Waterdrop

User Manual

WD-CT01 Countertop Hot and Cold Water Dispenser



IMPORTANT SAFEGUARDS

When using electrical units, always follow basic safety precautions, including the following:

1. Read all instructions.
2. Do not touch hot surfaces; use handles or knobs.
3. To protect against fire, electric shock, and injury to persons, do not immerse the cord, plug, body, or base in water or any other liquid.
4. Close supervision is required when any unit is used by or near children.
5. This unit is not intended for use by individuals (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they are closely supervised and properly instructed on the use of the unit by a person responsible for their safety.
6. Children should be supervised to ensure they do not play with the unit.
7. Turn the unit OFF and unplug it from the outlet when not in use, before assembling or disassembling parts, and before cleaning. To unplug, grasp the plug and pull it from the outlet. Never pull it by the power cord.
8. Do not operate any unit with a damaged cord or plug, or after the unit malfunctions or has been damaged in any way. Return the unit to the nearest authorized service facility for examination, repair, or adjustment.
9. The use of accessory attachments not recommended by the unit manufacturer may result in fire, electric shock, or injury to persons.
10. Do not use outdoors.
11. Do not let the cord hang over the edge of the table or counter, or touch hot surfaces.
12. Do not place the unit on or near a hot gas or electric burner, or in a heated oven.
13. Always attach the plug to the unit first, then plug the cord into the wall outlet. To disconnect, turn any control to “Off”, then remove the plug from the wall outlet.
14. Do not use the unit for anything other than its intended purpose.
15. If the power cord is damaged, it must be replaced by the manufacturer, its service agent, or a similarly qualified professional to avoid any risk of hazard.
16. The container must be properly in place before operating the unit.
17. Scalding may occur if the lid is removed while the unit is operating.
18. A short power-supply cord is provided to reduce the risk of entanglement or tripping over a longer cord.
19. Extension cords are available and may be used if proper care is taken. The marked electrical rating of the extension cord must be at least equal to that of the unit. The cord should be arranged so it does not drape over countertops or tabletops, where it could be pulled by children or cause a tripping hazard.
20. Please ensure that the dispenser is placed in a secure location where pests cannot damage the power cord or pipes.
21. Do not expose the dispenser to heat sources or open flames.

22. 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°.
23. CAUTION—The heating element surface is subject to residual heat after use.
24. Please avoid liquid spillage into the electrical base connection, if this occurs ensure it is dried out before attempting to use again.
25. Remove all obstructions around the dispenser or inside the embedded structure where it is placed, and maintain proper ventilation.
26. Do not cause any damage to the refrigeration circuit.
27. Allow the dispenser to rest for 2 hours after transportation or movement before using it.
28. This appliance is intended to be used in household and similar applications such as:
- staff kitchen areas in shops, offices and other working environments;
- farm houses;
- by clients in hotels, motels and other residential type environments;
- bed and breakfast type environments.

29. The appliance must not be immersed.
30. Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.

SAVE THESE INSTRUCTIONS.

Thank you for choosing Waterdrop!

Please **CALL us first** if you need **ASSISTANCE** in operation, replacement, return or any issues.
Your satisfaction will be **guaranteed.**

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

Scan QR code for installation video.

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1. PREPARATION

1.1 Precautions

Note:

All contents in this chapter relates to safety. Users MUST comply with it.
All information in this chapter is intended solely to ensure the proper use of this unit.

Grounding Instructions



This unit **MUST** be grounded to reduce the risk of electric shock.



It comes with a grounding plug that **MUST** be connected to a properly installed and grounded outlet.



If you're unsure about grounding, consult a qualified electrician.



DO NOT modify the plug. Install a compatible outlet if needed.

UV Emitters Safety Notice

- This unit contains one UV-C emitter. Improper use or damage to the outer shell may result in the leakage of harmful UV-C radiation.
- **DO NOT** operate the unit if it is visibly damaged. UV-C radiation may harm the eyes and skin.
- User replacement of the UV-C emitter is **NOT ALLOWED.**

⊘ Prohibitions



AVOID installing with exposure to direct sunlight or outdoors.



DO NOT expose to temperatures below 0 °C/32 °F.

⚠ Warning

- If the unit breaks down, immediately turn off the water and power supply.
- Keep out of reach of children. **DO NOT** allow children to operate the unit.

