CATER-WASH

Service Manual & Parts - CK8518 18kg Washing Machine

CATER-KWIK

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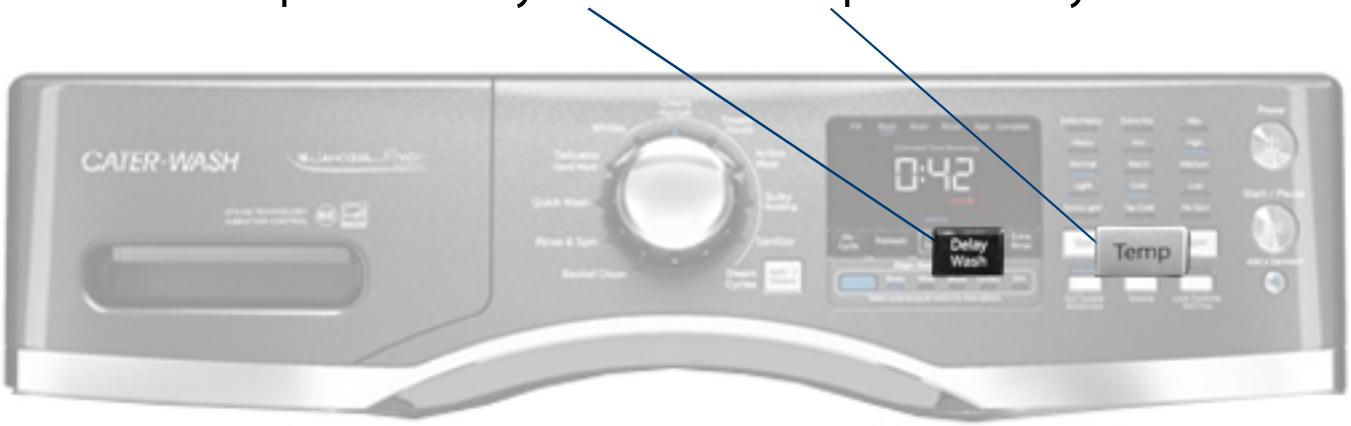
Entering Test Mode

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 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	• 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	• 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	• Check the detergent drawer for blockages. • Replace the dispenser motor.
E42/ E45/E46	Drive motor	Motor fail	• 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	• 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	• 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.

