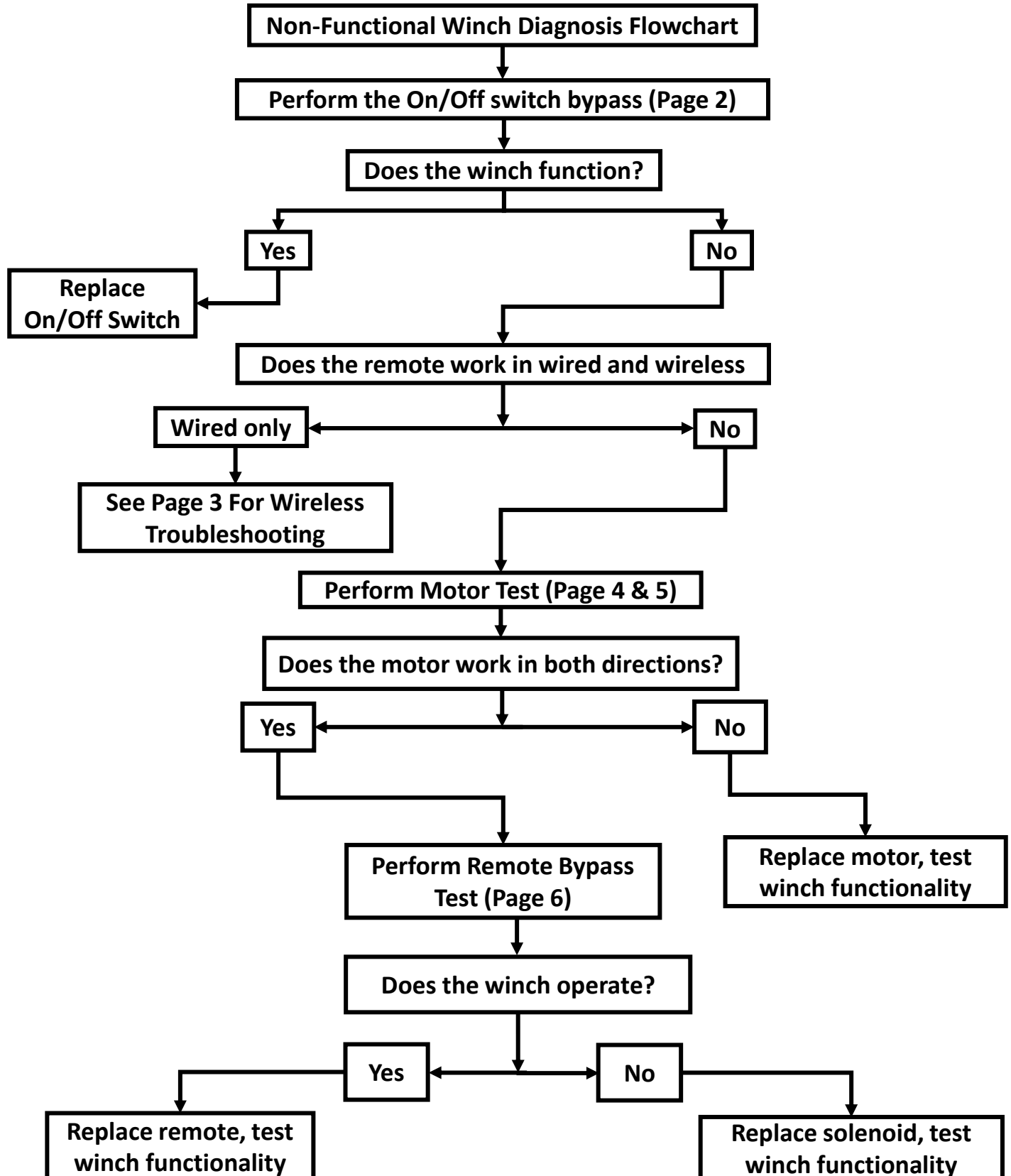




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X20 Gen 3 Winch Diagnosis Flowchart





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X20 Gen 3 Winch On/Off Switch Bypass

On/Off Switch Bypass Test

Perform this test only if your winch is not functioning. This is not intended to modify the winch and should only be done if experiencing issues.