ⓘ Attention

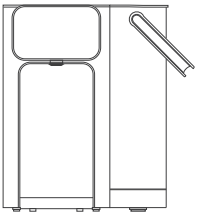
- **DO NOT** disassemble the unit by yourself, as it may cause water leakage or damage.
- Ensure the water source temperature is 5 °C to 38 °C/41 °F to 100 °F.
- **AVOID** squeezing, folding, knotting, or twisting the power cord to prevent damage.
- For optimal performance, please use Waterdrop accessories and filter cartridges.

1. PREPARATION

1.2 Before Using

- Refer to the user manual. Check and ensure all parts are included and undamaged.
- If any part is cracked or missing, please contact our service team.
- Connect only to a GFCI-protected circuit.

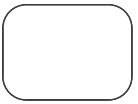
1.3 Unit & Accessories List



Unit



Filter



Filter Compartment Lid

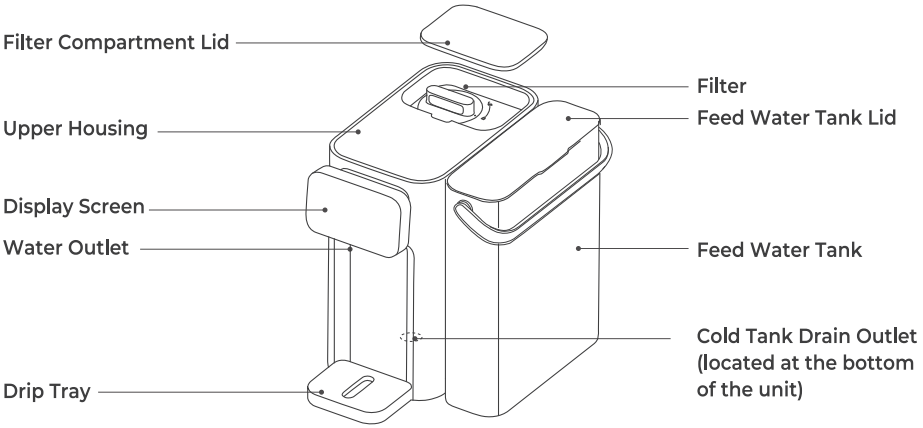


Drip Tray



User Manual

1.4 Unit Overview



The product is declared to comply with the Code of Federal Regulations (CFR) requirements including Title 21, Chapter 1, Subchapter J, Radiological Health.
Extension cord instruction:
a) A short power-supply cord is provided to reduce risks resulting from becoming entangled in or tripping over a longer cord.
b) Longer extension cords are available and may be used if care is exercised in their use.
c) If a long extension cord is used:
1) The marked electrical rating of the detachable power-supply cord or extension cord should be at least as great as the electrical rating of the appliance;
2) If the appliance is of the grounded type, the extension cord should be a grounding-type 3-wire cord; and
3) The longer cord should be arranged so that it will not drape over the countertop or tabletop where it can be pulled on by children or tripped over.

