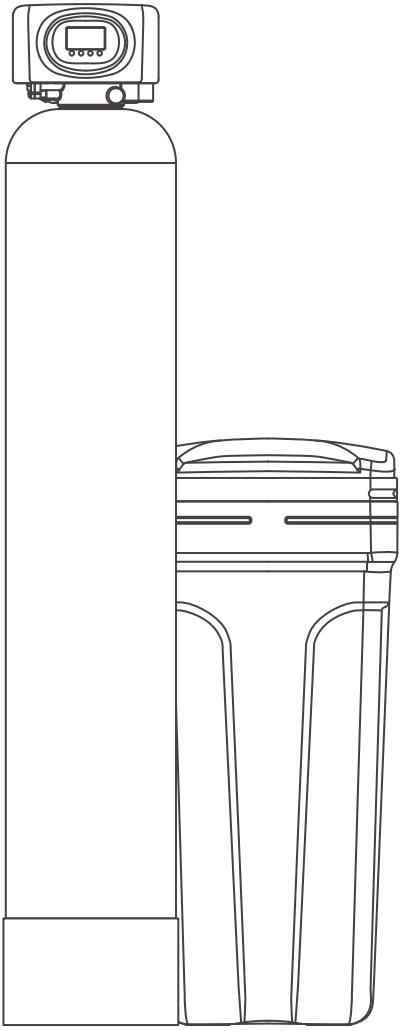
Waterdrop



Whole House Water Softener

User Manual

Model: WD-WHR01A | WD-WHR01B | WD-WHR01C

Contents

Before Installation ---- **1**
Inspect the Package ---- 1
Specifications ---- 1
Required Tools ---- 1
Product Introduction ---- **2**
Parts List ---- 2
Installation Sample ---- **2**
Installation Steps ---- **3**
STEP 1: Shut off the Water Supply ---- 3
STEP 2: Install Control Valve ---- 3
STEP 3: Install the Bypass ---- 3
STEP 4: Connect the Softener ---- 4
STEP 5: Connect the Brine Tank ---- 5
Notice Before Use ---- 5
Display and Operation ---- **6**
Settings of Operation Panel ---- 6
Basic Setting ---- 7
System Parameter ---- **9**
Parameter Enquiry ---- 9
Parameter Setting ---- 10
Trial Running ---- **11**
Troubleshooting ---- **12**
Limited Product Warranty ---- **14**
Return & Repair ---- **15**

Before Installation

Inspect the Package

Open box 1 and box 2 , take out the resin tank, brine tank and all the components . Inspect them according to the parts list to ensure nothing is left out or damaged during shipping. If there are any parts cracked or broken, please do not proceed with the installation and contact our customer service **+1-888-352-3558 (U.S.)** or send an email to **WH@waterdropfilter.com** to identify and get familiar with all components for quick installation.

Specifications

To achieve the optimal performance, it is highly recommended to use the system within the operational parameters.

Model	WD-WHR01A	WD-WHR01B	WD-WHR01C
Capacity (In Grains)	32,000	48,000	64,000
Water Temperature	41~100 °F/5~38 °C		
Water Pressure	21.8~87 psi/0.15~0.6 MPa		
Rated power	18 W		
Rated voltage/current	Input 110-240 V/0.16 A		
Rated frequency	50/60 Hz		

Water turbidity	Water turbidity	Down-flow regeneration < 5FTU; Up-flow regeneration < 2FTU
	Water hardness	First grade Na- <6.5mmol/L; Second grade Na- <10mmol/L
	Free chlorine	<0.1mg/L
	Iron^{2+}	<0.3mg/L
	CODMn	<2mg/L(O_2)

NOTE:

The water softener cannot be exposed to the outdoors, sunlight or rain.
Position the softener in a location where the risk of water damage is minimal in the event of a leak.
Position the softener in close proximity to a floor drain, or any other acceptable drain point (such as a laundry tub, sump, standpipe, etc.) in order to avoid air breaks and backflow.
The brine tank shall be positioned not more than 10 feet away from the resin tank.
Ensure that the brine tank remains filled with solid salt throughout the softening process when using this valve. The brine tank should only be filled with coarse crystalline salt, with a purity of at least 99.5%, and the use of fine salt is prohibited.
Outside faucets and irrigation systems should not be furnished with softened water.If this is not feasible, it is essential to bypass the softener when watering grass or plants. Prolonged exposure to soft water can be deleterious to plant life.

Required Tools

- PTFE tape
- Screwdriver
- Utility knife
- Two adjustable wrenches
- Silicone grease (lubricant)
- 1" (Or 3/4" depending on system) PEX pipe, brass,or copper and fittings.