1. Locate the on/off switch near the remote socket on the control box. (Fig. A)
2. Using a small flathead screwdriver or similar tool, carefully pry the switch out of the control box to expose the wires as shown in (Fig. B)
3. Using a suitable jumper wire or by holding the end of the wires together, attempt to use the winch using the remote. (Fig. C)
4. Depending on the results of this test you may need to replace the on/off switch. See the Diagnosis Flowchart on Page 1 for more information.

Note: Use caution when performing this test, if you are uncomfortable performing this test at home, an automotive electrical specialist near you can assist.



Fig. A



Fig. B

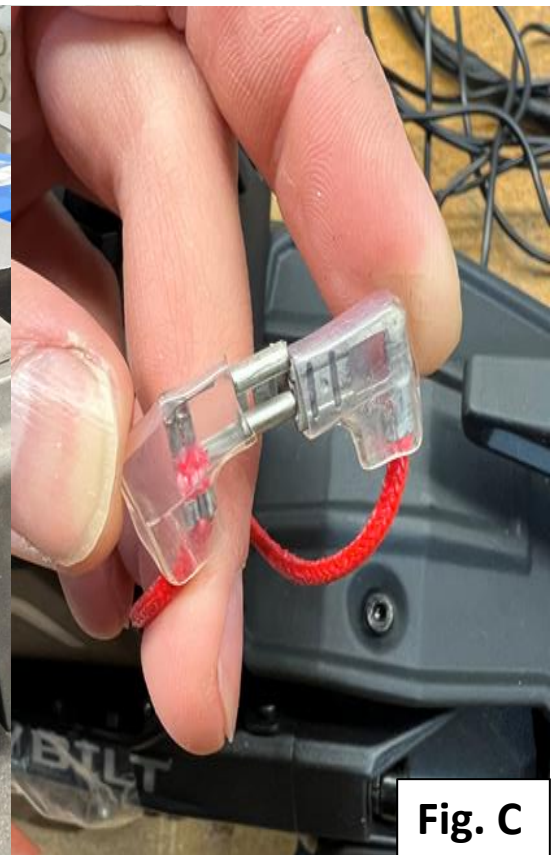


Fig. C

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X20 Gen 3 Winch Wireless Troubleshooting

Correct Wireless Confirmation

If you're having issues with the wireless feature on your winch, follow the directions below to confirm the remote is the correct one for your winch.

