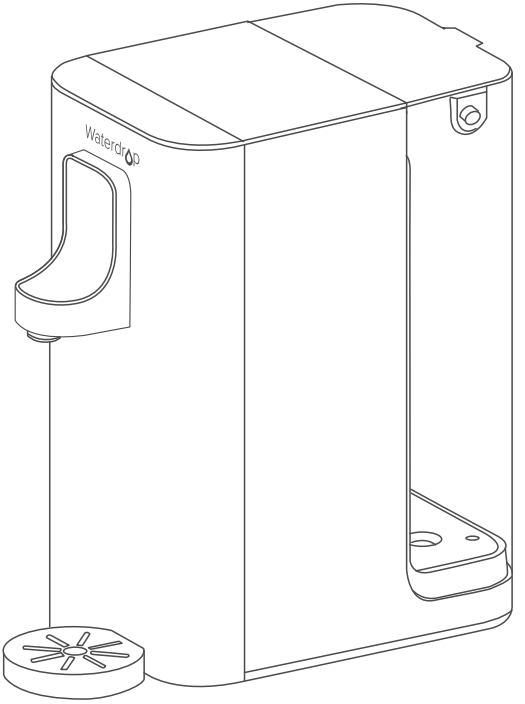
Waterdrop

Water is life , treat it right.

Instruction Manual

Please keep this Instruction Manual for future reference.



Countertop Reverse Osmosis Instant Hot Water Dispenser

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

WD-K19-H-US

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Installation Instructions

Before Installation

Inspect the Package

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

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

E-mail: service@waterdropfilter.com

Specifications

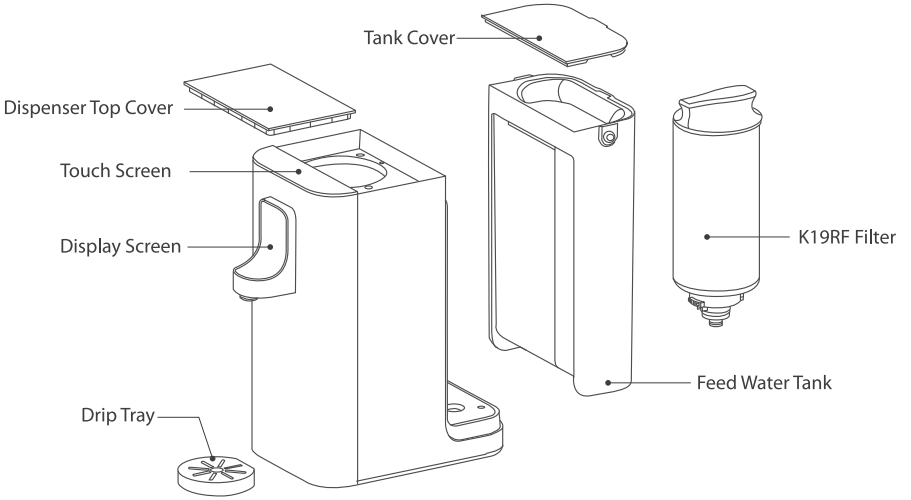
To achieve the optimal performance, it is highly recommended to use the dispenser within the operational parameters.

Model	WD-K19-H-US
Size(L*W*H)	14.2" *7.9" *15.7"
Feed Water Temperature	41-100 °F/5-38 °C
Daily Production Rate	75 GPD
Feed Water Requirement	Municipal Tap Water
Power	1640W
Dispenser Voltage	110-120V
Rated Frequency	60 Hz
Feed Water TDS Level	TDS＜500

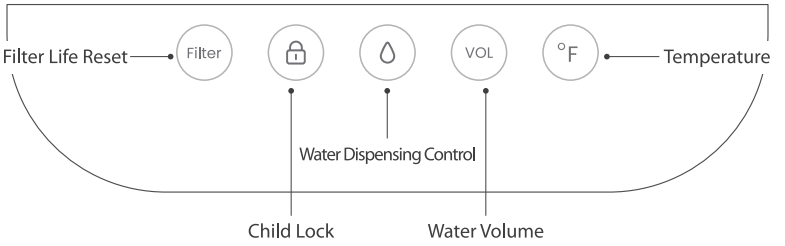
NOTE: Do not use it with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after using of the dispenser.

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.



Touch Screen (Control Panel)



Display Screen



UV Indicator
• Light on- working

Filter Life Indicator
• Light off- normal
• Yellow- near expiration
• Red- expired

Pump
• Light on: filtering water
• Light off: complete filtering

TDS Indicator
• Blue Light: tasty water
• Red Light: not recommended to drink

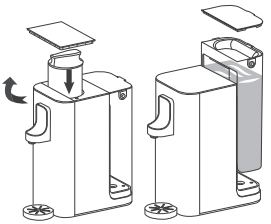
Temperature Indicator

Water Volume Indicator

Flush
• Light on: flushing, undrinkable

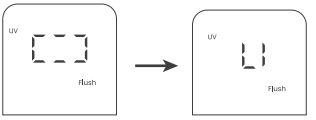
Flushing Guide

Step 1



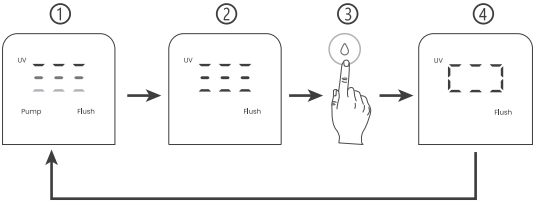
- Install the new filter.
- Fill the feed water tank.