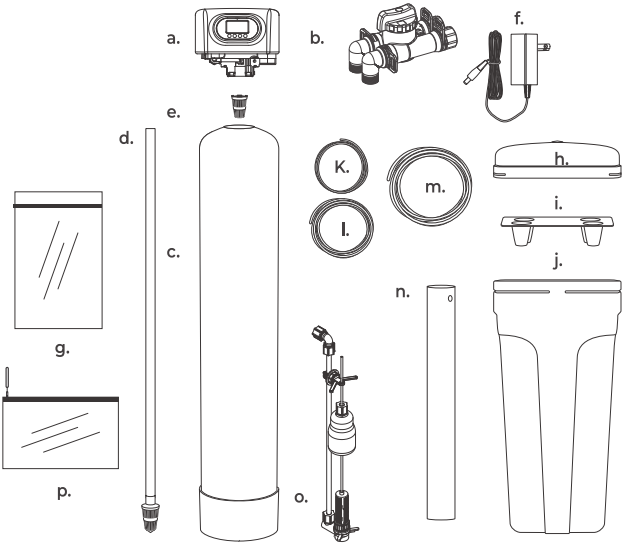
It should be noted that modifications to home plumbing might entail the utilization of additional tools.

Product Introduction

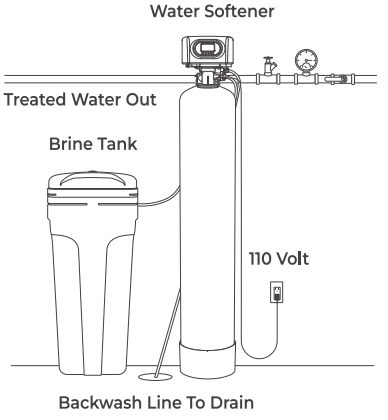
Parts List

The brief introduction of various parts and sample connections are presented as follows. Please identify and get familiar with these parts and connection points for a smooth installation.

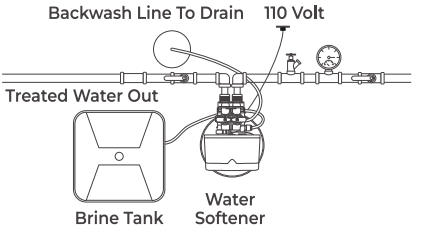
a. Control Valve
b. Bypass Valve
c. Resin Tank
d. Riser Pipe & Bottom Strainer (Pre-installed)
e. Top Strainer
f. Power Adapter
g. Tank Jacket
h. Brine Tank Lid
i. Grid Plate
j. Brine Tank
k. 39.37" of 3/8" Brine Pipe
l. 59.06" of 1/2" Over flow Pipe
m. 78.74" of 1/2" Drain Pipe
n. Brine Well
o. Float Valve
p. Storage Bag (with User Manual)



Installation Sample



Front View



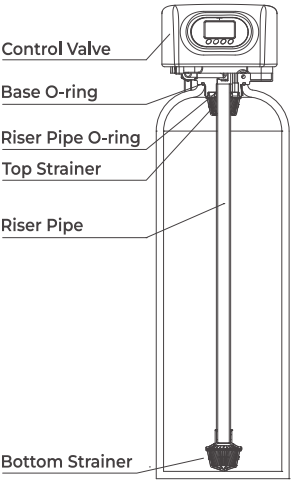
Top View

Installation Steps

NOTE: Locate and test the primary water supply valve of the home prior to installing the system. In the event that the primary water supply valve fails to shut off the water supply completely during the test, it is recommended that you contact your local plumber to repair the valve before installing the system.

STEP 1: Shut off the Water Supply

1. Find the main water supply valve of the house and turn it off completely by rotating the shut-off handle.
2. Test to determine if the water is completely shut off by turning on the faucet closest to you in the cold water position. If the cold water cannot be turned off, please contact your local plumber to repair the valve before starting to install the system.

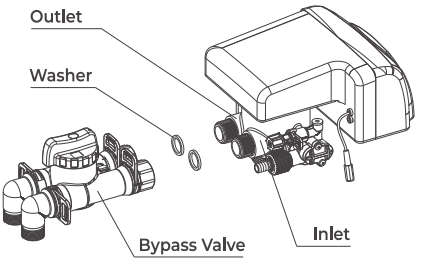


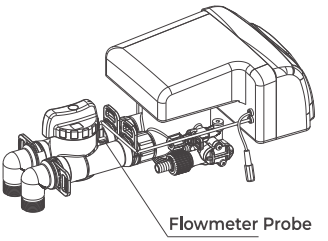
STEP 2: Install Control Valve

1. Install the top strainer to the valve. Put the base O-ring in the valve O-ring slot
2. Through the top strainer, insert the riser pipe into control valve and screw control valve on the resin tank tightly.
*DO NOT use tools to tighten the valve or damage could occur.

STEP 3: Install the Bypass

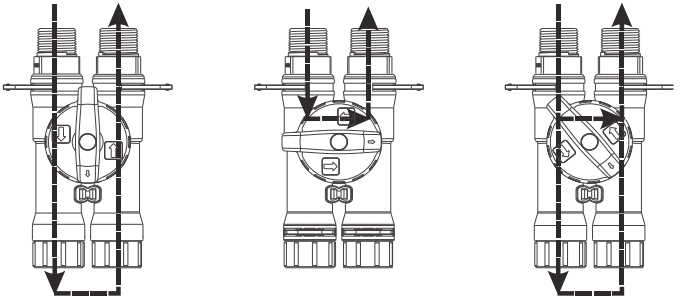
1. Pull the loose nut from the bypass valve vertically outward (take care that the impeller in the water outlet does not fall out), place the sealing ring in the nut, and tighten the nut to the inlet and outlet of the control valve.
2. Attach the bypass valve onto the control head and secure it with the lock clip.
3. Insert the flowmeter probe into the flowmeter hole on the outlet side.
4. Secure the inlet elbow and outlet elbow with the lock clip.





