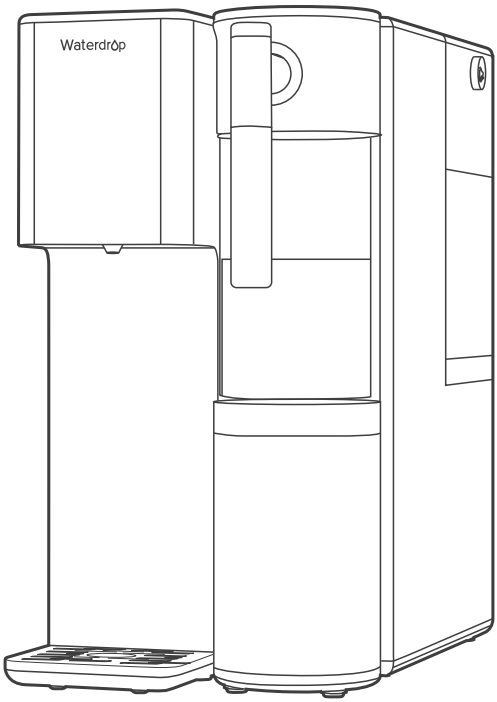
Waterdrop

Instruction Manual

Please read and save these instructions



Reverse Osmosis
Hot Cold Water Dispenser

WD-A2

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1. User Guide

Installation Instructions

Before installation, Installation Instructions 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. Connect only to a circuit that is protected by a ground-fault circuit-interrupter (GFCI).

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

E-mail: service@waterdropfilter.com

Specifications:

For optimal performance, it is recommended to use the dispenser within the operating parameters.

