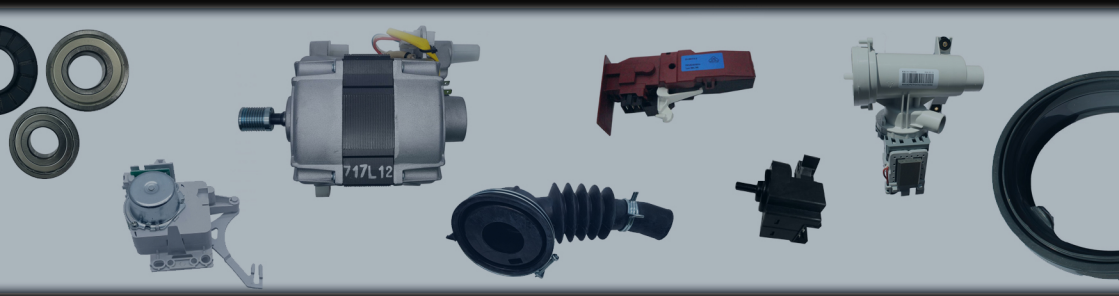


CATER WASH

Washing Machine Service & Parts Brochure



CATER WASH

Laundry Solutions

We are committed to providing exceptional service & after sales support for Cater-Wash washing machine owners. We hold stock of thousands of spare parts to ensure a fast, reliable fix. Our team of specialised engineers & technical service team are always on hand to help you with your washing machine queiries.

The contents of this brochure lists machine spare parts and instructions on how to acces machine self diagnostic plus advice on essential preventative maintenace measures to ensure your machine is maintained in top condition.

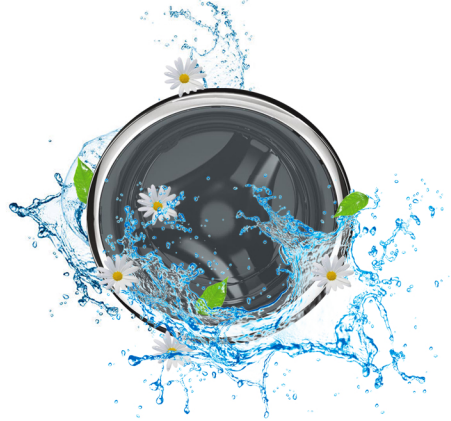
Preventative Maintenance

Basket Clean

Cater-Wash washing machines feature a dedicated wash cycle 'Basket Clean'. This cycle is designed to remove grease, detergent residue and dirt from the machine. The cycle lasts 1hr 26 mins.

The table below shows you how often you should run the cycle and empty the drain filter.

Establishment	Basket Clean	Filter Clean
Laundrettes	Once Per Week	Once Per Week
Equine/ Farm Laundry	Every other day or immediatley after a very dirty load.	Every other day or immediatley after a very dirty load.
Household Use	Once per month	Once per month



Please note:

- There should be no items in the drum during the basket clean cycle!
- 250ml of bleach can be added to the drum for an extra deep clean.

Degreasing & Descaling

It is essential that you regularly descale your washing machine to prevent scale build up on the heating element.

If scale or grease builds up on the element it will reduce efficiency and eventually cause it to burn out or the machine will pause during the wash cycle due to 'heating time out'.

When washing greasy / oily garments, the grease will be washed off the garment with the heat. When the machine drains the grease solidifies and forms on the heating element.

Descaling Powder - CK8564



Formulated to break down & eliminate limescale build up. This can be-used on a 55°C wash - **NO GARMENTS SHOULD BE WASHED WITH DESCALER!**

Premium Emulsifier - CK0795




Specially formulated to remove grease, oil & wax. Emulsifier should be used in conjunction with regular detergent to emulsify grease.


Entering Test Mode

Cater-Wash washing machines feature a test mode to test each component and identify faults.

1. Turn the machine on.
2. Press 'Temp' then 'Delay Wash' then 'Temp' then 'Delay Wash'.



3. The display screen will go blank & the door will lock.
4. After 10 seconds 't01' will display on the machine.
5. Turn the dial 1 click clockwise. The machine will display 't02'.
6. Press start to display any error codes.



