Waterdrop

Water is life , treat it right.

Instruction Manual

Please read and save these instructions

Reverse Osmosis
Instant Hot Water Dispenser System



System Model: WD-K6 | WD-KJ600

1-888-352-3558 (U.S.) service@waterdropfilter.com

⚠ Warning:

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- The appliance is only to be used with the unit provided.
- If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.
- The system is for household use only and is not intended for commercial use. The product must be used according to the terms of the instruction manual.
- The appliance must not be immersed.
- The new hose-sets supplied with the appliance are to be used and that old hose-sets should not be reused.

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.

Disposal

Dispose of the packaging material in an environmentally friendly manner so that it can be recycled. The device is governed by the European Directive 2012/19/EU on waste electrical and electronic equipment (WEEE). Do not dispose of the device as normal domestic waste, but rather in an environmentally friendly manner via an officially appro ste disposal company.

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Installation Instructions

Before Installation

Inspect the Package

Open the box and take out the system housing, all the components and connection fittings. 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 sevice **+1-888-352-3558 (U.S.)** or send an email to **service@waterdroplter.com** to identify and get familiar with all components for quick installation.

Required Tools

- Variable speed drill
- Utility knife or scissors
- Drill bit: 1/4" (for drainpipe), 1" (for faucet hole)
- Adjustable wrench, pliers
- Screwdriver
- Flashlight
- Towel

Specifications

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

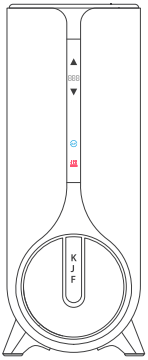
Model	WD-K6/WD-KJ600
Size(L*W*H)	6.7"*17.5"*16.6"
Rated Capacity	1,600 gallons
Maximum Daily Capacity	600 GPD
Feed Water Pressure	14.5-87 psi/0.1-0.6 MPa
Feed Water Temperature	5-38 °C / 41-100 °F
Feed Water Requirement	Municipal Tap Water
Hot Water Temperature	40-95 °C/104-203 °F
Rated Voltage/Current	220-240V / 6.25A
Rated Frequency	50 Hz

⚠ **WARNING:** A 220-240 volt, 50 Hz, AC only 13 or 16 ampere fused, grounded electrical supply is required. It is recommended that a separate circuit serving only your hot water dispenser be provided.

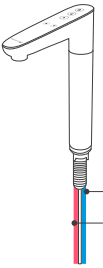
NOTE:

- The maximum daily capacity is tested under 25°C water temperature, and 34.8±2.9 psi feed water pressure.
- If you are using well water as the source, please ensure that the feed water has been through a pre-filtration system.
- Do not use it with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after using of the system.

Product Introduction

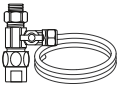


System*1



Smart faucet*1

Feed water adapter 3/8"-1/2"*1
and Inlet water tubing*60"



Pure water tubing*60"

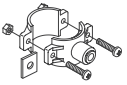
Hot water tubing*60"



Drain water tubing*60"



