



SANICON TURBO MACERATOR DIAGNOSIS MY2016-2022

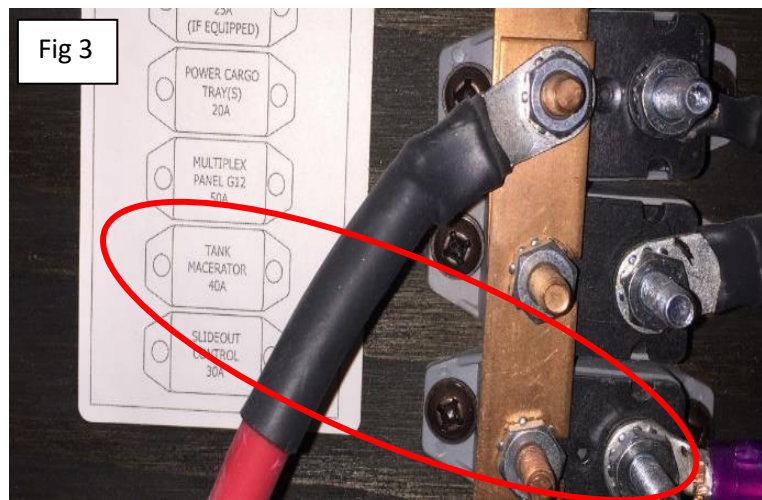
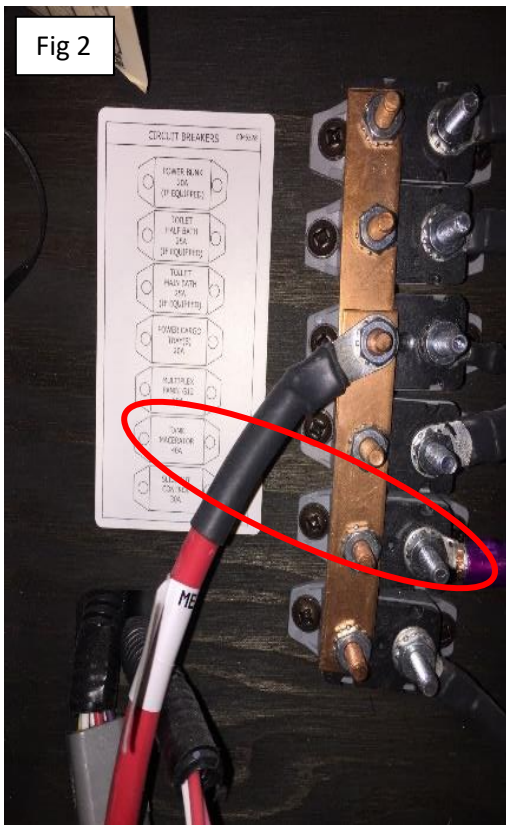
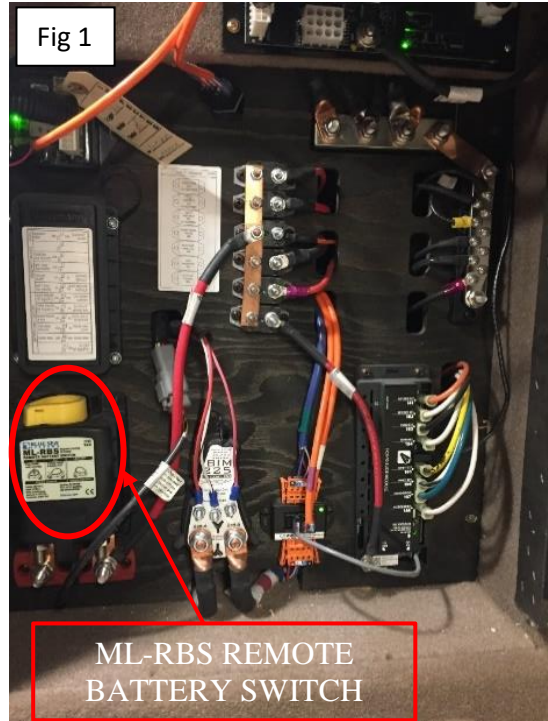
Bulletin Type:	SRP	Publication Date:	September 2021
Bulletin #(s):	21-035	Make(s):	Entegra
Job Code(s):	<i>If affected unit has warranty remaining, submit your claim following the normal process</i>	Model(s):	Embark, Reatta, Reatta XL, Aspire, Anthem, Cornerstone
Flat Rate(s):		Model Year(s):	2016-2022

