



SmartWasher® Diagnostics

USA 120v Machines
CRC Technical Service:
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techservice@crcind.com
2024 Rev 2





Safety Instructions

The following document is a guide only:

⚠ WARNING

To reduce the risk of explosion, fire, death, electric shock, scalding or injury to persons or property when using or servicing this product, follow basic safety precautions, including the following:

- 1. Read ALL instructions in the SmartWasher® Operating Manual.*
- 2. Repair must be carried out by a qualified technician, in compliance with the manufacturer's instructions and local safety regulations.*
- 3. Adhere to all industry recommended safety procedures including the use of long-sleeved gloves and safety glasses.*
- 4. Never attempt to operate this appliance if it is damaged, malfunctioning, partially disassembled, or has missing or broken parts, including a damaged cord or plug.*
- 5. Unplug the SmartWasher® from power source before inspecting or servicing the machine.*
- 6. Carefully observe the following instructions:*



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**If you're experiencing a technical issue that is not listed above please contact Technical Service*



Issue: Machine Does Not Power On

Step 1 *Check to ensure machine is plugged in*

Process	Process Steps	Image Example
A	Ensure outlet has 120v.	
B	If not, check circuit breaker or try another outlet.	

Step 2 *Check voltage at the circuit board where power cord plugs in*

Process	Process Steps	Image Example
A	If there is power, call CRC Technical Service.	
B	If there is no power, replace the power cord.	

Replacement Part (If required)

CRC Replacement Part: Power Cord Kit

Machine Model	Item number	Legacy number
ALL Models	1750066	14863

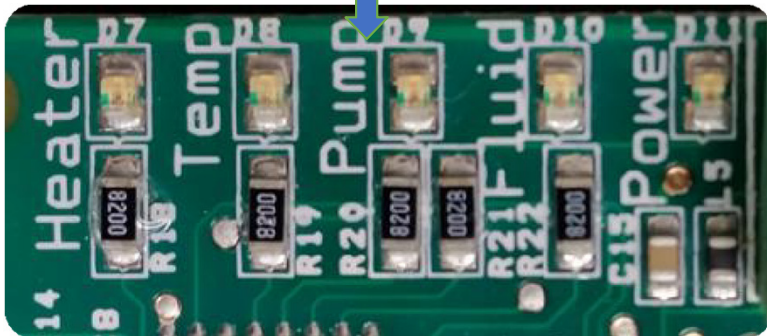


Issue: Machine Does Not Pump

Step 1

Remove the four or six Phillips head screws on the control box lid.

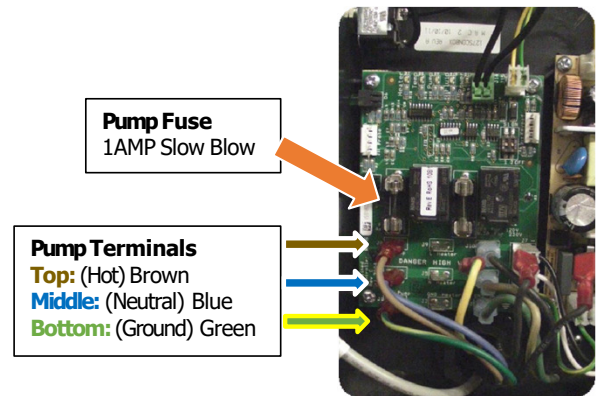
Process	Process Steps
A	Ensure the switch is in the "On" position.
B	Ensure Pump LED is on solid (If it is go to step 2).
C	If Pump LED is <u>not</u> on solid, call CRC Technical Service.



Step 2

Pump LED is SOLID

Process	Process Steps
A	Check for 120 volts coming out of the circuit board at the connection terminals. Unplug the 1 brown, 1 blue wire, and 1 green with yellow tracer.
B	If 120 volts is present out of the top and bottom terminals, replace the pump. Ensure the switch is in the "ON" position when testing.
C	If 120 volts is not present, check for voltage across the fuse. If blown, replace fuse and pump. Do not replace just the fuse.
D	If the fuse is good and no voltage present, replace the control box.