NOTE: This control valve has a bypass function. When the knob is rotated to the corresponding position, it can realize the functions of operation, partial bypass, and bypass.

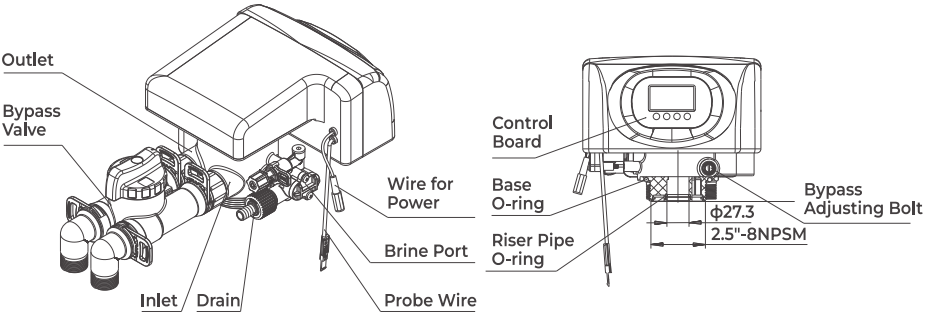
- When the direction of the bypass valve handle is parallel to the direction of the water flow in the bypass valve, the bypass valve is in the running state.
- When the bypass valve handle direction is perpendicular to the bypass valve water flow direction, the bypass valve is in the bypass state.
- When the bypass valve handle is at a certain angle to the water flow direction of the bypass valve, the bypass valve is in a partially bypass state.



Running State | Bypass State | Partially Bypass State

STEP 4: Connect the Softener

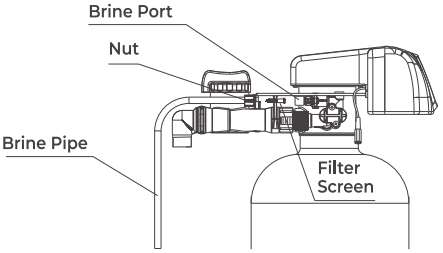
1. The control valve is outfitted with 1" male NPT connections. It is suggested that these connections be made using 8-12 wraps of plumber's tape.
2. The inlet and outlet of the bypass valve can be identified by the arrows stamped on it, which indicate the flow direction. The arrow pointing towards the valve is the inlet, and the arrow pointing away from the valve is the outlet.
3. Apply the plumber's tape onto the bypass inlet and outlet fittings. Use the right fittings to connect the inlet and outlet of the softener.
4. Plug the drain pipe into the drain connector, run the drain hose to the nearest laundry tub or floor drain.



NOTE:
Inlet pipeline should be in parallel with outlet pipeline. Support inlet and outlet pipeline with fixed holder. All piping should be secured to prevent stress on the bypass valve and connectors.
Be sure not to connect drain pipe with sewer directly, and leave a certain space between them, avoid wastewater being absorbed into the water treatment equipment.

STEP 5: Connect the Brine Tank

1.Take the nut and filter screen out of the control valve fitting bag, insert the brine pipe into the nut.
2.Insert the filter screen into the brine pipe
3. Insert the brine pipe into the brine port. Tighten the nut.



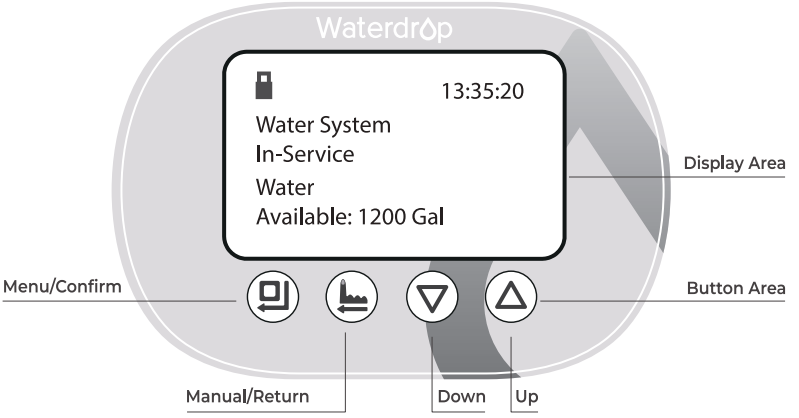
4. Your brine tank system is 90% pre-assembled. To finish the setup, remove the white lid on top of the brine well. Push the brine pipe through the opening on the side of the brine tank, and also through the opening on the side of the brine well.
5. Remove the nut on the top of the automatic float valve. Insert the brine pipe into the nut and Insert the plastic support into the brine pipe.
6. Insert the brine pipe into the float valve. Tighten the nut.
7. Connection for brine tank overfill. Under the brine pipe joint, you will notice a reserved hole. Connect the overflow pipe to the brine tank using the elbow in the brine tank attachment bag.

