

Warewashing Service Guide - Passthroughs



This guide is designed to help you fault diagnose your Cater-Wash warewashing equipment before you log a service call to prevent chargeable service calls caused by user error or installation faults.

If you are unsure please contact our solutions team who will be happy to assist over the phone.

Warewashing Service Guide - Passthrough

 Before carrying out maintenance or repair disconnect the appliance.

Fault Description	Fault Cause	Solution
Leaking from the back / bottom.	Blocked air gap.	<p>Check for blockages in the air gap (see below images of the location of the air gap and instruction how to remove)</p> <p>Also clean the anti siphon. NOTE: do not take them off to clean at the same time.</p> <p>Diarise a cleaning schedule to prevent</p>

Checked

How to clean the air gap & anti siphon



The air gap is located on the back wall inside the chamber.

A build up of dirt behind the plastic cover can result in the unit over filling, underfilling or leaking.



First, remove the 3 metal nuts, then the plastic cover. Clean and replace.

IMPORTANT:
Do not remove at the same time.



Second, remove the hexagonal valve, wash and replace.

Clean the air gap monthly to prevent blockages & faults

<p>Machine will not drain.</p> <p>B1 Error may show</p>	Blocked drain.	<p>Check for blockages in the drain. Remove any debris.</p> <p>Check the drain pipe is not too far down the stand pipe of the water will siphon back into the machine. We recommend 4 inches.</p>
<p>B2 Error may show</p>	Overflow alarm.	<p>Check the air gap is clean as above. Check the solenoid valve is not blocked. Check the drain as above.</p>

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Fault Description	Fault Cause	Solution	Checked <input type="checkbox"/>	
<p>F1 Error code appears. The machine is not filling.</p>	<p>Want of water - the machine is not getting enough water.</p>	<p>Check the water inlet valve is not blocked and clean if necessary.</p> <p>Check the water pressure is at least 5 litres per minute.</p> <p>Is the plug / overflow inserted?</p>		<input type="checkbox"/>
<p>C8 Error code appears.</p>	<p>Blocked rinse arms / wash arms.</p> <p>Or limescale.</p>	<p>Clean the wash and rinse arms. Diarise a cleaning schedule to ensure they are cleaned regularly.</p> <p>Descale the machine.</p>		<input type="checkbox"/>
<p>Not cleaning properly / wash arms not spinning.</p>	<p>Blocked rinse / wash arms.</p>	<p>Clean the wash and rinse arms. Diarise a cleaning schedule to ensure they are cleaned regularly.</p>		<input type="checkbox"/>
<p>Machine is tripping the electrics.</p>	<p>Limescale build up.</p>	<p>Descale the machine.</p> <p>Install a water softener. If a water softener is already installed, check that it has been regenerated. Diarise a regen to prevent limescale build up.</p>		<input type="checkbox"/>
<p>Machine is tripping the electrics.</p>	<p>There is a loose wire in the terminal block.</p>	<p>Did a qualified engineer install the unit. A loose wire down to install fault is not covered under warranty. Repair of this should be carried out by an engineer not the customer.</p>		<input type="checkbox"/>
<p>Leaking / Spraying everywhere</p>	<p>Split hose.</p>	<p>Check if the hose from the wash pump is split.</p> <p>Replace if it is.</p>		<input type="checkbox"/>