








Cater-Wash CK8514 Trouble Shoot

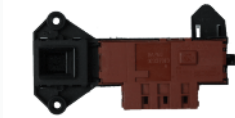



Please always make sure you have removed the travel bolts.




To find error codes

1. Turn the washing machine on.
2. Press 'temp' then 'ewash' then 'temp' then 'ewash' - Door will lock
3. Wait 10 seconds
4. T01 will display on the screen
5. Turn dial to T02 and press start . Any error codes will show on the screen now.

| Fault | Error Codes | Action | Still not fixed. | Run test |
|---|-------------|--|---|----------|
| Washing machine stuck on pause | 22, 23 | Filling problems. - Make sure the customers water pressure is above 0.5 bar. Make sure there is no obstructions inside inlet hose. Make sure Solenoid is not leaking. | Replace solenoid.  | T06, T09 |
| Washing machine stuck on pause or not spinning. | 31 | Draining problems. Make sure the customers filter is empty. Unscrew the filter on the bottom right of the washing machine with a tray underneath and check not clogged. Check the drain hose is clear. Check the electrical connections to the drain pump. |  Replace drain pump CKP0226 | T05 |
| Washing machine stuck on pause. Detergent not entering washing machine. | 38, 39 | Dispenser problems. Check for obstructions in the dispenser. Check electrical connection of the water valves. | Replace the dispenser motor.  | |

| Fault | Error Codes | Action | Still not fixed. | Run test |
|---|-------------------------|--|---|-------------|
| Stuck on pause. Won't go into cycle. | 42, 45, 46, 47 , 48 | Motor - Make sure all the shipping bolts and casing has been removed. Remove anything that may be stuck between the drum obstructing the drum. Look for any seized barings on the machine. Replace these as necessary. Ensure inner drum can rostate freely. | <p>These errors can show up if the washing machine motor Has a loose connection to the PCB. You can get to this my lifting the washing machine back and make sure all wires are plugged into the motor properly. If not</p>  <p>replace the motor.</p> | T10, T11 |
| Stuck on pause. Won't go into cycle. | 4A, 4B, 4C, 50, 52, 54. | <p>Measure AC outlet voltage, ensure correct range (187-242 VAC) Check electrical connections at the drum motor underneath the washer. Check connection between drum motor and drive motor (belt) Unplug the unit wait 30 seconds and restart the washing machine.</p>  | If the fault re appears - replace the motor drive. | T10, T12 |
| Stuck on pause. Won't go into cycle. | 56 | Replace the main control. PCB | <p>Replace the main control. PCB</p>  | |
| Stuck on pause. Won't go into cycle. | 5,758 | <p>Main control internal problems. PCB. Unplug the unit, wait 30 seconds, re start the unit.</p>  | Replace the main control board. PCB | |

| Fault | Error Codes | Action | Still not fixed. | Run test |
|---|----------------|---|---|----------|
| Door won't unlock. | 60, 61, 63, 64 | Door lock assembly problems. Check the integrity of the wiring connections between main control and door lock mechanism. Check the door lock mechanism (microswitch operation). Lock and unlock the solenoid continuously, contact integrity. | <p>Replace the door lock mechanism. Could also be the PCB not allowing the lock to open.</p>  | |
| Stuck on pause, Door won't unlock. Won't drain. | 66, 67, 82 | Water temperature problems. Check wiring. Check thermistor resistance. | <p>Replace thermistor assembly. Descale the washer. Replace the heating element if necessary.</p>  | T07 |
| Won't start cycle. Stuck on pause. | 62 | System contact failure. Check integrity of the wiring and connections. Look for insulation breakdown and short circuit conditions. | <p>Replace PCB</p>  | |
| Tripping electric | | Make sure the washing machine is not plugged into an extension cable. Get the customer to check electrics. Make sure no water dripping onto electrics. |  <p>Replace machine</p> | |

| Fault | Error Codes | Action | Still not fixed. | Run test |
|--|---|---|--|----------|
| Washing machine banging metal on metal | | <p>Check the mobility of the drum. Damage to the back panel of the unit when moving the washing machine. Make sure the suspension spings inside the washing machine are still hooked into position and havent come loose.</p> |   <p>Replace the back panel</p> | |
| Washing machine moving around | | <p>Ensure travel bolts and sleeves have been removed. Check the suspension spring are in place. Check mobility of drum. Make sure the washing machine is on a level ground.</p> |  | |
| Buttons get stuck in. | | <p>Replace the buttons.</p> | | |
| No Power to the washing machine | Can't run self diagnostic because no power. | <p>Make sure the washing machine is not plugged into an extentions. Change the fuse. Still no power change the buttons</p> | | |
| Buttons arent working | | <p>Check they havent pressed the child 'lock' button and loacked the controls.</p> | | |