Lock clip*6

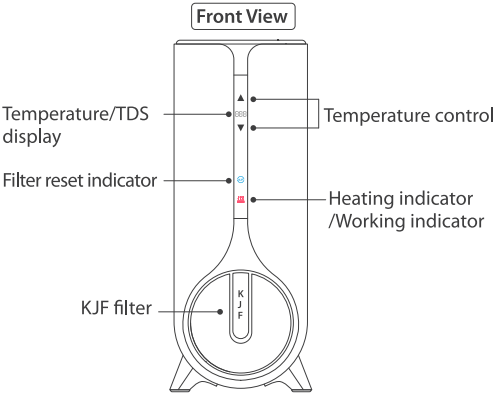


Drain saddle*1

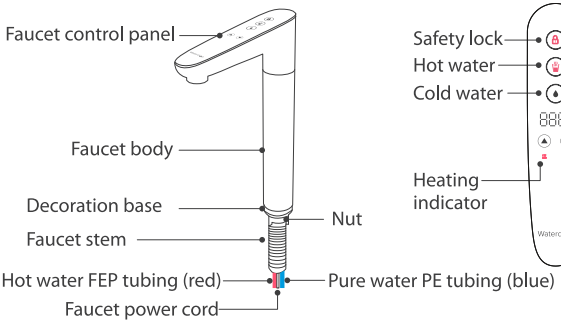


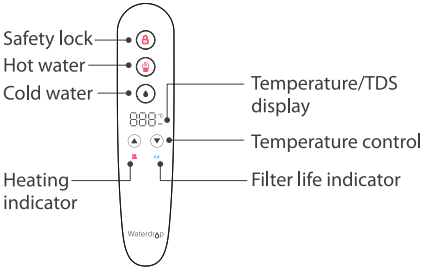
Teflon tape*1

System Introduction

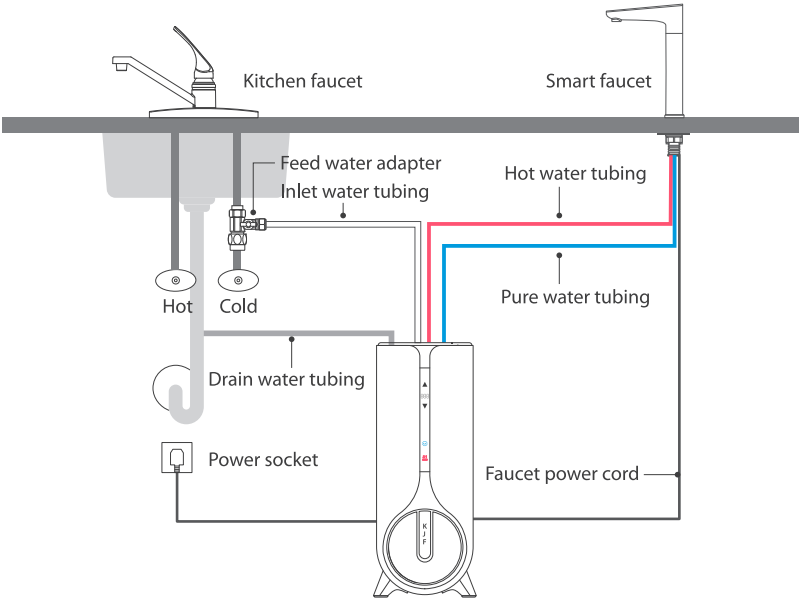


Faucet Introduction





Installation Sample



Installation Tips

1. How to Use the Quick-Connect Fittings

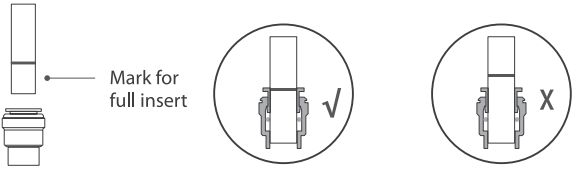


Figure 1

To connect:

There is an existing mark **(Figure 1)** at the end of the tubing for you to confirm if the tubing is fully inserted into the fitting. Please push the tubing into the fitting until it reaches the mark on the tubing (about 0.8"). Put the blue lock clip on the fitting. It will lock the tubing in place and prevent it from falling off.

NOTE:

• If the tubing is not fully inserted, no seal will be created and leakage will occur.

• If the tubing is too long, cut it to a suitable length with a sharp utility knife or scissors. Cut the tubing squarely and cleanly **(Figure 2)**.

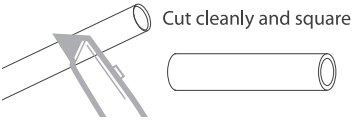


Figure 2

To disconnect:

• Remove the blue lock clip from the fitting.

• Use your thumb and index finger to press down the lock sleeve. Use your other hand to pull out the tubing from the fitting **(Figure 3)**.

NOTE: Please do not pull out the tubing directly. This will damage the fitting and cause leakage.

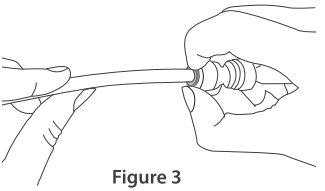


Figure 3

2. How to Drill a Hole into Your Sink or Countertop (Optional)

NOTE: Please confirm if there is an existing hole available to install the RO faucet. If not, please drill a hole in accordance with the following steps.

It's highly recommended to watch the YouTube video "How to Drill Faucet Holes" for a better understanding of the process. There is also a reference sticker to help you drill the hole. Remember to wear safety glasses to protect your eyes while drilling the faucet hole.

a. Choose a suitable place to install the faucet and leave enough space for nut to avoid touching the wall or sink.

b. Choose a diamond core bit for granite, and a carbide drill bit for stainless steel. Do not use a hammer drill on natural stone, glass or ceramic.

c. Glue the sticker on your sink or countertop, and then drill a hole the size of the sticker hole (1").

d. Make an indent with a center punch on a stainless-steel sink before drilling to help guide the bit.

e. Be careful when drilling on a porcelain sink, as it can be easily chipped. Apply downward pressure firmly on the bit until you break through the surface.

f. Starting at the lowest speed, and hold the drill straight with firm pressure to prevent the bit from walking on the counter.

g. Once you break through the surface, swirl the drill a little to apply pressure in a circle evenly.

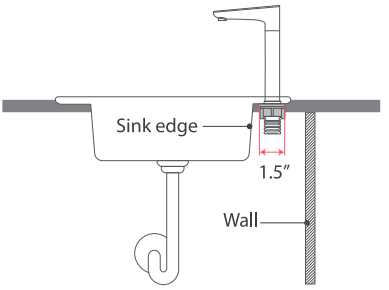


Figure 4

Installation Steps

• Before installation, remove the system from the box and choose an easy-to-access area under the sink to place it. An adequate flat area is necessary to allow the system to rest securely. Do not lay it on its side, on its back, or upside down.

• Also before installation, ensure that there is a power outlet in the cabinet or on the wall connected to the lower cabinet space.

