Waterdrop

Instruction Manual

Please read and save these instructions



Reverse Osmosis
Hot Cold Water Dispenser

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1. User Guide

Inspect the Package

Before installation, inspect the packaging and the dispenser to ensure that there is nothing left out or damaged during shipping. If any part is cracked or damaged, please contact our customer service for assistance at any time.

TEL: +1-888-352-3558 (U.S.)

E-mail: service@waterdropfilter.com

2. Product Information

Specifications

Product model	WD-A1
Dimensions (L*W*H)	18.3"*7.8"*17.1"
Outer water tank volume	1.06 Gal feed water tank +0.48 Gal waste water tank
Inner water tank volume	0.2 Gal purified water tank+0.26 Gal cold water tank
Rated voltage	110~120V / AC
Rated frequency	60 Hz
Rated power	1,700W
Heating power	1,600W
Refrigeration power	90W
Feed water requirement	Municipal tap water
Water temperature requirement	41-100 °F/5-38 °C
Daily production rate	100 GPD
TDS requirement for feed water	TDS<500

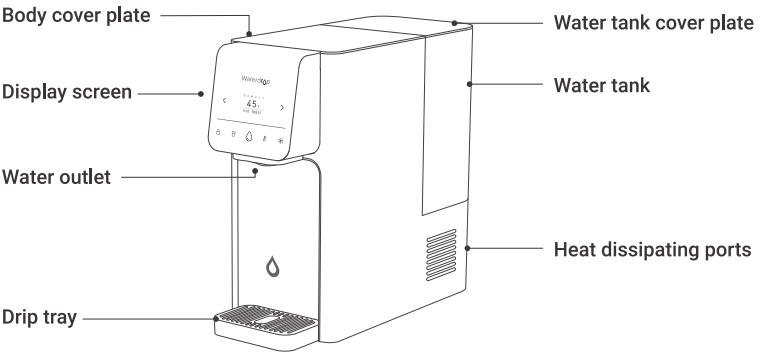
NOTE: Do not use this dispenser with microbiologically unsafe water or water of unknown quality if there is insufficient disinfection before or after use.

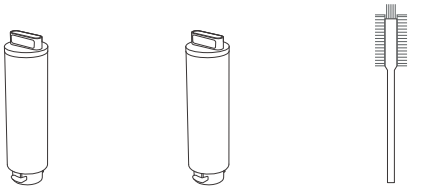
LEAD FREE

IAPMO R&T

System Certified by IAPMO R&T against NSF/ANSI Standard 372 (≤0.25 lead).

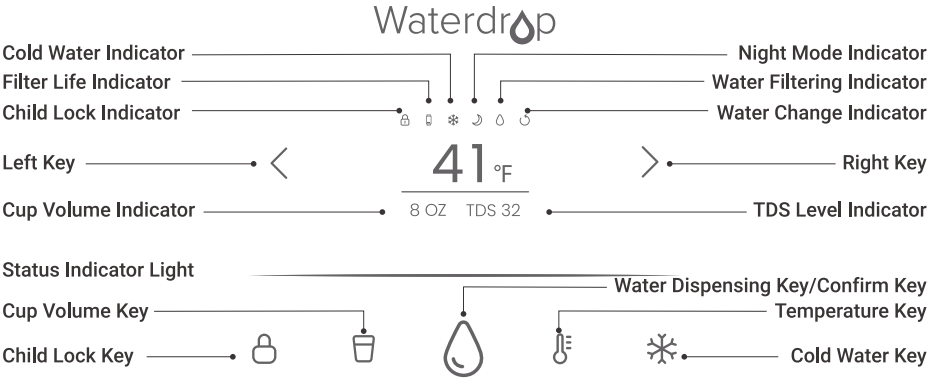
Main Parts





CF filter×1 RO filter×1 Brush×1

User Interface (Water Dispensing Interface)



NOTE: The images in the manual, including the dispenser, accessories, and user interface, are for reference only and may not reflect the exact appearance. As the product is subject to updates and improvements, slight differences may exist between the actual product and the images shown. Please refer to the actual product for accurate information.