Step 2



- Automatic flushing for 5 mins.
- If the screen displays " **L1**", change water in the tank.

Step 3



- ①-② Filtering water for 2-3 mins.
- ②-③ Place a 1.5L/51 OZ container, and press the " ⧫ " key to dispense water.
- ④-① Circular flushing for 3L/102 OZ.
- If the screen displays " **L1**", change water in the tank.

Step 4 Flushing finished, ready for use.



NOTE:

1. After first 12L/408 OZ of water is taken, you will get the best taste.
2. It is not recommended to drink water obtained when the " Flush " light blinks.
3. Any time the screen displays " **L1**", pour out all remaining water and refill it with water.
4. Under the influence of heating power and time, the higher the set temperature of the dispensed water is, the lower the flow rate is.
5. The temperature and flow rate of dispensed water will be lowered as a result of low voltage and low temperature of feed water.

Operation and Settings

Dispensing water

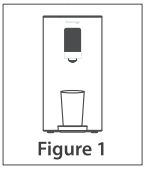


Figure 1

Step 1: Place a glass or cup on the drip tray **(Figure 1)**.

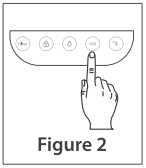


Figure 2

Step 2: Press any key at the top to wake up the screen, press the " VOL " key to select your desired water volume (8 OZ, 12 OZ, 16 OZ or 20 OZ), and press the " 💧 "key to get water **(Figure 2)**.

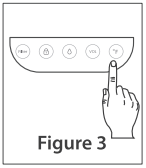
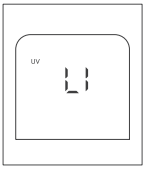


Figure 3

Step 3: Press the " °F " key to select your desired temperature from the room temperature to 113°F, 185°F or 203°F, and select your desired temperature **(Figure 3)**.
TIP: When the water temperature is set to be higher than or equal to 140°F, hold the " 🔒 " for 1 second to disable the function of the Child Lock.



NOTE: When" L1 " is displayed on the screen, the " 💧 " key will not be available at this time. Remove the feed water tank, pour out the concentrated water, and refill it with water.

Operational guide

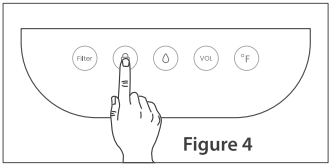


Figure 4

Child Lock Function Settings

Cancel the Child Lock Mode: Hold the " 🔒 " for 5 seconds to cancel the child lock mode, and hold the " 🔒 "again for 5 seconds to start the child lock mode **(Figure 4)**.

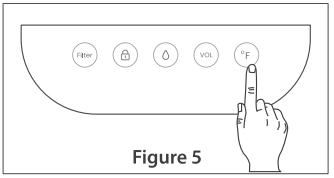


Figure 5

Custom Temperature Control Settings

Hold the " °F " key for 3 seconds to set the required temperature. Each time you press the " °F " key, the temperature increases by 9°F. After 5 seconds of no operation, the temperature will be locked **(Figure 5)**.

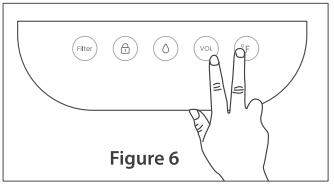


Figure 6

High Altitude Settings

If the dispenser is used in the high-altitude area, for the benefits of individual safety and dispenser protection, please set the dispenser as follows:
Hold " VOL " + " °F " **(Figure 6)** keys for 3 seconds at the same time to start the high-altitude setting mode. Press the " °F " key once to increase the temperature by 9°F at a time. Press " VOL "key to confirm.

Altitude Range(m)	Temperature Setting (°F)	Maximum Heating Temperature (°F)
1000~3000	194	194
3000~4000	185	185
4000~6000	176	176

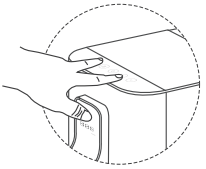


Figure 7

Empty the Purified Water Tank

It is recommended to empty the purified water tank before using the dispenser if the dispenser hasn't been used for over one week.

Hold the "VOL" key and "Filter" key at the same time for 3 seconds. Then, press the "⏻" key to automatically empty the purified water tank by the dispenser **(Figure 7)**.

Filter Life Reminder and Replacement Guide

a. Filter life reminder

K19 RF filter: Multiple Reverse Osmosis Membrane Filter **Service life:** 12 months

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

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

b. Filter Replacement Guide

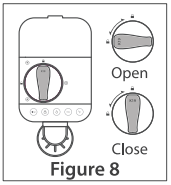


Figure 8

Step 1:
Turn counterclockwise to remove the old filter **(Figure 8)**.