Incident:	THE MACERATOR WILL NOT RUN OR RUNS BUT WILL NOT PUMP.
Affected Units:	2016-2022 Entegra Embark & Reatta & XL & Aspire & Anthem & Cornerstone
Parts List:	1 EA THETFORD: PUMP (PART #0303362) 1 EA MACERATOR THETFORD SANI-CON TURBO MODEL #97646 WIWHT 30' HOSE/SLEEVE
Misc. Tools & Supplies:	N/A
Parts Return Information:	N/A

VISUAL DIAGNOSTIC INSTRUCTIONS FOR 2016-2022 MACERATOR

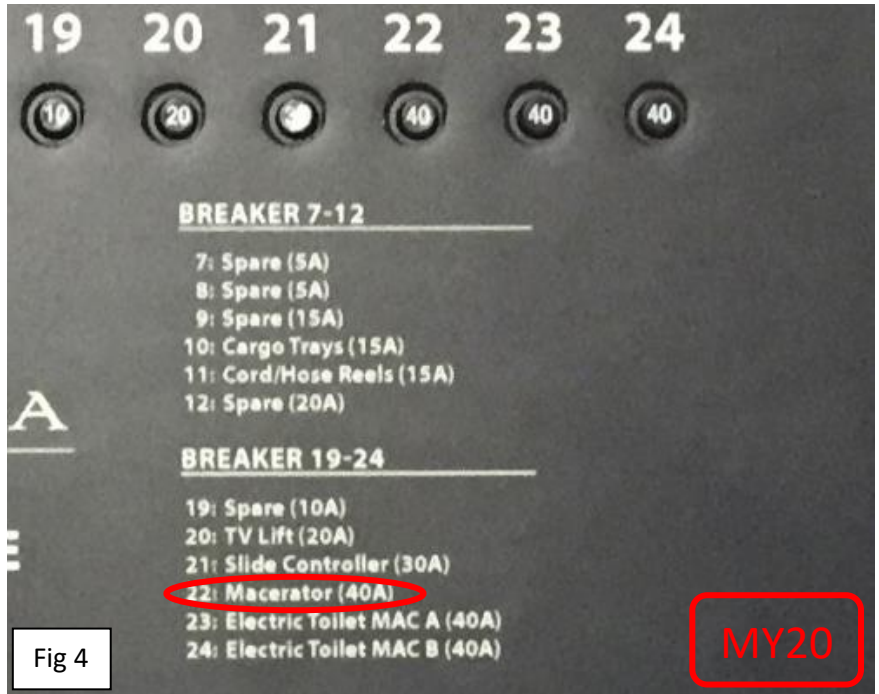
1. Complaint: The macerator will not run or runs but will not pump.
 - a. Cause 1: The breaker for the macerator is tripped off or has no power to it.
 - i. Breakers shown by MY16-21 on pages 2-4
 - b. Cause 2: The relay in the wet bay has failed and only clicks without sending power to macerator motor.
 - c. Cause 3: The macerator switch has failed or wires have lost connection in the wet bay.
 - d. Cause 4: The macerator or hose is plugged and will not empty the tanks

- **Correction for Cause 1: MY21:** The macerator is fed from the ML-RBS remote battery switch (shown in Fig 1). (House 12V Main Power)
- The macerator connection continues through a 40 amp auto resetting mini breaker (shown in Fig 2 & Fig 3) to the macerator relay in the wet bay on the driver side of the unit.
- Confirm the switch is on and power is being fed to the bus bar and breakers attached.
- Test the auto resettable breaker for power on both terminals (Fig 2 & 3).



