Waterdrop

Instruction Manual

Read and save these instructions

Reverse Osmosis

Water Filtration System



Model:

WD-G3-W ,WD-G3-B,
WD-G3-G, WD-G3P600

Contact Us

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

Thanks for your purchase from Waterdrop. We value your patronage and appreciate your confidence in us. Counting you among our customers is something for which we are especially grateful. Please let us know if we can do anything else to help.

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.

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.

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 no proceed with the installation and contact Waterdrop customer service by hotline +1-888-352-3558 (PST) or by email: service@waterdropfilter.com. 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
- Flashlight
- Towel
- Screwdriver

Specifications

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

Model	WD-G3-W / WD-G3-B / WD-G3-G / WD-G3P600
RO System Size (L*W*H)	18.12″*5.67″* 17.72″
Feed Water Pressure	14.5-87 PSI/0.1-0.6 MPa
Feed Water Temperature	41-100 °F / 5-38 °C
Feed Water Requirement	Municipal Tap Water
Max Daily Production Rate	400 GPD / 600 GPD
Power Specification	Input 110-240V AC
Rated Frequency	50 / 60 HZ

NOTE:

- The Daily Production Rate is measured under 30 PSI dynamic feed water pressure and 77 °F water temperature.
- If you are using well water as the source, please ensure that the feed water has been through a pre-filtration system.

Parts List



System Housing
X1 Set



WD-G3-CB
X1



WD-G3-CF
X1



or



WD-G3-RO / WD-G3P600-RO
X1



Smart Digital
RO Faucet x1



White 1/4"
PE Tubing
X60"



Feed Water
Adapter 3/8"-1/2"
X1 Set



White 3/8"
PE Tubing
X60"



Lock Clip
X5

Preinstalled

Preinstalled



Teflon Tape



Drain Saddle 1/4"
X1 Set



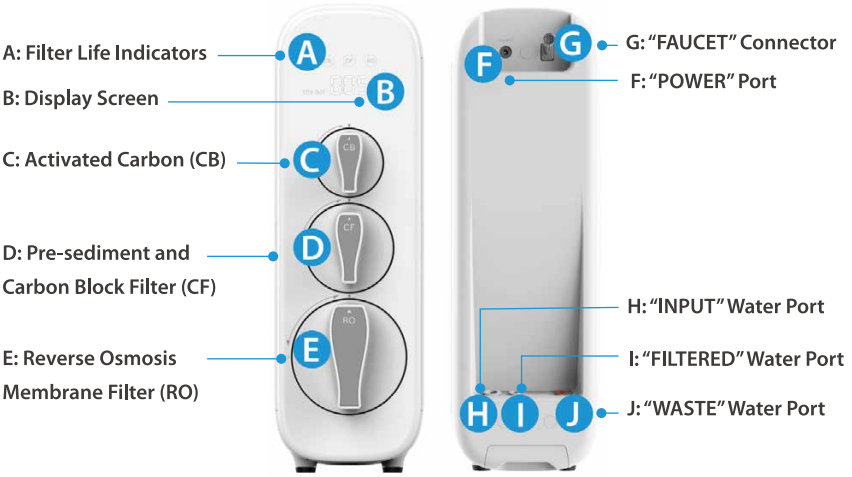
Red 1/4" PE Tubing
X60"