a.Indicator Instructions

Indicator	Status	Dispenser Status
	Flashes	Please unlock it before dispensing hot water.
	Stays on	The child lock is on. Please disable the child lock to dispense hot water.
	Off	The child lock is off, or unlocking is not required because hot water is not dispensed in this mode.
	Flashes	The filter is near expiration.
	Stays on	The filter has expired.
	Off	The filter is in normal use.
	Flashes	Water cooling is in progress.
	Stays on	Cold water is available for dispensing.
	Off	Cold water is unavailable for dispensing.
	On	The night mode is on, but the water cooling and filtering functions still run since it is not the designated hour.
	On	The dispenser is currently in night mode. This limits the water cooling and filtering functions.
	Off	The night mode is off.
	Flashes	The purified water tank is low on water, and dispenser is waiting to filter water.
	Stays on	The dispenser is filtering water.
	Off	There is sufficient water, and the dispenser can dispense water as expected.
	Flashes	The feed water tank is low on water, or the waste water tank is full. Please refill the feed water tank or discard the waste water promptly.
	Off	The dispenser is functioning normally, and there is no need to change water.

b.Key Instructions

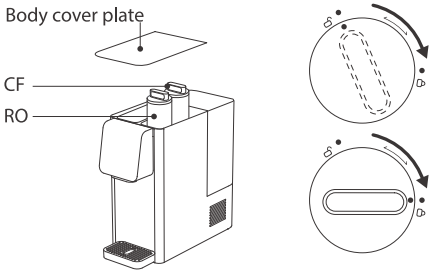
Icon	Key & Functions
	Child lock: Press this key for a second to disable the child lock and dispense hot water with a temperature of 113˚F or above. Press and hold this key for 5 seconds to cancel the child lock. Press and hold it for another 5 seconds to recover it.
	Cup volume key: Tap the key on the water dispensing interface to choose the desired water volume, such as 4 oz, 8 oz, 16 oz, 20 oz, or MAX. Tap the key while on the menu interface to quickly go back to the water dispensing interface.
	Water Dispensing Key/Confirm Key Tap this key while in standby mode to activate the dispenser. To dispense water, tap this key on the water dispensing interface. To confirm the selected settings, tap this key in the menu settings interface.

	Temperature Key: Tap this key while on the water dispensing interface to choose the desired water temperature, such as cold water, ambient water, 113°F, 140°F, 185°F or 203°F. Tap this key once while on the menu interface to quickly go back to the water dispensing interface.
	Cold water key: You can quickly access the cold water dispensing mode by tapping this key from the water dispensing interface or menu interface. Press and hold this key for 5 seconds to cancel cooling. Press and hold it for another 5 seconds to recover it.
	Left key: Tap this key on the water dispensing interface to check notifications, filter life, operating instructions, and more. On the menu interface or notifications interface, tap this key to switch between available options.
	Right key: Tap this key on the water dispensing interface to check function settings. Tap this key on the menu interface or notifications interface to switch between available options.

3. Quick Start Guide

This dispenser has an inbuilt compressor cooling system. Maintain a space of 20cm/8in on both sides of the dispenser for efficient heat dissipation.
The cooling function will not be active for the first two hours after switching on the dispenser. This is necessary to protect the compressor.
The dispenser's cooling function will turn on by default after two hours of the initial power-on. You can press and hold the cold water key for five seconds on the water dispensing interface to turn off the function, and you can turn it on using the same method.
When the cooling function is turned on, the dispenser's compressor operates intermittently to ensure energy efficiency and a consistent cold water supply. Please note that it is normal for the compressor to make a sound during its operation.

Installing the Filter

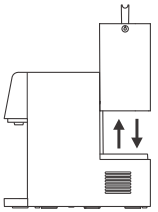


Step 1: Take out filters from package and remove the wrapping.

Step 2: Align the marks on the filter and dispenser as shown, then insert the filter into the designated bucket.

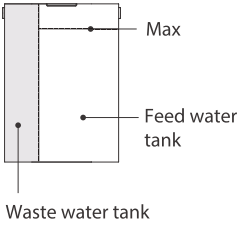
Step 3: Gently press and rotate the filter handle clockwise until it locks in a horizontal position with a " 🔒 " icon. And make sure the " ● " icons on the filter and dispenser are aligned.