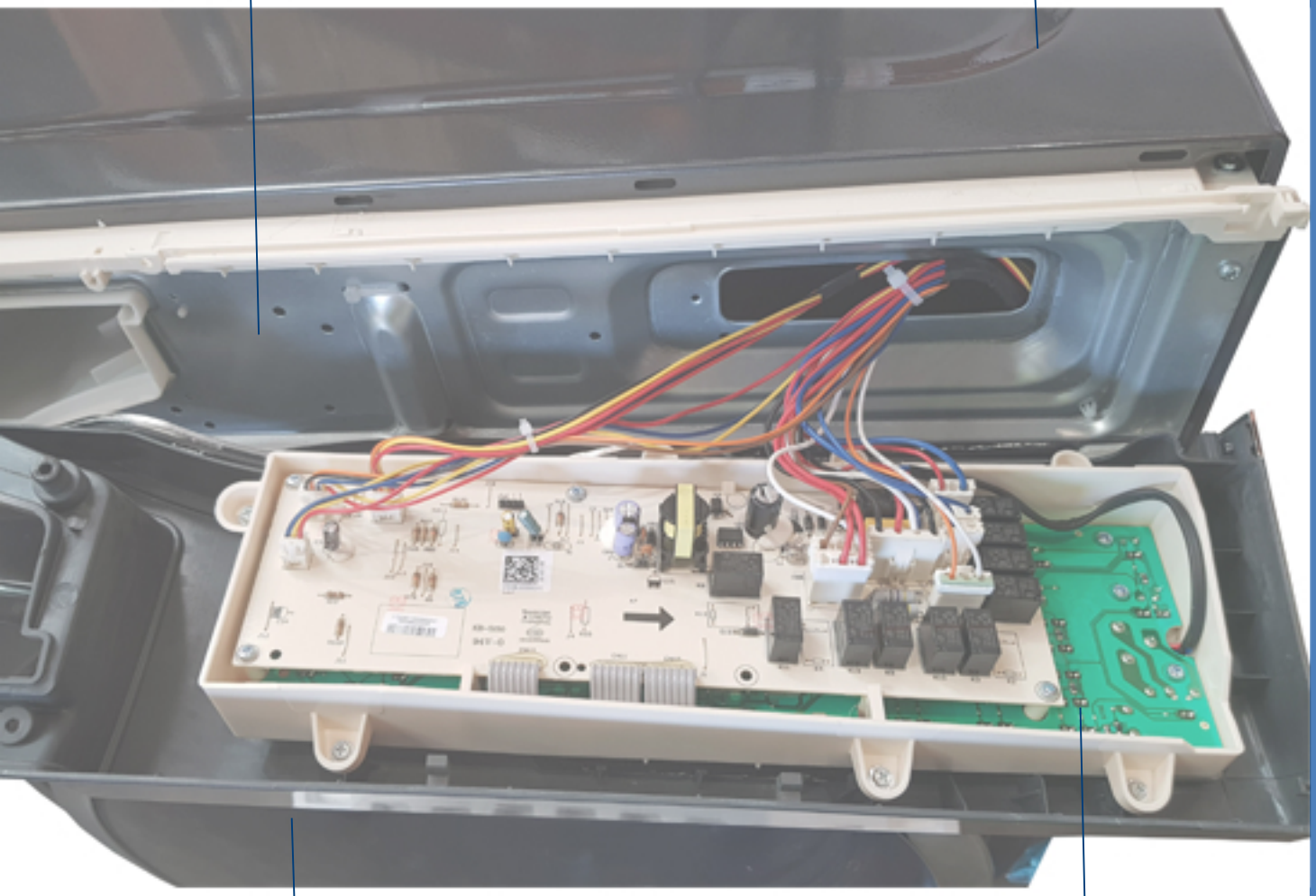
Error Codes

Error Code	Description	Problem	Possible Cause/ Action
E56/ E57/E58	Control board	Unexpected reset	• Non-recoverable error. • Replace PCB.
E60/ E62/ E63	Door lock failure	Door switch failed during locking	• 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	• Check the wiring & connections between the main control & the heating element. • Measure the thermistor resistance. • Descale the machine. • If the above steps do not fix the problem, replace the heating element.

Detergent Drawer Cover
CKP0823
Stainless Steel Drum
CKP0771
Rubber Gasket
CKP0228
Glass Door
CKP1818
Bottom Service Panel
CKP9589
Door Hinge
CKP0881
Foot
CKP0221
Filter Cover
CKP0818
Front Panel
CKP7588

