

CATER-WASH

18kg Washing Machine Service Manual - CW8518



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How To Enter Test Mode

The Cater-Wash CW8518 18kg 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 **Water Plus** then **Extra Rinse** then **Water Plus** then **Extra Rinse**.

So you press the buttons twice but not at the same time.

3. The door will lock and the display screen will turn blank, then 3 dashed lines will appear.



4. t01 will display.




5. Press Steam and the display will change to t02.
6. Press start, this will now show any error codes the machine has.
7. Press Steam until you have received all of the error codes.

CW8518 Service Manual - Error Codes

Below you will find a list of error codes for the CW8518 washing machine.


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

Code	Description	Machine Action	How to Solve
E10	<p>Water Inlet time out.</p> <ul style="list-style-type: none"> • The water level has not changed for 7 minutes. • Required water level has not been achieved after 20 minutes. 	<p>PAUSE</p> <p>Stop the inlet valve</p>	<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. The machine must be unplugged & your water switched off. 4. Replace the solenoid valve.
E12	<p>Water Level is too high</p> <ul style="list-style-type: none"> • The water level is higher than the overflow for more than 16 seconds. 	<p>The machine will drain the water then stop all the electronic components.</p>	<ol style="list-style-type: none"> 1. Check the water level switch. 2. Check the air pipe is not blocked. 3. Check the wire connections. 4. Check the PCB.
E21	<p>Drain time out.</p> <ul style="list-style-type: none"> • The water level has not changed, when draining, for more than 6 minutes. 	<p>PAUSE</p> <p>The drain pump will stop.</p>	<ol style="list-style-type: none"> 1. Check the filter isn't blocked. 2. Check your drain is installed correctly (page 7&13 of the user manual). 3. Replace the drain pump.
E30	<p>Door Lock error.</p> <ul style="list-style-type: none"> • The door won't lock. 	<p>PAUSE</p> <p>The machine will not start unless the door is locked.</p>	<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	<p>Door Lock error.</p> <ul style="list-style-type: none"> • The door won't unlock. 	<p>The machine will operate as normal and store this data.</p>	<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.  CK8564 Descaler Use a high quality descaler get rid of limescale. <i>(Every 2 weeks in hard water areas)</i> 2. Check the connections to the heating element. 3. Replace the heating element.
E50	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.

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Code	Description	Machine Action	How to Solve
E58	Motor Inverter error. • <i>Connection to the motor is lost.</i>	PAUSE	<ol style="list-style-type: none"> 1. Check the connections to the motor. 2. Check the power of the inverter. 3. Check the motor power. 4. Replace inverter or motor accordingly.
E60 /61	Motor error. • <i>If the machine spin speed is less than 20rpm after the motor has reached 90% voltage by 0.5 seconds.</i> • <i>The motor will attempt this 5 times or until successful.</i>	The water will drain. PAUSE	<ol style="list-style-type: none"> 1. Check wire connections to the motor. 2. Check motor power. 3. Check if the voltage is too low. 4. Replace the motor.
E62	PCB • <i>If the real spin speed is 300RPM higher than the target value for 3 seconds.</i> • <i>If the machine detects low voltage in 100 milliseconds for 5 continuous times.</i> <i>If the Voltage returns to normal the error will be erased.</i>	The water will drain. The inlet valve will stop. PAUSE	<ol style="list-style-type: none"> 1. Check the wire connections to the motor. 2. Check the motor. 3. Check the PCB. 4. Replace motor / PCB accordingly.

If your machine has any other error codes than the ones listed on pages 2 - 4, the please contact our service team on 01229 480001.