Adding Water to the Tank



Step 1: Remove the water tank cover plate, and pick up the water tank in an upward direction.
Step 2: Fill the feed water tank with tap water.
Step 3: Place the water tank back into the dispenser, and cover it with the plate.
Step 4: Push down on the water tank to secure it in place.

NOTE:
The large compartment is the feed water tank for tap water, while the small one is the waste water tank for concentrated water (unsuitable for drinking). Please do not add tap water to the waste water tank. When adding water, ensure it does not exceed the maximum water mark to prevent overflow.

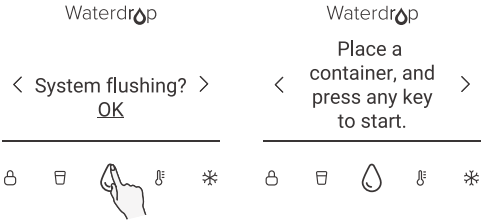


Flushing the New Dispenser

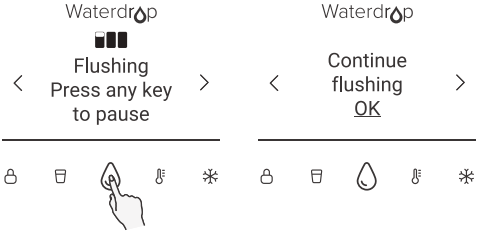
It is necessary to perform a flushing process on a new dispenser before normal use. Flushing takes about 30 minutes and 3-4 tanks of water (about 3.2 Gal) in total.

Step 1: When the dispenser is turned on for the first time, tap the confirm key" 💧 "until the interface displays as shown.

Step 2: After adding enough water to the feed water tank, tap the confirm key" 💧 "once. Then place a water container larger than 0.8 Gal on the drip tray, and press any key to start flushing.



Step 3: The dispenser will automatically filter and dispense water during flushing. Tapping any key on the interface will pause the process. To resume, tap the confirm key" 💧 ".



NOTE: The icon" ▮▮▮ "indicates ongoing flushing, while" ▯▯▯ "indicates completion.

Step 4: When the indicator" ↻ "lights up, and the interface shows as indicated, it means the dispenser is due for a water change. Please empty the concentrated water, refill the feed water tank with tap water, and return the tank into the dispenser. (*Figure 1)*

Step 5: Flushing is complete, and the new dispenser is ready for regular use when the interface displays as shown.



Figure 1

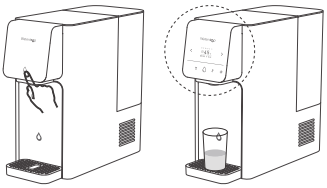
NOTE: Water discharged during the flushing process is not drinkable.

4. Operating Instructions

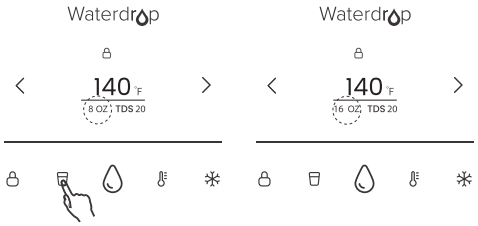
Water Dispensing

Step 1: Tap the" 💧 "icon to activate the interface while the dispenser is in the screen-off state.

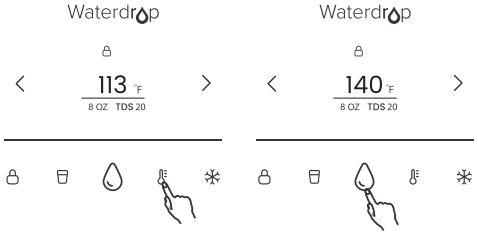
Step 2: Place a container or cup on the drip tray, the dispenser will automatically detect it, and the interface will light up.



Step 3: Tap the cup volume key" 🥛 "to select the desired water volume: 4 oz, 8 oz, 16 oz, 20 oz or MAX (continuous dispensing until the inner water tank is empty)



Step 4: Tap the temperature key" 🌡 "to select the desired water temperature: cold water (41-50˚F), ambient water (real-time temp), 113˚F, 140˚F, 185˚F or 203˚F.



