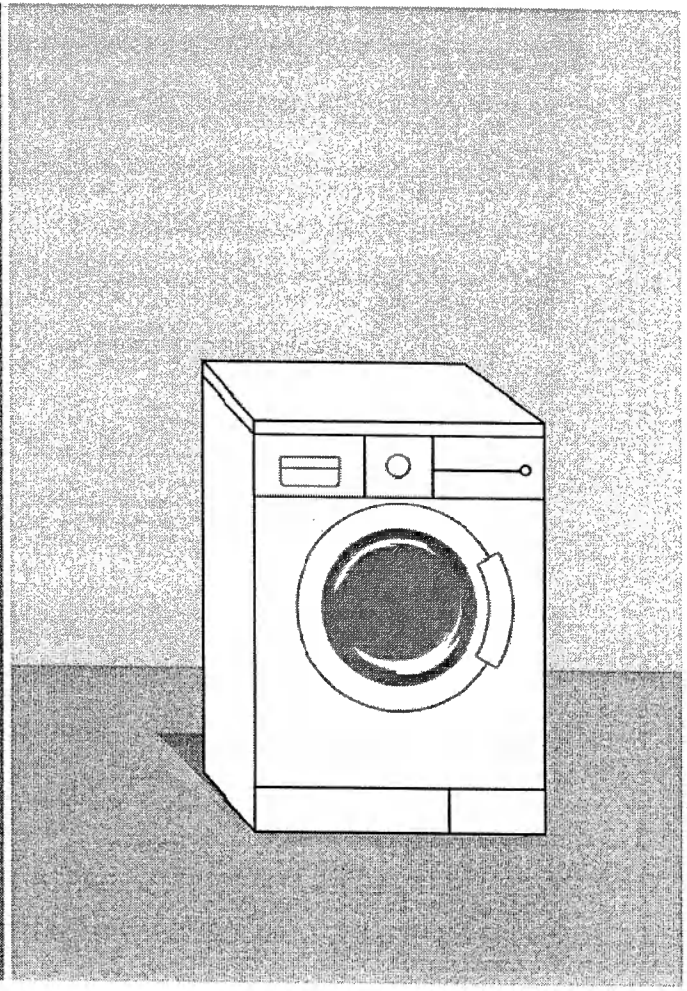
What to do if...

Water is leaking out.	– Attach/replace the drainage hose correctly. – Tighten the screw connection of the supply hose.
No water supply. Detergent not dispensed.	– ⏀ (**Start**/Pause) not selected? – Tap not turned on? – Filter blocked? Clean the filter ⟶ *page 10.* – Supply hose kinked or trapped?
Washing machine door cannot be opened.	– Safety function active. Wait approx. 2 minutes. – ⊘ (without final spin) selected? ⟶ *page 3, 4.*
Programme does not start.	– ⏀ (**Start**/Pause) selected? – Washing machine door closed?
Detergent solution is not drained.	– ⊘ (without final spin) selected? ⟶ *page 3, 4.* – Clean the detergent solution pump ⟶ *page 10.* – Clean the waste pipe and/or drainage hose.
Water not visible in the drum.	– Not a fault - water below the visible area.
Unsatisfactory spin result. Laundry wet/too damp.	– Not a fault - the unbalanced-load detection system has cancelled the spin cycle because of uneven distribution of the laundry. Distribute small and large items of laundry evenly inside the drum. – **(Easy-Iron)** selected ⟶ *page 5.* – Too low a speed selected? ⟶ *page 5.*
Spin cycle performed several times.	– Not a fault - unbalanced load detection system adjusts the imbalance.
Residual water in the compartment for care products.	– Not a fault - the action of the care product is not affected. – Clean the insert if necessary ⟶ *page 9.*
Odour formation in the washing machine.	– Run programme **Cottons 90 °C** without laundry. Use standard detergent.
(wash) display lamp flashes. Foam may be coming out of the detergent drawer.	– Too much detergent used? Mix 1 tablespoon of fabric softener with ½ litre of water and pour into dispenser **II** *(not for outdoor and down-filled textiles!).* – Reduce the detergent dosage for the next wash cycle.
Intense noise formation, vibrations and "walking" during the spin cycle.	– Are the appliance feet fixed? Secure the appliance feet ⟶ *Installation instructions.* – Transportation safety devices removed? Remove the transportation safety devices ⟶ *Installation instructions.*
Noises during spin and drain cycles.	– Clean detergent-solution pump ⟶ *page 10.*
The indicator lights do not function during operation.	– Power cut? – Fuses tripped? Reset/change the fuse. – If the fault occurs repeatedly, call the after-sales service.
Programme sequence longer than usual.	– Not a fault - unbalanced load detection system adjusts imbalance by repeatedly distributing the laundry. – Not a fault - foam detection system active - adds an additional rinse cycle.
Detergent residues on the laundry.	– Occasionally, phosphate-free detergents contain water-insoluble residues. – Select **Rinse/⊘** Spin or brush out the laundry after washing.