2. **Correction for Cause #1: MY 19 & 20:** The breaker for the macerator in MY 19 & 20 is tripped off at the DCD board on the passenger side battery compartment shown in Fig 3 & Fig 4.

a. Correction for MY 19 & 20: Check and push #22 to reset breaker if it is tripped.

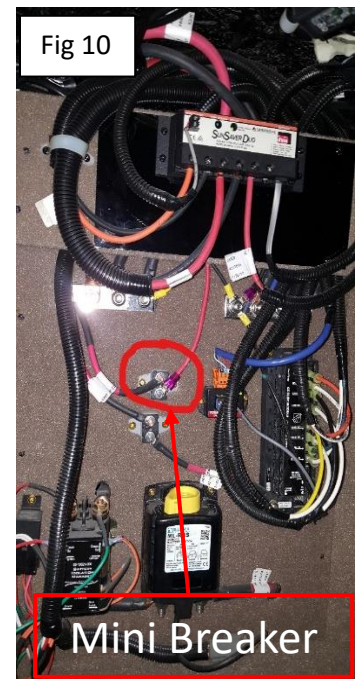


3. **Correction for Cause #1: MY19** The breaker for the macerator in MY19 is tripped off at the DCB board on the passenger side, rear bulkhead, behind the carpeted panel shown in Fig 5-7.

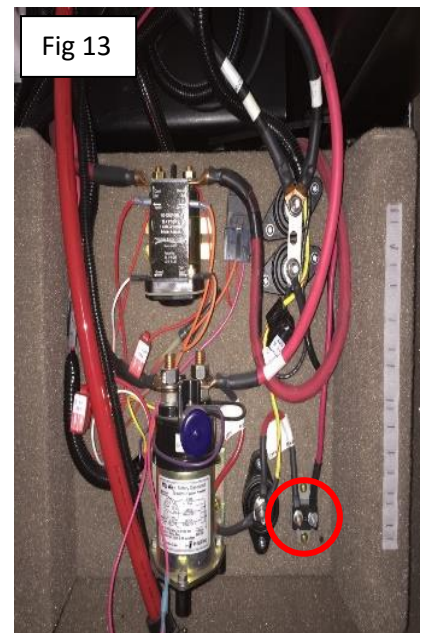
a. Correction for MY 19 & 20: Check and reset breaker if it is tripped.



4. **Correction for Cause #1: MY17 & MY18:** Check for power at the mini breaker shown with a red circle in Fig 10 located on the passenger side, rear bulkhead, behind the Velcro carpeted panel shown in Fig 8 & 9. Confirm all yellow levers are engaged/on, if auto resetting mini breaker has no outgoing power, replace mini breaker.