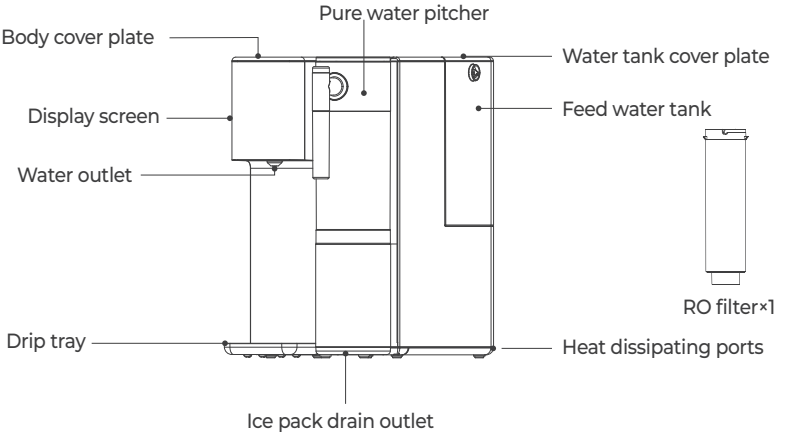
2. Product Information

Specifications

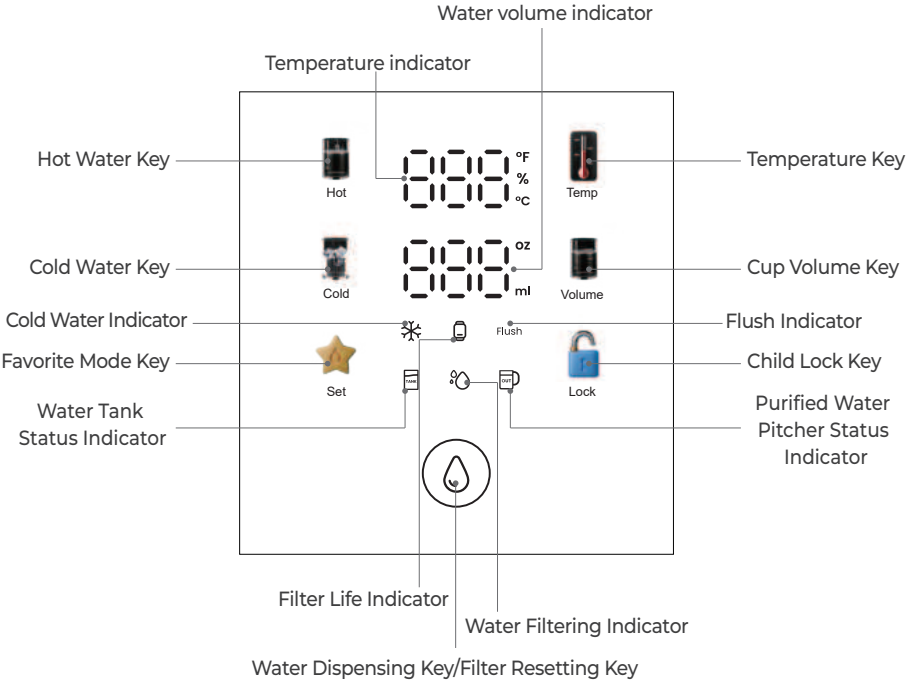
Product model	WD-A2
Dimensions (L*W*H)	15.9"*8.2"*15.7"
Feed water tank volume	1.25G/4.7L
Pure water pitcher volume	0.26G/1L
Rated voltage	120V
Rated frequency	60Hz
Rated power	1530W
Heating power	1530W
Refrigeration power	60W
Feed water requirement	Municipal tap water
Water temperature requirement	41-100°F/5-38°C
Daily production rate	100GPD
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.

Main Parts



User Interface (Water Dispensing Interface)



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

a.Indicator Instructions

Indicator	Status	Dispenser Status
	Flashes	Water cooling is in progress.
	Stays on	Cold water is available for dispensing.
	Off	Turn off the cooling function.
	Flashes	The filter is near expiration.
	Stays on	The filter has expired.
	Off	The filter is in normal use.
Flush	Flashes	Need to enter flush but conditions are not met.
	Stays on	Enter flush state.
	Off	Flush complete.
	Flashes	Water tank not placed or not positioned properly.
	Stays on	Need to change the water in water tank, please discard the waste water and refill the water tank.
	Off	The dispenser is functioning normally, and there is no need to change water.
	Stays on	The dispenser is filtering water.
	Off	There is sufficient water, and the dispenser can dispense water as expected.
	Flashes	Pure water pitcher is not placed or not positioned properly.
	Stays on	The water level in the pure water pitcher is below the low water level or there is a shortage of water.
	Off	When the water level in the pure water pitcher is above the low water mark and is properly placed.

b.Key Instructions

Icon	Key & Functions
	**Hot Water Key** In screen-on mode (except in the event of a malfunction), pressing the hot water button quickly selects boiling water (203°F) and activates the child lock. The cup volume setting remains unchanged. Pressing the water dispensing button again dispenses hot water. The dispensing will stop if any button is pressed or if the pure water pitcher triggers a low water level alert.
	**Cold Water Key** While the screen is awake, pressing the ice water button quickly selects ice water (59°F); Set the finished water output. Pressing the water dispenser button again dispenses ice water. Pressing any button or triggering the low water level sensor in the pure water pitcher will stop dispensing water.



Favorite Mode Key

With the screen on and not in a malfunction state, long-press the favorite mode button for 2 seconds to enter the favorite mode editing function. The favorite mode button will blink.

Tap the temperature button to set the temperature, with a range from 59°F for ice water, 77°F for room temperature, and adjustable from 59-203°F in 9°F increments, the temperature unit will flash. Press the water volume button to set the desired volume, ranging from 4-32oz, adjustable in 2oz increments, the volume unit will flash. Press and hold the favorite button for 2 seconds or wait for 10 seconds of inactivity, or press the dispense button to automatically lock in the settings successfully and return to the normal standby interface with the favorite setting displayed.



Temperature Key

Tap the temperature button on the water dispensing interface to cycle and select different water temperatures: 59°F(Cold water), 77°F(Ambient water), 113°F, 149°F, 185°F, and 203°F.

Long-press the temperature button to customize the temperature settings. The temperature unit blinks, starting at 59°F, then 77°F, 113°F, and then increases in increments of 9°F up to 203°F.