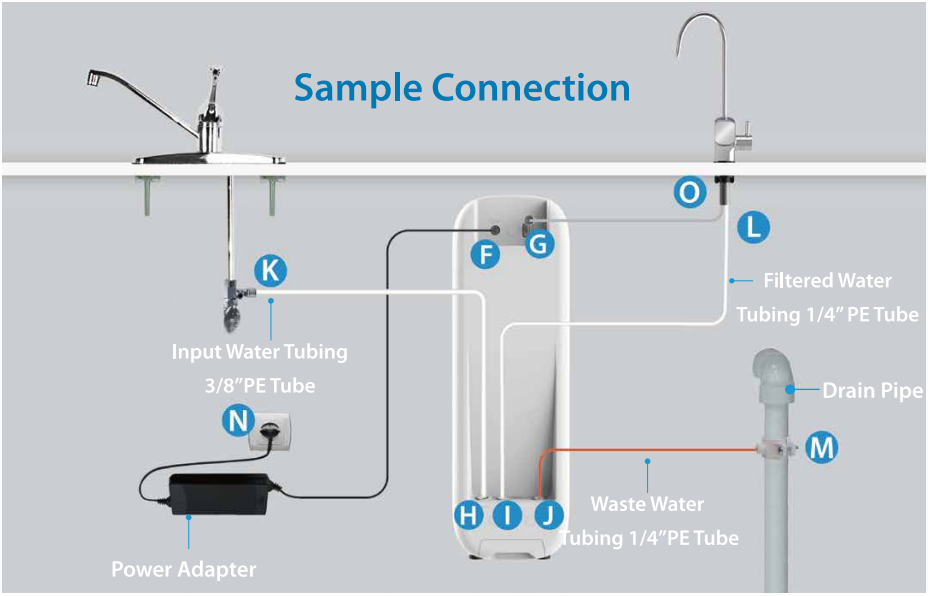


Power Adapter
X1 Set

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.





K ⟶H, From Feed Water Adapter to "INPUT" Water Port
L ⟶ I, From Faucet to "FILTERED" Water Port
M⟶J, From Drain Saddle to "WASTE" Water Port
O⟶G, From Faucet Power Cord to "FAUCET' Connector
F ⟶N, From "POWER" Port to Power Socket

Installation Tips

How to Use the Quick-Connect Fittings



Figure 1

To connect:

NOTE: 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.

• Push the tubing into the fitting until you reach the mark on the tubing.

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

• When the tubing is fully inserted, put the blue lock clip on the fitting. It will lock the tubing in place and prevent it from falling off.

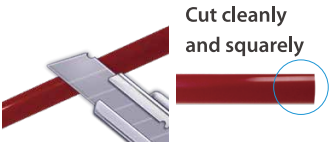


Figure 2

NOTE: 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). Make sure the tubing is fully inserted (about 0.8").

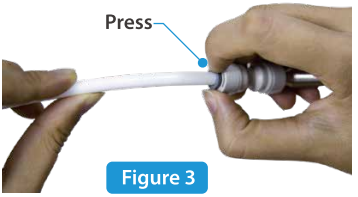


Figure 3

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.

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 a Faucet Hole" 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.

1. 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.
2. Glue the sticker on your sink or countertop, and drill a hole referring to the sticker hole size (1").
3. Make an indent with a center punch on a stainless-steel sink before drilling to help guide the bit.
4. 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.
5. Start at the lowest speed, and hold the drill straight with firm pressure to prevent the bit from walking on the counter.
6. Once you break through the surface, swirl the drill a little to apply pressure in a circle evenly.

Installation Steps

Prior to installation, it is highly recommended to watch the video "Waterdrop G3 RO Installation" on YouTube.

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

• Do not install the system in exposure to direct sunlight or harmful chemicals, nor 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")

NOTE: The "INPUT" water tubing has been attached to the feed water adapter for easy installation.

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

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

2. Disconnect the cold water pipe from the cold water supply valve;
3. Twist the feed water adapter onto the cold water supply valve (with its washer) and tighten it with an adjustable wrench (Figure 4);

NOTE: If the cold water pipe is 1/2", unscrew the two converters from the feed water adapter (Figure 5), and then implement Step 3.

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

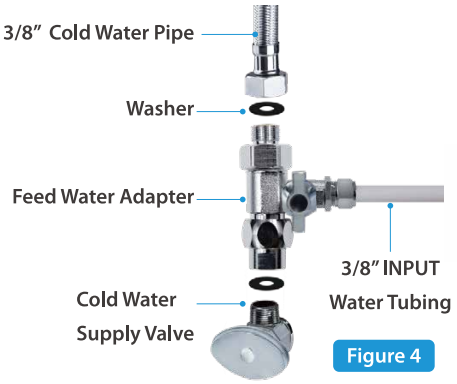


Figure 4

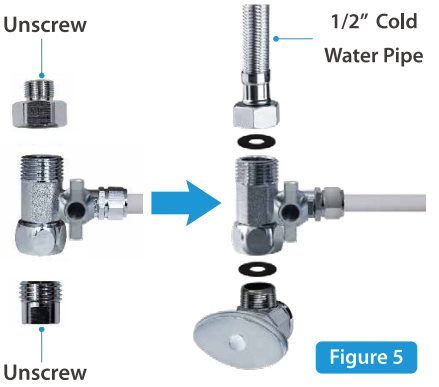


Figure 5

Step 2: Install the RO Faucet (Non-Air Gap Faucet)

NOTE: If your kitchen sink or countertop does not have an existing hole, you will have to drill one (1"). Refer to Page 5.