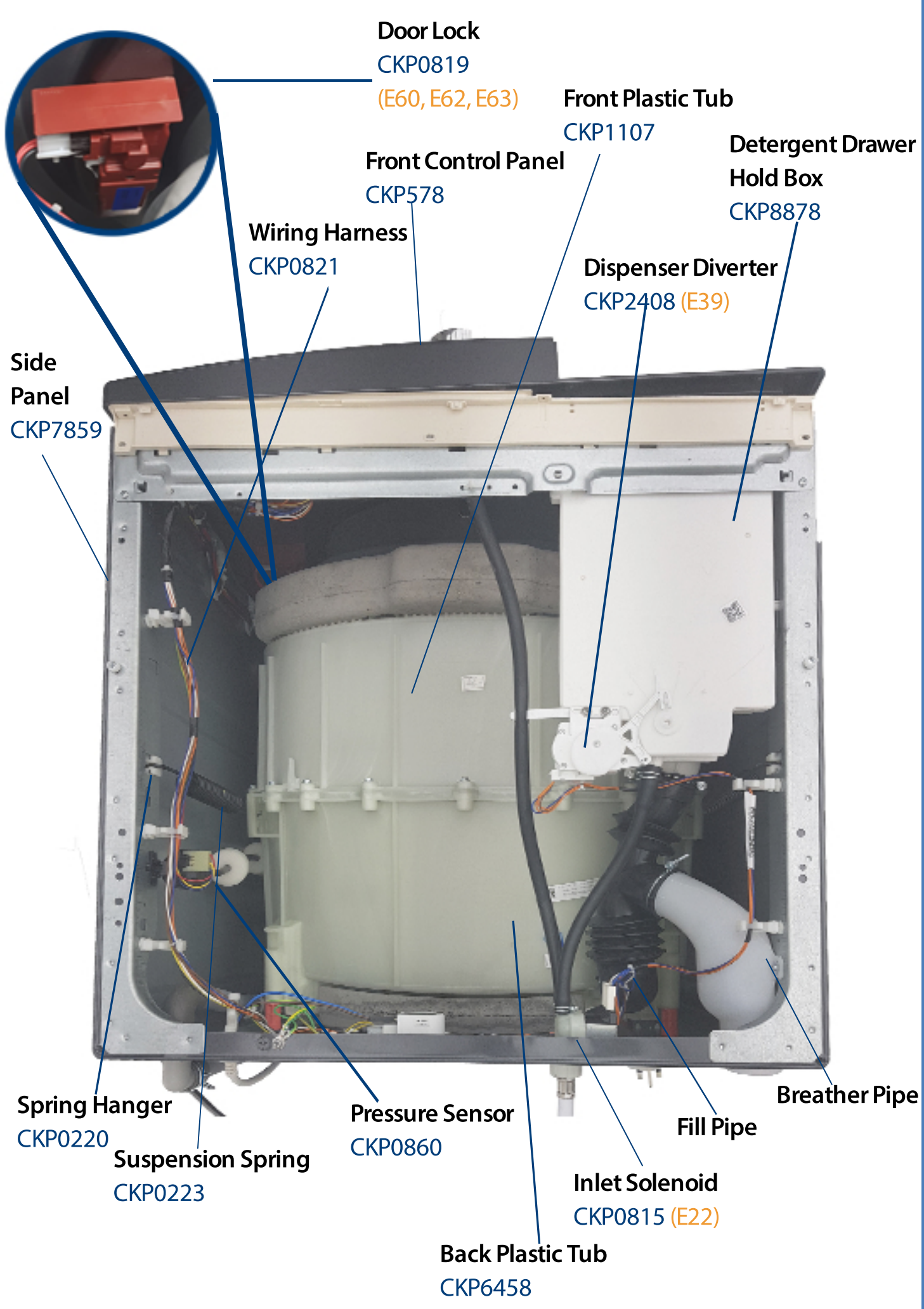
Detergent Drawer, PCB, Control Panel Support
CKP8219