⚠ **WARNING:** The system plug must be inserted into a grounding socket that complies with local codes and regulations. Additionally, ensure that the system does not share the same power outlet as the garbage disposal.

• The system must be connected to the COLD water supply ONLY.

• Do not install the system where it will be exposed to direct sunlight or harmful chemicals, nor in any place where it may be damaged.

• Do not install the system near any heat source.

• Do not install the system outdoors.

Step 1: Install the Feed Water Adapter (3/8" or 1/2")

a. Shut off the water supply. Turn on the kitchen faucet to release the water pressure;

NOTE: Make sure the water has stopped flowing before moving on to the next step. Get a towel or bucket to catch any excess water.

b. Disconnect the cold water pipe from the cold water supply valve;

c. Twist the feed water adapter onto the cold water supply valve (with its washer) and tighten it with an adjustable wrench **(Figure 5)**. The "INLET" water tubing has been attached to the feed water adapter for easy installation.

NOTE: If the cold water pipe is 1/2", unscrew the two converters from the feed water adapter (Figure 6), and then implement step c.

d. Twist the cold water pipe (with its washer) onto the feed water adapter and tighten with an adjustable wrench.

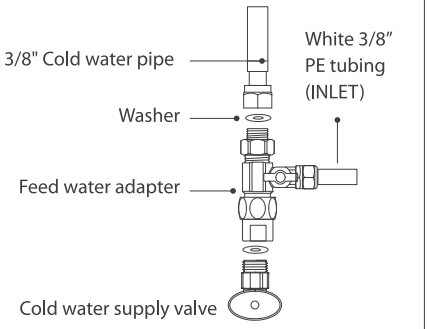


Figure 5

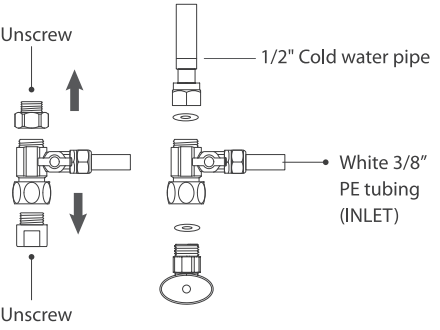


Figure 6

Step 2: Install the Smart Faucet

NOTE: If your kitchen sink or countertop does not have an existing hole, you will have to drill one (1").

(Refer to Page 4)

a. Insert the faucet stem, the power cord and the filtered water tubing into the decoration base and the hole on the countertop in turn.

b. Under the sink, slip on the nut and tighten it up **(Figure 7)**.

NOTE: The maximum rotation angle of the faucet is 120°, and please use the faucet within this angle range. To avoid damage, do not pull the faucet hard.

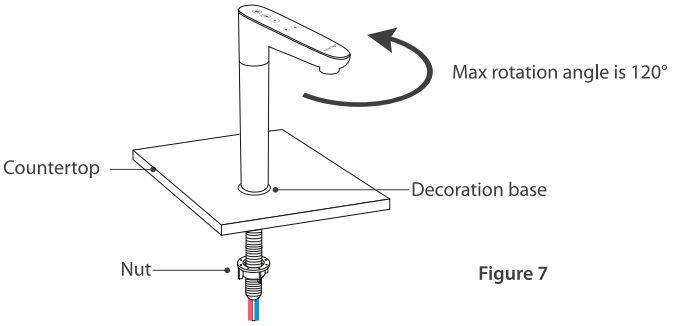


Figure 7

Step 3: Install the Drain Saddle

a. Stick the foam seal on the front plate of the drain saddle. Ensure that the hole of the foam seal is aligned with the hole of the front plate.

b. Choose a spot on the drainpipe that is convenient for installing the drain saddle **(Figure 8)**. Drill a 1/4" hole in the drainpipe. Be sure not to penetrate the opposite side of the pipe.

NOTE: It's recommended to install the drain saddle on the vertical drainpipe.

c. Slip the front plate over one end of the tubing (without a mark) and insert the tubing into the drilled hole for about 0.6" **(Figure 9)** .

d. Position the back plate on the drainpipe by tightening the screws and nuts evenly while leaving the tubing in the hole.

⚠ **WARNING**: To ensure smooth drainpipe and exhaust of the system, the drain water tubing must not touch the side wall of the drainpipe. During heating do not pull out the waste water tubing from the sewer to avoid scalding.

e. Pop the lock clip onto the fitting to secure the connection **(Figure 10)**.

NOTE: In some areas, the drain tubing must be connected to the drainpipe through the air gap. Consumers must purchase air gap accessories separately.