1. Insert the faucet spout into the faucet body (Figure 6).
2. Insert the faucet stem, power cord and filtered water tubing into the hole on countertop.
3. Under the sink, slip on the nut and tighten it up.

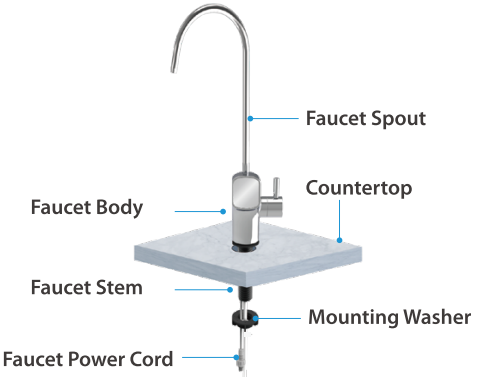


Figure 6

Step 3: Install the Drain Saddle

1. Paste the foam seal onto the front plate of drain saddle. Make sure the hole of foam seal is aligned with the hole of front panel (figure 7). Choose a spot on the drain pipe that is convenient for installing the drain saddle.

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

2. Drill a 1/4" hole in the drain pipe. Be sure not to penetrate the opposite side of the pipe.
3. Slip the front plate on one end of the tubing (without the mark), and insert the tubing into the drilled hole for about 0.6" (Figure 8).
4. Position the back plate on the drain pipe by tightening the screws and nuts evenly while leaving the tubing in the hole.
5. Pop the lock clip on the fitting to secure the connection (Figure 9).

NOTE: In some cases, the "WASTE" water tubing needs to be connected to the drainpipe through air gap. Consumers need to purchase air gap accessories additionally.

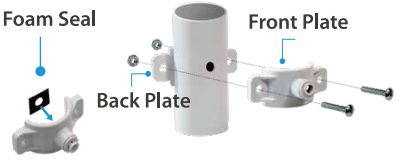


Figure 7

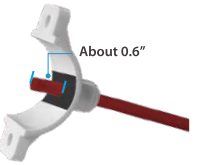


Figure 8



Figure 9

Step 4: Position the RO System Housing

NOTE: It is not recommended to place the housing against the cabinet, as there may be vibrations when the system works.

a) The power-supply receptacle for the appliance shall be installed in a cabinet or on a 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 wood, the edges of the opening specified in (b) should be smooth and rounded. If the partition is metal, it should be covered with an edge protector provided for this purpose by the manufacturer;

d) Care should be exercised when the appliance is installed or removed in order to reduce the likelihood of damage to the power cord.



Figure 10

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 4.

1. Install the "INPUT" Water Tubing

• Remove the plug from "INPUT" water port;

• Identify the white 3/8" PE tubing which has been attached to the feed water adapter (Figure 11);

• Insert the other end of the tubing into the "INPUT" water port (Figure 12), and pop the lock clip on the fitting.

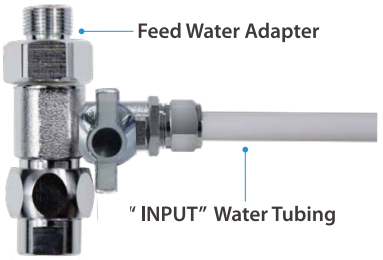


Figure 11

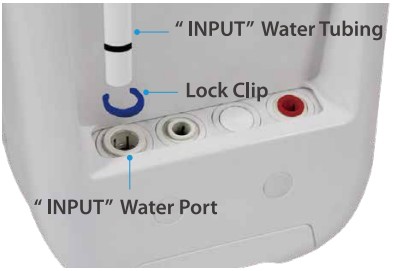


Figure 12

2. Install the "FILTERED" Water Tubing

• Remove the plug from the "FILTERED" water port;

• Identify the white 1/4" PE tubing that is pre-installed with RO faucet (figure 13).

• Insert the other end of the tubing into the "FILTERED" water port (Figure 14), and pop the lock clip on the fitting.