Top Panel
CKP8152



Front Control Panel
CKP8578

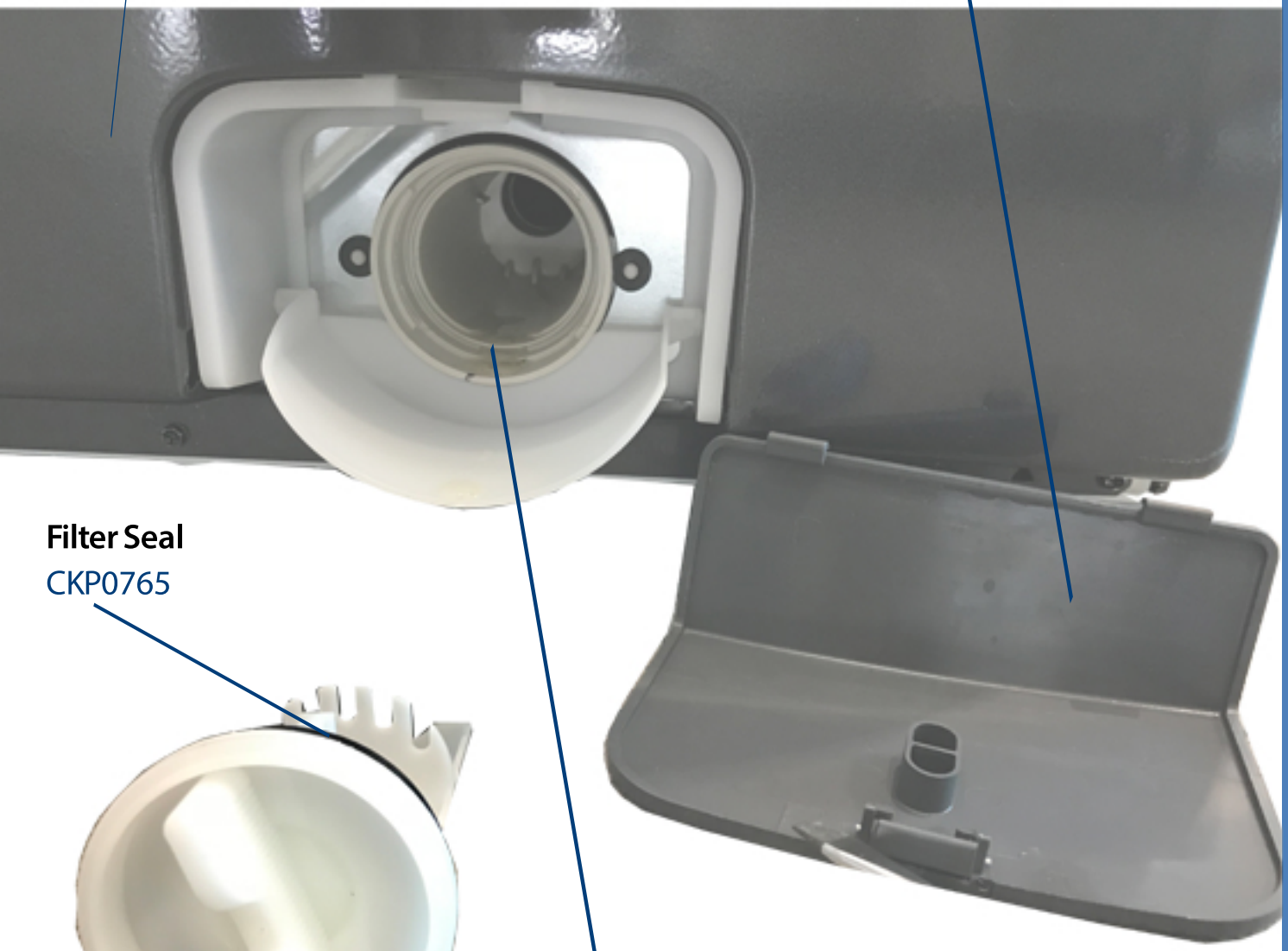
PC Board
CKP8518


Door Lock
CKP0819
(E60, E62, E63)
Front Plastic Tub
CKP1107
Detergent Drawer
Hold Box
CKP8878
Front Control Panel
CKP578
Wiring Harness
CKP0821
Dispenser Diverter
CKP2408 (E39)
Side
Panel
CKP7859
Spring Hanger
CKP0220
Suspension Spring
CKP0223
Pressure Sensor
CKP0860
Breather Pipe
Fill Pipe
Inlet Solenoid
CKP0815 (E22)
Back Plastic Tub
CKP6458

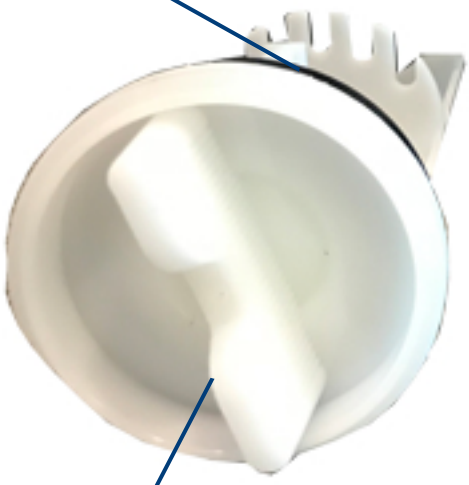
Side Panel - Left
CKP2458
Inlet Hose 3/4" Cold Fill
CKP0142
Baffle
CKP9152
Side Panel - Left
CKP2458
Foot
CKP0221
Back Panel
CKP8704
Plug
CKP2458