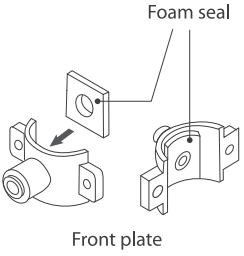


Figure 8

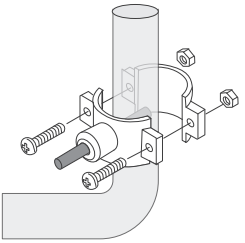


Figure 9

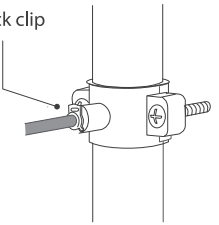


Figure 10

Step 4: Position the System Housing

Ensure that there is sufficient space under the countertop to install the system (6.7"*17.5"*16.6") **(Figure 11)**. Set aside 2 inches of space around the system to avoid placing the system against the cabinet.

a. The power-supply receptacle for the appliance shall be installed in the cabinet or on the wall adjacent to the undercounter space in which the appliance is to be installed.

b. There should be an opening through the partition between the compartments specified in (a) that is large enough for the attachment plug to pass through. The longest dimension of the opening shall not be more than 1.5" (38 mm).

c. If the partition is made of wood, the edges of the opening specified in (b) should be smooth and rounded. If the partition is made of metal, it should be protected with an edge protector provided by the manufacturer.

d. Caution should be exercised when installing or removing the appliance to reduce the possibility of damage to the supply cord.

NOTE: Position the front panel facing you, which will be convenient for future filter replacement and indicator checking. You can also adjust the placement direction of the system according to the layout under the sink.

The system must be installed horizontally, not tilted, placed on the side, lying on the side, or inverted.

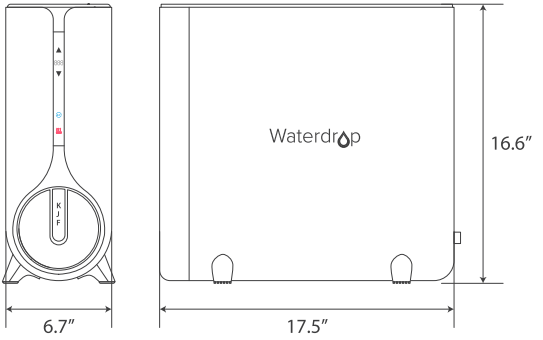


Figure 11

Step 5: Connect Tubing

NOTE: Confirm the tubing length you need first, and then cut the tubing if it's too long, referring to "How to Use the Quick-Connect Fittings" on page 3.

Before connecting the PE tubing to the system, remove the plugs from corresponding water ports **(Figure 12)**.

Connect Tubing Step (Figure 13)

a. Insert "INLET" water tubing **(white tubing)** into the "INLET"port **(white water port)**;

b. Insert "PURE" water tubing **(blue tubing)** into "PURE" port **(blue water port)**;

c. Insert "HOT" water tubing **(red tubing)** into "HOT" port **(red water port)**;

d. Insert "DRAIN" water tubing **(gray tubing)** into "DRAIN" port **(gray water port)**;

NOTE: Make sure it is fully inserted until you reach the mark on the tubing and pop up the lock clip **(Figure 14)**.

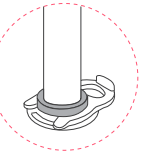


Figure 14

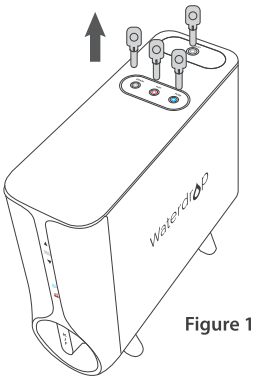


Figure 12

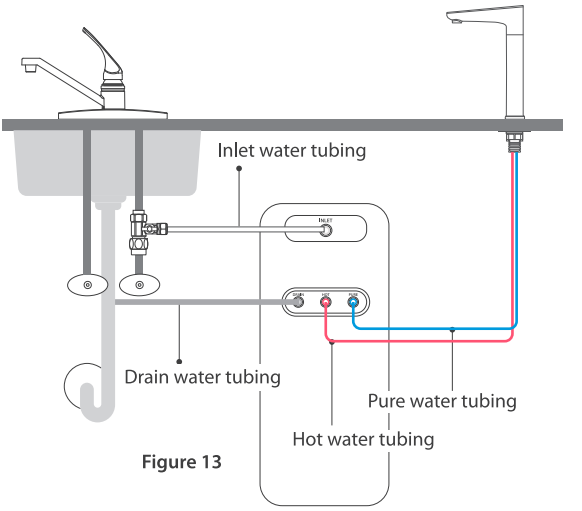


Figure 13

Step 6: Connect the Faucet Power Cord

Insert the faucet power cord which is connected to the faucet into the "FAUCET" connector at the back of the housing and tighten the nut **(Figure 15)**.

NOTE: DO NOT insert the plug into the socket yet.

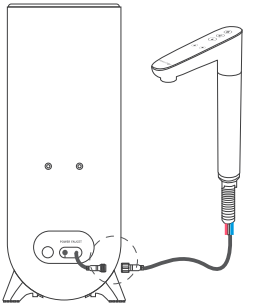


Figure 15

Step 7: Start up the System

a. Turn on the cold water valve. Check for leaks.

b. Insert the system's power plug into the socket.

⚠ **WARNING**:

• The system plug must be inserted into a grounding socket that complies with local codes and regulations.