1. Check the sticker on the remote (Fig. A)
2. Check the sticker on the back of the control box (Fig. B)



Fig. A

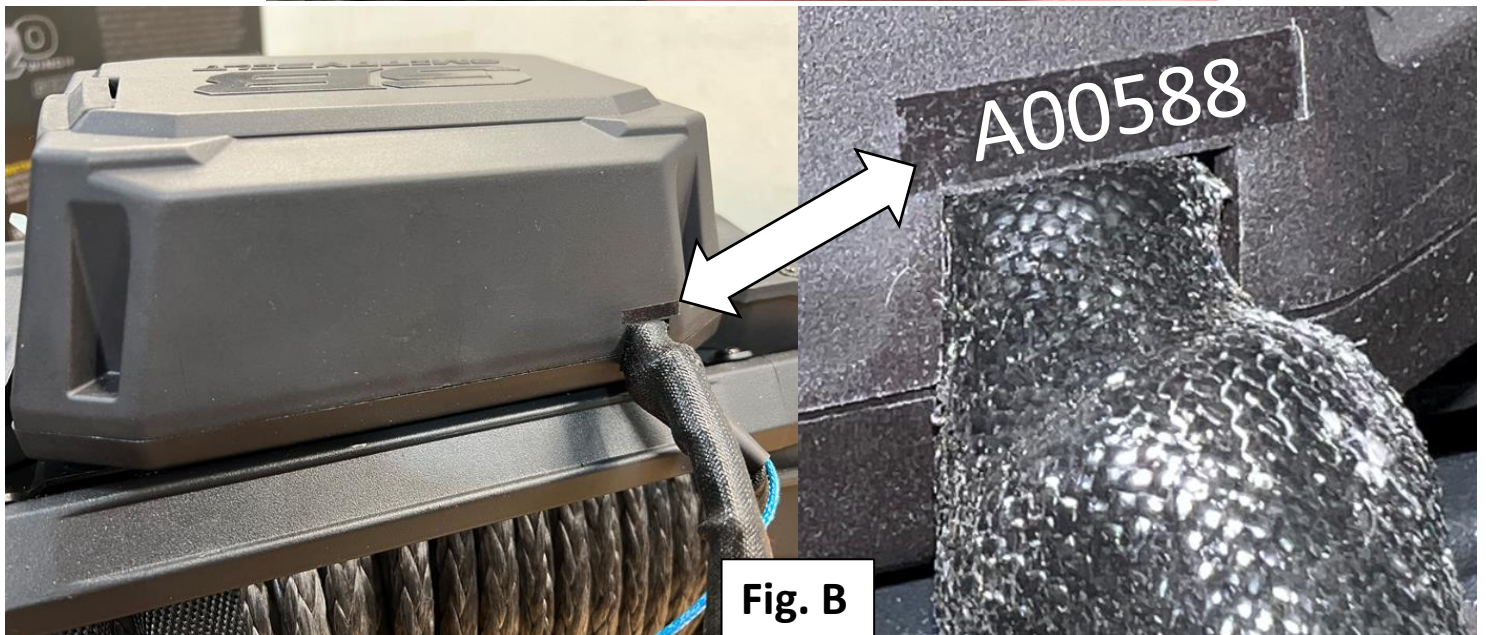


Fig. B

If this information is correct. Contact Tech Support for next steps

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X20 Gen 3 Winch Motor Test Prep

Winch Motor Testing

1. The motor terminals on the X20 Gen 3 are located on the top of the motor under the left side armor cover.
2. Disconnect the positive cable from the battery
3. Remove the armor plate by unscrewing the 4 hex bolts using a 3mm hex key. (**Fig. A & B**)
4. Remove the 3 retaining nuts from the 3 terminals using a 13mm wrench (**Fig. C**)
5. Move the 3 wires out of the way to allow room for testing. (**Fig. D**)
6. Follow the instructions on the next page (**Page 5**) to perform the motor test.