If you cannot correct a fault yourself (switching on/off) or a repair is required:
– Turn the programme selector to **Off** and remove the mains plug from the socket.
– Turn off the water supply and call the after-sales service ⟶ *Installation instructions.*

Observe the safety instructions on page 8.



Washing machine

Instruction manual

en

WM12E144

Read these instructions and the separate installation instructions before operating the washing machine.

SIEMENS

Your washing machine

Congratulations - you have opted for a modern, high-quality domestic appliance manufactured by Siemens. This washing machine is distinguished by its economical water and energy consumption.
Each machine that leaves our factory has been inspected thoroughly to ensure that it functions properly and is in perfect condition.

Further information: www.siemens-home.com

You can find the contact details for your nearest after-sales service here or in the after-sales service directory (depending on model).
GB 0844 8928999
Calls from a BT landline will be charged at up to 3 pence per minute. A call set-up fee of up to 6 pence may apply.
IE 01450 2655

Environmentally friendly waste disposal

All packaging must be disposed of in accordance with environmental guidelines.
This appliance is certified in accordance with European Directive 2002/96/EEC on waste electrical and electronic equipment (WEEE). This directive provides the framework for the EU-wide collection and reuse of used appliances.

Protection of the environment/Conservation tips

- Always fill the washing machine with a maximum amount of laundry for the relevant programme.
- Wash normally soiled laundry without a prewash.
- Instead of **Cottons 90 °C**, choose the programme **Cottons 60 °C** with the additional function **ecoPerfect**. Comparable cleaning result with significantly lower energy consumption.
- Measure the detergent according to the manufacturer's instructions and water hardness.
- If the laundry is then dried in the tumble dryer, select the spin speed according to the instructions of the dryer manufacturer.

Intended use

- For domestic use only
- For washing machine-washable fabrics and hand-washable wool in detergent solution
- To be operated with cold drinking water and commercially available detergents and care products which are suitable for use in washing machines

- *Do not leave children unattended near the washing machine.*
- *The washing machine is not to be used by children or persons not familiar with the operating instructions.*
- *Keep pets away from the washing machine.*

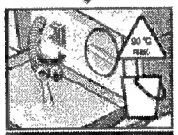
Maintenance

- **Risk of scalding.**
  Allow the detergent solution to cool down.
- *Turn off the tap.*

Detergent solution pump

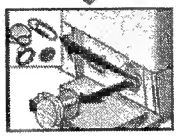
Turn the programme selector to **Off** and disconnect the mains plug.

1. Open and remove the service flap.



2. **For models with a drainage hose:** Remove the drainage hose from the retainer and pull it from the housing. Remove the container.
   Remove the sealing cap, allow the detergent solution to flow out.
   Replace the sealing cap and place the drainage hose in the retainer.

2* **For models without a drainage hose:** Carefully unscrew the pump cover until the detergent solution begins to flow out. When the service flap is half full, close the pump cover and empty the service flap. Repeat the above steps until all the detergent solution has completely drained out.
3. Carefully unscrew the pump cover (residual water).
4. Clean the interior, pump cover thread and pump housing (the impeller in the detergent solution pump must rotate).

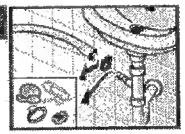


5. Replace the pump cover and screw it in place tightly.
6. Place the service flap back on and close.

To prevent unused detergent from flowing straight into the drain during the next wash: Pour 1 litre of water into compartment **II** and start the **Empty** programme.

Drainage hose at the siphon

Turn the programme selector to **Off** and disconnect the mains plug.

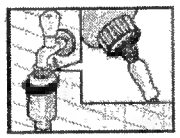


1. Loosen the hose clamp, carefully remove the drainage hose (residual water).
2. Clean the drainage hose and siphon connecting piece.
3. Reattach the drainage hose and secure the connection with the hose clamp.