NOTE: Make sure it is fully inserted until you reach the mark on the tubing.

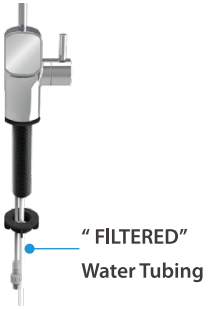


Figure 13

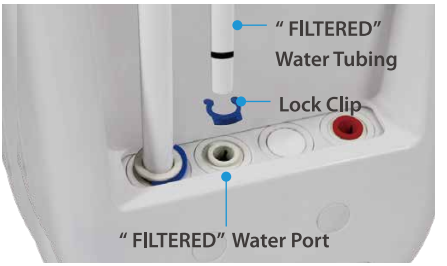


Figure 14

3. Install the "WASTE" Water Tubing

• Remove the plug from the "WASTE" water port;

• Identify the red 1/4" PE tubing which has been attached to the drain saddle (Figure 15);

• Insert the other end of the tubing into the "WASTE" water port (Figure 16), and pop the lock clip onto the fitting.

NOTE: Make sure it is fully inserted until you reach the mark on the tubing.

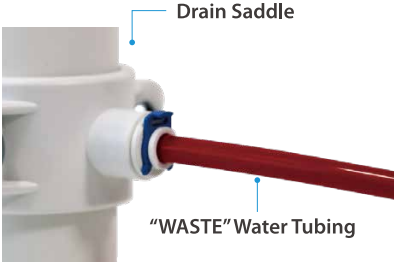


Figure 15



Figure 16

Step 6: Connect Power Cord

Connect the RO faucet to the system: Insert the power cord which is attached to the RO faucet into the"FAUCET" connector (Figure 17) at the back of the housing, and tighten the nut.

Connect Power Adapter: Insert the DC head of the power adapter into the "POWER" port at the back of the housing (Figure 18).

NOTE: Please do not connect power socket now.



Figure 17



Figure 18

Step 7: Install the Filters

Each filter is marked with a logo (CB/CF/RO) and an installation arrow.

1.Remove the wrapping and protective cap from the filter;

2.Insert the filter into its corresponding hole (Figure 19), align the arrow with the empty circle on the housing (Figure 20);

3.Twist the filter with a little force forward in a clockwise direction for 90 degrees, until the arrow is aligned with the solid circle on the housing (Figure 21). You may hear a clicking sound when the filter is fitted into place properly;

4.Repeat the above steps to install the other two filters.



Figure 19

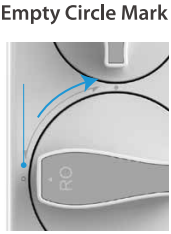


Figure 20

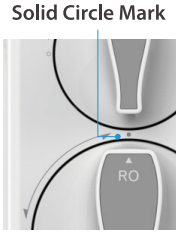


Figure 21

Step 8: Start up the System

1. Turn on the cold water supply valve. Check for leaks;

2. Insert the plug of power adapter into the socket;

NOTE: If the system can't be powered on after you insert the plug of power adapter, check the power under the sink, as this mostly occurs when the power under the sink is powered off. Also, check the connection between the plug and the power outlet, and ensure that the system has been plugged correctly into the power outlet, as this may occur in a few cases. To test if there is a problem with the system itself, just pick up the system and try another power outlet. Please contact us if the system can't be powered on. We will help you figure it out.

3. The system starts flushing automatically for 5 minutes;

NOTE: After powering up for the first time, there will be one beep. The filter life indicators on front panel will flash blue, yellow and red in turn and then turn blue for 5 minutes, the front screen displays flushing status (Figure 22) at that moment. The faucet filter life indicator will flash white, yellow, red in turn for 1 second. Then it turns white for 5 minutes. The faucet displays flushing status and the outer ring light will flash clockwise dynamically (Figure 23). Do not turn on the RO faucet. Allow the system to flush automatically for 5 minutes. The three indicator lights will be off when the flush is complete.

NOTE: A slow water flow is normal if the RO faucet is turned on, and water is not drinkable during the automatic flush.