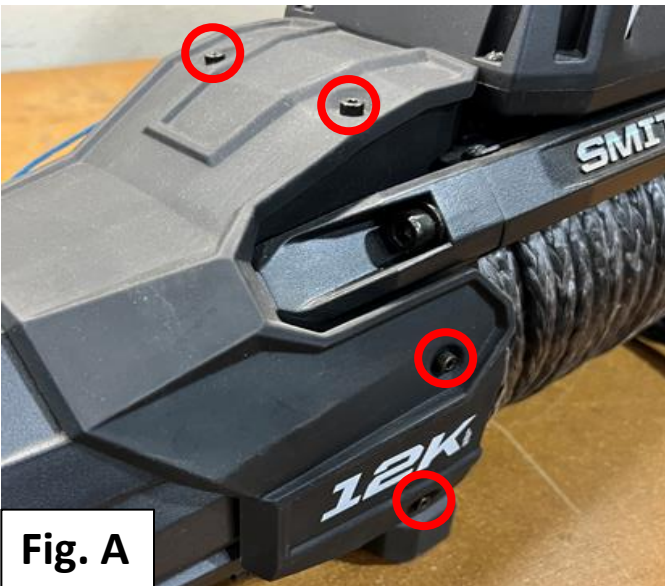


Fig. A

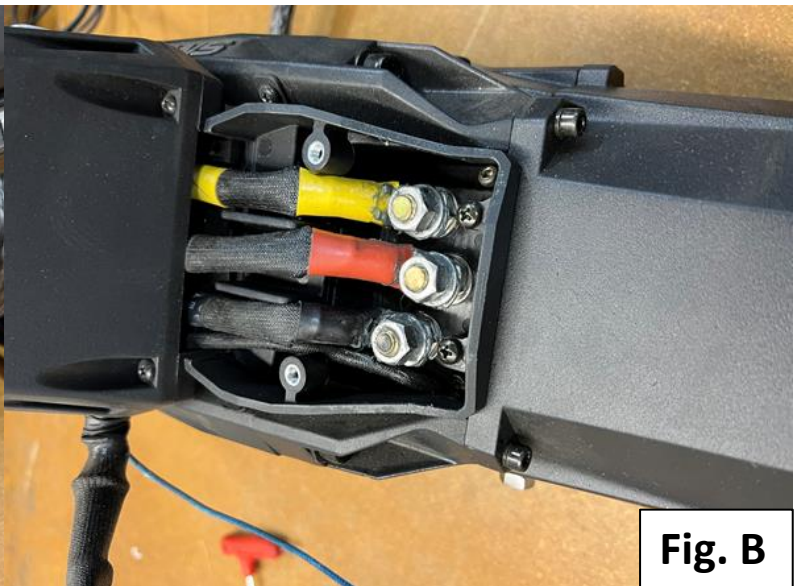


Fig. B

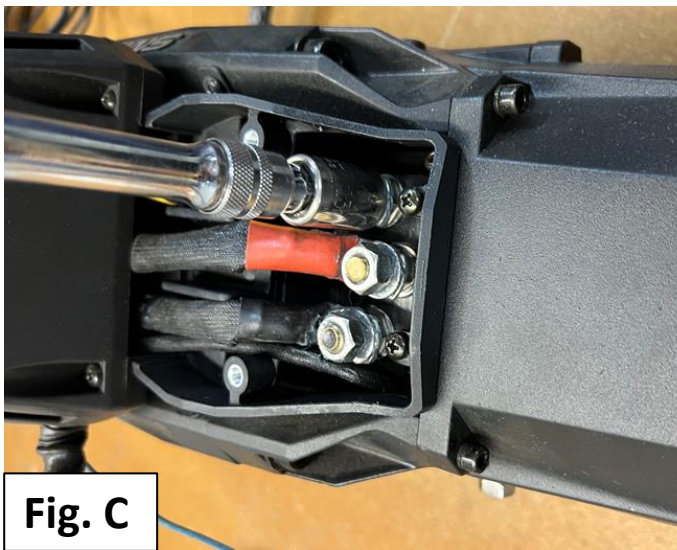


Fig. C

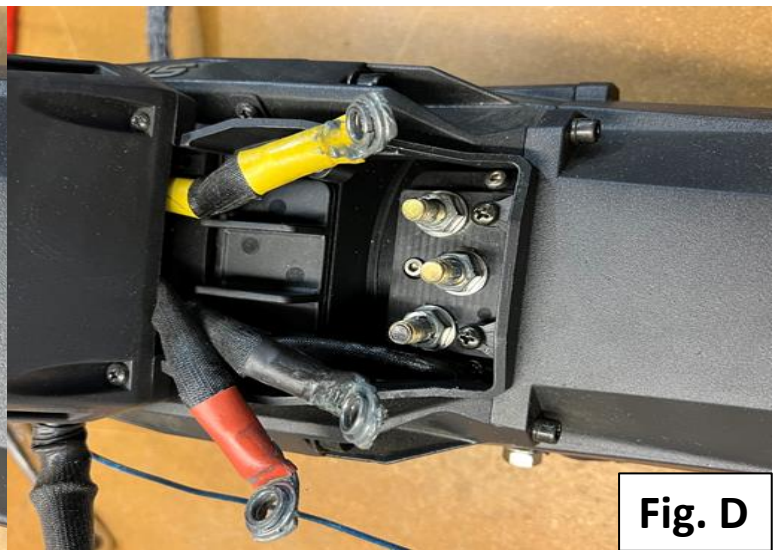


Fig. D

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X20 Gen 3 Winch Motor Test

Winch Motor Testing

1. Put gearbox lever into free spool position.
2. Disconnect positive lead from the battery. Leave ground cable connected to motor (terminal A) & battery (long black cable).
3. The three post on the motor are color coded (**RED** (B), **YELLOW** (C), and **BLACK**(D))

You **MUST** disconnect all 3 cables that are connected to the motor prior to beginning this test. Run a jumper wire from the **B** terminal to the **C** terminal. Use a jumper cable from the **POSITIVE** terminal on your charged battery and tap it on the **D** terminal. Winch motor should run inwards.

4. Remove the jumper wire from the **C** terminal and attach it to the **D** terminal (**jumper wire between D and B**). Use a jumper cable from the **POSITIVE** terminal on your charged battery and tap it on the **C** terminal. Winch motor should run outwards.

If these steps are followed correctly and the motor runs in both directions, then the motor is **GOOD**. If not, the motor must be replaced.



➔
**Front
of
Winch**

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X20 Gen 3 Winch Remote Bypass Test

Remote Bypass Test

Perform this test only if your winch is not functioning. This is not intended to modify the winch and should only be done if experiencing issues. Read this test and warnings in its entirety prior to performing this test.

1. Leave power connected to the winch. Remove the 4 Philips screws from the top of the control box and carefully pull the control box cover upwards. Note: There are connections to the socket and DRL, there is enough slack in the wires to lay the control box cover to the side without disconnecting them. (Fig. A)
2. Using a suitable jumper wire, jump power from the positive lead to the 'in' wire on the solenoid. See (Fig. B) for wiring layout. The winch should run 'in'.
3. Again, using a suitable jumper wire, jump power from the positive lead to the 'out' wire on the solenoid. (Fig. B). The winch should run 'out'.
4. Depending on the results of this test, return to the Diagnosis Flowchart on Page 1 for further steps.

Note: Use caution when performing this test, if you are uncomfortable performing this test at home, an automotive electrical specialist near you can assist.