Step 5: Tap the water dispensing key" 💧 "to get your water, and tap any key to pause it.

a. About the water temperature

• To select a temperature of 113˚F or higher, press and hold the child lock key" " for 1 second to disable the child lock, and then tap the water dispensing key" ".

• Tap the cold water key" " to quickly access the cold water. Select the desired volume, place a container, and tap the dispensing key" " to start. Pause by tapping any key during dispensing.

b. About the status indicator light

The color of the status indicator light will vary based on the water temperature:

Cold water-Blue, Ambient water-White, 113˚F-Light orange,
140˚F-Orange, 185˚F-Dark orange, 203˚F-Red

NOTE:

Due to the heating power limitations and the temperature of the feed water, increasing the desired dispensed water temperature will result in a lower flow rate.

The temperature of the feed water tank directly impacts the dispensing temperature of room temp water and the flow rate of hot water.

5. Additional Functions

Routine Flushing

• If the dispenser has not been used for over three consecutive days after normal water dispensing, it is advisable to perform a flushing process before dispensing drinking water.

• The complete flushing process requires 1-2 tank(s) of water (about 0.8 Gal in total) and takes approximately 30 minutes.

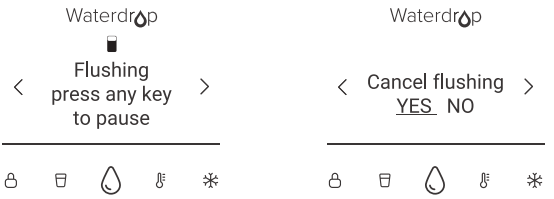
Step 1: Tap the right key " > " on the water dispensing interface to access the menu interface as shown, then tap the confirm key" " .

Step 2: Tap the left key " < " or the right key " > " to select "YES", then tap the confirm key " ".

Step 3: After placing the container in position, simply tap any key to start flushing.



Step 4: To pause the process, simply tap any key, then select " YES " to cancel the flushing or " NO " to continue. The icon " " indicates ongoing flushing, while" " indicates completion.



NOTE:

• For optimal flushing results, replace the water in the feed water tank before routine flushing.

• If the feed water tank runs out of water during flushing, as indicated by a water shortage alert and a flashing water change icon" ↻ ", please refill the tank before continuing the flushing process.

Filter Resetting

The CF filter and RO filter have different lifespans (CF filter ≤ 6 months and RO filter ≤ 12 months, but actual results may vary depending on local water quality and usage patterns). You can tap the left key "<" on the water dispensing interface to check the filter life, and **scan the provided QR code for suitable replacement filters.**

CF Filter Model: WD-A1-CF

RO Filter Model: WD-A1-RO

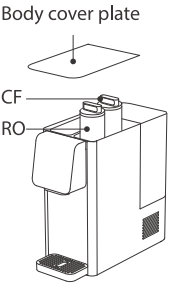
Filter Status	Remaining Lifespan	Remaining Capacity	Icon	Status
Normal	>15 days	>21.1 Gal		Off
Expire soon	5-15 days	7.4-21.1 Gal		Flashes. Pops up every time the interface lights up.
Expired	≤5 days	≤7.4 Gal		Stays on. Pops up every time the interface lights up and water is dispensed.

NOTE: The indicators will notify you according to the usage time or processing of the filters, whichever comes first.

a. Filter Replacement

Step 1: Rotate the filter counterclockwise to remove it as shown. *(Figure 2)*

Step 2: Insert the new filter and rotate it clockwise to secure it in place. *(Figure 3)*



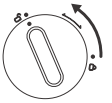


Figure 2

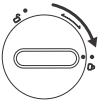
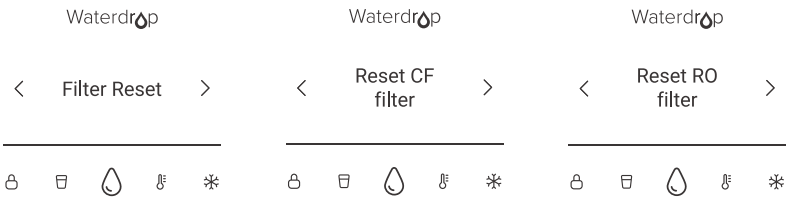


Figure 3

b.Filter Resetting



Step 1: Tap the right key " > " on the water dispensing interface to access the shown interface, and then tap the confirm key " 💧 ".

