volts.	Replace the power supply battery with a compatible one

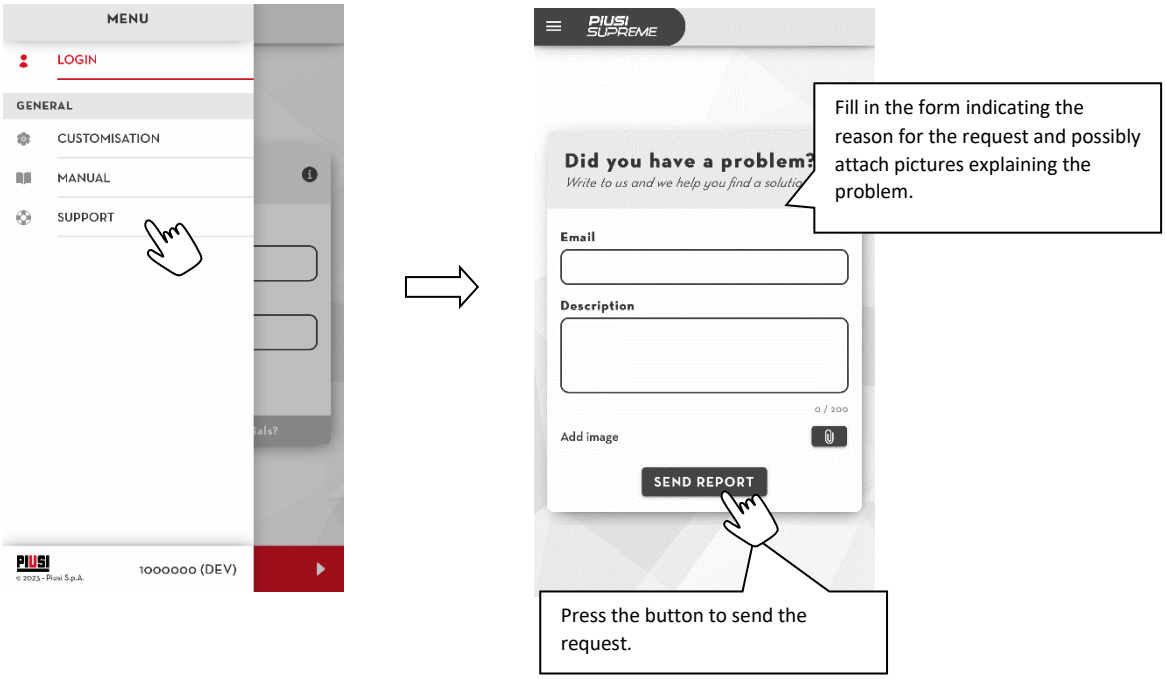
(1)- The pump dispenses for 5 minutes at low flow rate

(2)-By default, the pump does not dispense but if the system administrator enables 'memory overwriting' from the pump settings (see Chapter 6.1.2) then this alarm is no longer blocking.

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8.2. FAQ

- **How can I contact Piusi technical support?**
  Look for 'support' in the navigation menu, fill in the request form and wait to be contacted by Piusi support.



Caution: the phone must be connected to the Internet to send a request.

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- **My pump has stopped working, how can I replace it while maintaining my site data?**

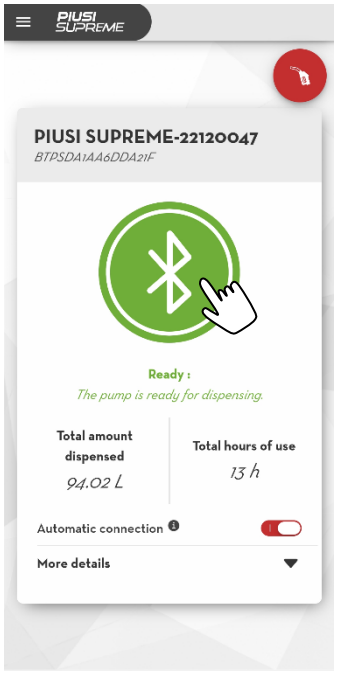
  If your pump has stopped working and needs to be replaced with a new one:

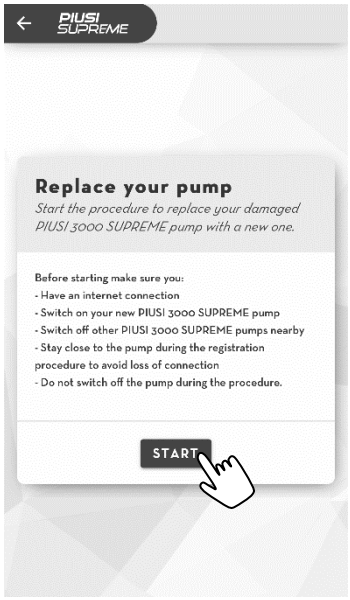
  Requirements for replacement:
  - Purchase a new pump to replace the damaged one.
  - The new pump must be reset to factory settings.