• If the system can't be powered on after you insert the power plug, check whether the power plug is live; if the power plug is live and the system still cannot be powered on normally, please feel free to contact us.

c. Flush for 60s for first time use.

After being powered up, the system starts flushing automatically for 60 seconds. The screens on the system and faucet display a 60-second 60 countdown.

d. Turn on the faucet and flush for 10 minutes. Touch the key ( ) and turn on the faucet. The system starts flushing for 10 minutes until there is no water output from the faucet **(Figure 16)**.

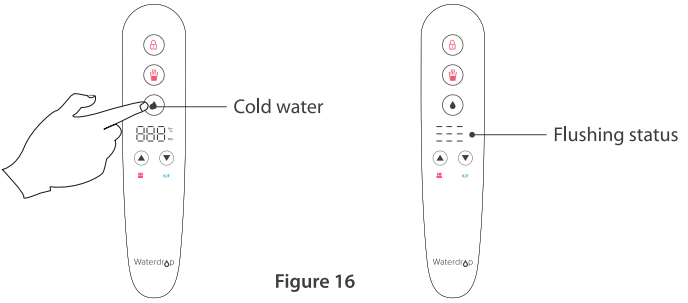


Figure 16

e. The system will automatically fill the heating tank with water for 5 minutes. Then the system stops working automatically.

Step 8: Check Leakage

Be sure to carefully check the tightness of each part of the system while flushing. Check and ensure all tubing is installed correctly and completely. Make sure there are no leaks at the joints, fittings, valves and tubing connections. Congratulations! You have successfully installed the system. Please follow the following instructions to set up heating function.

Setup Manual

NOTE: Please make sure to keep the faucet control panel dry.

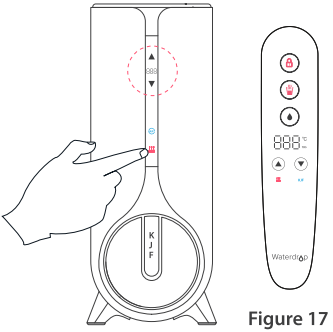


Figure 17

1. Heating Mode

a.Start up/shut off heating mode (Figure 17)

Start up/shut off: Hold the heating indicator on system for 3 seconds to start up or shut off the heating mode.

After first flushing ends, the system will automatically start heating.

NOTE: You can't start up heating when the first-time flushing before installation or flushing after filter replacement isn't completed.

b. Temperature setup

1). Preset temperature:

When the heating mode is first started, the preset temperature is 40°C (104°F).

2). **Temperature control:** Touch temperature control keys ▼ | ▲ on the system or the faucet control panel to adjust temperatures; or hold the temperature control keys to rapidly adjust the temperatures. The temperature setup range is 40-95°C/104-203°F.

c. Heating status

1). Heating mode

When the heating indicators on system and faucet turn red, it indicates that the system is in heating status. Please wait patiently. The faucet screen will display the real-time temperature of the heating tank.

2). Heat preservation

When the heating indicator on system turns white and the indicator on faucet goes out, it indicates that the system is preserving heat.

2.Getting Water

a. Get cold water/Turn off the cold water: Touch the cold water key to get or turn off cold water. The faucet screen will display TDS level of filtered water **(Figure 18)**.

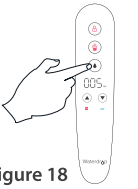


Figure 18

b. Get hot water: Press the safety lock for 1 second, the system will give out a " beep " sound, the safety lock function is uncloked, and hot water can be obtained by touching the hot water key **(Figure 19)**.

c. Turn off hot water: After getting hot water, touch the hot water key to turn off hot water.

NOTE: After hot water dispensing stops, the safety lock does not need to be released if the hot water is taken again within 10s (the safty lock indicator light is off).

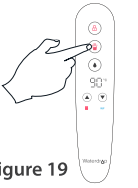


Figure 19

d. Custom safety lock (Figure 20)

Hold the safety lock for 5 seconds, the system will give out a "beep" sound, the safety lock function will be canceled, and hot water will be obtained by touching the hot water key .

Hold the safety lock for another 5 seconds, and the safety lock function will be enabled.



Figure 20

c. Dispensed water temperature

When hot water is taken, the faucet screen will display the real-time temperature of dispensed water **(Figure 21).** In a standby mode, the temperature of the heating tank will be displayed on the system and faucet screens.

⚠ **WARNING:** When hot water is obtained, there may be hot steam or hot water splashed at the tap outlet **(Figure 22)**, and please be careful to avoid scalding. When hot water is obtained, the temperature of the tap outlet tubing rises. Please be careful to avoid scalding.