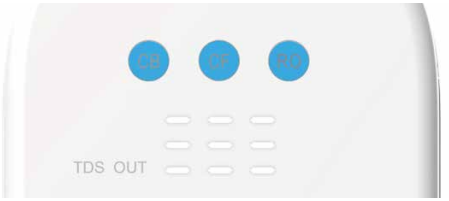


Figure 22

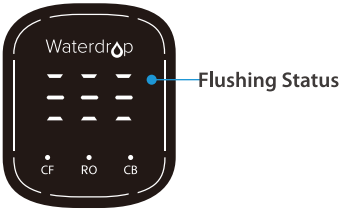


Figure 23

4. Turn on the RO faucet. Allow it to run for 30 minutes until the front panel screen and faucet screen start displaying a TDS reading (Figure 24);

NOTE: 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.

NOTE: The water is not drinkable during the flushing. The 30 minutes are accumulative. If the flush is stopped in advance, the system will continue to flush when you open the RO faucet again until it reaches 30 minutes.



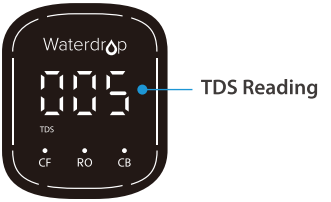


Figure 24

5. Confirm the flush is completed before turning off the RO faucet and ensure it's not leaking.

6. Please fix the power adapter with the cable tie so that it does not move by impact. To avoid failure, stay away from any water sources, including pipe fittings, the bottom of the basement, and wet floors.

* Please note that the reading in the figure is only used as an example, and the actual reading may vary according to different water conditions.

* The TDS level shown on the panel after the system is just turned on is different from the actual TDS level because the TDS reading needs some time to be upgraded.

Congratulations!
You have successfully installed the system!

Owner's Manual

Display and Operation

Section 1: TDS Display

The built-in TDS sensor detects the water quality when the system begins to work, and shows the TDS reading on the front panel display screen and faucet screen (Figure 25).

NOTE:

The system will provide above a 90% TDS rejection rate when working properly, which may vary with a deviation of 10% depending on the source water quality and water usage. The TDS reading may vary as the water is flowing.

The TDS display on front panel screen will go off after 5 minutes when the system stops dispensing water. And the TDS display on RO faucet screen will go off after 1 minute when the system stops dispensing water.

During the first 10-30 seconds of water dispensing, the system is updating the TDS reading and there is residual water in the filtered water tubing. Therefore, the actual TDS value will be higher than the TDS reading on the screen.

* Please note that the reading in the figure is only used as an example, and the actual reading may vary according to different water conditions.

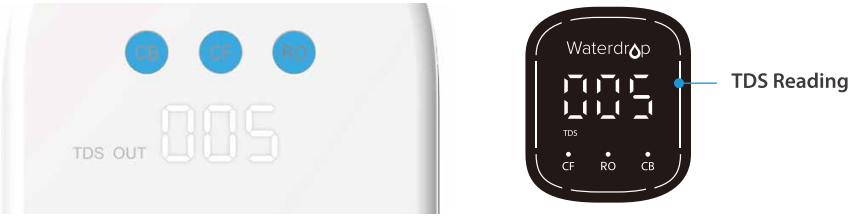


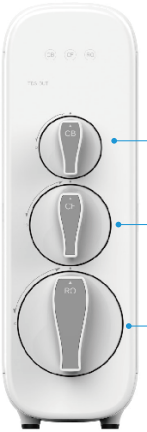
Figure 25

Section 2: Filter Life Reminder

NOTE: Filter life may vary depending on source water quality and water usage. Please replace the filter according to the reminder of the filter life indicators.

1. Filter Life Indicator on System Housing

There are helpful electronic filter indicators (CF/CB/RO) on the front panel (Figure 26) that will notify you to perform a routine filter replacement by color change. Be sure to reset the filter life indicator every time you replace your filter.



Activated Carbon Filter (CB)

Filter Life: Up to 12 months or 1,100 gallons

Pre-sediment and Carbon Block Filter (CF)

Filter Life: Up to 6 months or 550 gallons

Reverse Osmosis Membrane Filter (RO)

Filter Life: Up to 24 months or 2,200 gallons

Display Status:

Status	Remaining Life (Day)	Remaining Capacity (G)	Indication	
			Light	Buzzer
Normal	>15	>40	Blue	N/A
Pre-warning	≤15	≤40	Yellow	Beeps 2 times when dispensing Water
Warning	≤0	≤0	Red	Keeps beeping when dispensing Water

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



Figure 26

Display Time:

• All indicators will go off after 5 minutes when the system stops making water.