Cup Volume Key

Tap the cup volume button to switch cup volume levels. At this time, the 3-digit display will show the cup volume value. The default cup volumes are: 4/8/16/20oz/max (unlimited).

Long-press the water volume button to customize water volume settings. The water volume unit will flash, starting at 4oz and increasing in 2oz increments up to 32oz.



Child Lock Key

Tap 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.



Water Dispensing Key/Filter Restting Key

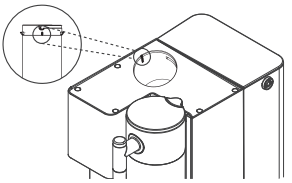
Tap this button on the water dispensing interface to start or stop dispensing water. Hold the water button for 5 seconds to reset the filter.

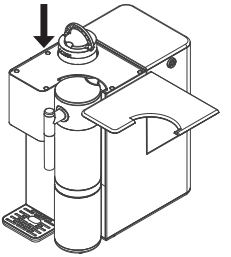
3. Quick Start Guide

- The product contains an instant heating and cooling system; please maintain a space of 20 cm (8 inches) behind the machine for heat dissipation.
- Upon first powering on the appliance, the cooling function is enabled by default. Long press the water dispensing " " and cold water key " " together for 5 seconds on the display interface to turn off the iced water function; you can use the same method to turn it back on.
- Once the cold water function is activated, to ensure optimal energy efficiency and a continuous supply of cold water, the machine will operate intermittently. It is normal to hear noise during operation.

- After the new dispenser has been powered on for the first time,needs to wait for 30 minutes before the cold water function becomes available.

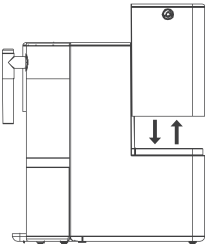
Installing the Filter





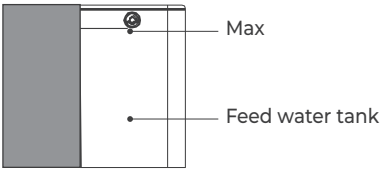
Step 1 : Take out filters from package and remove the wrapping.
Step 2: Install the new filter, align the filter position marker with the machine marker, and gently press the filter until a “click” sound indicates successful installation.

Adding Water to the Tank

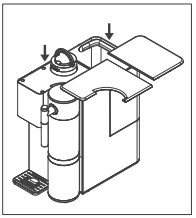


Step 1: Remove the water tank cover plate, and pick up the water tank in an upward direction.
Step 2: Fill the feed water tank with tap water.
Step 3: Place the water tank back into the dispenser, and cover it with the plate.
Step 4: Push down on the water tank to secure it in place.

NOTE: When adding water, ensure it does not exceed the maximum water mark to prevent overflow.



Flushing the New Dispenser

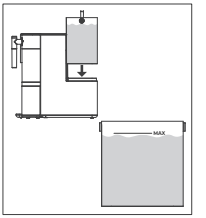


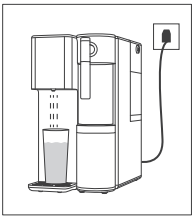
Step 1

Remove the filter packaging.
Install the new filter.

Step 2

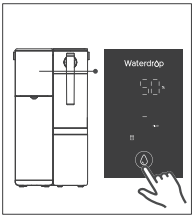
Fill the feed water tank.
Don't exceed the maximum water level line.





Step 3

Connect the power, place a container (over 52 oz) under the outlet, and the unit will start flushing automatically.

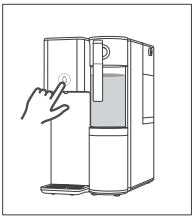


Step 4

When the feed water tank is low or the flushing progress reaches 50%, the " TANK " will light on, prompting you to change the water.
Please completely empty the feed water tank, even if there's a lot of water left, and then refill it with fresh tap water.

Step 5

After changing the water, the " ⓘ " will flash. Tap it to resume flushing.



Step 6

This flushing process will filter purified water to fill the pure water tank.
When the pure water tank is full, the " ⓘ " will flash. Tap it to continue, repeat this step. (The filtered water will then flow back into the machine for internal flushing, and finally drain out from the outlet.)