Figure 21

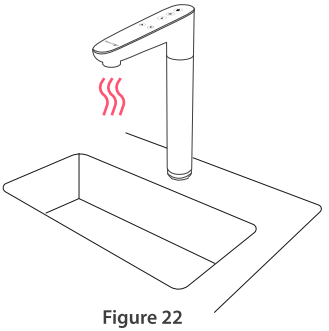


Figure 22

3. Energy-saving and Automatic Flush Mode

Mode	System Status	Heating Module	Solutions
Standby mode	The indicator and screen stay off when the system and the faucet are not operated for 20 seconds.	On/off	Touch any key of the system and faucet.
Heat preservation mode	In the heating mode, the system automatically heats water to a preset temperature when the temperature is reduced by 4°C/7.2°F every time.	On	Shut the heating mode off.
Holiday mode	In the thermal insulation mode, the system will enters a holiday mode if you don't take water for 48 hours, and it heats water every 48 hours.	On	After water is taken, the system automatically starts heating and heats water to the preset temperature.
Flushing mode	The system will start flushing automatically for 20s after being powered on again.	On/off	
Fresh water backflow mode	The system performs fresh water flush after water is taken for 5 minutes.	On/off	

4. Guide for Filter Replacement

a. Caution for filter life

The lifespan of the composite filter is 12 months or 1,600 gallons. The filter life indicators on the system and faucet indicate the lifespan status of the filter.

NOTE: The indicators give different prompts in accordance with usage time or processing capacity of the filters, whichever comes first.

Status reminder:

Status	Remaining time	Remaining capacity	Faucet indicator light	System indicator light	Beep prompt	Filter status
Normal	>15	>40	KJF	KJF	N/A	Perfect
Early warning	≤15	≤40	KJF	KJF	Beep twice when getting water	Replace soon
Warning	≤0	≤0	KJF	KJF	Constant beeps when getting water	Replace now

b. Replace the filter

The filter can be replaced directly without shutting off the water source or power supply.

(1) Close the tap and wait for 30 seconds to fully release the pressure of the system.

(2) Remove the old filter. Remove the old filter by rotating it 90° degrees counterclockwise **(Figure 23)**.

(3) Install the new filter. Insert the new one into the filter barrel, with the filter handle perpendicular to the display bar **(Figure 24)** . Then rotate it by 90° clockwise until the filter handle is in line with the display bar **(Figure 25)**.

(4) Hold the filter reset key on the system KJF for 5 seconds. When you hear the "beep" sound from the system, the filter has been successfully reset. The indicator lights of the front panel and faucet filter will turn blue **(Figure 26)**.

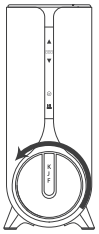


Figure 23

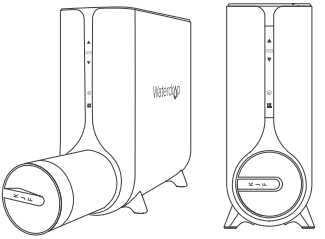


Figure 24

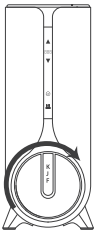


Figure 25

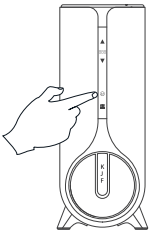


Figure 26

(5) Flush

• After the filter is successfully reset, the system will start flushing automatically for 60 seconds.

• Then the cold water key flashes, touch it to flush the filter for 15 minutes until the faucet stops delivering water.

6. Error Display

When the system fails, the system and faucet screen will display the fault code, as follows.

Error	Problems	System Status	Solutions
	Too high pressure of the tank.	The system enters a protection state and turns off the heating function, and faucet touch is not available.	Please power on the system again to restart it. This is probably caused by bending of a wastewater pipe or a hot water pipe. Please check for bendiness and unfold the bent pipe.
	The interior of the system leaks water.	The buzzer rings 3 times and the machine stops heating. Cut off waterways and circuits.	Turn off the feed water adapter, unplug the power supply, and contact us timely.
	The system continuously produces water for over 30 minutes.	The buzzer rings 5 times and the system stops heating; cut off waterways and circuits.	Check whether there is water leakage, and if there is no water leakage, the system is powered on again.
	The system continuously heats water for a long time.	The buzzer rings 5 times and the system stops heating.	Hold the heating indicator to restart heating, and if the system still displays E05, please contact us.
	The temperature of the heating tank is abnormal.	The buzzer rings 5 times and the system stops heating.	Power on the system again to recover it. This is probably because the temperature sensor of the system is damaged. Please feel free to contact us.
	The heating tank is free of water and is in dry run.	The buzzer rings 5 times and the system stops heating.	Power on the system again to recover it. After the system is powered on again, it will automatically fill the heating tank with water for 3 minutes.
	The water flow is abnormal.	The buzzer rings 5 times.	Power on the system again to restart it. This is mostly caused by the fact that the filter is not installed in place or is not supplied with water, or the water pipe is bent. Please check whether the filter is twisted in the vertical position properly, the water inlet pipe is turned on and the water pipe is bent.

NOTE: If you have checked possible problems according to our instructions and the error code keeps appearing, please contact our customer service by calling +1-888-352-3558 (U.S.) or sending an email to service@waterdropfilter.com.

System Maintenance

• If the system is not used for a long time, it is recommended that you turn off the water inlet valve, disconnect the system's power supply, remove the filter and seal it, put it into the refrigerator (not into the freezer), and place the system at a temperature higher than 0°C (32°F) to prevent freezing-related cracks of the system's heating tank.

