SMARTank Technology Refresh Guide

Thank you for your continued partnership with SkyBitz! This document will serve as a quick reference guide for your Technology Refresh efforts. We recommend following the steps outlined below. In the event you have questions or need additional support, contact information is included below.

Where can I find information on the Hardware & Replacement Process?

Before you begin, it is important to understand the hardware you have purchased and the process to install your hardware properly and successfully.

Hardware Data Sheets

The detailed specifications for the hardware purchased can be found on the SkyBitz website: https://www.skybitz.com/resources/product-information/

Installation Documentation

The Installation Guide for your purchased device can be found on the following SkyBitz website: https://docs.skybitz.com

Hardware Installation

The overall process for replacing a SkyBitz telemetry device is as follows:

- Initiate a call out from the 3G unit that will be removed
- Physically remove the existing 3G telemetry device
- Install the new SkyBitz device per installation instructions
- Use the Swap feature to make the Tank Name and new SkyBitz device Serial Number association via the SMARTank Mobile App or SMARTank
    - Please see the Self-Service Tank Setup Installation and Tank Swap Process Guide for details https://bit.ly/3EXyk6P
- Activate device and Validate Installation
- Request removal of the 3G units from the account via email to the Telemetry Support team
    - We suggest you provide the list of Serial numbers to our Telemetry Support team on a weekly basis to reduce the risk of double billing

Please Note

- 3G devices **DO NOT** need to be returned to SkyBitz
- **** Customer is responsible for notifying SkyBitz Telemetry Support via email (**telemetrysupport.telular@ametek.com **) that each 3G device has been replaced for removal from the account and cancellation of the associated services and to ensure you are not billed for service going forward ****
- Contact your sales representative to order your 3G replacement units

What kind of Installation Planning should I do?

It is important to take time to plan how to best engage in and manage the replacement process prior to beginning installs.

Considerations include:

- Target List: Download the list of devices that SkyBitz units that need replacement
    - Utilize SMARTank > Homepage > “Important 3G Message” links to export the 3G device list
    - Or the Tank Tab “X devices in 3G Network” link to export the 3G device list
- Who will do installs? Will this be done by 3rd party, Maintenance Staff, Drivers, others?
    - SkyBitz offers installation services, if needed – please reach out to your sales representative
- Are installers trained on the replacement process? If not, what is needed?
- What expectations do you have of installers? i.e., # of replacements per day/week, documentation they will provider per install (Tank Name Serial #, pictures, etc.)
- Where will installations take place?
- Will multiple shipments be needed to various locations?
    - Please coordinate with your SkyBitz sales representative for shipment amounts and locations

How can I ensure devices are installed, validated, and tracked appropriately?

As upgrades are completed, have a plan in place to ensure installs are being completed correctly and that there is a method for tracking installs. Options include:

1. Installers use SMARTank website, mobile app or call into Telemetry Support
2. Documentation from installers being sent back to you with details such as Tank Name, Serial #s installed and removed
3. Use of the SMARTank for reporting and validation. We recommend moving all physically removed 3G devices to the "Deactivated 3G" location for easy tracking.

Installation Tools

Mobile App

It is highly recommended that Installers utilize the SkyBitz SMARTank Mobile App to ensure units are properly activated and swaps to the Tank Name and SkyBitz Serial Number are made properly. Replacement can be verified and swapped by using the Mobile App by going to the Tank Details Page > Service Tab > Swap Device section. The SkyBitz SMARTank Mobile App can be downloaded at the Google Play Store or the Apple App Store. Please reach out to SkyBitz Customer Care to request SkyBitz SMARTank Mobile App credentials. Office: 800-909-7845; Email: telemetrysupport.telular@ametek.com

SMARTank

Replacements can also be verified and swapped by using SMARTank by going to the Tank > Service Tab and completing the "Swap RTU Device" section.

For details on the swap process utilizing both the SMARTank website and SkyBitz Mobile app, please see the Self-Service Tank Setup Installation and Tank Swap Process Guide https://bit.ly/3EXyk6P for details.

Installation Tracking

It is recommended that Installer's provide you with documentation (outside of the SkyBitz SMARTank Mobile App) to indicate installations completed, with the date of install, location of install, tank name, existing 3G device serial number, and new SkyBitz 4G device serial number. We also recommend having the installer document with pictures of the tank, existing and new SkyBitz serial #, and picture of the installation.

How do I ensure my 3G devices are removed from my account and billing stops?

It is the responsibility of the customer to provide SkyBitz Telemetry Support with the list of SkyBitz devices (serial numbers) that have been removed from assets (replaced) and/or are no longer in use. Upon receipt, SkyBitz will remove the device from your account and will remove the device from billing. It is recommended that you provide this information to SkyBitz Telemetry Support via email on a weekly basis to avoid duplicate billing when replacing the device with a new device.

Note: When a device has been swapped out using the "Swap RTU Device" the old 3G unit will display the word "was" before the tank name. This "was" naming convention can help to pull data from SMARTank and to be used to validate replacements to provide the list of SkyBitz 3G serial numbers to telemetry support for removal.

Who should I reach out to if I have questions?

Should you find that you need assistance from SkyBitz please do not hesitate to reach out.

SkyBitz Telemetry Support

SkyBitz Customer Care is available to assist you with any questions, concerns, or troubleshooting regarding your SkyBitz hardware, SMARTank portal, and SkyBitz SMARTank Mobile Application.
Monday-Friday: 6am – 6pm CST (except for holidays)
Office: 800-909-7845; Email: telemetrysupport.telular@ametek.com

SkyBitz Billing

SkyBitz Billing Department is available to assist you with Invoice and Billing Support
Monday-Friday: 8am – 4pm EST (except for holidays)
Office: 703-870-3143, Email: skybitzservicebilling.skybitz@ametek.com

If you find you would like Project Management support or 3rd party Installation Support, please reach out to your SkyBitz Sales representative and they will coordinate with our Delivery Services team for further assistance.