Testing Machine Components:

Test	Description
t01	Display defines the model id. Display --- when the control board is replaced.
t02	Displays error codes. To delete error codes hold down start until E00 displays.
t04	Test LED lights.
t05	Display 'P' & operates the drain pump for 60 seconds.
t06	Water level test. Press start - the machine will fill to the foam level. Press start again - the machine will fill to overflow level & water will pump out.
t07	Heating element/ thermistor test. Fills with water and heats for 5 minutes. The machine displays the temperature of the water in °F. Machine will pump water back out.
t08	Steam test - Fills with water until the steam level is reached. The heater will turn on for 1 minute 'stE' will display on the screen. The machine pumps water out.
t09	Turn on the Spray water valve and Drain pump at same time, the drum will spin at 92rpm CCW for 3 minutes. The display will show "SPr".
t10	Tumble test. Displays tt. Drum spins in one direct for 5 seconds and then the other way for 5 seconds.
t11	Spin speed test. Displays RPM spin speed. Press start multiple times to increase rpm.
t12	Dispenser test. Tests all compartment of the detergent dispenser.

Error Codes

Error Code	Description	Problem	Possible Cause/ Action
E22	Filling timeout	The time to fill exceeded 8 minutes	<ul style="list-style-type: none"> Inspect inlet hose for kinks/ obstructions. Inspect the solenoid valve filter for blockages. If the steps above do not fix the problem replace the solenoid.
E31	Drain timeout	The machine is taking too long to drain	<ul style="list-style-type: none"> Check the drain filter on the bottom of the machine. Check the drain pump for obstructions. If the drain is above 96" the machine can not drain. If the above steps do not fix the problem replace the drain pump.
E38/ E39	Dispenser error	Correct detergent reservoir can not be found/ no switches in 45 seconds	<ul style="list-style-type: none"> Check the detergent drawer for blockages. Replace the dispenser motor.
E42/ E45/E46	Drive motor	Motor fail	<ul style="list-style-type: none"> Conduct T10/ T11 (please refer to test mode. Turn the dial until you reach 't10/t11). If the machine can not complete the above test replace motor.
E47/ E48	Inverter	Inverter overheat	<ul style="list-style-type: none"> Check T10/ T11 as above. Unplug the washer, wait 30 seconds & retry. Replace Inverter
E54	No motor response	Lost communication between the control board & the motor	<ul style="list-style-type: none"> Check the connection cables between the controls. Power down, wait 30 seconds try again. If above steps do not fix the problem replace the inverter.
E56/ E57/E58	Control board	Unexpected reset	<ul style="list-style-type: none"> Non-recoverable error. Replace PCB.
E60/ E62/ E63	Door lock failure	Door switch failed during locking	<ul style="list-style-type: none"> Power down (unplug) wait 30 seconds & try again. Check the wiring connections to the door lock. If the above steps do not fix the problem, replace the door lock.
E66/ E67/ E82	Water temperature problem	Machine not heating	<ul style="list-style-type: none"> Check the wiring & connections between the main control & the heating element. Measure the thermistor resistance. Descalc the machine. If the above steps do not fix the problem, replace the heating element.

CATER WASH

Spare Parts



Spare Parts

Door Catch - CKP9998



£8.99

Door Lock Mechanism -
CKP0819



£49.99

Door Glass Only -
CKP1818



£54.99

Full Door Assembled -
CKP8322



£119.99

Rubber Door Gasket -
CKP0228



£75.99

Door Gasket Inside
Clamp - CKP0225



£12.99

Spare Parts

Heating Element -
CKP0707



£50.99

Inlet Solenoid - CKP0815



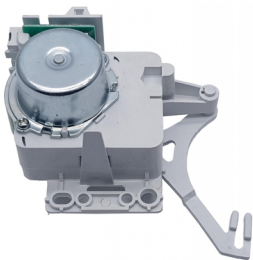
£25.99

Suspension Spring -
CKP0223



£14.99

Dispenser Diverter Motor
- CKP2408



£32.99

Drain Pump - CKP0226



£85.99

Filter Seal - CKP0765



£12.99

Prices are subject to VAT. Delivery charges may apply.

Spare Parts

Ribbed Drive Belt -
CKP0332



£39.99

Shipping Bolts - CKP0218



£21.99

Detergent Drawer Cover
- CKP0823



£29.99

Wiring Harness - Motor
to Inverter - CKP0821



£19.99

Drain Pump - CKP0226



£85.99

Damper & Pin- CKP0222



£35.99

Prices are subject to VAT. Delivery charges may apply.