Notice Before Use

After being accomplished installation and trail running by professional, the valve could be put into use. In order to ensure the quality of outlet water can reach the requirement, the user should
a. Ensure that there is solid salt all the time in the brine tank in the course of using when this valve is used for softening. The brine tank should be added the crystalline coarse salt only, at least 99.5% pure, forbidding use the small salt and iodized salt.
b. Test the hardness of outlet water and raw water at regular time. When the outlet water hardness is unqualified, please press the and the valve will temporarily regenerate again (It will not affect the original set operation cycle.)
c. When the feed raw water hardness changes a lot, you can adjust the water treatment capacity as follow:
Press and hold both and for 5 seconds to unlock the buttons, press , enter program set mode, through and buttons to select "Advanced Setting", press , enter "Advanced Setting" item setting mode, through and buttons to select “Set Residual Water”, press , through and to set the required value. Press and hear a sound "Di", then finish the adjustment. Press twice, and turn back to Service.
The regeneration parameters have been set when control valve left factory. Generally, it does not need to reset. If you want to enquiry and modify the setting, you can refer to the professional application specifications.

Display and Operation

Settings of Operation Panel



Button Lock Indicator

lights on, indicates the buttons are locked. At this moment, press any single button will not work (No operation in one minute, will light on and lock the buttons.)
Solution: Press and hold both and for 5 seconds untill the lights off.

Menu/Confirm Button

In menu mode, press , then enter program display mode to view all values.
In program display mode, press , data flashes, enter program set mode, choose and adjust parameters values.
Press after all parameters are set, and then the voice "Di" means all setting are successful and return program display mode.

Manual/Return Button

Press in any status, it can proceed to next step. (Example: After unlock the buttons, press in service status, it will start regeneration cycles instantly if the outlet water is unqualified; Press while it is in backwash status, it will end backwash and go to brine & slow rinse at once).

Press in program display mode, and it will return in service; Press in program set mode, and it will return program display mode.
Press while adjusting the value, then it will return program display mode directly without saving valve.

Up and Down
In program display mode, press or to view all values.
In program set mode, press or to adjust values.
Press and hold both and for 5 seconds to unlock the buttons.

Basic Setting

1. The system has preset the functional parameters according to the processing capacity before leaving the factory, and there is no need to set them manually again under normal conditions.

Function	Factory Default			Parameter Set Range	Instruction
	WD-WHR01A	WD-WHR01B	WD-WHR01C		
Time of day	Random			00:00~23:59	
Control model	A13			A-01	Down-flow regeneration, will not regenerate although the available volume of treated water drops to zero (0). Regeneration will start until at the regeneration time.
				A-02	Down-flow regeneration, regenerate immediately when the available volume of treated water drops to zero(0).
				A-03	Down-flow smart regeneration, regeneration starts at the regeneration time of the current day when the available volume of treated water less than the average water consumption of last 7 days.
				A-11	Up-flow regeneration, will not regenerate although the available volume water of treated water drops to zero (0). Regeneration will start until at the regeneration time.
				A-12	Up-flow regeneration, regenerate when the available volume of treated water drops to zero(0).
				A-13	Up-flow smart regeneration, regeneration starts at the regeneration time of the current day when the available volume of treated water less than the average water consumption of last 7 days.
Recharge time	2:00			00:00~23:59	A-01/03/11/13
Interval backwash times	0			0~20	Interval backwash times. For example, F-01: indicates service 2 times, backwash 1 time (Only for A-11/12/13)
Water treatment capacity (gallon)	1200	1800	2400		Water treatment capacity in one circle (GAL) for: A-01/02/03/11/12/13
Backwash time (minute)	8	11	9	0~99:59	Backwash time (minute)
Brine & slow rinse time	30	40	40	0~99:59	Brine & slow rinse time (minute)
Brine refill time	23	26	20	0~99:59	Brine refill time
Fast rinse time	15	16	14	0~99:59	Fast rinse time(minute)
Max days between recharges	30			0~40	Regenerate at the regeneration time even though the available volume of treated water does not drop to zero(0).

NOTE:

Due to the software version differences of the control valve at the factory, the default control mode may be A-01. You can adjust it to A-13 as needed. After changing the control mode, other default parameters remain unchanged. See page 9 for the adjustment method.