  ➢ Start the application and log in as administrator (see Chapter 4.2):

  ➢ Press and hold for a few seconds on the image to access the replacement section of the current pump.

  ➢ Switch on the newly purchased pump and press the 'START' button to start the procedure. The application will automatically connect to the new device to download the product code and check its operating status.



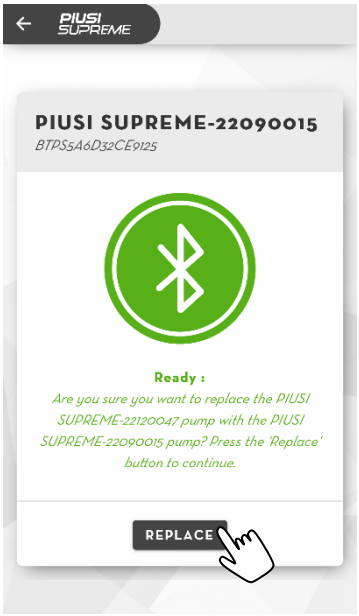


Caution: the following requirements must be met before starting:

- Only switch on the new pump making sure that no other devices are switched on nearby.
- The phone must be connected to the Internet for the duration of the procedure.
- Switch on the Bluetooth module to allow the phone to connect to the pump.
- Make sure that you have the app must be updated to the latest version available (see Chapter 2).
- Do not move away from the pump you want to register by staying within 3 metres for the duration of the procedure.

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- The following message will appear if the connection procedure is successful:



If the procedure is not completed correctly, the new pump may not be suitable as a replacement. Make sure that it has not already been registered on another site and that it has been reset to factory data.

- Press the 'REPLACE' button to replace your old pump with the newly purchased one.

- If the procedure is completed successfully, your new pump has been correctly associated with your site and is ready to be used. At the same time, your old pump is disconnected and deactivated.

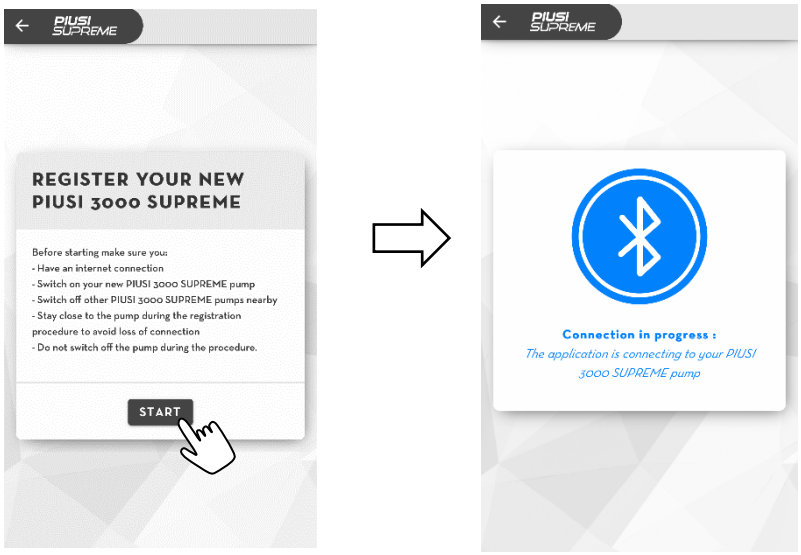
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- **How do I register a Piusi Supreme pump that has already been used?**
  Proceed as follows if you have been sold a pump that is already registered by another portal user and you want to use it in a new site using your portal user:

  - Start the application and enter the registration section by pressing the bar:



  - Press the 'START' button to start the procedure. The application will connect to the pump automatically to download the product code and check the status of the device.

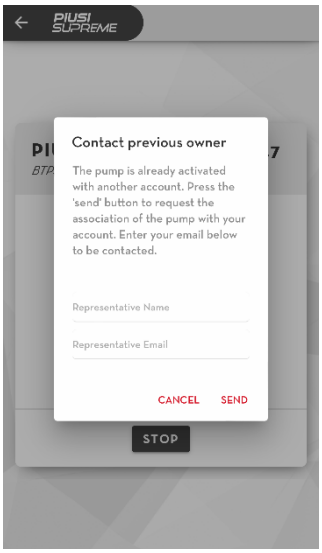


Caution: the following requirements must be met before starting:

- Only switch on the device you want to register, making sure that no other devices are switched on nearby.
- The phone must be connected to the Internet for the duration of the procedure.
- Switch on the Bluetooth module to allow the phone to connect to the device.
- Make sure you have updated the application to the latest version available.
- Do not move away from the device by staying within 3 metres for the duration of the procedure.

