Waterdrop®

Instruction Manual

Read and save these instruction

Reverse Osmosis

Water Filtration System

Model: WD-G3-W, WD-G3-B, WD-G3-G

Call Us:

1-888-352-3558

Mon-Fri 8:00 AM-5:00 PM (PST)

service@waterdropfilter.com

www.waterdropfilter.com

@ Waterdrop Direct

Find the installation video

Search “Waterdrop G3 RO installation” on YouTube

Register 1-year manufacturer warranty*

Visit warranty.waterdropfilter.com
and enter the product serial number:

Any questions, please contact Waterdrop
by phone: 1-888-352-3558 Mon-Fri 8:00 AM-5:00 PM (PST) or
by email: service@waterdropfilter.com

Tested and Certified by NSF International in Model WD-G3-W against NSF/ANSI Standard 58 for the reduction of the claims specified on the Performance Data Sheet, and to NSF/ANSI 372 (≤0.25% lead).

Performance Data Sheet

Standards	Substance	Inf. Average	NSF Specified Challenge Concentration	Ave. % Reduction	Average Product Water Concentration	Max Permissible Product Water Concentration	NSF Reduction Requirements	NSF Test Report
NSF58	TDS	750 mg/L	750 mg/L ± 20%	92.90%	62 mg/L	187 mg/L	≥75%	J-00356525

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.

*** Please refer to Limited Product Warranty on Page 19**

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Installation Instructions

Owner's Manual

Installation Instructions

Before Installation

Inspect the Package

Open the box and take out the system housing, all the components and connect 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 not proceed with the installation and contact Waterdrop by phone: 1-888-352-3558 Mon-Fri 8:00 AM-5:00 PM (PST) or by email: service@waterdropfilter.com. Identify and get familiar with all components for quick installation.

Required Tools:

- Variable speed drill
- Drill bit: 1/4” (for the waste line), 1⅜” (for faucet hole)
- Adjustable wrench, pliers
- Screwdriver
- Utility knife or scissors
- Flashlight
- Towel

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
RO System Size (L*W*H)	18.06” * 5.68” * 17.76”
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
Daily Production Rate	400 GPD
Power Specification	Input 110~120V AC
	Output 24V DC

NOTE:

- The Daily Production Rate is measured under 30 PSI dynamic feed water pressure and 77 °F water temperature.

Parts List

System Housing
X 1 Set

Activated Carbon Filter
(CB: WD-G3-N3CB)
X 1

Pre-sediment and
Carbon Block Filter
(CF: WD-G3-N1CF)
X 1

Reverse Osmosis
Membrane Filter
(RO: WD-G3-N2RO)
X 1

RO Faucet
X 1 Set

Feed Water Adapter
3/8”-1/2”
X 1 Set

White 3/8” PE Tubing
X 60”

Lock Clip
X 5

Teflon Tape
X 1

Preinstalled

Drain Saddle 1/4”
X 1 Set

White 1/4” PE Tubing
X 60”

Red 1/4” PE Tubing
X 60”

Power Adapter
X 1 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.

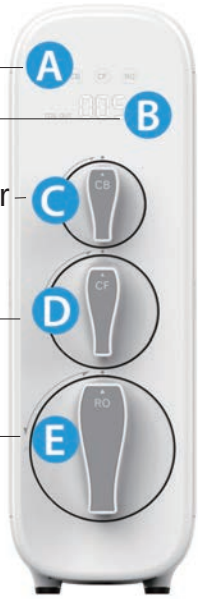
A: Filter Life Indicators

B: Display Screen

C: Activated Carbon Filter (CB)

D: Pre-sediment and Carbon Block Filter (CF)

E: Reverse Osmosis Membrane Filter (RO)