Filter in the water supply

Risk of electric shock.
Do not immerse the HydroSafe safety device in water (contains an electric valve).

Reduce the water pressure in the supply hose:



1. Turn off the tap.
2. Select any programme (except for **Rinse**/ **Spin** // **Empty**).
3. Select (**Start**/Pause). Let the programme run for approximately 40 seconds.
4. Turn the programme selector to **Off**. Disconnect the mains plug.

Clean the filter:

1. Depending on model:
   Disconnect the hose from the tap.
   Clean the filter using a small brush.

   and/or for Standard and Aqua-Secure models:

   Remove the hose on the rear of the appliance,
   Remove the filter with pliers and clean.

2. Connect the hose and check for leaks.

Care

– **Risk of electric shock.** *Disconnect the mains plug.*
– **Risk of explosion.** *No solvents.*

Before washing for the first time

Do not load any laundry into the machine. Turn on the tap. Add the following to compartment II:
- approx. 1 litre water
- detergent (dosage according to the manufacturer's instructions for light soiling and the appropriate degree of water hardness)

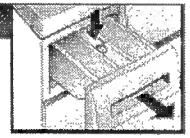
Set the programme selector to ♨ **Easy-Care 60 °C** and select ◇ (**Start**/Pause). At the end of the programme, turn the programme selector to **Off**.

Machine housing, control panel

- Wipe with a soft, damp cloth.
- Do not use any abrasive cloths, scourers or cleaning agents (stainless steel cleaners).
- Remove detergent and cleaning agent residue immediately.
- Do not clean with a jet of water.

Cleaning the detergent drawer...

...if it contains detergent or fabric softener residues.



1. Pull out, press insert down, remove draw completely.
2. To remove the insert: press the insert upwards from below with your finger.
3. Clean the detergent dispenser tray and insert with water and a brush and dry it.
4. Attach the insert and engage (connect the cylinder to the guide pin).
5. Push in the detergent drawer.

Leave the detergent drawer open so that any residual water can evaporate.

Drum

Leave the washing machine door open so that the drum can dry out.
Rust stains - use chlorine-free cleaning agent, not steel wool.

Descaling *Ensure there is no laundry in the machine*

Descale the appliance according to the descaler manufacturer's instructions. This should not be necessary if the correct dosage of detergent is used.

Information on the indicator lights *model-dependent*

A signal sounds and indicator lights for the spin speed flash:

Close the washing machine door properly; laundry may be caught.	Detergent solution pump blocked; Clean the detergent solution pump → *page 10.* Drainage hose/waste pipe blocked; Clean the drainage hose at the siphon → *page 10.*	Open the tap completely, supply hose kinked or trapped; Clean the filter → *page 10,* Water pressure too low.
Motor fault. Call the after-sales service.	Water in the base tub, appliance leaking. Call the after-sales service.	

Preparation

Correct installation according to the separate Installation instructions.

Check the machine

- Never use a damaged machine.
- Inform the after-sales service.

Connect the mains plug

Make sure your hands are dry.
Take hold of the plug only.

Turn the tap on

Before washing for the first time
Wash once without any laundry → *page 9*

Sorting and loading laundry

Follow the manufacturer's care information.
According to the information on the care labels.
According to type, colour, soiling and temperature.
Do not exceed the maximum load → *page 7.*

Observe the important information → *page 6.*
Insert large and small items of laundry.
Close the washing machine door. Take care not to trap items of laundry between the washing machine door and the rubber seal.

Add detergent and care products

Amount of laundry, soiling, water hardness (ask your water supply company) and manufacturer's instructions.
Pour liquid detergent into the appropriate dispenser and place in the drum.