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- The following message will appear if the connection procedure is successful:

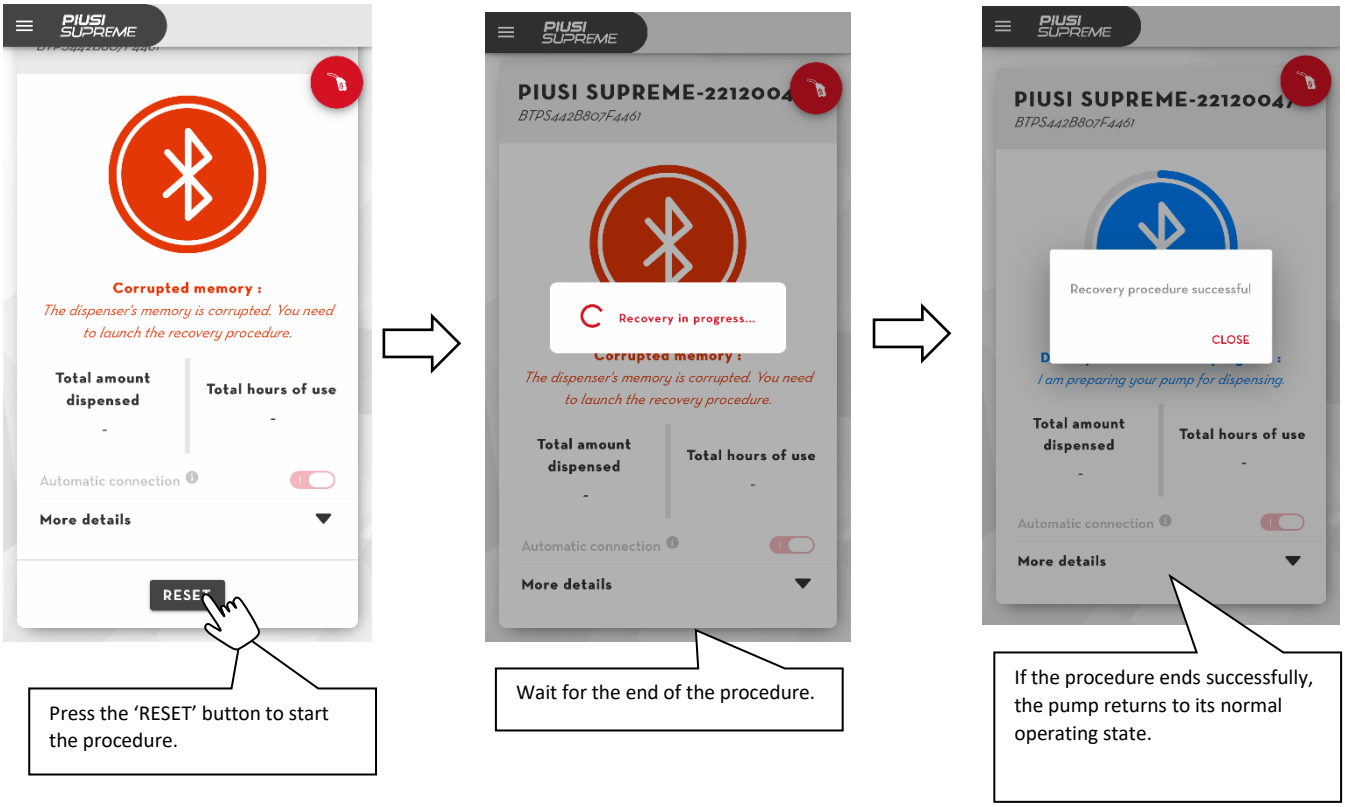


- Enter your details to be contacted when the old pump owner deactivates the previous registration.
- When you receive this e-mail, it means that the old owner has deactivated the pump and you can register it in your site following the procedure described in Chapter 4.1.

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- **I cannot connect to the pump and the following message appears: 'The memory of the controller is corrupted. Start the reset procedure'. Alarm A32/A33 is active. What should I do?**

The data in the memory of the pump controller is corrupted. To restore pump operation, the administrator must initiate the memory reset procedure:



Important note: Controller memory corruption is a rare occurrence that depends on factors external to the system

- **Where can I buy the code to activate the PRO version?**
  Contact the dealer who sold you the pump.