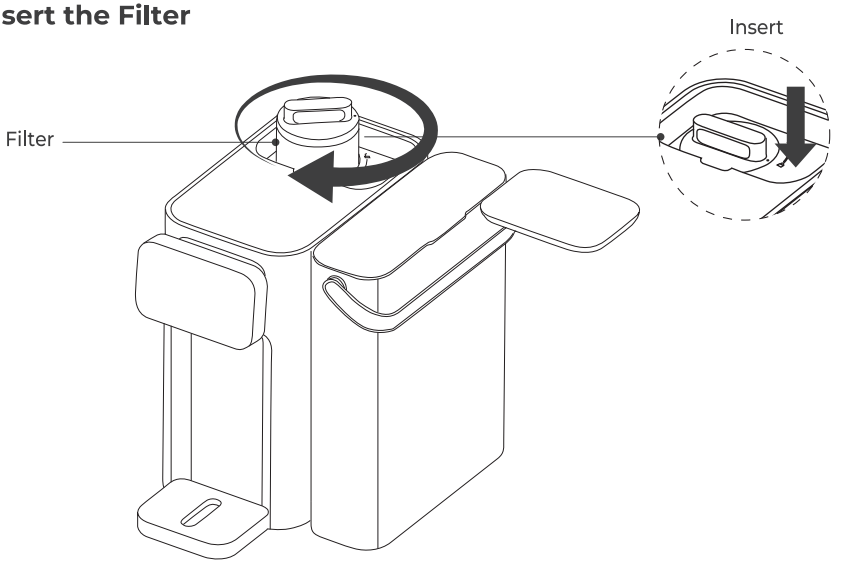
1. PREPARATION

1.5 Unit Specifications

Unit Model	WD-CT01-TX-US
Dimensions (L × W × H)	**366.7** mm × **269.5** mm × **341** mm
	14.43 in × **10.61** in × **13.43** in
Feed Water Tank Volume	**169** oz/**5** L
Rated Voltage Range	**110-120** V~
Filter Life (WD-CF01-BX)	**317** gallons or **6** months
Rated Frequency	**60** Hz
Heating Power	**1600** W
Refrigeration Power	**60** W
Rated Power Range	**1460-1750** W
Feed Water Requirement	Municipal Tap Water
Feed Water Temperature	**5-38** °C/**41-100** °F
The Maximum Allowable Ambient Temperature	**43** °C
Feed Water TDS Level	TDS < **500**
Feed Water Turbidity	Less than **1.0** NTU
Recommended Feed Water pH Value	**6.5-8.5**
Climate Type	SN/N/ST/T

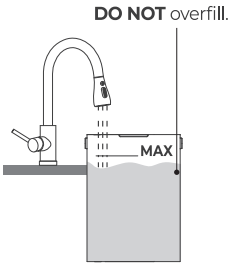
2. INSTALLATION & OPERATION

2.1 Insert the Filter

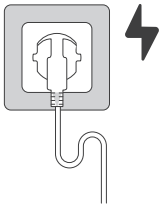


2.2 Flush the Unit

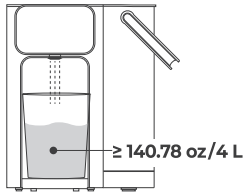
1 Fill water below the max level.



2 Plug in the power supply.

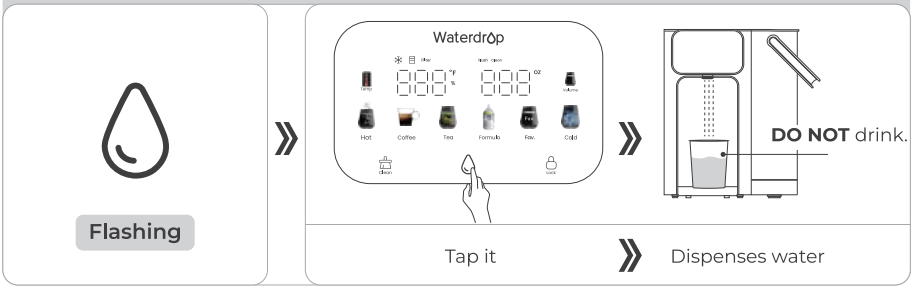


3 Place a container underneath.

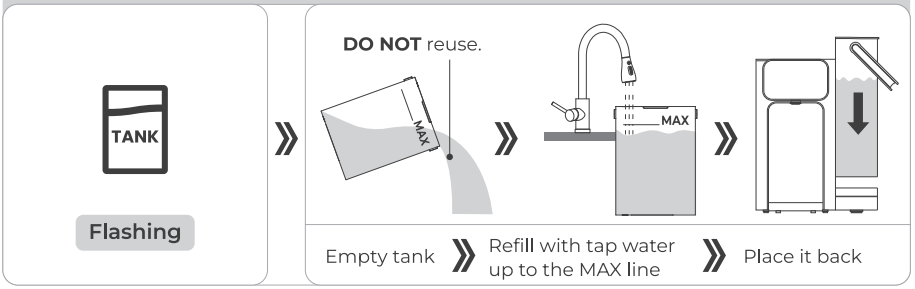


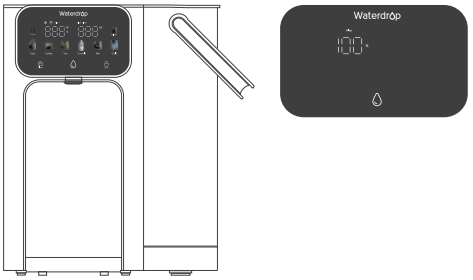
2. INSTALLATION & OPERATION

❹ Operate when the light is FLASHING.