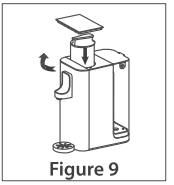


Figure 9

Step 2:
Install the new filter and rotate it clockwise and downwards to the lock **(Figure 9)**.

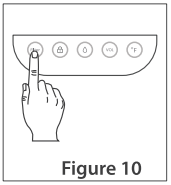


Figure 10

Step 3:
Hold the "Filter" key for 5 seconds for filter reset **(Figure 10)**.

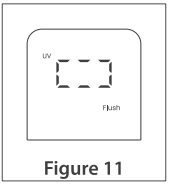


Figure 11

Step 4:
After the filter is reset, the dispenser will enter the automatic flushing status, please operate according to steps 2-3 in the above flushing guide.(Page 3) **(Figure 11)**.

Error Display

Error Display	Issue	Recovery Method
L1 (Non-faulty)	Water Shortage	Remove the water tank, pour out remaining water and refill the water tank with water.
	Change water in the tank	
E04	The water pump continues to work for over 20 min when no water is taken	• Re-power on to restore it. • We recommend you call the service hotline or send an email to us.
E05	The temperature sensor terminal is unplugged or in short circuit state	
E08	Communication signals detected abnormal	We recommend you call the service hotline or send an email to us.

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

Dispenser Maintenance

• If you have not used the dispenser for a minimum of 3 days, it is suggested that you discard the remaining water in the tank.

• During the daily water change, it is recommended to clean the feed water tank manually (Once a week is highly recommended) and clean the floating ball, floating ball silicone cover, and filter screen in the feed water tank to avoid limescale.

(1) Pull out the silicone cover of the floating ball and then take out the floating ball. **(Figure 12)**

(2) Pull out the filter screen in the same direction, as shown in the figure. **(Figure 12)**

(3) After cleaning, insert the floating ball into the groove. Then put on the floating ball silicone cover and filter screen covers tightly, as shown in the figure. **(Figure 13)**

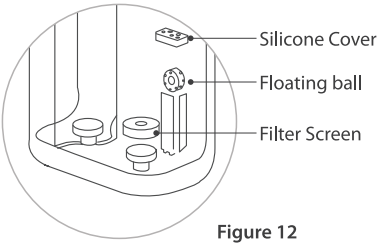


Figure 12

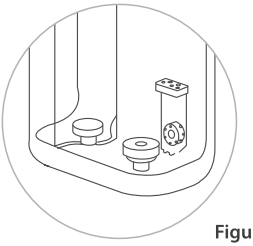


Figure 13

• Use a descaling agent (such as citric acid) to soak the feed water tank for 30 minutes every month and then clean it. Do not use organic solvents such as alcohol to wipe it.

• Clean the drip tray regularly (once a week is recommended) to avoid bacteria and residual water overflow.

• Replace the filters regularly according to the filter life indicator light.

• Do not use steel wool, an abrasive cleaner, or a corrosive liquid such as gasoline or acetone.

• If you are using well water as the source, ensure that the feed water has been through a pre-filtration dispenser.
• Empty the feed water tank before refilling. Adding water without this step will shorten the service life of filter cartridges.

Troubleshooting

a. The TDS Indicator turns red or the TDS level is high after filtration :
• Please check whether the feed water quality is poor. If the feed water quality is poor, filters may have been blocked early (before replacement schedule).
• Please check whether the dispenser is not used for a long time. Please follow the Purified Water Tank Emptying Mode prompt to flush.
• Please check whether the filter has expired. Replace the RO membrane filter immediately.

b. The filtered water tastes poor .
• Please check whether the new filter has been thoroughly flushed. Please flush the new filter according to the instruction. It is recommended to flush the whole filtration dispenser (from water tank to water dispensing) for another 12L/408 OZ of water, and you will get the best taste!
• Please check whether the dispenser is not used for a long time. Please follow the Purified Water Tank Emptying Mode prompt to flush.

c. No water from the dispenser.
• Please check whether the power plug is loose or not plugged in.
• Please check whether the feed water tank is short of water. If the dispenser displays L1, it prompts a water change.
• Please check whether the feed water tank is installed in place.
•The purified water tank (not the feed water tank) is short of water, please wait for 2-3 mins.

d. The TDS value of the purified water is not stable.
The TDS value of purified water is positively correlated with the TDS value of the feed water, which is generally 10% of feed water.
a. The TDS value of tap water may change based on the water source.
b. The TDS value of the feed water tank is not stable. As this system works with the function of "Concentrated Water Return and Reuse", with the concentrated water flowing back to the feed water tank, it will influence the TDS of the purified water.

e. 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.

f. 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.

g. 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.

Limited Product Warranty

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 ℃/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.

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

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

⚠ Safety Notice

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

Waterdrop

Countertop Reverse Osmosis
Instant Hot Water Dispenser

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

24/7
365 Service

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