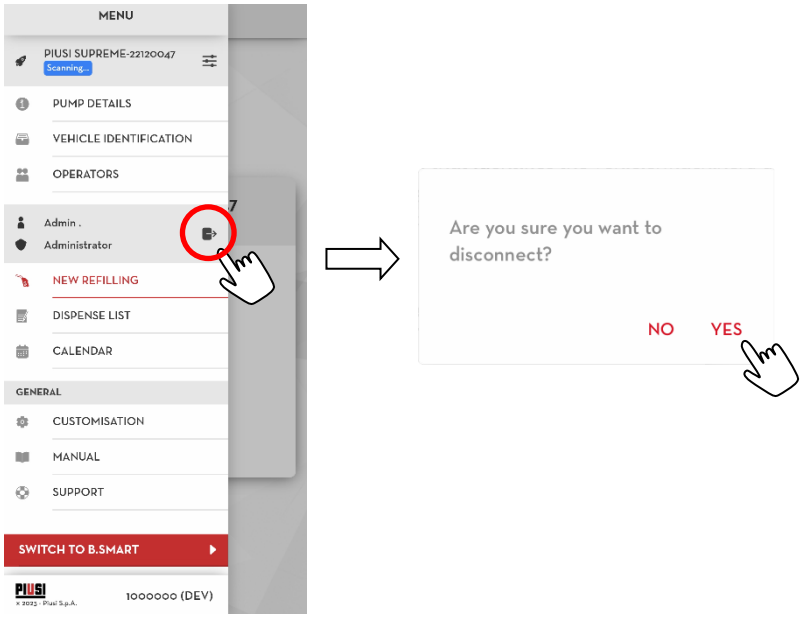
- **Where can I buy the migration code to B.Smart ?**
  Contact the dealer who sold you the pump.

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- **How do I disconnect my current operator and authenticate with another operator? (Can I be authenticated with several operators on the same phone?)**

The same telephone can be used to authenticate with different operators/administrators (even of different sites), but it is not possible to have several operators/administrators authenticated on the same telephone at the same time.

To disconnect an authenticated operator/administrator, open the menu and press the disconnect button as shown:



- **Can I authenticate with the same credentials from different phones?**

Yes, the same operator/administrator may be authenticated and using the application simultaneously on different phones.

- **I have lost/forgotten my login credentials and can no longer dispense. What can I do?**

Follow the credentials recovery procedure described in Chapter 4.2.1

- **Where can I download the 'Piusi Supreme' application?**

On the 'Google Play store' if you have an Android operating system phone or from the 'App store' if you have an iOS operating system phone.

Scan the relevant QR code below with your phone to download the app from your store:

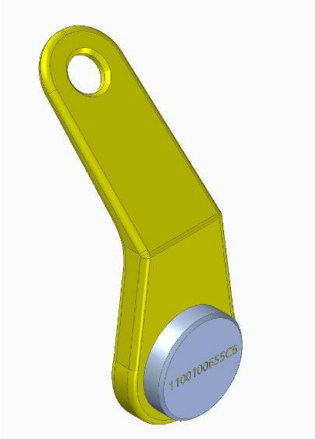
Android

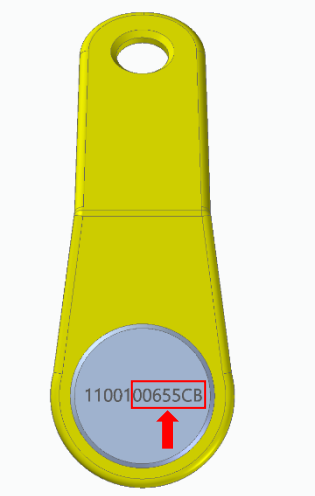
IOS

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- **Where do I find the code for the I-Button?**

The I-Button code is printed on the back of the key. The code consists of 7 alphanumerical digits highlighted in the image:





- **What should I do if the pump is not detected?**

The following requirements must be met to take over the pump:

- The Bluetooth module of the phone is switched on.
- Position detection is enabled (only for Android <12)
- Check that the application has been granted the necessary authorisations:

Operating system	Required authorisations
Android (<12)	Geolocation authorisation - authorisation to access the location of the device
Android (>=12)	Authorisation of nearby devices - authorisation to connect via Bluetooth to nearby devices
IOS	Authorisation to use the Bluetooth module (required at first start-up)

- The telephone is near the pump
- The pump is on and no phone is already connected to the pump (blue LED off)

For Android only:

Proceed as follows if the requirements are met but the app still cannot detect and connect to the pump:

Enter the phone settings, then the 'Connections'->'Bluetooth' section, activate Bluetooth and wait for the device scan. If a device with the name 'PiusiSupreme [serial code]' does not appear in the list of detected devices, it means that the pump cannot be detected by the telephone, in which case contact technical support.

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