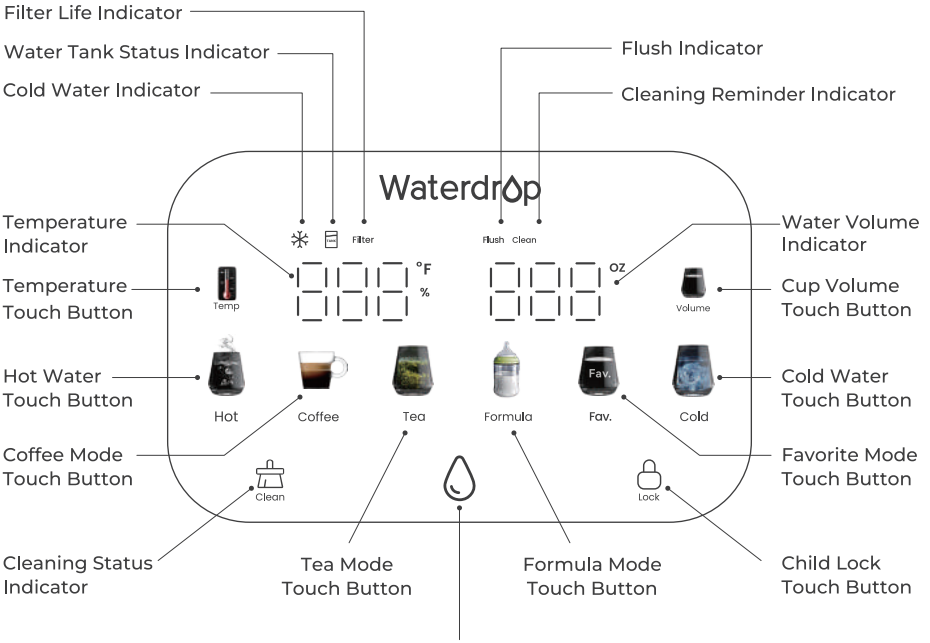
❺ Operate when the TANK light is FLASHING.





- Repeat ❹ ❺ until 100% shown on the screen.
- DO NOT restart during flushing.

3. CONTROL PANEL



3.1 Panel Operation



Dispense Cold Water: Tap >

Dispense Hot Water: Tap > >

Dispense Water for Coffee: Tap > >

Dispense Water for Tea: Tap > >

Dispense Water for Formula: Tap > >

Set Cup Temperature: Tap

Set Cup Volume: Tap

Set Favorite Mode:

1. Press and hold Fav. for 3 seconds.
2. Adjust using and .
3. Exit by tapping Fav. for 3 seconds or , or wait for it to auto-exit to default.

Note: In any mode, if the set temperature exceeds 113 °F, the indicator will turn on automatically. To proceed, tap the mode first, then tap , and finally tap .

3. CONTROL PANEL

Set Boiling Point:

Check your local altitude. This unit's default boiling point is calibrated for altitudes between 0 and 1,640 feet. Adjust it if your altitude is higher.

Altitude	Boiling Point Setting	Maximum Heating Temperature
0-1,640 ft	212 °F	203 °F
1,640-4,921 ft	203 °F	194 °F
4,921-6,562 ft	194 °F	185 °F
> 6,562 ft	185 °F	176 °F

1. Hold  and  for 5 seconds.
2. When 203 °F flashes, tap  to adjust the temperature in 9 °F increments (176 °F, 185 °F, 194 °F, 203 °F).
3. Tap and hold  for 3 seconds or wait 10 seconds to save. The setting will remain even if the power is turned off.

3.2 Indicator Meanings

Indicator	Meaning	Status Explanation
	Cooling Status	**Flashing:** Water is cooling. **Stays On:** Cold water is available. **Stays Off:** Cooling function is turned off.
	Tank Refill	**Flashing Slowly:** Feed water tank is low or not properly positioned. **Stays Off:** Feed water tank is filled and correctly positioned. **Flashing Rapidly:** Replace the water tank after descaling is completed.
Filter	Filter Life Status	**White Light Flashes Slowly:** Replacement filter is not installed properly. **White Light is Off:** Replacement filter status is normal. **Red Light Flashes Slowly:** Replacement filter is closed to expiration. **Red Light Stays On:** Replacement filter is expired. **White Light Flashes Rapidly:** Replace the filter cartridge after descaling is completed.
Flush	Unit & Filter Flushing	**Stays Off:** No flushing is required. **Flashing:** Filter is flushing.
Clean	Cleaning Reminder	**Stays Off:** No descaling is needed. **Red Light Flashing:** Descaling is needed.

