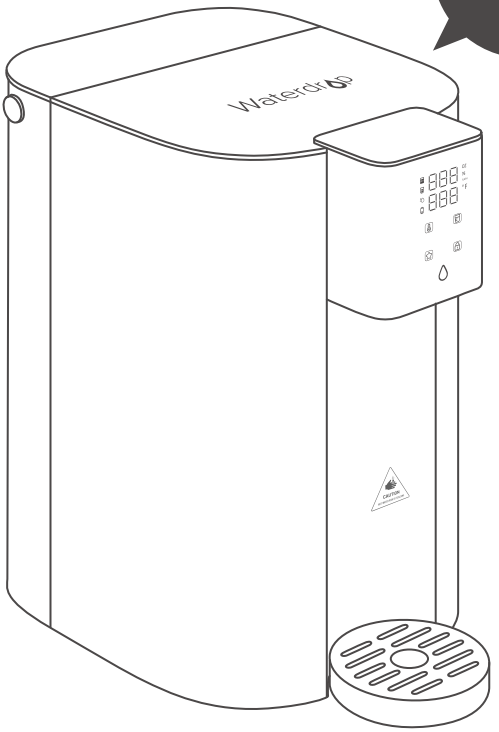
Waterdrop

Instruction Manual

Please keep this Instruction Manual for future reference.

Instant Hot Version



Countertop Reverse Osmosis Water Dispenser

If you have any questions or concerns when installing, operating or maintaining your product call our toll free number:

1-888-352-3558 (U.S.)

or send mails to

service@waterdropfilter.com

WD-C1H-US

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Before Installation

Inspect the Package

Inspect dispenser to ensure nothing is left out or damaged during shipping. If there are any parts cracked or broken, please feel free to contact our customer service for help:

TEL: +1-888-352-3558 (U.S.) **E-mail: service@waterdropfilter.com**

Specifications

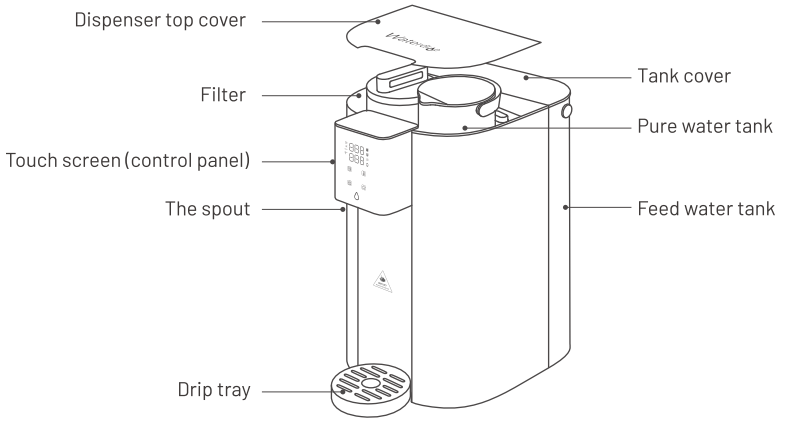
To achieve the optimal performance, it is highly recommended to use the dispenser within the operational parameters.

Model	WD-C1H-US
Size (L*W*H)	11.7″ *8.3″ *13.7″
Feed Water Temperature	41-100 °F / 5-38 °C
Daily Production Rate	75 GPD
Feed Water Requirement	Municipal Tap Water
Power	1700W
System Voltage	110-120V~
Rated Frequency	50/60 Hz
Feed Water TDS Level	TDS<500
Feed Water Tank Capacity	3.2 L/0.85 G
Pure Water Tank Capacity	1 L/0.26 G

NOTE: Do not use it with water that is microbiologically unsafe of unknown quality without adequate disinfection before or after using of the dispenser.
If you are using well water as the source, please ensure that the feed water has been through a pre-filtration system.

Product Introduction

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.



TIPS: The dispenser accessories, user interface are schematic diagrams, for reference only. Due to the update and upgrade of the product, the actual product is slightly different from the schematic diagram, please refer to the actual product.

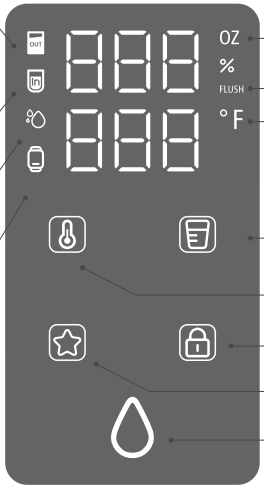
Touch Screen (Control Panel)

Feed water tank status
Light off: Normal
Light flashing: Not installed in place
Light on: Pour out remaining water and refill the water tank with water.