Bottom Service Panel
CKP9589

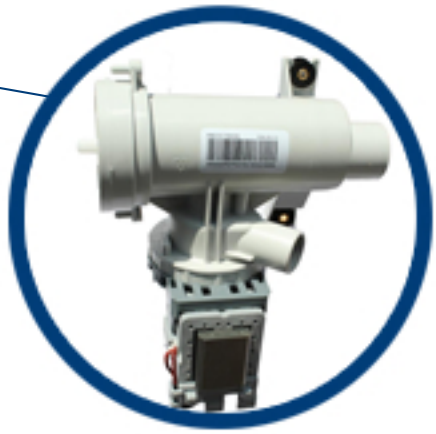
Filter Cover
CKP0818



Filter Seal
CKP0765

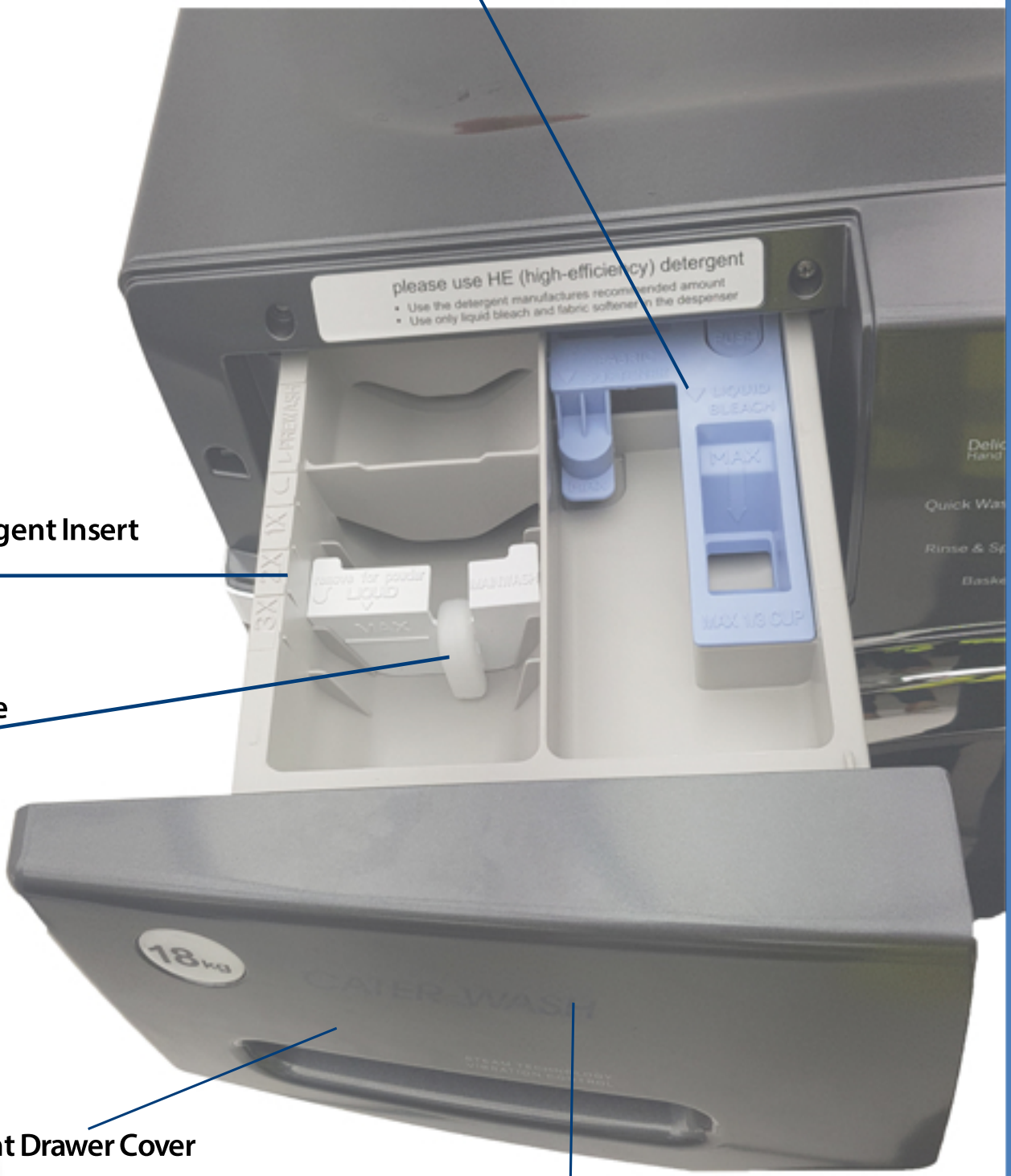


Drain Pump
CKP0226



Drain Pump Filter
CKP0769

Bleach & Softener Cover
CKP0217

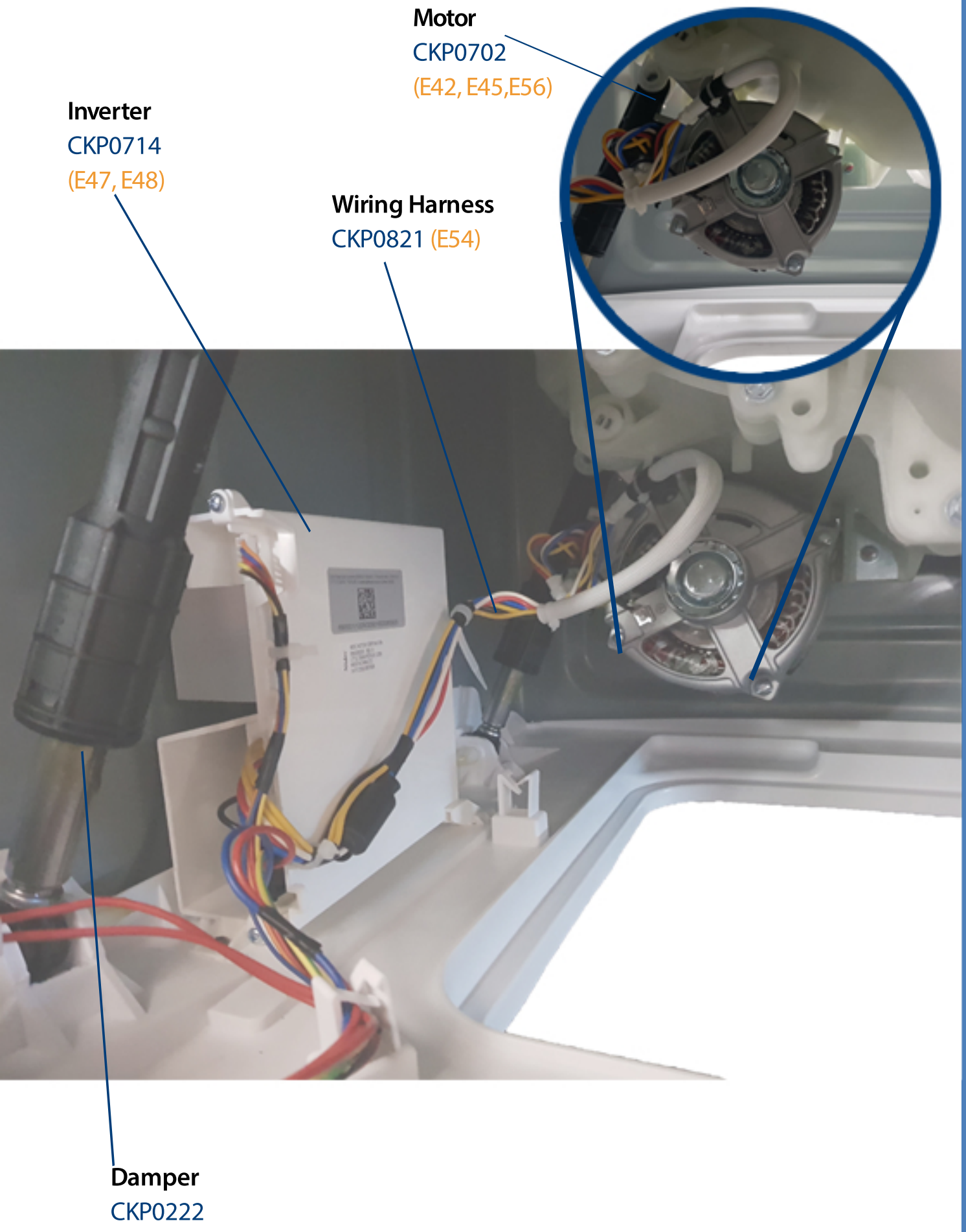


Liquid Detergent Insert
CKP0224

Siphon Pipe
CKP0219

Detergent Drawer Cover
CKP0823

Detergent Drawer
CKP8823


Motor
CKP0702
(E42, E45,E56)
Inverter
CKP0714
(E47, E48)
Wiring Harness
CKP0821 (E54)
Damper
CKP0222

Belt Drive Wheel
CKP8561

Damper
CKP0222

Damper Pin
CKP0216

Motor
CKP0702
(E42, E45,E56)