Issue: Machine Does Not Heat (Part 1)

Step 1

Is the RED ADD fluid light on?
If not continue to step 3

Process	Step Instructions
A	Check the OzzyJuice® level to ensure its above the screw on the probe.
B	If not, add more OzzyJuice® and check for the light to go out. Once the light has gone out, allow 2-3 hours for the machine to heat back up.

Step 2

Is the RED ADD fluid light still on?

Process	Step Instructions
A	Re-check the fluid level is above the probe screw. If not, add more OzzyJuice® until above screw.
B	If the Red light still stays on, replace the temperature probe.

Tip: "Red light is found on the control box on the side of the machine".

CRC Spare Part Numbers

Part	Model			
	SW-23	SW-25	SW-28 / XE	SW-37
Probe	1005065 / 14791	1005065 / 14791	1005065 / 14791	1005067 / 14793

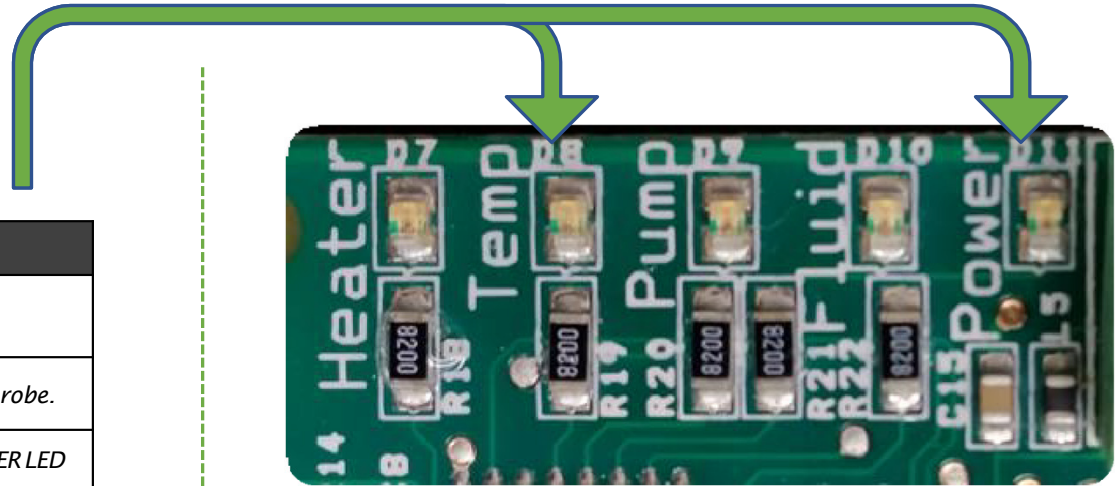


Issue: Machine Does Not Heat (Part 2)

Step 3

Remove the four or six Phillips head screws on the control box lid.

Process	Process Steps
A	Check the flash pattern of the TEMP LED.
B1	If the TEMP LED is flashing rapidly (faster than POWER LED) = replace the probe.
B2	If the TEMP LED is flashing the same rate as the POWER LED <u>and</u> the HEATER LED is off <u>and</u> the fluid is cold = replace the probe.
B3	If the HEATER LED is on solid, go to step 4.