2. Process Display

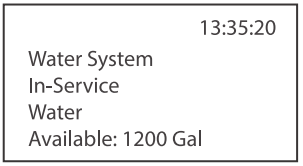


Figure A

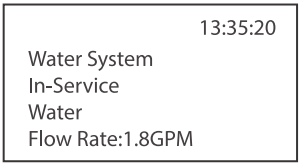


Figure B

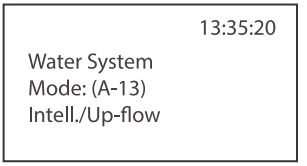


Figure C

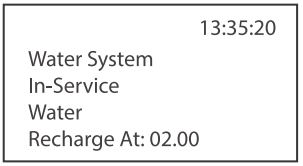


Figure D

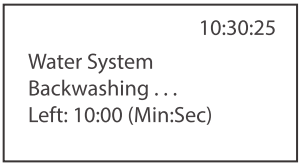


Figure E

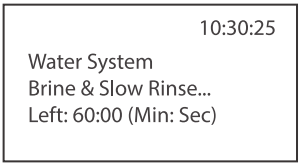


Figure F

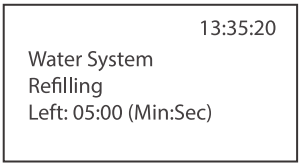


Figure G

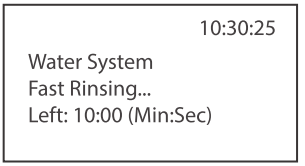


Figure H

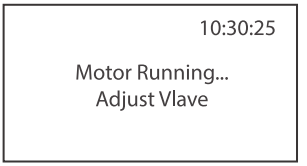


Figure J

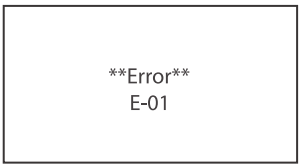


Figure I

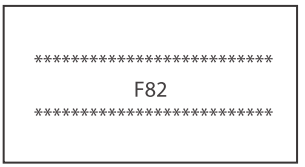


Figure L

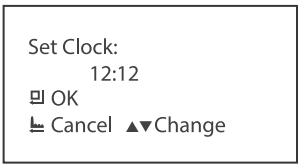


Figure M

NOTE:

The display screen shows Figure M, indicates outage of power more than 3 days. It reminds to adjust the time of day.

The display screen shows Figure L when connected with power. At the Service status shows circularly: Figure A/B/C.

The display screen shows Figure E at Backwash status and shows Figure F at the Brine & Slow Rinse status.

The display screen shows Figure G at Brine Refill status and shows Figure H at Fast Rinse status.

When control valve turns from one working status to another, the screen shows Figure J

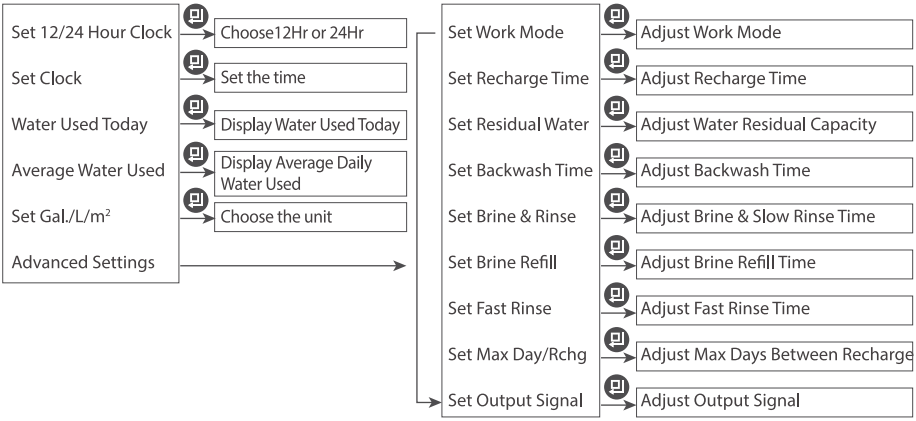
The display will show Figure I when the system is in error.

Working process: Service→Backwash →Brine & Slow Rinse→Brine Refill →Fast Rinse.

System Parameter

Parameter Enquiry

When 🔒 lights on, press and hold both ▲ and ▼ for 5 seconds to unlock the button; then press ⏻ to enter the program display mode; choose the enquiry item, press ⏻ to view each value. According to below process to enquiry each value. (Press 🛁 twice back to service status.)



Parameter Setting

In program display mode, press ▲ or ▼ to adjust the value.