Pure water tank status
Light off: Normal
Light flashing: Not installed in place
Light on: Water shortage

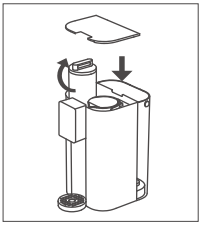
Pump indicator
Light flashing: Filtering water
Light off: Complete filtering

Filter life indicator
Light off: Normal
Light flashing: Nearly expired
Light on: Expired



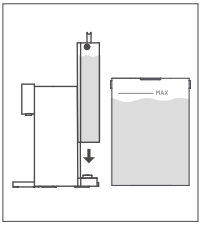
Water volume indicator
Flush indicator
Temperature indicator
Water volume key
Temperature key
Child lock key
Favorite mode key
Water dispenser key

First Use



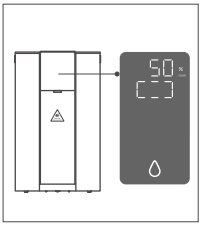
Step 1

Remove the filter packaging.
Install the new filter.



Step 2

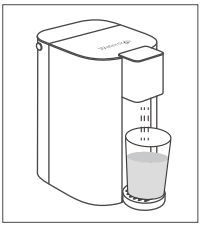
Fill the feed water tank.
Don't exceed the maximum water level line.



Step 3

After the system is powered on, it will automatically flush the filter. When the feed water tank indicator " " lights on, please pour out remaining water and refill the water tank with water.

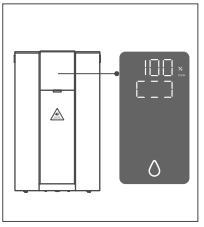
TIPS: This step requires no action, just wait patiently.



Step 4

The system will filter water into pure water tank, When the " " key flashes blue, place a container larger than 1.5L/52 oz, and press the " " key to get water.

NOTE: It is not recommended to drink water obtained during this step.



Step 5

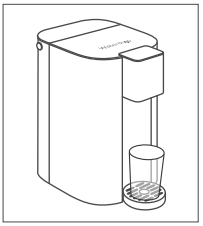
When pure water tank indicator " " lights on, please repeat the above step 4 again until the flushing of the two feed water tanks are completed, or the progress shows 100%, this step takes about 20 minutes in total, and it can be drunk normally after completion.

NOTE:

1. When feed water tank indicator " " lights on, please lift the feed water tank, pour out remaining water and refill the water tank with water.
2. When using for the first time or after replacing a new filter, the foam in the feed water tank is caused by the protective liquid in the new filter, which is a normal phenomenon. Please feel free to use.

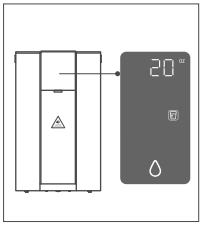
Operation and Settings

Dispensing water



Step 1

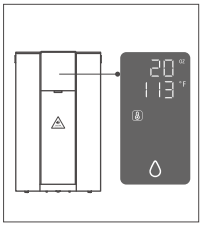
Place a glass or cup on the drip tray.



Step 2

Press the "💧" to wake up the screen, and press the "📋" key to select your desired water volume (4 oz, 8 oz, 16 oz, 20 oz, MAX).

TIPS: Hold the "📋" key for 3 seconds to select your desired volume, press this key once increases the water volume by 2 oz. Press "💧"key or no operation for 10 seconds will complete the setting.

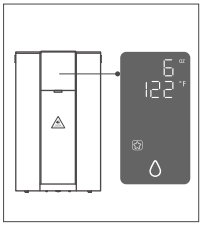


Step 3

Press the "🌡" key to select your desired temperature from the ambient to 113 °F, 149 °F, 185 °F, 203 °F, and select your desired temperature.

TIPS: Hold the "🌡" key 3 seconds to select your desired temperature, press the key once increase the temperature by 9 °F. Press "💧"key or no operation for 10 seconds will complete the setting.

Favorite Mode Settings



Press the "💧" key to wake up the screen, hold the "☆" key 2 seconds to select your desired temperature and volume. The system will record your selected options.

TIPS: Press the "🌡" key once to increase the temperature by 9 °F.
Press "📋" once to increase the volume by 2 oz at a time .
Press "💧" key or hold the "☆" 2 seconds or no operation for 10 seconds will complete the setting.

Instant Water Filling Mode Settings

Press the "💧" to wake up the screen. Hold the "💧" and "☆" keys for 3 seconds to refill the pure water tank until the pump indicator light off.