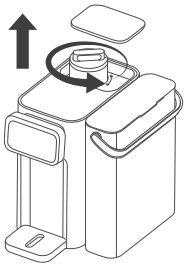
4. MAINTENANCE

4.1 Filter Replacement Cycle

Replacement Filter Model	Replacement Cycle
WD-CF01-BX	Every 6 Months

4.2 Filter Replacement Steps

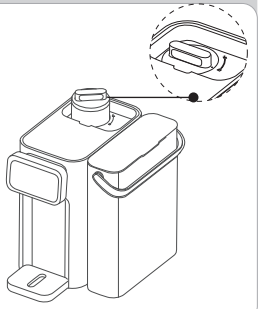
1. Open the filter compartment lid and remove the used filter.



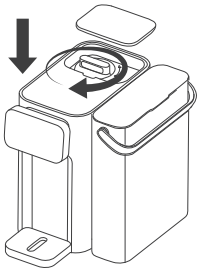
2. Peel off the wrapping from the new filter.



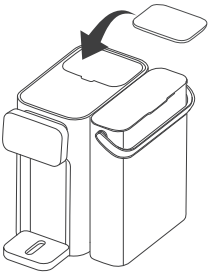
3. Insert the new filter.



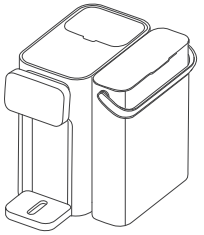
4. Rotate it clockwise until it aligns with the " 🔒 " to ensure proper installation.



5. Place the filter compartment lid back on.



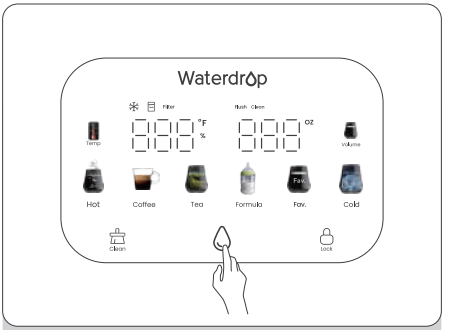
6. Please prepare for manual flushing.



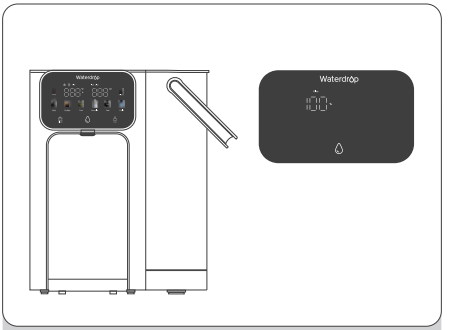
4. MAINTENANCE

4.3 Manual Flushing

Please flush the unit manually after replacing the filter. Then refill the feed tank with tap water to the MAX line.



Press and hold the " " button for 5 seconds to reset.



The device returns to normal once the display shows 100%.

If you accidentally enter the filter reset mode, hold down the button for 5 seconds to exit the reset mode.

4.4 Automatic Flushing

The unit will automatically enter flushing mode under the following condition:

When power is restored

▸ When the power is restored, the unit will automatically flush for 20 seconds.

Note: Flushing will not occur while water is being dispensed or if the water tank is not properly installed.

5. DESCALING MAINTENANCE

5.1 Descaling Agents Usage Guide

Descaling Filter Cartridge Model
WD-CF01-BS

If your dispenser shows these signs, it may result from scale buildup. Please purchase a descaling filter to clean your unit:

The **Clean** flashes Red.

Water vapor is ejected from the outlet.

6. FAQ

Why are there water droplets on the new unit after unboxing?

All units are tested with water before leaving the factory, so some residual moisture is normal.

Can the water dispensed or collected during flushing be consumed or reused?