Items	Process steps	Symbol
Set 12/24 hour clock	When 🔒 lights on, press and hold ▲ and ▼ for 5 seconds until the lights off. 1. Press 回 to enter into the setting interface. The option of "Set 12/24 Hour Clock" will be selected by system automatically. 2. Then press 回, the setting interface will display as the right figure. 3. Through ▲ or ▼ to adjust hour clock. 4. Lastly, press 回 and hear a sound "Di", then finish adjustment.	Set 12/24 Hour Clock: ○ 12 Hour ⊕ 24 Hour
Set clock	1. In setting status, press ▲ to ▼ select "Set Clock". 2. Press 回, the setting interface will display as the right figure. Then press ▲ or ▼ to set the time. 3. Lastly, press 回 and hear a sound "Di", then finish agjustment.	Set Clock: 12:12 回 OK ⌙ Cancel ▲▼Change
Water Used Today	In setting status, press ▲ or ▼ to select "Water Used Today", you can see the value.	Water Used Today: 0.00m³ ⌙ Black
Average Daily Water Used	In setting status, press ▲ or ▼ to select "Average Daily Water Used", you can see the value.	Average Daily Water Used: 0.00m³ ⌙ Black
Set Gal./L/m³	1. In setting status, press ▲ or ▼ to select "Set Gal. /L/m³". 2. Press 回, the setting interface will display as the right figure. Then press ▲ or ▼ to choose the unit. 3. Lastly, press 回 and hear a sound "Di", then finish the adjustment.	Set Gal./L/m³: ○ U.S Gallons ○ Liters ⊕ m³
Work mode	1. In advanced setting status, press 回, then press ▲ or ▼ to select "Set Work Mode". 2. Press 回, work mode setting show as right figure. Then press ▲ or ▼ to choose the available control mode. 3. Lastly, press 回 and hear a sound "Di", then finish adjustment.	Set Work Mode: (A-13) ○ Delayed/Down-flow ○ Immediate/Down-flow ○ Intelligent/Down-flow ○ Delayed/Up-flow ○ Immediate/Up-flow ○ Intelligent/Up-flow
Recharge Time	1. In advanced setting status, press 回, then press ▲ or ▼ to select "Set Recharge Time". 2. Press 回, recharge time setting show as right figure. Then press ▲ or ▼ can set the recharge time. 3. Lastly, press 回 and hear a sound "Di", then finish adjustment.	Set Recharge Time: 02:00 (Hour: Min) 回 OK ⌙ Cancel ▲▼Change
Residual water capacity	1. In advanced setting status, press ▲ or ▼ to select "Residual Water ". 2. Press 回, residual water capacity setting show as right figure. Then press ▲ or ▼ to set the residual water capacity. 3. Lastly, press 回 and hear a sound "Di", then finish adjustment.	Set Residual Water: Capacity: 10:00 m³ 回 OK ⌙ Cancel ▲▼Change
Interval backwash times	1. In advanced setting status, press 回, then press ▲ or ▼ to select "Interval Backwash Times". 2. Press 回, interval backwash times setting show as right figure. Then press ▲ or ▼ to adjust the interval backwash times . 3. Lastly, press 回 and hear a sound "Di", then finish adjustment.	Set Interal Backwash: Times: 00 (F-00) 回 OK ⌙ Cancel ▲▼Change

Trial Running

After installing the water softener system, please conduct the trial running as follows:
A. For the first use, add about 7-10 liters of water to the brine tank(only during the commissioning process of the device's first operation. During normal use, the water softener automatically replenishes water), then add solid salt to the brine tank and dissolve the salt as much as possible.
B. Adjust the bypass valve to the bypass state and open your feed water valve, clean the impurity in the pipe for 10 seconds.
C. Close your feed water valve and adjust the bypass valve to the running state. Switch on power. Press to adjust the control valve into backwash status, slowly open your feed water valve to 1/4 position, making the water flows into the resin tank, you can hear the sound of air-out from the drain pipeline. After all air is out of pipeline, then open your feed water valve completely and clean the impurity in the resin tank until the outlet water is clean. It will take 8~11 minutes to finish the whole process.
D. After the backwash status, the control valve automatically adjusts to the brine and slow rinse status. The process of brine and slow rinse begins. When the control valve finishes sucking brine, the float valve closes, and then the slow rinse starts to work. The whole process takes about 30-40 minutes.
E. After the brine and slow rinse status, the control valve automatically adjusts to brine refill status, the brine tank is being refilled with water to the required level. It takes about 20~26 minutes, then add solid salt to the brine tank.
F. After the brine refill status, the control valve automatically adjusts to the fast rinse status. After 14~16 minutes, the control valve will automatically adjust to the service status.
G. Put the protective jacket on the resin tank. While zipping it up, fasten the Velcro tightly to prevent it from coming loose.

NOTE:
When the control valve enters into the regeneration status, all programs can be finished automatically according to the setting time; if you want one of steps to be terminated early, you can press .
If water inflows too fast, the media in tank will be damaged. When water inflows slowly, there is a sound of air emptying from drain pipeline.
After changing resin, please empty air in the resin according to above Step C.
In the process of trial running, please check the water situation in all status, ensuring there are no resin leakage.
The time for Backwash, Brine & Slow Rinse, Brine Refill and Fast Rinse status can be set and executed according to the calculation in the formula or suggestions from the control valve suppliers.

WARNING:
Double insulation equipment Description: This equipment meets the double insulation standard (Class II) and does not need to be grounded. Do not use a ground plug or connect the device to a ground power supply.
Electrical Safety Warning: This device has been designed as a double insulated device to provide safe use. Do not attempt to disassemble or modify the device. Otherwise, the insulation layer may be damaged and security risks may arise.
Maintenance warning: The insulation layer of the equipment should not be removed or damaged at will. In case of equipment failure, seek professionally certified repair services.
Not to be used with microbiologically unsafe water. Pre-filtration is recommended to remove contaminants and heavy sediment, in order to ensure optimum performance and product life.
Softener resin may deteriorate in the presence of chlorine or chloramines. Feedwater contaminated with these substances will shorten the lifespan of the resin. Under such conditions, a whole house carbon filtration system with chlorine and chloramine reducing media is recommended. Maximum: 2 ppm.