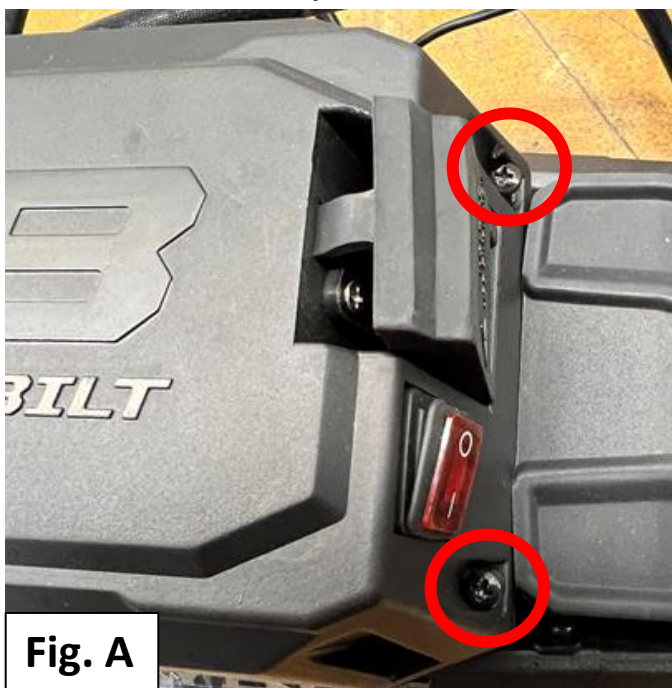


Fig. A

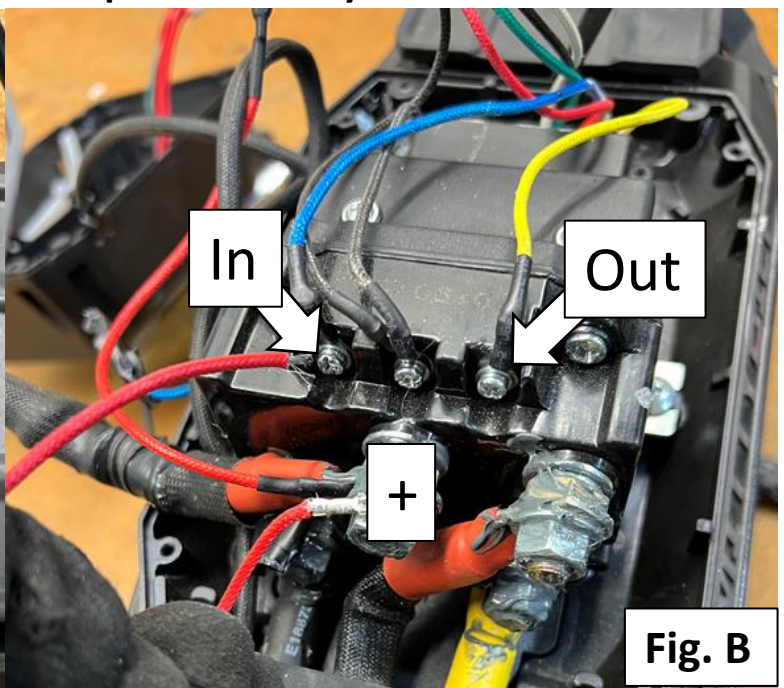


Fig. B

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X20 Gen 3 Winch Remote Battery Replacement

Remote Battery Replacement

Notice: The X20 Gen 3 Winch comes with a rechargeable battery and will only require replacement after the battery has reached the end of its charge cycle rating.

1. Remove the 5 Philips screws from the side of the remote. (Fig. A)
2. Carefully pull the two halves of the remote apart. Be cautious of the wires inside the remote.
3. Locate the battery, remove the old battery and replace using a suitable replacement. (Fig. B)
4. Reassemble the remote and test functionality.

Note: The battery is a 14505 3.7v 500mah. It can be replaced with a 14505 3.7v 500-2400mah battery. Be sure the replacement is rechargeable in order to keep that functionality.



Fig. A

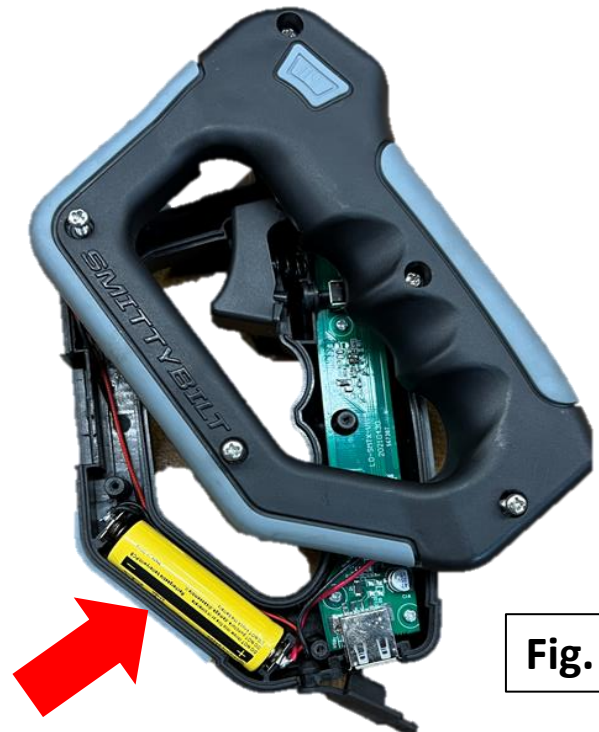


Fig. B

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X20 Gen 3 Winch Replacement Parts Guide