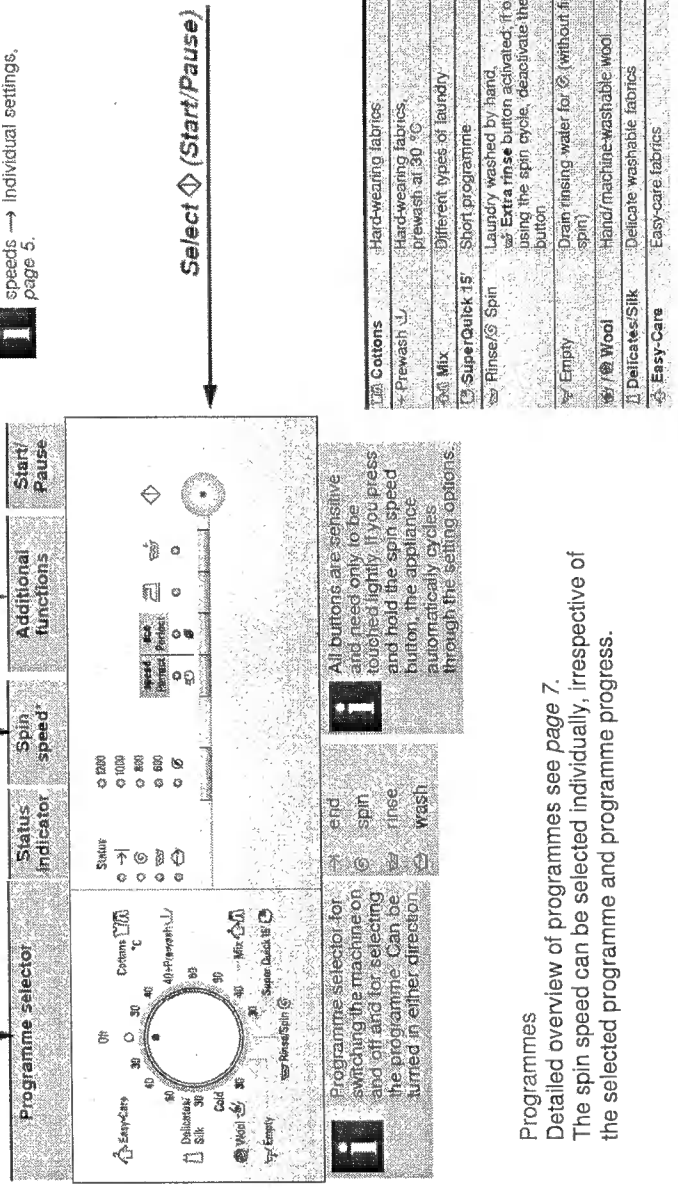
Measure accordingly.

Dilute viscous fabric softener and fabric conditioner with water. This prevents blockages.

Compartment II: detergent for the main wash, water softener, bleach, stain remover
Compartment ❀: fabric softener, starch
Compartment I: detergent for prewash

Setting and adjusting a programme

(*model-dependent)



Programme selector for switching the machine on and off and for selecting the programme. Can be turned in either direction.

All buttons are sensitive and need only to be touched lightly. If you press and hold the spin speed button, the appliance automatically cycles through the setting options.

Additional functions and spin speeds → Individual settings, page 5.

Cottons	Hard-wearing fabrics
Prewash	Hard-wearing fabrics, prewash at 30 °C
Mix	Different types of laundry
SuperQuick 15'	Short programme
Rinse/Spin	Laundry washed by hand. **Extra rinse** button activated, if only using the spin cycle, deactivate the button
Empty	Drain rinsing water for (without final spin)
/ Wool	Hand/machine-washable wool
Delicates/Silk	Delicate washable fabrics
Easy-Care	Easy-care fabrics

Programmes
Detailed overview of programmes see *page 7*.
The spin speed can be selected individually, irrespective of the selected programme and programme progress.

Safety instructions

- Read the instruction manual and installation instructions and all other information enclosed with the washing machine and act accordingly.
- Retain the documents for subsequent use.

Risk of electric shock
- Never pull the cable to disconnect the mains plug.
- Never insert/disconnect the mains plug with damp hands.

Danger to life

For worn-out appliances:
- Disconnect the mains plug.
- Sever the mains cable and discard along with the plug.
- Destroy the lock on the washing machine door. This will prevent children from locking themselves in and risking their lives.

Danger of suffocation
- Keep packaging, film and packaging parts out of the reach of children.

Risk of poisoning
- Keep detergents and care products out of the reach of children.

Risk of explosion
- Items of laundry pretreated with cleaning agents containing solvents, e.g. stain remover/cleaning solvent may cause an explosion after being loaded into the washing machine. Rinse items of laundry thoroughly by hand beforehand.

Risk of injury
- The washing machine door can become very hot.
- Be careful when draining hot detergent solution.
- Do not climb onto the washing machine.
- Do not lean on the open washing machine door.
- Do not reach into the drum if it is still rotating.
- Be careful when opening the detergent drawer while the machine is in operation.