CRC Spare Part Numbers

Part	Model			
	SW-23	SW-25	SW-28 / XE	SW-37
Probe	1005065 / 14791	1005065 / 14791	1005065 / 14791	1005067 / 14793



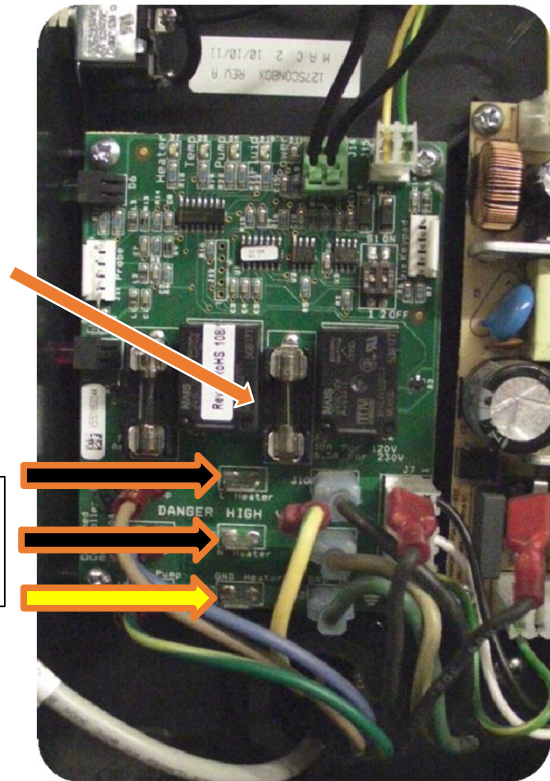
Issue: Machine Does Not Heat (Part 3)

Step 4 Heater LED is on solid and the OzzyJuice® is cold.

Process	Process Steps
A	Check for 120volts coming out of the circuit board at the connection terminals. Unplug the 2 black and 1 yellow wires.
B	If 120volts is present out of the top and bottom terminals, you will need to replace the heater element.
C	If 120volts is not present, check for voltage across the fuse. If blown, replace fuse and heater. Heater spec are 14.1ohms (+/- 1ohm) across 2 black wires.
D	If the fuse is good and no voltage present, replace the control box.
*	Inspect front and back of circuit board for discoloration or burn marks, if so replace the control board assembly as well.

Heater Fuse
10 AMP Slow Blow

Heater Terminals
Top: (Line) Black
Middle: (Neutral) Black
Bottom: (Ground) Yellow





Replacement Part Numbers



Model	SW-23	SW-25	SW-28/XE	SW-37
Probe	1005065/14791	1005065/14791	1005065/14791	1005067/14793
Heater	1005072/14798	1005073/14799	1005073/14799	1005121/14855
Heater Fuse	1750059/14794	1750059/14794	1750059/14794	1750059/14794
Pump	1005141/14879	1004888/14285	1004888/14285	1005140/14878
Pump Fuse	1750060/14795	1750060/14795	1750060/14795	1750060/14795
Control Box	1005124/14858	1005123/14857	1005123/14857	1005125/14859



Machine Cleaning Performance Guide

<i>Issue</i>	<i>Possible Cause</i>	<i>Suggested Solution</i>
<i>OzzyJuice® does not clean</i>	<i>Lack of filter maintenance</i>	<ol style="list-style-type: none">1) Replace OzzyMat® with a new mat, soak mat for 10 minutes and allow microbes to clean solution over night.2) Usage of CRC OzzyBooster® recommended.3) Review options with Technical Service.
<i>Parts are flash rusting after cleaning</i>	<i>Part has been cleaned to bare metal and is exposed to atmospheric conditions</i>	<ol style="list-style-type: none">1) Dry part and apply lubricant or corrosion inhibitor, such as CRC 3-36®, Power Lube®, SP-400™, Rust-Block™, or paint.
<i>Sink is slow to drain</i>	<i>Filter Mat has become clogged Filter basket has become blocked</i>	<ol style="list-style-type: none">1) Peel a filter layer or change Filter Mat if due for monthly service.2) Safely unblock filter basket.
<i>Fluid has odor</i>	<i>Lack of filter maintenance</i>	<ol style="list-style-type: none">1) Replace OzzyMat® with a new mat, soak mat for 10 minutes and allow microbes to clean solution over night.2) Usage of CRC OzzyBooster® recommended.3) Review options with CRC Technical Service.



Troubleshooting Flow Chart