• When using the system again, it is recommended that you turn on the cold water first and let the system run for 10 minutes to flush the filters; then turn on the hot water, let the water run for 5 minutes, and discharge the water left in the heating tank to avoid bacterial breeding if the system has been inactive for a long time.

• Please replace the filter regularly according to the filter life indicator.

NOTE: The filter performance and lifespan of the filter are tested in a standard laboratory, but the actual service performance may vary according to differences in water quality and water consumption. If the filter is blocked early, please replace it in time.

Clean the system with clear water. Do not spray the water directly. Do not use steel wool, an abrasive cleaner or corrosive liquid such as gasline or acetone.

• When the feed water does not meet the requirements of municipal tap water (there are large particles in the water and the hardness of water is too high), please install the pretreatment device before installing the system.

To prevent sewage from wetting the ground, do not use the system if the sewage tubing is clogged.

Regularly check whether there is water leakage in the system and water tubing fittings to avoid property damage.

Regularly check whether the power supply and line are damaged to avoid major accidents caused by electric leakage.

Please use accessory installation systems provided by our company. In case of leakage and other problems caused by accessories provided other companies, we will assume no responsibility or liability.

Troubleshooting

a. After the system is plugged in, it cannot be powered on.

• Please check whether the power under the sink is power off.

• Please check whether the power plug is correctly plugged into the power outlet.

• To test whether there is a problem with the system itself, simply pick up the system and try another power outlet. •

• Please contact us if the system cannot be powered on. We will help you figure it out.

b. No water comes out of the faucet or the faucet discharges water slowly.

• Please check whether the filter has expired and needs to be replaced.

• Please check whether the water inlet pressure is too low, and make sure the water inlet pressure is between 14.5-87 psi.

• Please check whether the water supply is off. If yes, turn on the feed water adapter or the water supply valve.

• Please check whether tubing is crimped and remove any crimps.

• Please check whether there is water leakage at water tubing joints and confirm that all pipes are connected correctly and fastened.

• Please check whether the service temperature is too low, and make sure the temperature of water used by the • system is in the range of 5-38 °C.

• Please check whether well water is used as the water source. In this case, please make sure to contact us, and we will give you a better solution.

c. High TDS of filtered water.

The system will provide a 90%+ TDS rejection rate (tested under standard laboratory conditions) after full flushing when working properly. If the TDS reading is high, the following are possible causes:

• The system hasn't been used for a long time. Turn on the RO faucet to allow it to run for a while. The TDS reading will return to normal.

• The filter expired. Replace the filter immediately.

• The waste water pipe may be crimped or clogged. Check and remove crimps. Re-align the drain saddle and drainpipe.

• The source water may have a high TDS, thereby making the TDS removal rate lower than 90%. In this case, please make sure to contact us, and we will give you a satisfied solution.

d. Filtered water from the RO faucet tastes like tap water.

• Incorrect tubing installation. Make sure the waste water tubing is not connected with faucet.

• Filter expires. Please check the filter life indicator, and if the filter has expired, please replace the filter right now.

e. Water is not hot when taking hot water.

• Please confirm whether the system is in a heating mode.

• Confirm whether the heating temperature has been set; the system will heat to the specified temperature according to the setting. The temperature setup range is 40-95°F。

• The system takes time to heat. Immediately after the heating temperature is set, the system will not be at the set temperature. Before that, the water in the heating tank may be warm.

• The system can continuously produce hot water at amounts of about 50 OZ / 1.5L at a time. Then the water will slowly cool and need to be heated to the set temperature again. In the process of obtaining hot water, you can check the outlet water temperature in real time through the faucet screen.

• If the above reasons are not confirmed, the heating module may be damaged. In this case, please stop using the system and contact us.

f. Hear the heating sound of system every once in a while.

When the system detects that the temperature of the heating tank is lower than 4°C / 7.2°F of the set temperature, it will automatically heat to the set temperature. If you will not need hot water for a while, you can disable the heating indicator on system.

g. The outlet water temperature is inconsistent with the temperature displayed on the screen.

• Because there is some cold water in the system's water tubing, there will be some cold water initially .

• There may be a deviation between displayed temperature and actually measured temperature, this is because the temperature of your cup is low and heat loss occurs when hot water is poured into your cup. If you want to measure the actual water temperature, please put a thermometer at the faucet outlet for accurate temperature measurement.

• The temperature sensor has error, resulting in temperature display deviation.

h. The maximum temperature of the system is set below 203°F/ 95°C.

The system can intelligently determine the local boiling point temperature. If the system determines that the local boiling point temperature is lower than 95°C / 203°F, the system will automatically reduce the maximum heating temperature to 5°C / 9°F lower than the boiling point to avoid boiling, scalding and other risks.

i. Loud sound of RO system.

