

## Warranty Coverage Guidelines - Model CK8518, CK8514 & CK8516

Any parts replaced on the Cater-Wash Washing Machine should be genuine Cater-Wash parts. Any modifications or faults due to improper installation, outlined in the user manual, will not be covered under the warranty.

Cater-Wash warranty is covered by Cater-Wash expert engineers to ensure you do not experience lengthy down time on the machine.

### Parts not covered by the warranty

- Bearings/ Spider.
- Door lock - where the door lock has been damaged due to the door being forcefully closed.
- Heating element - Cater-Wash recommend you descale your washing machine with Cater-Wash CK8564 descale powder at least every 3 months or more often in hard water areas. Scale build up on the element is not covered under warranty. Grease build up is also not covered under warranty, this can be prevented by using Premium Emulsifier Detergent CK0795.
- Door Seal - Please take care not to trap garments in the door seal when closing the door.
- Door/ Door hinge - due to door misuse/ forcefully closing the door.
- Buttons - Do not apply too much pressure to the machine buttons.
- Blocked drain filter/ filter seal - the machine filter should be emptied regularly to remove any debris. An engineer call out will be chargeable if the machine has failed due to a blocked drain. This also applies to the drain pump if any debris has caused the drain pump to fail.
- If any damages to machine components are caused by machine misuse this will be chargeable.

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