

CATER WASH

CK8710 10.0kg Washing Machine - Service Manual



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How To Enter Test Mode

The Cater-Wash CK8710 10kg washing machine features a test mode where you can find any errors the machine has and also run individual tests on the components.



The machine must be empty of any laundry before running tests.
The door must be closed before entering test mode.
The machine can not be mid cycle to enter test mode.




1. Turn the machine on.
2. Press **'Soil'** then **'Delay'** then **'Soil'** then **'Delay'**.
So you press the buttons twice but not at the same time, within 30 seconds.
3. The door will lock and the display screen will turn blank, then 3 dashed lines will appear.
4. t01 will display.
5. Press **'Temp'** and the display will change to t02.
6. Press start, to display E44 then press start again to receive the error codes.
7. Press **'Speed'** until you have received all of the error codes.



CK8710 Service Manual - Error Codes

Below you will find a list of error codes for the CK8710 washing machine.

 **Do not attempt to solve the problems unless you are a qualified engineer.**

Code	Description	Machine Action	How to Solve
E10	Water Inlet time out. • <i>The water level has not changed for 3 minutes.</i>	PAUSE Stop the inlet valve	<ol style="list-style-type: none"> 1. Check your water pressure. 2. Check for kinks in the inlet hose. 3. Check the solenoid valve is not blocked  3. <i>The machine must be unplugged & your water switched off.</i> 4. Replace the solenoid valve.
E12	Water Level is too high • <i>The water level is higher than the overflow.</i>	The machine will drain the water then stop all the electronic components.	<ol style="list-style-type: none"> 1. Check the water level switch. 2. Check the air pipe is not blocked. 3. Check the water inlet valve.
E21	Drain time out. • <i>The water level has not changed, when draining, for more than 6 minutes.</i>	PAUSE The drain pump will stop.	<ol style="list-style-type: none"> 1. Check the filter isn't blocked. 2. Check your drain is installed correctly. 3. Replace the drain pump.
E30	Door Lock error. • <i>The door won't lock.</i>	PAUSE The machine will not start unless the door is locked.	<ol style="list-style-type: none"> 1. Check the door lock and the wire connection to the door lock. 2. Check the connections to the PCB. 3. Replace the door lock.
E31	Door Lock error. • <i>The door won't unlock.</i>	The machine will operate as normal and store this data.	<ol style="list-style-type: none"> 1. Check the door lock and the wire connection to the door lock. 2. Check the connections to the PCB. 3. Replace the door lock.

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Code	Description	Machine Action	How to Solve
E33	PCB can not detect the water level. <i>• If the water level is not detected after 10 seconds.</i>	The inlet valve will stop. The water will drain for 4 minutes then unlock the door.	<ol style="list-style-type: none"> 1. Check the water level switch. 2. Check the connections to the water level switch. 3. Check the PCB.
E34 /35	Temperature sensor error. <i>• If there is an open circuit on the temperature sensor for continuous 2 seconds. The heating element will not work.</i>	The machine will operate normally and store the data.	<ol style="list-style-type: none"> 1. Check the heating element and the connections. 2. Check the temperature sensor. 3. Check the PCB.
E36	Heating element. <i>• If the temperature takes longer than 10 minutes to rise by 3°C.</i>	The machine will operate normally and store the data. PAUSE	<ol style="list-style-type: none"> 1. Descale the washing machine. <div data-bbox="1002 1240 1241 1487" data-label="Image"> </div> <div data-bbox="1248 1252 1517 1476" data-label="Text"> <p>CK8564 Descaler Use a high quality descaler get rid of limescale. (Every 2 weeks in hard water areas)</p> </div> 2. Check the connections to the heating element. 3. Replace the heating element.
E60 /61	Motor error.	PAUSE	<ol style="list-style-type: none"> 1. Check the motor and inverter. 2. Check the connections to the motor and inverter. 3. Replace the motor / inverter accordingly.