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

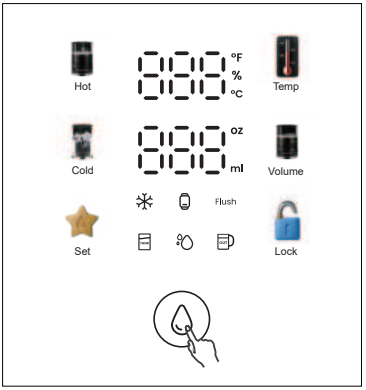
Tip:

- If the " TANK " light on, it means feed water tank is too low, refill it. Repeat 3-4 times until the progress reaches 100%, and the unit is ready for use.
- Moving the any water tanks or filter will stop the flushing process until they are back in place. When the flushing progress hits 50%, the machine will flush with purified water. Please be patientd, as this may take some time.
- When the flushing progress has reached 100%, clicking the " ⓘ ", exceeding 30 minutes, removing the feed water tank or pure water tank and putting it back will all exit the flush mode.

4. Operating Instructions

Water Dispensing

Step 1: Touch the " ⓘ " button while the screen is off to wake up the display.
Step 2: Cup Volumn Selection: Place a container below the spout. Tap the cup volume Key " " to switch and select the required water volume setting: 4, 8, 16, 20, 999 (max) OZ. Tap and hold for continuous cup volume adjustment. (Continuous watering until the feed water tank water runs out)

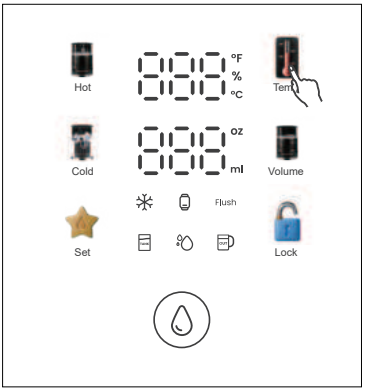


Step 1



Step 2

Step 3: Temperature selection: Tap the temperature key " " to switch and select the required temperature setting: cold water(59°F）, ambient water(77°F）, 113°F, 149°F, 185°F, 203°F.
Step 4: Press the take water button " ⓘ " to dispense water; during water dispensing, pressing any key can pause the operation.The water output stops automatically when it reaches the set cup size.



Step 3



Step 4

Child lock operation

- When the temperature selection is hotter than or equal to 113°F, press and hold the child lock button "  " for 1 second to disable the child lock before pressing the water button "  " to dispense water.
- Hold the child lock key for 5 seconds to turn off the child lock function; this operation will cancel the hot water safety feature, so please proceed with caution.
- After turning off, press and hold the child safety lock button for 5 seconds again to reactivate the child lock feature.

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

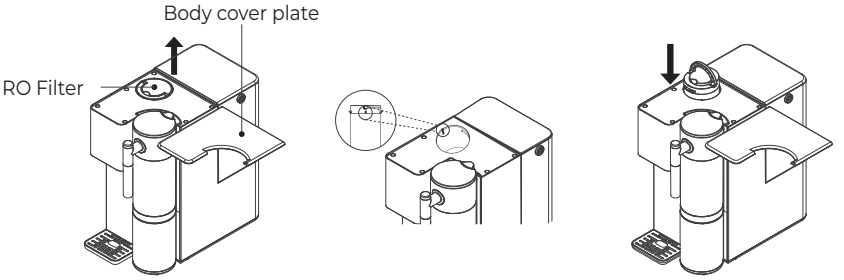
Routine Flushing

- Continuous Standby Flush: When the machine is in standby mode for 24 hours continuously, it will automatically flush for 30 seconds, during which the water-filtering indicator will flash. After finishing the flush, the machine will return to standby mode.
- Accumulative Water Production Flush: Once the machine has accumulated 25 minutes of water production, it will flush for 10 seconds. The water-filtering indicator will flash during this process.
- In flush state, if the feed water tank is out of water or is not installed, the machine will not enter the flush mode. It will wait until the flushing conditions are met to proceed.
- Power-on Flush: 30 seconds.
- Post Water Production Flush: 20 seconds.