No. The filtered water dispensed during flushing is not safe to drink and should not be reused. Wait until the flushing process is complete, and always refill the feed water tank with fresh tap water before starting a new flush.

When the unit prompts you to add water, can I leave the remaining water in the tank?

No. Please empty any remaining water and refill the tank with fresh tap water.

Why is the water temperature different from the set temperature?

The actual water temperature may vary due to heat loss to the surrounding air and the temperature of the container itself.

Why is the water output different from the set amount?

Components such as pumps may have slight variations. A ±10% deviation is considered normal.

Why are there white bubbles in the water?

White bubbles may appear when water comes into contact with the unit's heating element. They will naturally dissipate at the surface. This is normal, and the water is safe to drink.

7. TROUBLESHOOTING

7.1 Common Problems & Solutions

Problem Description	Possible Reason	Solution
The unit does not produce purified water.	The plug is not securely connected to the power outlet.	Check the power connection and ensure the plug is firmly inserted into the socket.
	The feed water tank is not properly installed.	Ensure both the feed water tank and the pure water pitcher are properly positioned.
	The water level in the feed water tank is below the minimum mark.	Pour out any remaining water in the tank, refill it with fresh tap water, and ensure the water level DOES NOT exceed the maximum limit.
	The filter is either not installed correctly or has expired.	Reinstall or replace the filter.
The unit does not dispense cold water.	The unit got powered on for the first time.	When the unit is powered on for the first time, it will take about **40 minutes** for the cold water function to become available.
	 has not been tapped.	Tap  first, then tap  .
	The water level in the feed water tank is below the minimum mark.	Pour out any remaining water from the tank, refill it with fresh tap water, and ensure it **DOES NOT** exceed the maximum water level.
The dispensed water isn't cold enough.	The unit continuously dispenses a large volume of cold water.	Please wait until the unit finishes cooling.
The filtered water has an unpleasant taste.	The filter has expired.	Replace the filter. Refer to the user manual **(see page 8)** for details.
	The unit has not been used for an extended period.	Reconnect the power and flush the unit. Refer to the user manual **(see page 9)** for details.
	The filter got insufficient flushing after replace-ment.	Reflush the unit. Refer to the user manual **(see page 9)** for details.

7. TROUBLESHOOTING

7.2 Error Codes

Displayed Code	Possible Reason	Solution
E01	Communication fails between the display board and control board.	Restart the unit to restore electronic communication.
E31	The water outlet temperature sensor is open-circuited or short-circuited.	Cut off power connection first, then re-power the unit to reset it automatically.
E32	Power fault is detected.	
E33	Outlet water is overheating.	
E34	Inlet water is overheating.	
E41	Cooling is too slowly or not working at all.	
E42	The ice tank is frozen.	
E43	The unit cannot be turned off.	
E51	Inlet NTC sensor is open-circuited or short-circuit.	Restart the unit to reset the NTC sensor and restore normal operation automatically.
E52	Outlet NTC sensor is open-circuited or short-circuit.	
E53	Outlet NTC sensor is open-circuited or short-circuit.	

8. WARRANTY

Warranty Duration: 1 year from the original purchase date.
Coverage: Defects in materials and workmanship under normal use.
Warranty Service: Repair or replacement of defective parts, or a refund (excluding shipping costs).

Exclusions:
- ▸ Tampering, alteration, improper use, or lack of maintenance.
- ▸ Filters that require regular replacement due to normal use.
- ▸ Units purchased from unauthorized sellers.
- ▸ Damage during transit is not covered; claims must be filed with the carrier.

Warranty Conditions:
- ▸ Operating Temperature: **5-38** °C/**41-100** °F
- ▸ Feed Water pH Range: **6.5-8.5**
- ▸ Turbidity: < **1.0** NTU
- ▸ TDS: < **500** ppm

Note:
If your state does not allow limitations on warranty terms, you may return the unit. By keeping it, you acknowledge and accept the stated warranty limitations.

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.

CAUTION: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

—Reorient or relocate the receiving antenna.
—Increase the separation between the equipment and receiver.
—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
—Consult the dealer or an experienced radio/TV technician for help.

⚠ **WARNING:** Cancer and Reproductive Harm-www.P65Warnings.ca.gov.

Please **CALL us first** if you need **ASSISTANCE** in operation, replacement, return or any issues.
Your satisfaction will be **guaranteed.**

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