Step 2: Tap the left key " < " or the right key " > " to select the filter you want to reset, then tap the confirm key" 💧 ".

Step 3: After resetting the filter, the dispenser will automatically enter the flushing interface. The CF filter requires a tank of water for flushing, while the RO filter requires three tanks.

NOTE: When you choose to reset the RO filter, it will indicate whether to reset the CF filter at the same time. Please choose based on actual conditions.

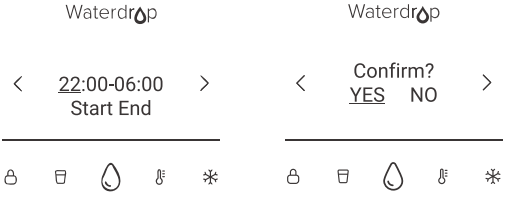
Night Mode

On activating the night mode, the dispenser enters a silent state, and the water filtering and refrigeration functions are paused for the set period. To turn off the mode, tap the right key " > " to access the night mode interface and select " OFF ".

Step 1: Tap the right key " > " on the water dispensing interface to access the night mode option, then tap the confirm key" ".
Step 2: On the night mode interface, use the left key " < " or the right key " > " to select " ON " or " OFF ".
Step 3: Select "ON" and tap the confirm key" ".



Step 4: If the time is not set, it will automatically skip to the time setting interface (see page 10 to learn how to set the time).
Step 5: Set the desired turn-on and turn-off time on the time setting interface by tapping "<" or ">" and tap the confirm key" ". Then select " YES " to confirm and save the settings, or select " NO " to return to the water dispensing interface, thereby discarding the earlier setting.



Off-home Mode

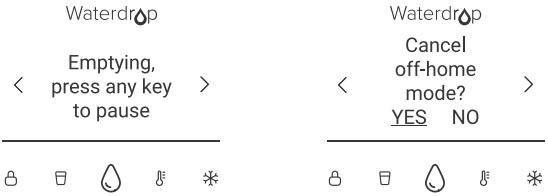
It is advisable to activate the off-home mode if you plan to be away for an extended period or anticipate not using the dispenser for more than five days.
In the off-home mode, the dispenser will empty all the water from the inner water tank (cold water tank + purified water tank) and stop functioning. To restore normal operation, simply disconnect and reconnect the power. It is also recommended to empty the feed water tank in this mode to prevent any potential odor.

Step 1: Tap the right key " > " on the water dispensing interface to access the off-home mode option, then tap the confirm key" ".
Step 2: Use the left key " < " or the right key " > " to select " YES " (confirm) or " NO " (return), and tap the confirm key" ".
Step 3: Once the mode is activated, the dispenser will prompt as shown. Place a container and select "OK", then tap the confirm key" "to start the emptying process.



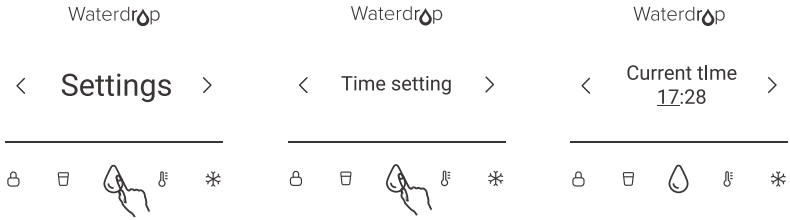
Step 4: During the emptying process, you can tap any key to pause it, and the dispenser will prompt as shown. Select " YES " to cancel the process or " NO " to continue it.

Step 5: The dispenser will stop operating once the emptying process is completed. Please remember to unplug the power cord. Then, you can power it on again to resume normal operation.