Spare Parts

Motor - CKP0702



£219.99

PC Board - CKP8518



£265.99

Foot - CKP0221



£12.99

Filter Cover - CKP0818



£19.99

Detergent Siphon Pipe -
CKP0219



£9.99

Drain Pipe - CKP0824



£26.99

Prices are subject to VAT. Delivery charges may apply.

Spare Parts

Pressure Switch -
CKP0889



£23.99

Button Strip - CKP0722



£35.99

Bearing Kit - CKP8964



£89.99

Plastic Tub Seal -
CKP8889



£29.99

Motor Inverter - CKP0714



£79.99

Liquid Detergent Insert -
CKP0224

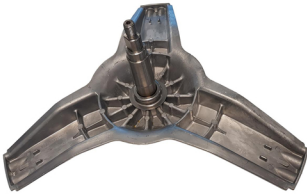


£8.99

Prices are subject to VAT. Delivery charges may apply.

Spare Parts

Drum Spider - CKP8883



£95.99

Drawer Leveller Latch - CKP0214



£4.99

Back Plastic Tub - CKP6458



£229.99

Front Plastic Tub - CKP1107



£198.99

Stainless Steel Drum - CKP0771



£269.99

WRAS Approved 3/4" Inlet Hose - CKP0645



£75.99

Prices are subject to VAT. Delivery charges may apply.

CATER WASH

Detergents

Ecowash Equine Rug Wash - CK7007

Cater-Wash equine detergent will give you fantastic results every wash! Supplied in 10 Litre tubs, Ecowash Equine rug wash is formulated to break down natural oil and grease from the horse rugs.

	Soft water	Hard water
Light Soiling	2-4mls	3-6mls
Medium Soiling	4-6mls	6-9mls
Heavy Soiling	6-10mls	9-15ml

Dosage per 1kg of dry weight laundry



Repel Reproof - CK7468

Cater-Wash water repellent finishing agent for reproofing rugs or outdoor workwear provides a durable finish at incredible value compared to other commercial brands.

How to use:

Cater-Wash Repel Rug Reproof is flexible so you can choose whether you want to add it manually to the rug or in the final wash.

1. The rug needs to be clean before applying. (No need to dry before reproofing)

2. For machine washing apply 100-500ml per rug for the final rinse cycle.

3. Leave the item to air dry so the reproof can stick to the rug.

Alternatively to manually apply,

1. Dilute the reproof 1:1 with water.

2. Spray or brush onto the rug.

3. Make sure application is thorough and even.



Professional Plus Laundry Detergent - CK2420

The ultimate in all round professional laundry powder. The phosphate free formula offers powerful cleaning and stain removal even at low temperatures.

- Fully built multi-ingredient formulation for total professional laundry action.
- Brilliant whiteness and brightness.
- Fresh cologne fragrance.
- Outstanding performance, quality and value



Cotton Soft Fabric Softener - CK6402

Cater-Wash fabric conditioner is specially formulated for commercial laundry businesses to produce excellent softness on towels and cotton mix fabrics whilst leaving a professional cologne fragrance.

- Highly effective luxury white fabric conditioner for excellent softness on cotton mix fabrics.
- Imparts a business like freshness to shirts, bed linen, towels etc.
- Phosphate free.
- OBA free.
- Suitable for use at low temperatures.



Warranty Coverage Guidelines

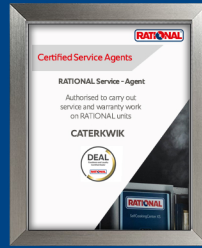
Any parts replaced on the Cater-Wash washing machine should be genuine Cater-Wash parts. Any modifications or faults due to improper installation, outlined in the user manual, will not be covered under the warranty.

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** - Scale or grease build up on the element is not covered under the warranty.
- **Door seal** - Please take care not to trap garments in the door seal when loading the washing machine and closing the door.
- **Door / Door hinge** - Due to door misuse / forcefully closing the door.
- **Blocked drain filter / pump / 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.
- **If any damages to machine components are caused by machine misuse this will be chargeable.**

CATER-KWIK SERVICE



- National coverage.
- Site surveys.
- Installations.
- Specialist deliveries.
- Warewashing, laundry & catering equipment breakdown repairs.
- Preventative maintenance servicing.

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