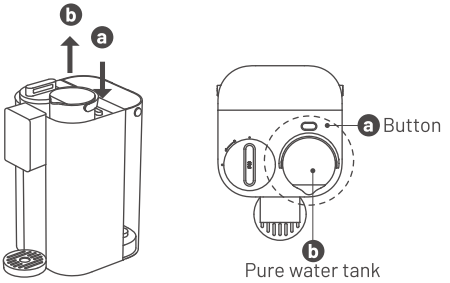
High Altitude Settings

The dispenser is used in the high-altitude area, for the benefits of individual safety dispenser protection, please set the dispenser as follows：
Hold "🌡"+"☕" keys for 3 seconds at the same of time to start the high-altitude setting mode. Press the"🌡" key once to increase the temperature by 9 °F at a time. Press "💧" key to confirm.

Altitude Range (m)	Temperature Setting (°F)	Maximum Heating Temperature (°F)
1,000~3,000	194	194
3,000~4,000	185	185
4,000~6,000	176	176

Guidance on the Use of Pure Water Tank

1. Please press and hold the button to pull the pure water tank out at the same time.
2. Please return it to the original position in a timely manner. When it makes a "click" sound, it means it is installed in place.



NOTE:
1. When the pure water tank was pulled out, the system will not be available.
2. When the system is not working properly, please ensure it is installed in place.
3. If the system is not used for over 48 hours, it is recommended to remove and clean it.
4. Before placing the pure water tank back, please clean the tank shell and bottom to avoid breeding odor.

Filter Life Reminder and Replacement Guide

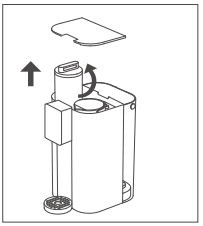
A. Filter Life Reminder

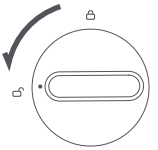
WD-C1RF-US filter: Multiple Reverse Osmosis Membrane Filter
Service life: ⩽ 12 months

NOTE: Filter life may vary based on source water quality and water usage. Please replace the filter according to the reminder of the filter life indicator light. Be sure to reset the filter every time after you replace your filter.

Status	Remaining time (day)	Remaining capacity (G)	Indication		Filter status
			Light	Status	
Normal	＞15	＞40	N/A	N/A	Good
Pre-warning	≤15	≤40	Flash	Beeps 3 times when dispensing water	Replace soon
Warning	≤0	≤0	Light on	Beeps 3 times when dispensing water	Replace now

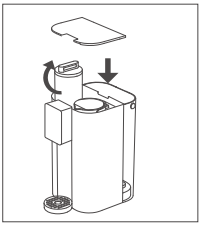
B. Filter Replacement Guide

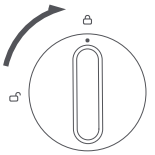




Step 1

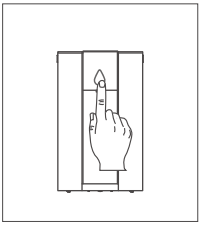
Turn counterclockwise and pull out to remove the old filter.





Step 2

Remove the filter package and rotate the new filter clockwise and push downwards to the lock.



Step 3

Hold the" ◊"key for 5 seconds for filter reset.

Step 4

Follow the screen display for flushing operation.

Error Display

Error Display	Issue	Recovery Method
E04	Timeout protection	Re-power on to restore it. We recommend you call the service hotline or send an email to us.
E09	Temperature sensor abnormal	Re-power on to restore it. We recommend you call the service hotline or send an email to us.
E11	Abnormal communication on the main control panel	We recommend you call the service hotline or send an email to us.

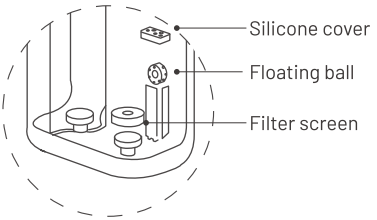
NOTE: If you cannot solve the problems by operations, kindly call the service hotline **+1-888-352-3558 (U.S.)** or send an email to **service@waterdropfilter.com** for help. Please do not disassemble or attempt to repair the dispenser by yourself to prevent further damage or harm.

Troubleshooting

Issues	Possible Causes
The TDS reading is high.	Please check if the TDS value of tap water＞500.
	Please check if the dispenser was unused for a long time.
	Please check if the filter has expired.
	Please check if the filter has been flushed after filter replacement.
The dispenser fails to produce purified water.	Please check if the power cord is plugged in.
	Please check if the water tank is installed properly.
	Please check if the filter is installed correctly.
	Please check if the feed water tank is low on water.
	Please check if the filter has expired.
	Please check if there are any error prompts displayed.
The filtered water tastes bad.	Please check if the filter of your dispenser has been thoroughly flushed.
	Please check if the filter has been flushed thoroughly after being replaced. If not, please follow the steps in the Instruction Manual to flush the new filter.
	Please check if the dispenser has been unused for a long time. If yes, Please press " 💧 "key for 5s to flush the system.
	Please check if the feed water tank press onto the power cord.
The actual temperature does not reach the set temperature.	The heating part needs to be preheated, and the set temperature cannot be reached immediately within the first few seconds.
	The hot water will lose part of the heat from the water outlet to the container.
	The container is too low at temperature, thereby absorbing part of heat.
	Raw water temperature is too low.
There is a deviation between the actual water output and the set water output.	There will be deviation in components such as pumps in the dispenser, and the deviation of -10% to 10% is normal.
There are white bubbles in the water.	It is normal. After the water flows to the heating element and there is contact, part of it will be vaporized to generate bubbles. These bubbles float on the surface of the water until they are dissolved.