Consumption values *depending on model*

Programme	Load	Electricity***	Water***	Programme duration***
Cottons 30 °C*	7 kg	0,55 kWh	60 l	02:36 h
Cottons 40 °C*	7 kg	0,69 kWh	60 l	02:36 h
Cottons 60 °C*	7 kg	1,33 kWh	60 l	02:41 h
Cottons 90 °C	7 kg	2,00 kWh	64 l	02:48 h
Easy-Care 40 °C*	3 kg	0,55 kWh	55 l	01:37 h
Mix 40 °C	3 kg	0,48 kWh	32 l	01:03 h
Delicate/Silk 30 °C	2 kg	0,21 kWh	31 l	00:41 h
/ Wool 30 °C	2 kg	0,19 kWh	39 l	00:40 h

* Programme setting for testing in accordance with valid standard EN60456.
Note on comparative tests: For testing the test programmes, wash the specified load using the maximum spin speed.

Programme	Additional function	Load	Annual energy consumption	Annual water consumption
Cottons/Coloureds 40/60 °C	ecoPerfect**	7/3,5 kg	197 kWh	10560 l

** Programme setting for testing and energy labelling in accordance with EU directive 2010/30/EU with cold water (15 °C).
*** The values deviate from the indicated values depending on water pressure, hardness, and inlet temperature, ambient temperature, type, amount and soiling of the laundry, detergent used, fluctuations in the power supply and selected additional functions.

Overview of programmes

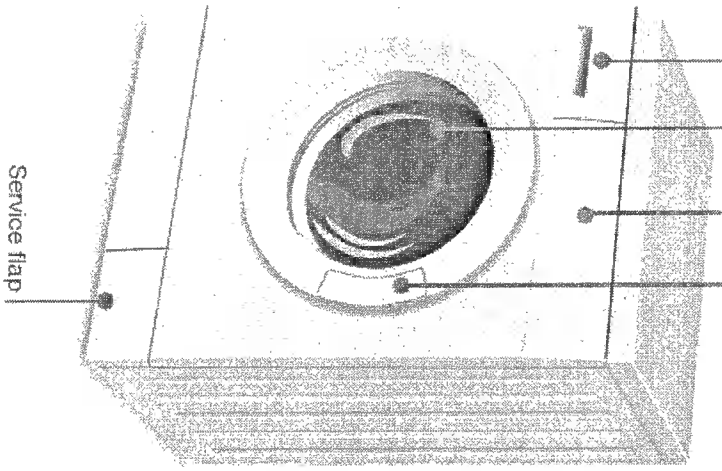
→ refer to the table of consumption values on page 8 and notes on page 6.

Programmes	°C	max.	Type of laundry	Additional functions; information
Cottons	30, 40, 60, 90 °C	7 kg/ 4 kg*	Hard-wearing fabrics, heat-resistant fabrics made of cotton or linen	speedPerfect*, ecoPerfect, (Easy iron), (Extra rinse)
+ Prewash	40 °C			
Easy-Care	30, 40, 60 °C	3 kg	Easy-care fabrics made of cotton, linen, synthetic fibres or blended fabrics	speedPerfect, ecoPerfect, (Easy iron), (Extra rinse)
Mix	40 °C		Fabrics made of cotton or easy-care fabrics	speedPerfect, ecoPerfect, (Easy iron), (Extra rinse); different types of laundry can be washed together
Delicates/Silk	30 °C	2 kg	For delicate, washable fabrics, e.g. made of silk, satin, synthetic fibres or blended fabrics (e.g. curtains)	speedPerfect, ecoPerfect, (Easy iron), (Extra rinse); No spin between rinse cycles
/ Wool	cold, 30 °C		Hand- or machine-washable fabrics made of wool or containing wool	Particularly gentle wash programme to prevent shrinkage of laundry. Longer programme breaks (fabrics rest in the detergent solution)
SuperQuick 15'	30 °C		Easy-care fabrics made of cotton, linen, synthetic fibres or blended fabrics	Short programme, approx. 15 minutes, suitable for lightly soiled laundry
Additional programmes				Rinse/ Spin, Empty

* Reduced load for additional **speedPerfect** function

i As a **short programme**, **Mix 40 °C**, with a maximum spin speed, is ideal.
Programmes without prewash - add detergent to compartment **II**, programmes with prewash - distribute the detergent between compartments **I** and **II**.

0411 / 9000659533
WM12E163DN
Siemens-Electrogeräte GmbH
Carl-Wery-Str. 34
81739 München / Deutschland



Removing the washing

Open the washing machine door and remove the washing. If (without final spin) is active: Turn the programme selector to **Empty** or select the spin speed. Select (**Start**/Pause).