Time Setting

Time setting is crucial for an efficient night mode operation. Therefore, when activating the night mode, please ensure the clock is set correctly to reflect the current time.



Step 1: Tap the right key " > " on the water dispensing interface to access the settings interface, then tap the confirm key" ".

Step 2: Use the left key " < " or the right key " > " to access the time setting interface, then tap the confirm key" ".

Step 3: To adjust the current clock, use the left key " < " or the right key " > ". Once the desired time is displayed, tap the confirm key" " to save the set time.

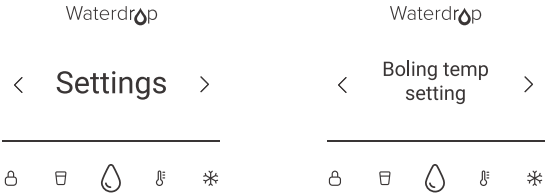
Step 4: Select "YES" on the confirm interface, and tap the confirm key " "to save the time settings, or select " NO " to cancel and go back.

Boiling Point Correction

Considering that the boiling point of water decreases with increasing altitude, it is advisable to adjust the boiling point at high altitudes to prevent scalding from boiling steam. However, the default setting is calibrated for low-altitude regions, so you need no adjustment if you are at lower altitudes.

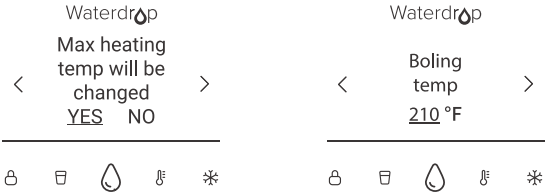
Step 1: Tap the right key " > " on the water dispensing interface to access the settings option, then tap the confirm key" ".

Step 2: Use the left key " < " or the right key " > " to access the boiling temp setting interface, then tap the confirm key" ".



Step 3: If the interface prompts as shown, use the left key " < " or the right key " > " to select " YES " to confirm (or " NO " to return).

Step 4: On the boiling temp interface, adjust the temperature using the left key " < " or the right key " > " based on the provided table, and tap the confirm key" "to save the changes. A prompt interface will briefly appear for 2s, indicating the completion of boiling point correction.



Altitude	Boiling point setting value	Maximum heating temperature
0~500m	206°F-212°F	198°F-203°F
500~1,500m	201°F-206°F	192°F-197°F
1,500~2,000m	194°F-200°F	185°F-190°F

6. Troubleshooting

Common Issues and Solutions

Issues	Possible Causes
The TDS reading is high.	Please check if the TDS level of the feed water is high;
	Please check if the dispenser was unused for a long time;
	Please check if the filter have 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 filters are installed correctly;
	Please check if the feed water tank is low on water or the wastewater tank is full;
	Please check if the filters have expired;
	Please check if there are any error prompts displayed.
The filtered water tastes bad.	Please check if the filters of your new dispenser have been thoroughly flushed;
	Please check if the filters have been flushed thoroughly after being replaced. If not, please follow the steps in the Instruction Manual to flush the new filters
	Please check if the dispenser was unused for a long time. If it was, please flush following the prompts in the daily flushing process.
The dispenser cannot dispense cold water.	Please check if the new dispenser has been powered on for the first time.. After the new dispenser has been powered on for the first time, the compressor needs to wait for 2 hours before the cold water function becomes available.
	Please check if the refrigeration function has been enabled and if the dispenser prompts water shortage.
	Please check if the dispenser has an abnormal prompt.
The dispensed water is not cold enough.	Please check if the dispenser is in night mode, as the compressor does not perform refrigeration in this mode.
	Please check if a large amount of cold water has been dispensed continuously. If yes, the dispenser may be undergoing the refrigeration process.
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.