Troubleshooting

A. Control Valve Fault

Problem	Cause	Correction
Softener fails to regenerate.	A. Electrical service has been interrupted. B. Regeneration time set incorrect. C. Controller damaged. D. Motor fails to work.	A. Assure permanent electrical service (Check fuse, plug, switch and so on). B. Reset regeneration time. C. Replace controller. D. Replace motor.
Regeneration time is not correct.	A. Time of day does not set correctly. B. Power failure more than 3 days.	A. Check program and reset time of day. B. Reset time of day.
Softener supplies hard water.	A. Bypass valve is open or leaking. B. No salt in brine tank. C. Injector plugged. D. Insufficient water flows into brine tank. E. O-ring on riser pipe leaks. F. Interior of valve leaks. G. Regeneration cycles are not correct or raw water quality deterioration. H. Shortage of resin. I. Bad quality of raw water or impeller blocked. J. Adjusting bolt is open.	A. Close or repair bypass valve. B. Make sure there is solid salt in the brine tank. C. Change or clean injector. D. Check brine tank refill time. E. Make sure riser pipe is not cracked. Check o-ring and tube pilot. F. Check and repair valve body. G. Set correct regeneration time or water capacity. H. Add resin to resin tank and check whether resin leaks. I. Reduce the inlet turbidity, clean or replace flow meter. J. Close the adjusting bolt.
Softener fails to draw brine.	A. Inlet pressure is too low. B. Brine line plugged. C. Brine line leaks. D. Injector plugged or damaged. E. Interior of valve leaks. F. Drain line plugged. G. Sizes of injector and DLFC are not matched with tank.	A. Increase inlet pressure. B. Clean brine line. C. Clean brine line. D. Clean or replace injector. E. Repair or replace valve body. F. Check drain line. G. Select correct injector size and DLFC according to the instruction requirements.
Unit used too much salt.	A. Improper salt setting. B. Excessive water in brine tank.	A. Check salt usage and salt setting. B. See problem No.6.
Excessive water in brine tank.	A. Overlong brine refill time. B. Excess water left after brine draw. C. Foreign material in liquid level controller. D. Not install liquid level controller and power failure in brine status. E. Brine refill is uncontrolled.	A. Reset correct brine refill time. B. Check the injector and make sure no stuff in the brine pipe. C. Clean liquid level controller. D. Stop water supplying, and restart or install liquid level controller in salt tank when power restored. E. Repair or replace liquid level controller.
Pressure lost or the pipe rusted.	A. Iron scale in the water supply pipe. B. Iron scale accumulated in the softener. C. Fouled resin bed. D. Too much iron in the raw water.	A. Clean the water supply pipe. B. Clean valve and add resin cleaning chemical, increase frequency of regeneration. C. Check backwash, brine draw and brine tank refill. Increase frequency of regeneration and backwash time. D. Iron removal equipment is required to install before softening.
Resin discharged through drain pipe	A. Air in water system. B. Strainer broken. C. Large drain flow rate when backwash.	A. Empty the air from the system. B. Replace new strainer. C. Check and adjust proper drain rate.
Control valve cycle continuously.	A. Locating signal wire breakdown. B. Controller is faulty. C. Foreign material stuck the driving gear. D. Time of regeneration steps were set to zero.	A. Check and connect locating signal wire. B. Replace controller. C. Take out foreign material. D. Check program setting and reset.

Drain flows continuously.	A. Interior of valve leaks. B. Power off when in backwash or fast rinse.	A. Check and repair valve body or replace it. B. Adjust valve to service status or turn off bypass valve and restart when electricity supply.
Interrupted or irregular brine draw.	A. Water pressure is too low or not stable. B. Injector is plugged or damaged. C. Air in resin tank. D. Floccules in resin tank during up-flow regeneration.	A. Increase water pressure. B. Clean or replace injector. C. Check and find the reason. D. Clean the floccules in resin tank.
Water flows out from drain or brine pipe after regeneration.	A. Foreign material in valve which makes valve can't be closed completely. B. Hard water mixed in valve body. C. Water pressure is too high which results in valve not getting the right status.	A. Clean foreign material in valve body. B. Change valve core or sealing ring. C. Reduce water pressure or use pressure release function.
Salt water in outflow pipe.	A. Foreign material in injector or injector fails to work. B. Brine valve can't be shut-off. C. Fast rinse time is too short.	A. Clean and repair injector. B. Repair brine valve and clean it. C. Extend fast rinse time.
Water capacity decreases.	A. Regenerate not properly. B. Fouled resin bed. C. Salt setting is not proper. D. Softener setting is not proper. E. Raw water quality deteriorated. F. Impeller has already gotten stuck.	A. Regenerate according to the right way. B. Increase backwash flow rate and time, clean or change resin. C. Reset the appropriate amount of salt。 D. According to the test of outlet water, recount and reset. E. Regenerate by manual temporarily then reset regeneration cycle. F. Disassemble flow meter and clean it, or replace it with a new flow meter.