- Remove any foreign objects - risk of rusting.
- Leave the washing machine door and detergent drawer open so that any residual water can evaporate.

Turning the tap off

Not required for Aqua-Stop models → *refer to installation instructions*

Switching off

Turn the programme selector to **Off**.

Programme has ended when...

(Start/Pause) flashes and the (end) indicator light comes on.

Interrupting the programme

Programmes at high temperatures:
- Cool washing: Select (**Start**/Pause).

Select (**Start**/Pause).

Programmes at lower temperatures:
- Rinse/ Spin (deactivate (Extra rinse) button) or select **Empty**.

Select (**Start**/Pause).

Changing the programme, if ...

- you have selected the wrong programme by mistake:
- Reselect the programme.
- Select (**Start**/Pause). The new programme starts from the beginning.

Individual settings

Spin speed / without final spin → model-dependent

Before and while the selected programme is running, the spin speed or (without final rinse, laundry soaks in the last rinsing water) can be set. The effects depend on the programme progress.
The maximum selectable spin speed depends on the model and on which programme is currently selected.

Additional functions → and overview of programmes, see page 7

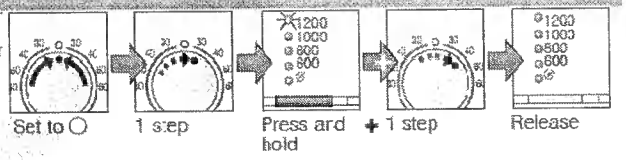
speedPerfect	For washing in a shorter time with a washing outcome comparable to that of the standard programme. Maximum load → Overview of programmes, page 7.
ecoPerfect	For saving energy with a washing performance comparable to that of the standard programme.
(Easy-Iron)	Special spin sequence with subsequent fluffing. More gentle final spin - residual moisture in the laundry slightly increased.
(Extra rinse)	Additional rinse cycle. For areas with very soft water or for further enhancing the spin result.

Start/Pause

For starting or interrupting the programme.

Signal

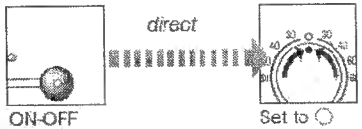
1. Activate the setting mode for signal volume



Set to ○ — 1 step — Press and hold — + 1 step — Release

Option:

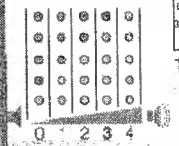
Visually impaired mode* ON-OFF



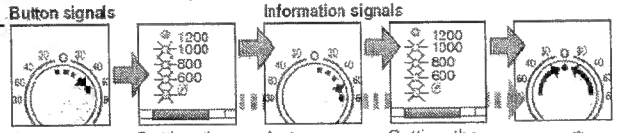
ON-OFF — Set to ○

*Short signal - function on.
Long signal - function off.

2. Setting the volume for...



Button signals — Information signals



1 step — Setting the volume** — 1 step — Setting the volume** — Set to ○

** you may need to select the function several times.

Important information

Protecting the laundry and the machine

- When determining the dosage of all washing powders, additives and cleaning agents, you must follow the manufacturer's instructions.
- Empty pockets.
- Look out for metal items (paperclips, etc.).
- Wash delicates in a laundry bag (tights, curtains, underwired bras).
- Fasten zips, do up any buttons.
- Brush sand out of pockets and collars.
- Remove curtain fittings or place in the laundry bag.

Laundry with varying degrees of soiling

	Wash new items of clothing separately.
light	Do not prewash. If required, choose the additional function **speedPerfect**.
	Pretreat any stains as necessary.
intense	Do not load as much laundry. Choose a programme with prewash.

Soaking — *Load laundry of the same colour*

Pour soaking agent/detergent into compartment II in accordance with the manufacturer's instructions. Turn the programme selector to **Cottons 30 °C** and select (**Start**/Pause). After approx. 10 minutes, press (Start/**Pause**), to pause the programme. Once the required soaking time has elapsed, press (**Start**/Pause), again to continue the programme, or select a different programme.

Starching — *Laundry must not be treated with fabric softener*

Starching is possible in all wash programmes if liquid starch is used. Pour starch into the fabric softener compartment in accordance with the manufacturer's instructions (rinse first if necessary).

Dyeing/bleaching

Dye should only be used in normal household quantities. Salt may damage stainless steel. Always follow the dye manufacturer's instructions. Do **not** use the washing machine for bleaching clothes.