The sound will not exceed 65 dB, which makes no difference to everyday lives (65 dB is tested under standard laboratory conditions, where the feed water pressure is between 14.5 psi and 87 psi). A loud sound may be caused by the following reasons:

• The system is not positioned in a flat area. Make sure the system is placed smoothly without shaking.

• The system is placed against the cabinet. Do not place the system against the cabinet. The system may vibrate when it works.

• The water pressure is unstable. Check and confirm the water pressure is between 14.5 psi and 87 psi. The sound will decrease when the water pressure becomes stable.

j. The heating switch cannot be turned on.

• Confirm whether the system is in the flushing status for the first time or replacing the filter. When flushing for the first time or replacing the filter, the heating switch cannot be enabled.

• Check whether there is an error code on the system and faucet display. In case of internal errors of the system, the heating function cannot be turned on. Please check the cause according to the fault code. If it cannot be solved, please contact us right away.

Safety Instructions



The alert symbols displayed at left point is important safety information to make you aware of potential hazards. Please pay special attention to the information following these alerts and warning. Failure to comply with these instructions can result in property damage, serious injury or death.

1. The system must be placed flat, not in reverse or diagonally.
2. ⚠ **WARNING:** If the system is not heating water and the ambient temperature is lower than 0 °C or 32 °F, please do not power on the system. This will avoid freezing and cracking of the heating tank, which may cause electric shock.
3. At different altitudes, the boiling point of water is different, and the system will automatically determine the altitude. During the determination process, a large amount of hot air or hot water may be discharged from the drainpipe. Please be careful to avoid getting burned.
4. ⚠ **WARNING:** To avoid pressure on the heating tank, ensure that the drainpipe and hot water pipe are unblocked during use and cannot be bent at a right angle. If the heating tank is pressurized, it may cause rupture and the risk of scalding.
5. ⚠ **WARNING:** A 220-240 volt, 50Hz, AC only 13 or 16 ampere fused, grounded electrical supply is required. It is recommended that a separate circuit serving only your hot water dispenser be provided.
6. ⚠ **WARNING:** The plug must be completely inserted into the socket to avoid damage to the components due to poor contact, causing a short-circuit, fire, or other hazards.
7. ⚠ **WARNING:** When the machine fails, it must be repaired by professional maintenance personnel. If it is repaired by non-professionals, scalds and electric shock hazards may occur.
8. When getting hot water, do not touch the faucet outlet to to avoid scalding.
9. When getting hot water, take care not to let it escape and scald your skin. Pay attention when wearing clothing that does not cover your skin to avoid scalds.
10. ⚠ **WARNING:** Before connecting the power supply, check whether the voltage marked on the nameplate of the system is consistent with the voltage of the power supply, to avoid damage to the components or causing a fire.
11. Under no circumstances should you plug/unplug the plug with wet hands or clean the plug with a damp cloth, as these may cause an electric shock hazard.
12. ⚠**WARNING:** When unplugging the plug, hold the plug and pull it out. Do not pull the power cord forcibly or twist the power cord. This will prevent damage to the power cord. A damaged cord may cause electric leakage.
13. ⚠ **WARNING:** This product is not suitable for use by people with impaired senses or mental abilities, unsound physical intelligence (including children), or people who are not familiar with this product, unless someone responsible for their personal safety supervises or instructs their use of this product, including the use of this product and maintenance and cleaning operations.
14. To prevent the risk of water leakage, please regularly check the connection position of the system's water pipe. If there are signs of damage or looseness, it needs to be repaired to avoid flooding.
15. ⚠ **WARNING:** Regularly check the power supply and power cord for damage or breakage to avoid major accidents caused by leakage.
16. The system needs to be installed in a ventilated, moisture-proof, sun-proof, and frost-proof room. Avoid placing it in contact with corrosive substances.
17. ⚠ **WARNING:** To minimize the possibility of fire, DO NOT store flammable items such as rags, paper, or aerosol cans near the system. DO NOT store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

Limited Product 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 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. This limited warranty does not cover the following items: filters and all other parts or components that require regular replacement as a result of ordinary usage. This limited warranty only applies if the system is installed, used, and maintained in compliance with all instructions and requirements enclosed with the system.

This limited warranty shall only be valid if:
a. The feed water pressure is no less than 14.5 psi and no longer than 87 psi;
b. The feed water temperature must be no less than 5°C and no more than 38°C;
c. The feed water must have a pH between 6.5 and 8.5;
d. Turbidity must be less than 1.0 NTU.
e. When the input voltage is between 220-240V, insert the power plug into the power socket with grounding wire and ensure good grounding.

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.
This limited warranty shall be void if:
a. The cartridge filters are not replaced on the recommended maintenance schedule;
b. 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 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.
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.

We offer a 30-day money back guarantee, a 1-year manufacturer warranty, and lifetime tech support for all our products. Please be sure to fill in the order information upon registration of your system. For any questions and concerns about the product, please feel free to call or email us. Your satisfaction is our top priority.
If you are happy with our product and service. please share with your friends or share on Amazon. We highly appreciate your voice and support. Thank you!

Waterdrop

Reverse Osmosis
Instant Hot Water Dispenser system

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

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