Replacement Part Guide

Depending on the results of your testing you may or may not need replacement parts. Please contact Technical Support with any questions. These part numbers are for reference, if you are still within your warranty period and can provide the necessary documentation, you do NOT need to purchase these parts. If you can provide Smittybilt Tech Support with a proof of purchase, you are covered under a 5-Year electrical warranty and a limited-lifetime mechanical warranty. For more information see Page 9 for warranty information.

S/B98810 (10K)

Part Description	Part Number
Battery	98810-02
Control Box	98810-49
Remote/Receiver	98810-50
Solenoid	98810-52
Control Box Cover	98810-53
Gearbox	98810-55
Motor	98810-57
Remote Socket	98810-59
On/Off Switch	98810-77

S/B98812 (12K)

Part Description	Part Number
Battery	98810-02
Control Box	98810-49
Remote/Receiver	98810-50
Solenoid	98810-52
Control Box Cover	98810-53
Gearbox	98810-55
Motor	98810-57
Remote Socket	98810-59
On/Off Switch	98810-77

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X20 Gen 3 Winch Warranty Policy

SMITYBILT ADVANTAGE WARRANTY

LIMITED LIFETIME WARRANTY FOR MECHANICAL COMPONENTS

LIMITED 5-YEAR WARRANTY FOR ELECTRICAL COMPONENTS

Smittybilt Automotive Products, LLC (SAP) warrants to the original purchaser that (a) the mechanical components (e.g., gears, clutch, spool, etc.) of any SAP winch will be free of defects in material and workmanship for the lifetime of the winch, and (b) the electrical components (e.g., electric motor, wires, solenoid, etc.) will be free of defects in material and workmanship for a period of 5-years from the original date of purchase. This warranty applies only to the original purchase of the winch and is non-transferable. To obtain any warranty service, you must provide SAP with a proof of purchase and date of purchase that is acceptable to SAP, such as a copy of your purchase receipt.

This warranty does not cover the removal or reinstallation of the winch and/or labor. SAP will, at its sole discretion, provide replacement part(s) for a defective winch or component, provided this is done within the warranty period. To request assistance under warranty, one must call or email using the phone number or email at the bottom of this page. This warranty does not apply (1) to finish, paint, or synthetic rope; (2) if the winch has been damaged by accident, abuse, misuse, collision, overloading, modification, misapplication, improper installation, or improper service; or (3) any normally wearable part such as, but not limited to, the brake assembly. This warranty is void if any SAP serial number has been removed or defaced; or if the winch is used for any commercial, industrial, or rental applications. This warranty only applies to winches bought, sold, and used within the United States unless otherwise specifically agreed in writing by SAP.

THE WARRANTY SET FORTH ABOVE IS THE ONLY WARRANTY. THERE ARE NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANT ABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTY WHICH BY LAW MAY NOT BE EXCLUDED IS LIMITED TO A DURATION OF ONE (1) YEAR FROM THE DATE OF ORIGINAL RETAIL PURCHASE OF THE PRODUCT. No SAP dealer, agent, or employee is authorized to make any modification, extension or addition to this warranty. SAP SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, DOWN TIME OR LOSS OF USE) UNDER ANY LEGAL THEORY, EVEN IF SAP WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Some states do not allow the exclusion of implied warranties or the exclusion or limitation of liability for incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you. This Warranty gives you specific legal rights. You may also have other rights that vary from state to state. SAP reserves the right to change product design without notice. In situations in which SAP has changed a product design, SAP shall have no obligation to upgrade or otherwise modify previously manufactured products. For warranty inquiries contact SAP at:

Smittybilt Automotive Products, LLC

Customer Service Department

Call 1-800-776-0767 or Email info@smittybilt.com

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