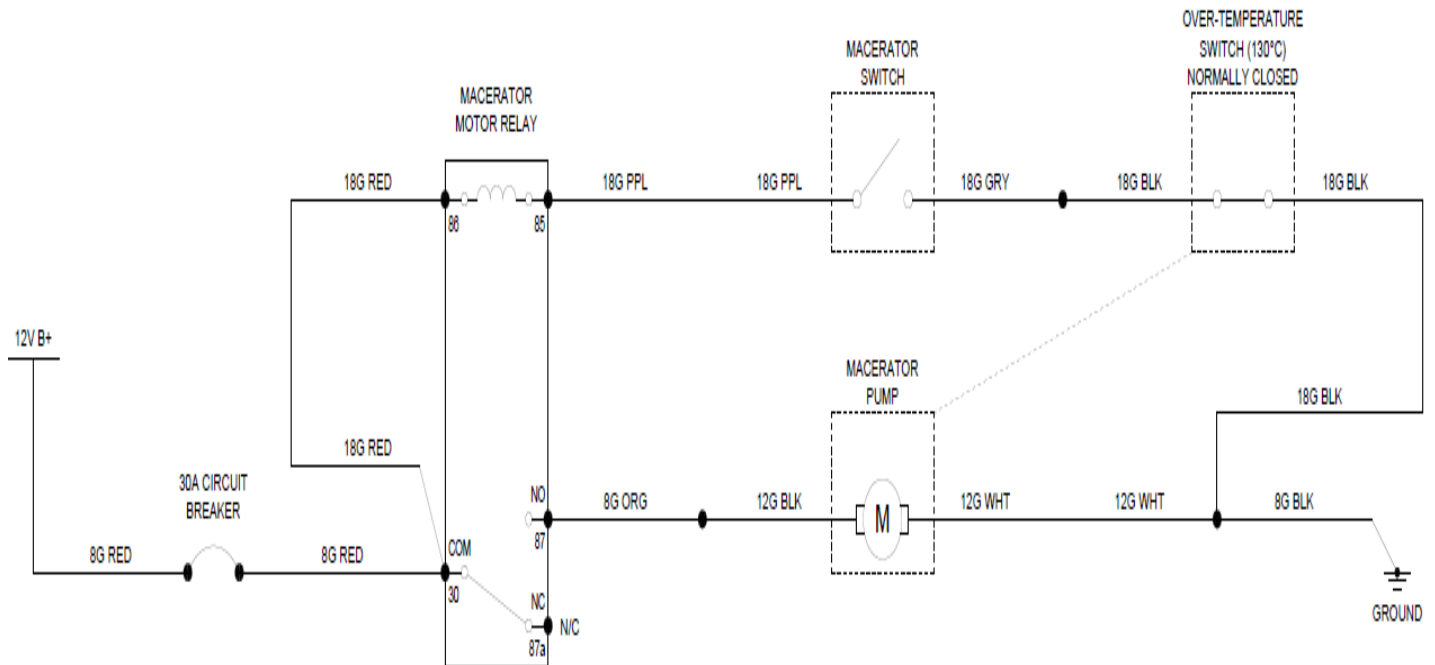
5. **Correction for Cause #1: MY16:** Check for power at the mini breaker shown in Fig 13 with the red circle located on the passenger side, rear bulkhead, behind the Velcro removable carpeted panel shown in Fig 11 & 12.



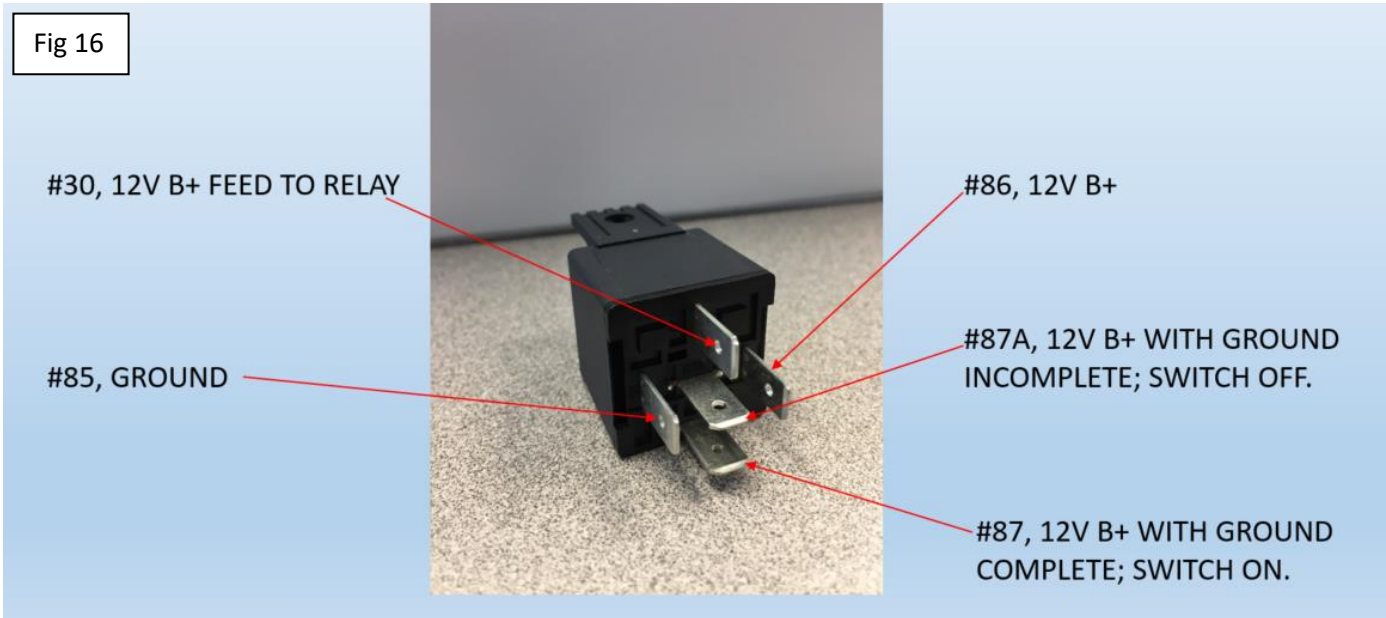
6. **Correction for Cause #2: MY16-2021:** The relay in the wet bay has failed and only clicks without sending power to macerator motor. Test power at relay input and output to the macerator. Replace the relay as needed. See "System Schematic", Fig 16 & 17 for test information.
- a. The relay shown in Fig 15 is located on the right side on the wet bay by behind the cover board shown in Fig 14 near the water hose reel.