• Check the filter life status by touching the indicators, and the lights will go off in 30 seconds.

2. Filter Life Indicator on the RO Faucet

Different light colors displayed on RO faucet indicate different filter life status. (Figure 27)



Good | Replace Soon | Replace Now

Figure 27

Faucet Screen	Remaining Life (Day)	Remaining Capacity (G)	Status
White Filter Life Indicator	>15	>40	Good
Yellow Filter Life Indicator	≤15	≤40	Replace Soon
Red Filter Life Indicator	≤0	≤0	Replace Now
White Flash	/	/	Flushing (Figure 30)
Red "Error"	/	/	Malfunction (Figure 30)

Section 3: Filter Replacement Guide

NOTE: If the filter expires, please purchase and replace the filter immediately. Otherwise, the filtration efficiency will decrease significantly and affect the performance.

How to Replace Filters:

The filters could be replaced directly without cutting off the power and water supplies, and there will be no water and electric leakage.

1. Before removing the filter, please turn off the faucet first and wait for 30s to fully release the internal pressure of the RO system, which makes the filter easier to remove and install.

2. Twist off the filter that needs to be replaced in a counterclockwise direction (Figure 28).

NOTE: After replacing the CF and CB filter, it's recommended to press the center knob (Figure 29) protruding at the top of the old RO filter to release the pressure to avoid water spills. Get a towel or bucket to catch any excess water;

3. Twist the new filter into the housing in a clockwise direction;

4. Reset the filter life indicator and flush the filter after replacement (please refer to the following steps.)



Figure 28



Figure 29

How to Reset the Filter Life Indicator (Taking Reset of CB Filter Life Indicator as an Example):

Hold the CB filter life indicator for 7 seconds until the system beeps.

NOTE: Refer to the above method, hold down the CF or RO indicator to reset the corresponding filter.

How to Flush the Filter after Replacement:

NOTE: The display screen on front panel and RO faucet will show the flushing status (Figure 30) during the process.

For CF filter: It will be flushed automatically for 5 minutes without turning on the RO faucet;

For CB filter: Turn on the RO faucet to flush for 15 minutes;

For RO filter: Turn on the RO faucet to flush for 30 minutes.



Figure 30

Section 4: Automatic Flushing

The system will be flushed automatically in one of the following situations:

1. Flush for Accumulative Working Time over 2 Hours

To maintain and extend the life expectancy of the filters, the system will be automatically flushed for 20 seconds after working for two hours. While flushing, the front panel screen will show a display similar to what is in Figure 30. If the user decides to take water during the flushing, the system will quit flushing and switch to dispensing.

2. Flush for Power Restore

When power is restored after a blackout, the system will be forced to be flushed automatically for 20 seconds. While flushing, the front panel screen will display as seen in Figure 30. The blue, yellow, and red lights will flash in turn for one second, and then the blue light will be on for 20 seconds. The indicators will be off when the flushing is complete.

3. Recycled Fresh Water Flushing

Recycled fresh water flushing function is to ensure each cup of water to be fresh and healthy. The system will automatically recycle fresh water and start flushing after it has dispensed water over 5 minutes. When the system is recycling fresh water and subjected to flushing, the panel displays as shown in figure 30.

Section 5: Malfunction Display

When the system is in fault, the malfunction indicates as follows:

• E02: For inside water leakage, the buzzer keeps beeping (Figure 31).

NOTE: Please pull out the water container at the back and check if there's any water. If there is, clean the container and re-install it back. The malfunction should be fixed automatically. If E02 shows again shortly, please contact the customer service hotline 1 -888-352-3558 Mon-Fri 8:00 AM-5:00 PM (PST) for assistance.

• E03: If the booster pump overworks, the buzzer beeps for 3 minutes. The system will need to be powered on again to recover;

• E04: If the booster pump starts and stops frequently, the buzzer sounds 5 times. The system will need to be powered on again to recover.

NOTE: Please refer to "Troubleshooting" for detailed solutions concerning malfunction code reminders.



