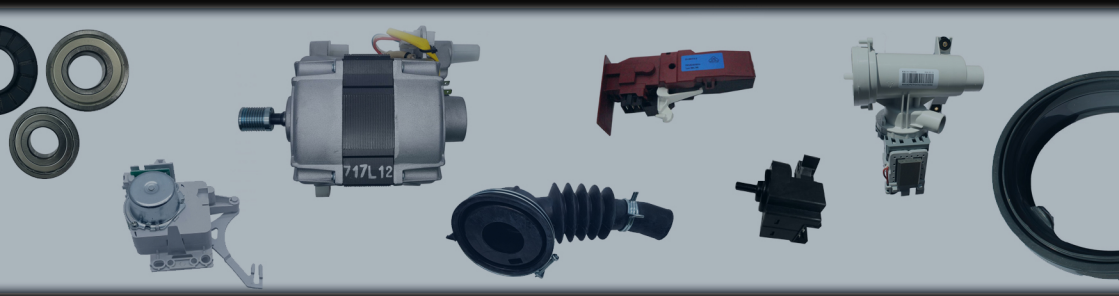


CATER WASH

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.

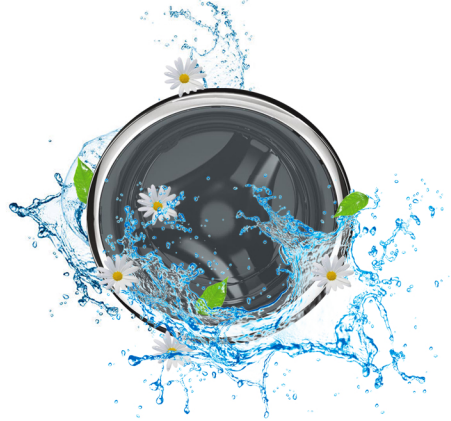
Preventative Maintenance

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



Door Lock Mechanism -
CKP0819



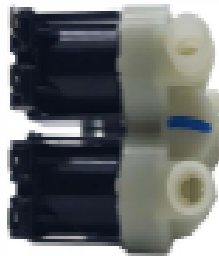
Rubber Door Gasket -
CKP0228



Heating Element -
CKP0707



Inlet Solenoid -
CKP8205



Door Gasket Inside
Clamp - CKP0225



Spare Parts

Drain pump - ckp0226



**Ribbed Drive Belt -
CKP0332**



**Suspension Spring -
CKP0223**



**Dispenser Diverter
Motor - CKP2408**



Filter Seal - CKP0765



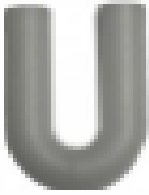
**Wiring Harness - Motor
to Inverter - CKP0821**



Prices are subject to VAT. Delivery charges may apply.

Spare Parts

Detergent Siphon Pipe - CKP0219



Shipping Bolts - CKP0218



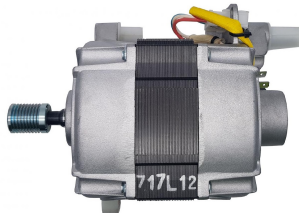
Foot - CKP0221



Bearing Kit - CKP8964



Motor - CKP0702



Damper & Pin - CKP0222



Prices are subject to VAT. Delivery charges may apply.

Spare Parts

Pressure Switch -
CKP0889



Spring Hanger -
CKP0220



Flywheel - CKP8561



Softener Bleach
Cover - CKP0217



Internal Drain Pipe -
CKP5361



Prices are subject to VAT. Delivery charges may apply.

Warranty Coverage Guidelines

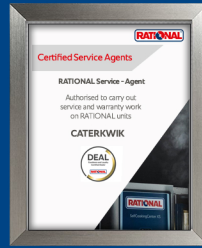
Any parts replaced on the Cater-Wash washing machine should be genuine Cater-Wash parts. Any modifications or faults due to improper installation, outlined in the user manual, will not be covered under the warranty.

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.

Tel: 01229 480001

WWW.CATERKWIK.CO.UK

email: info@caterkwik.co.uk