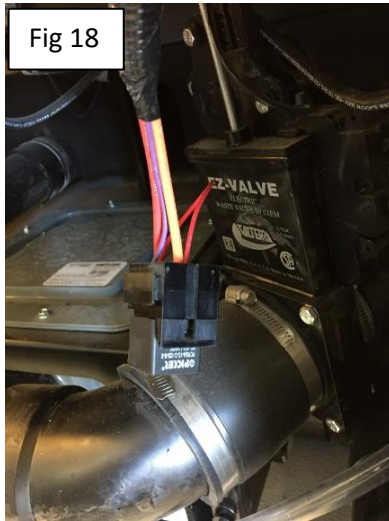
System Schematic



7. Spade Terminal layout in Fig 16 & Fig 17.
8. Meter the relay:
 - a. Macerator switch on connected ground to #85.
 - b. Changes 12V B+ from terminal #87A to #87.



Correction for Cause #3:MY16-21: The macerator switch has failed or wires have lost connection at the switch or the relay in the wet bay. Check wire connections on the relay and switch in water bay board shown in Fig 18-20.



Correction for Cause #4:MY16-21: The macerator or hose is plugged and will not empty the tanks. Remove the obstruction in the impeller or the hose.

- Failure to clear the obstruction could cause damage to the pump, which is not covered under warranty.
- A clog or obstruction in the pump impeller or hose could trip the over temperature switch (130 degrees C).
- Letting the pump run while empty could trip the over temperature switch.
 - Over temperature switch will auto reset when cooled sufficiently.

Jayco's sole obligation under our limited warranty is to repair or replace defective materials and/or workmanship deemed our responsibility as determined by Jayco in our sole discretion. Jayco reserves the right to use new and/or remanufactured parts or materials of similar quality to complete any work, and to make parts and/or design changes as appropriate without notice to anyone. Jayco designs and/or materials changes are done without obligation to incorporate such changes in previously manufactured product. Jayco makes every reasonable effort to ensure field remedies will not adversely affect performance and/or safety of the unit. This field remedy is not intended to extend to future performance of this RV, or any of its materials, components or parts beyond the standard warranty period. The RV owner's obligation to notify Jayco, or one of its independent, authorized dealers, of a claimed defect does not modify any obligation placed on the RV owner to contact Jayco directly when attempting to pursue remedies under state or federal law. Jan. 2019.

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