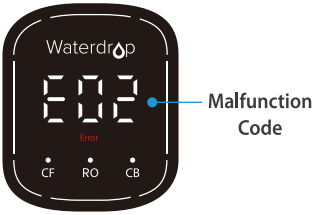


Figure 31

System Maintenance

• If you don't use the system for more than one week, turn on the RO faucet, shut off the cold water valve, and disconnect the power. Seal the filters and store it in the refrigerator (not the freezer). You need to open the RO faucet and allow it to run for 10 minutes first before using the system again. Otherwise, you need to replace the filters, as bacteria may grow when the system is not used for a long time.

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

NOTE: While the testing was performed under standard laboratory conditions, actual performance may vary depending on the source water quality and water usage. In case of early blockage and failure of the filters, it's recommended to replace the filter in accordance with the actual usage.

• 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 gasoline or acetone.

• When cleaning, do not pour other liquids into the filter to avoid damage to the filter system.

• Keep the waste water pipe unobstructed to avoid damage to the filter or internal components.

• When the drain pipe is blocked, do not use the system (please turn off the power) to avoid waste water from soaking the floor.

• Check the system and water pipe fittings regularly for water leakage to avoid any property damage.

• Regularly check whether the power supply and wires are damaged or loose to avoid major accidents caused by electric leakage.

• If you are using well water as the source, please ensure that the feed water has been through a pre-filtration system. Otherwise, large particles in the well water will easily clog the filter and shorten the filter life.

Troubleshooting

• If the System Cannot Be Powered on After You Insert the Plug of Power Adapter

a. Check the power under the sink, as this mostly occurs when the power under the sink is off. Also, check the connection between the plug and the power outlet, and ensure that the system has been plugged correctly into the power outlet, as this may occur in a few cases. To test if there is a problem with the system itself, just pick up the system and try another power outlet. Please contact us if the system can't be powered on. We will help you figure it out.

• No Output Water from RO Faucet

a. Filter expired. Check the filter life indicators to confirm which filter needs to be replaced and replace it immediately.

b. Low water pressure. Check and confirm the water pressure is between 14.5 PSI and 87 PSI.

c. Water supply is off. Turn on the feed water adapter or water supply valve.

d. Incorrect filter installation. Re-install the three filters, and make sure they are fitted properly.

e. Tubing is crimped. Check all tubing and remove any crimps.

• Low Water Flow at the RO Faucet

a. Leak from tubing connection. Check and ensure all tubing is installed correctly and completely.

b. Filter expires. Check the filter life indicators to confirm which filter needs to be replaced and replace it immediately.

c. Low water temperature. Be sure to use the system at a temperature of 41-100 °F.

d. Use well water as the source and the feed water has not been through a pre-filtration system, the filter has been clogged. If you are using well water as the source, please ensure that the feed water has been through a pre-filtration system. Otherwise, large particles in the well water will easily clog the filter and shorten the filter life.

• Water Leakage

a. Check all joints, fittings and tubing connections to locate the leakage. Make sure the filters are well installed.

b. If the front panel screen and faucet screen show the code E02, which means there is water leakage inside the system, please pull out the water container at the back and check if there's any water. If there is, clean the container and re-install it. The malfunction should be fixed automatically. If E02 shows again shortly, please contact the customer service hotline 1 -888- 352-3558 or send e-mail to service@waterdropfilter.com for assistance.

• No Display on the System

a. To save power, the faucet screen will go off after 1minute when the system stops dispensing water, and the front panel screen will go off after 5 minutes when the system stops making water.

b. No power or power adapter is broken. Check and make sure the power adapter is plugged in. Change a new power adapter if it is broken.

• High TDS in 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:

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

b. The RO filter expired. Replace the RO filter immediately.

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

d. The source water may have a high TDS. Test the source water and filtered water. The filtered water's TDS shall be about 5%-10% of your source water's TDS. This is a normal range. If there is a high TDS in the source water, it may reduce the service life of the system. When the filtered water's TDS creeps up to 15%-20% of the source water's TDS, please perform routine filter replacement.

• TDS Reading Fluctuates When Dispensing Water

a. The TDS reading displayed is the TDS of the flowing filtered water. Therefore, the content of the dissolved solids may vary slightly as the water flows, causing the fluctuation of the TDS reading.

b. The built-in TDS sensor has deviation, causing the fluctuation of the TDS reading.