Filter Resetting

a.Filter Replacement

WD-A2RF filter: Waterdrop Reverse Osmosis Membrane Filter
Service life: ≤12 months
Step 1 : Lift the filter handle upwards to remove the old filter.
Step 2: Install the new filter, align the filter position marker with the machine marker, and gently press the filter until a “click” sound indicates successful installation.



b.Filter Resetting

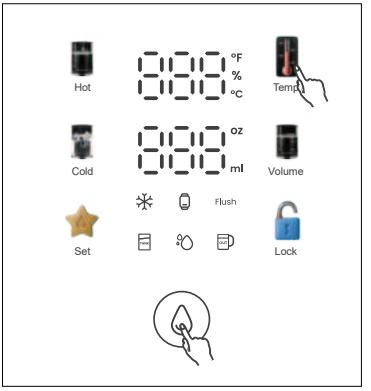
After replacing the filter, hold the water dispensing key “ ” for five seconds to reset.



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: Press and hold both the temperature and water volume buttons for 5 seconds to enter the boiling point adjustment mode.
Step 2: The temperature section flashes at 203°F. Press the hot water button to cycle through settings with a step of 9°F. The adjustable range is 176°F/185°F/194°F/203°F.
Step 3: Press the water dispensing key or if there is no operation for 10 seconds, the system will exit and save the boiling point data, which is remembered even if the power is disconnected.



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 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.
	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, needs to wait for 30 minutes 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 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
E0	Communication failure between display board and power board.	Communications automatically restored after reboot.
E1	Water outlet temperature sensor open circuit or short circuit.	NTC normalizes and automatically resets after reboot.
E2	Water shortage alarm, no water produced after 10 mins of system running, triggers an alarm.	Automatically reset after power loss.
E4	Heating circuit malfunction.	Automatically reset after power loss.

E5	Freezing (inlet water temperature below 33.8°F), the entire system cannot operate.	Automatically reset after temperature rise.
E6	Hot water circulation pump short circuit.	Automatically reset after power loss.
E7	Ice core NTC open circuit or short circuit.	NTC normalizes and automatically resets after reboot.
H1	Inlet water temperature sensor open circuit or short circuit.	NTC normalizes and automatically resets after reboot.
H2	Voltage sensor malfunction.	Automatically reset after power loss.
H3	Over-temperature alarm.	NTC normalizes and automatically resets after reboot.
H4	Excessive high-temperature alarm.	NTC normalizes and automatically resets after reboot.

7. Cleaning and Maintenance

1. Use a 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 5°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 5°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.
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, please drain the water inside it 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 the filter is about to expire 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.

9.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.

GROUNDING INSTRUCTIONS:

This appliance must be grounded. In the event of a malfunction or breakdown, grounding will reduce the risk of electric shock by providing a path of least resistance for electric current.

This appliance is equipped with a cord having an appliance-grounding conductor and a grounding plug.

The plug must be plugged into an appropriate outlet that is installed and grounded in accordance with all local codes and ordinances.

WARNING

Improper connection of the appliance-grounding conductor can result in a risk of electric shock.

Check with a qualified electrician or service representative if you are in doubt whether the appliance is properly grounded.

Do not modify the plug provided with the appliance; if it will not fit the outlet, have a proper outlet installed by a qualified technician

WARNING:

This appliance contains two UV-C emitters.

Unintended use of the appliance or damage to the housing may result in the escape of dangerous UV-C radiation. UV-C radiation may, even in little doses, cause harm to the eyes and skin.

Appliances that are obviously damaged must not be operatedd.

Replacement of the UV-C emitter by the user is not allowed.

Waterdrop

Reverse Osmosis
Hot Cold Water Dispenser

Qingdao Ecopure Filter Co., Ltd.

Tel: 1-888-352-3558 (U.S.)
E-mail: service@waterdropfilter.com
Add.: No.13, Yishengbai Road, Jimo, Qingdao, China

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