B. Controller Fault

Problem	Cause	Correction
Incorrect display on display board.	A. Wiring of display board with control board fails to work. B. Control board damaged. C. Transformer damaged. D. Electrical service not stable.	A. Check and replace the wiring. B. Replace control board. C. Check and replace transformer. D. Check and adjust electrical service.
No display on display board.	A. Wiring of display board with control board fails to work. B. Display board damaged. C. Control board damaged. D. Electricity is interrupted.	A. Check and replace wiring. B. Replace display board. C. Replace control board. D. Check electricity.
E1 Flashes.	A. Wiring of locating board with control board fails to work. B. Locating board damaged. C. Mechanical driven failure. D. Control board damaged. E. Wiring of motor with control board is fault. F. Motor damaged.	A. Replace wiring. B. Replace locating board. C. Check and repair mechanical part. D. Replace control board. E. Replace wiring. F. Replace motor.
E2 Flashes.	A. Hall component on locating board damaged. B. Wiring of locating board with control board fails to work. C. Control board damaged.	A. Replace locating board. B. Replace wiring. C. Replace control board.
E3 or E4 Flashest.	A. Control board damaged.	A. Replace control board.

Limited Product Warranty

At Waterdrop, we are proud to offer our customers a wide array of high-quality products, including the whole house water softener systems. During the warranty period, we will replace or repair any part deemed defective, as long as the product has not been subjected to tampering, alteration, lack of regular maintenance or improper use after delivery. The cost of repair or replacement under those excluded circumstances shall be borne by the consumer.

Component	Warranty period
Resin tank	10 years
Control valve	5 years
Injector	1.5 years
Brine tank	1 year
Bypass valve	1 year

Conditions of Validity of this Limited Product Warranty
THIS LIMITED PRODUCT WARRANTY SHALL ONLY BE VALID IF:
1. The feed water pressure is no less than 21.8 psi and no higher than 87 psi
2. The feed water temperature must be no less than 41 °F and no more than 100°F.
3. If the feed water is municipal tap water, it is recommended to install an activated carbon filter at the front to remove residual chlorine and protect the resin in the water softener. Residual chlorine will reduce the exchange capacity of the resin.
4. If the feed water is well water, in addition to the activated carbon filter, it is recommended to install an iron and manganese removal filter, as iron and manganese ions can cause resin poisoning and reduce the softening capacity of the resin.
Any information or suggestion with respect to our product concerning applications, specifications or standards is provided solely for your convenient reference. The quality of water supplies may vary seasonably or over a period of time. Your water usage may vary as well. The manufacturer assumes no liability for the determination of the proper equipment necessary to meet your requirements, and we do not authorize others to assume such obligation on our behalf. You must verify and test the suitability of any information with respect to the product for your specific application.
Conditions that render this Limited Product Warranty void:
1. The product is purchased from someone other than our official website or our authorized dealers, as we cannot verify or guarantee the integrity or authenticity of the Product.
2. Improper storage, installation, maintenance, handling, use and/or alterations of the Product, including, but not limited to, non-compliance with the installation, maintenance and standard operation conditions stated in the Manual and this Limited Product Warranty.
3. Unreasonable use, unintended use, or misuse of the product for something other than its intended purpose as a water softener system.
4. Use of replacement parts, filters, membranes or other accessories that are not sold or manufactured by Waterdrop for use with this particular product.
5. Damage not resulting from manufacturing defects that occur while the product is in the original purchaser's possession.
6. Installation of the product with known or visible manufacturing defects at the time of installation.
7. Damage caused by freezing, flood, fire or the Act of God.
Our sole obligation under this warranty shall be repair or replacement of a non-conforming product or parts of this product, or at our option, return of the product and a refund of the purchase price. Our obligation does not include the cost of transportation. We are not responsible for damage in transit, and claims for such damage should be presented to the carrier by the customer.

The warranties set forth herein are the only warranties made by us with respect to the product. We make no warranties, expressed or implied, including, but not limited to, any warranties of fitness or merchantability, except as expressly set forth above

NOTE: In case some states do not allow limitations on how long an implied warranty lasts, you may choose to return the system. If you choose to keep it, you agree that the above limitations still apply to you.

Return & Repair

We accept returns within the return window if you are not satisfied with your product. In order to fulfill the warranty requirement, please contact us by phone at 1-888-352-3558, by email at WH@waterdrop filter.com providing your name, order number, phone number, a description of the product involved and an explanation of the defect, and we will be more than happy to assist you.

Waterdrop

Filter Better Live Healthier

Please read the manual carefully before using the product.

Manufacturer: Qingdao Ecopure Filter Co., Ltd.
Tel: 1-888-352-3558 (U.S.)
E-mail: WH@waterdropfilter.com
Add.: No.13, Yishengbai Road, Jimo, Qingdao, China