• The Difference between the TDS Reading Tested by the TDS Meter and the Displayed Reading

a. The reading tested by the TDS Meter is the TDS of static water in the container while the TDS reading displayed by the system is the TDS of flowing water. As a result, the TDS readings are different.
b. There are errors in the TDS Meter tests.

• Filtered Water from the RO Faucet Tastes Like Tap Water

a. Incorrect tubing installation. Make sure the waste water tubing is not connected with RO faucet.
b. The filters are not well-installed. Make sure the filters are placed properly.
c. Filter expires. Check the filter life indicators to confirm which filter needs to be replaced and replace immediately.

• Booster Pump Overworked Reminder

The front panel screen and RO faucet screen show code E03. The buzzer keeps beeping for 3 minutes.
a. Continuously dispensing water for more than 30 minutes. Power on the system again to recover.
b. There is a leak at the tubing connection between the system and the RO faucet. Turn off the power. Check the tubing connection, make sure the tubing is inserted into the quick-connect fitting properly and firmly, and power on the system again.

• Booster Pump Starting and Stopping Frequently Reminder

The front panel screen and RO faucet screen show code E04. The buzzer sounds 5 times.
There is an internal pressure imbalance. Disconnect the power. Turn on or turn off the RO faucet completely and remove all tubing crimps. Make sure the faucet is not blocked and power on the system again.

• 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:
a. The system is not positioned in a flat area. Make sure the system is placed smoothly without shaking.
b. The system is placed against the cabinet. Do not place the system against the cabinet. The system may vibrate when it works.
c. 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.

Limited Product Warranty

At Waterdrop, we are proud to offer our customers a wide array of high-quality products, including reverse osmosis systems. We offer a 30-day money-back return guarantee, a 1-year manufacturer warranty, and lifetime tech support for all our products from the date the product is received. 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.

Conditions of Validity of this Limited Product Warranty

THIS LIMITED PRODUCT WARRANTY SHALL ONLY BE VALID IF:
1. The feed water pressure is no less than 14.5 psi and no longer than 87 psi;
2. The feed water temperature must be no less than 41 °F and no more than 100°F;

3. The feed water must have a pH between 6.5 and 8.5;
4. Turbidity must be less than 1.0 NTU.
5. The feed water must be municipal tap water.
6. The Total Dissolved Solids (TDS) must be less than 750 ppm.
7. The max hardness must be less than 7 grains per gallon.

Any information or suggestion with respect to our product concerning applications, specifications or standards is provided solely for your convenient reference. The quality of water supplies may vary seasonably or over a period of time. Your water usage may vary as well. The manufacturer assumes no liability for the determination of the proper equipment necessary to meet your requirements, and we do not authorize others to assume such obligation on our behalf. You must verify and test the suitability of any information with respect to the product for your specific application.

Conditions that render this Limited Product Warranty void:

THIS LIMITED PRODUCT WARRANTY VOID THIS LIMITED PRODUCT WARRANTY SHALL BEVOID IF:

1. The product is purchased from someone other than our official website or our authorized dealers, as we cannot verify or guarantee the integrity or authenticity of the Product.
2. Improper storage, installation, maintenance, handling, use and/or alterations of the Product, including, but not limited to, non-compliance with the installation, maintenance and standard operation conditions stated in the Manual and this Limited Product Warranty.
3. Unreasonable use, unintended use, or misuse of the product for something other than its intended purpose as a reverse osmosis system.
4. Use of replacement parts, filters, membranes or other accessories that are not sold or manufactured by Waterdrop for use with this particular product.
5. Damage not resulting from manufacturing defects that occur while the product is in the original purchaser's possession.
6. Installation of the product with known or visible manufacturing defects at the time of installation.
7. Damage caused by freezing, flood, fire or Act of God.

Our sole obligation under this warranty shall be repair or replacement of a non-conforming product or parts of this product, or at our option, return of the product and a refund of the purchase price. Our obligation does not include the cost of transportation. We are not responsible for damage in transit, and claims for such damage should be presented to the carrier by the customer.

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

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

Return & Repair

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

Waterdrop

Manufacturer Technical Support

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

E-mail: service@waterdropfilter.com

Made in China V003

Qingdao Ecopure Filter Co., Ltd.