Drive Belt
CKP0332

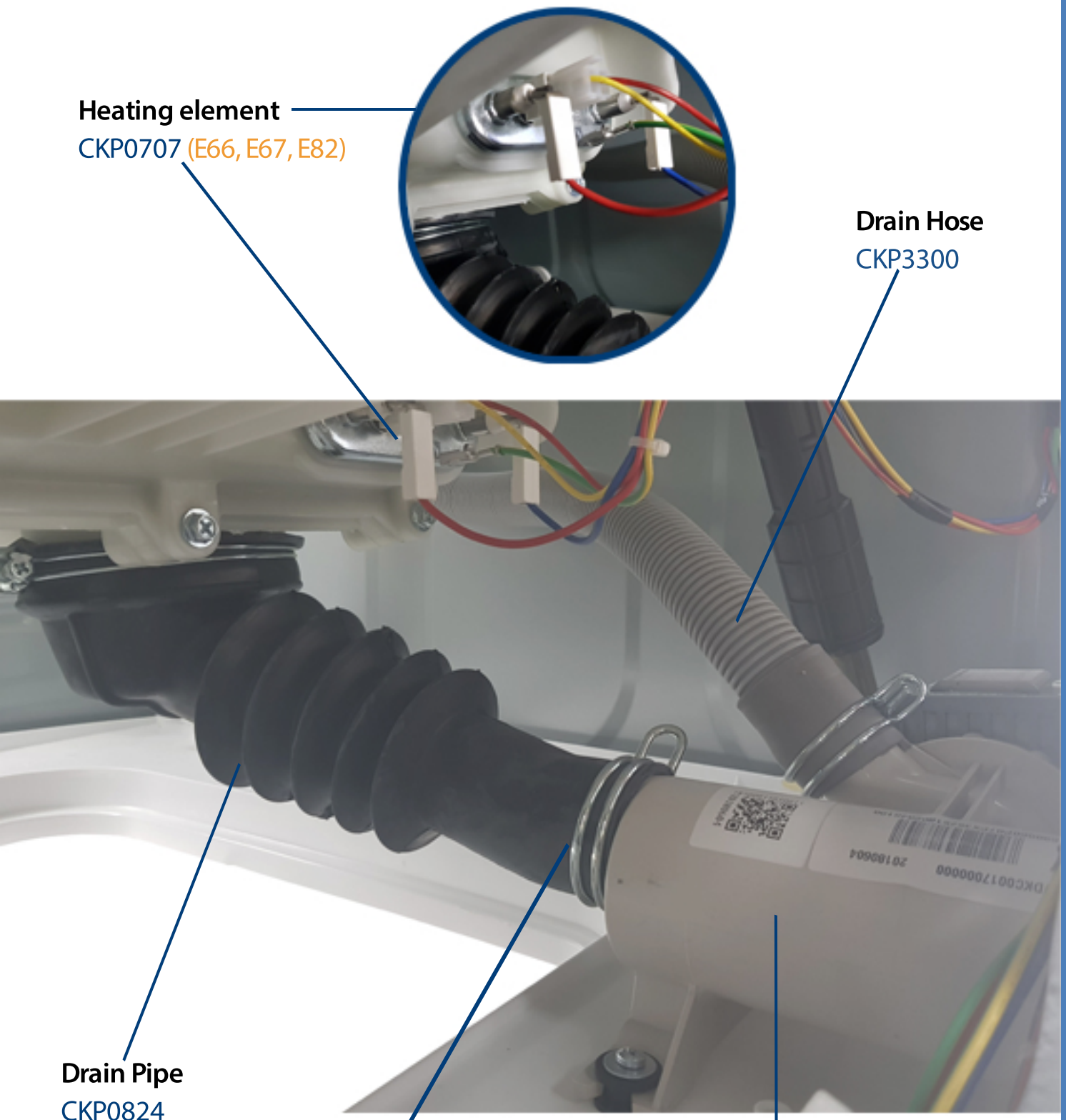
Air Pressure Trap
CKP7847

Bearings

Back Bearing
CKP0713

Front Bearing
CKP0511

Bearing Seal
CKP8987



Heating element
CKP0707 (E66, E67, E82)

Drain Hose
CKP3300

Drain Pipe
CKP0824

Pump Clamp
CKP0718

Drain Pump
CKP0226 (E31)

CATER-WASH

Warranty Coverage Guidelines - Model CK8518

Any parts replaced on the Cater-Wash CK8518 Washing Machine should be genuine Cater-Wash parts. Any modifications or faults due to inproper 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 bu 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 chargable 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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