Error Codes

Display	Descriptions	Solutions
E07	Overheating (dry burn protection)	Please wait for approximately 30s, and the dispenser will automatically resume operation once the issue is resolved. If the problem persists after 3 mins, please contact our customer service for further assistance.
E09	Temperature sensor in cold water tank malfunction	Please contact our customer service at **+1-888-352-3558** or send an e-mail to **service@waterdropfilter.com.**
E12	Refrigeration feature malfunction	
E03	Purified water tank malfunction	
E10	Feed water temperature sensor malfunction	
E11	Dispensed water temperature sensor malfunction	
E13	Signal transmission malfunction	

7. Cleaning and Maintenance

1. Use only the included brush or a mild detergent to gently clean all stains. Ensure you wipe off any detergent residue and avoid cleaning with tools with rough surfaces or abrasive detergents.
2. Clean the drip tray frequently using a soft sponge dipped in water.

8. Safety Precautions

The use of this product by children and individuals with physical, mental, sensory, and intellectual disabilities must be under supervision or guidance of competent persons.
This product is intended for filtering municipal tap water for daily drinking purposes only. Please do not use it for any other purposes.
The recommended operating altitude range for this product is between 0 and 2000 meters.
Avoid storing or exposing the product to temperatures below 4°C/39°F.
Avoid squeezing, folding, knotting, or twisting the power cord to prevent damage.
If the power cord is damaged, for safety reasons, it must be replaced by a professional from the manufacturer, the repairs department, or a similar department. Please contact our customer service to arrange for a replacement if the power cord is accidentally damaged.
Do not unplug the power cord by pulling it directly. This may damage the cord.
Please keep the power plug clean and avoid plugging or unplugging it with wet hands.
Please ensure that the dispenser is placed in a secure location where pests cannot damage the power cord or pipes.
Do not expose the dispenser to heat sources or open flames.
Do not expose the dispenser to flammable, explosive, volatile, or strongly magnetic materials.
Do not invert or tilt the dispenser at an angle greater than 15°.
Remove all obstructions around the dispenser or inside the embedded structure where it is placed, and maintain proper ventilation.
Do not cause any damage to the refrigeration circuit.
Allow the dispenser to rest for 2 hours after transportation or movement before using it.

Storage Requirements:

1. Avoid using or storing the dispenser in the following locations:
   Areas exposed to strong sunlight; it can lead to component aging and the growth of microorganisms in the water tank.
   Areas with temperatures below 4°C/39°F or above 40°C/104°F; it can damage the filters and other components.
   Areas near high-temperature or strong magnetic appliances; it can cause fire or circuit failure.
   Damp or dusty areas; it can damage the circuit.
2. Do not place heavy objects or liquids on the dispenser.

Usage Requirements:

The dispenser undergoes a water test to ensure its quality before leaving the factory. When you first unpack it, there may be a small amount of residual water. This is normal; you can proceed to setup and use the dispenser.

The foam material used in this dispenser is flammable polyurethane. Please keep it away from high temperatures and fire during use and storage.

When disposing of the dispenser, ensure to hand it over to a specialized recycling company to prevent any potential accidents.

The R600a refrigerant and polyurethane foam material used in this dispenser are flammable. Therefore, it is important to keep the abandoned dispenser away from potential sources of ignition and avoid incineration. Please hand it over to a professional and qualified recycling company to prevent any harm to the environment or other hazards.

Maintenance Requirements:

The first thing to do if and when the dispenser encounters a malfunction is to disconnect the power supply immediately.

When moving or transporting the dispenser, ensure to drain the water using the off-home mode and follow the instructions on the packaging to prevent damage from improper handling.

When cleaning the dispenser, be cautious not to let water flow into the dispenser from the filter bucket. This can cause odors, bacterial growth, and water accumulation leading to leakage on base.

Avoid washing the exterior or interior of the dispenser with water to prevent water accumulation, odors, and bacterial growth.

When the filter life indicator flashes, it means that the filter has expired and needs to be replaced. Please purchase the appropriate filter and replace the expired filter promptly.

The dispenser should not be submerged in water.

Additional Notes:

The calculation of the filter's lifespan begins from the moment it is installed and used, including periods when no water is dispensed.

To ensure user safety and proper functioning of the dispenser, please use only the accessories and filters provided by our company.

8.Warranty & Service

This product comes with 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: filters 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 cartridge filters 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.

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.

Waterdrop

Reverse Osmosis
Hot Cold Water Dispenser

Manufacturer Technical Support
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E-mail: service@waterdropfilter.com

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