Dispenser Maintenance

• If you have not used the dispenser for a minimum of 2 days, it is suggested that you discard the remaining water in the tank.
• During the daily water change, it is recommended to clean the feed water tank manually (Once a week is highly recommended) and clean the floating ball, and filter screen in the feed water tank to avoid limescale.
• Use a descaling agent (such as citric acid) to soak the feed water tank for 30 minutes every month and then clean it. Do not use organic solvents such as alcohol to wipe it.
• Clean the drip tray regularly (once a week is recommended) to avoid bacteria and residual water overflow.
• Replace the filter regularly according to the filter life indicator light.
• Do not use steel wool, an abrasive cleaner, or a corrosive liquid such as gasoline or acetone.



Limited Product Warranty

This product comes with a one-year warranty. The warranty of our product covers defects in materials and workmanship from the original date of purchase. During the warranty period, we will replace or repair any part which is deemed to be defective, if 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. This limited warranty does not cover the following items: filter and all other parts or components that require regular replacement as a result of ordinary usage. This limited warranty only applies if the dispenser is installed, used, and maintained in compliance with all instructions and requirements enclosed with the dispenser.

This limited warranty shall only be valid if:

- Working conditions are 5-38°C/40-100°F.
- The feed water must have a pH between 6.5 and 8.5.
- Turbidity must be less than 1.0 NTU.
- The TDS of feed water must be less than 500 ppm.

Any information or suggestion with respect to our product concerning applications, specifications or standards is provided solely for your convenience.

The quality of water supplies may vary seasonably or over a period of time. Your water usage may vary as well. The manufacturer shall assume 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.

This limited warranty shall be void if:

- The filter are not replaced on the recommended maintenance schedule.
- 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.

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 claim that such damage should be presented to the carrier by the customer.

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

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.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

⚠ Safety Notice

1. The dispenser should be placed horizontally, not upside down or diagonally.
2. This dispenser is not for commercial use. It's for home use only, and must be used according to the specifications of this manual.
3. Please do not energize the dispenser if the ambient temperature is lower than 41°F. This is necessary to prevent damage.
4. The boiling point of water differs at different altitudes. The default boiling point of the dispenser is 203°F. Please be careful not to burn yourself if you use it in high altitude areas. In addition, you need to manually set the boiling point of the dispenser according to the altitude you are using it at.
5. The dispenser plug must be inserted into a socket with a grounding wire to prevent electric shock. The grounding must be in accordance with local codes and regulations.
6. Use a socket with a grounding of more than 15A only. Ensure the plug is inserted into the socket completely to avoid damage to components due to poor contact that may cause short circuit, fire, and other dangers.
7. Only professional maintenance personnel should attempt to repair the dispenser when it fails. Non-professionals may be at the risk of electric shock during maintenance.
8. When taking hot water, do not touch the faucet with your hands to avoid burns.
9. Be careful when taking hot water to prevent the water from scalding the body. Also, pay more attention when wearing revealing clothes to prevent burns.
10. Be careful not to touch the hot water key when cleaning the panel – it may cause burns.
11. Check whether the voltage marked on the system nameplate is consistent with that of the power supply before connecting, so as to avoid damaging components or causing a fire.
12. DO NOT use wet hands to insert/pull the plug or use a damp cloth to clean the plug. These may cause electric shocks.
13. Hold the plug to pull it out when pulling out the plug, and do not pull or twist the power cord to prevent damage and cause leakage danger.
15. Regularly check for damages to the power supply and power cords to avoid major accidents caused by leakage.
16. Always place the dispenser in a ventilated, moisture-proof, sun-proof, and freeze-proof room. Avoid contact with corrosive substances.
17. DO NOT store flammable items such as rags, paper or aerosol cans near the dispenser to reduce the chances of fire incidents. DO NOT store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

Waterdrop

Countertop Reverse Osmosis
Water Dispenser

Manufacturer Technical Support
Tel: 1-888-352-3558 (U.S.)
E-mail: service@waterdropfilter.com

Made in China V001
Qingdao Ecopure Filter Co., Ltd.