Front

Back

G: "FAUCET" Connector

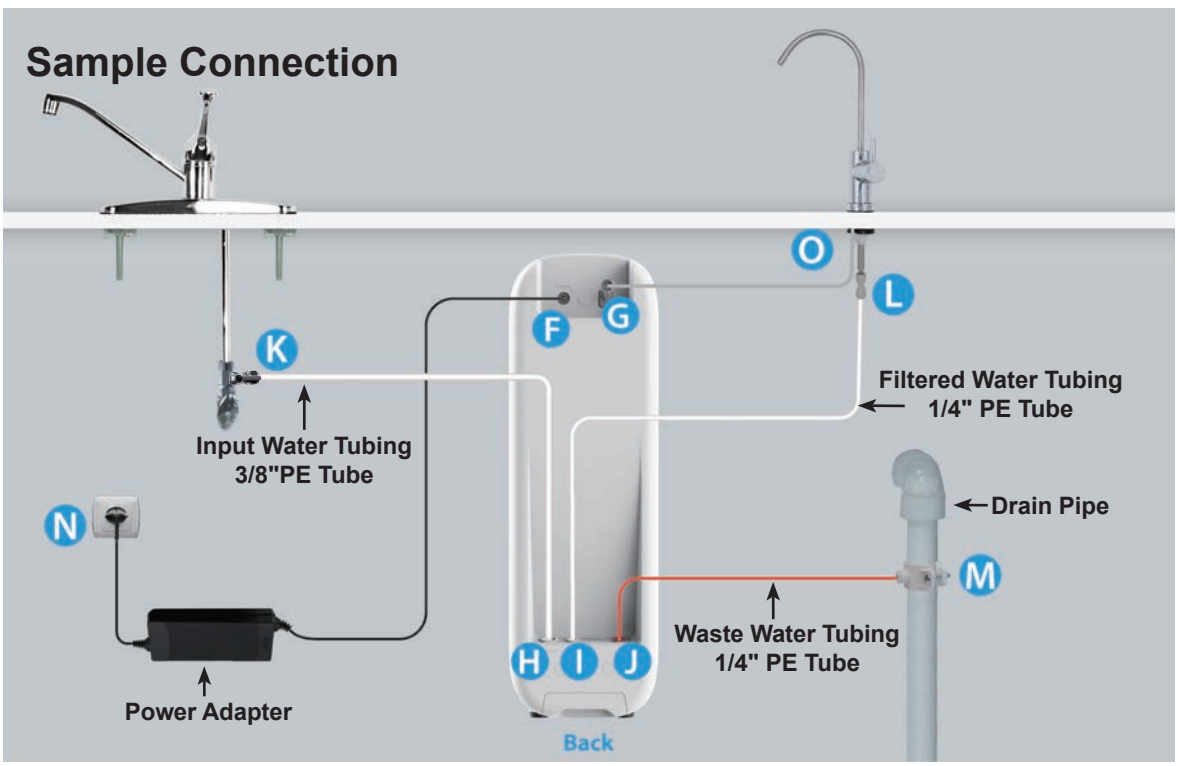
F: "POWER" Port

H: "INPUT" Water Port

I: "FILTERED" Water Port

J: "WASTE" Water Port

Sample Connection



K→H, From Feed Water Adapter to "INPUT" Water Port
L→I, From Faucet Quick-Connect Fitting 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.

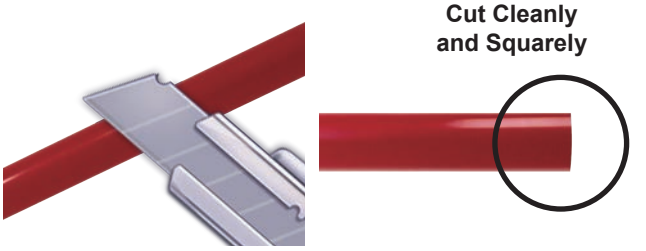


Figure 2

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”).

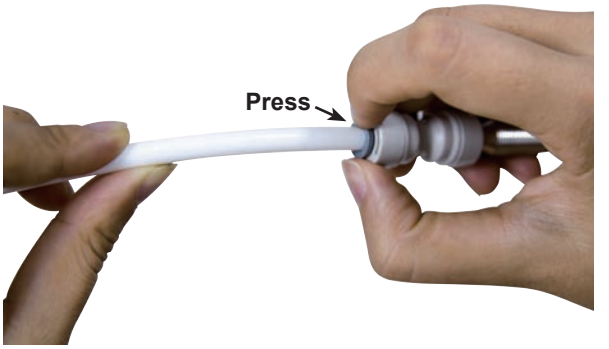


Figure 3

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 tube 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 Faucet Holes" 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 (1⅜");
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. Starting 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.

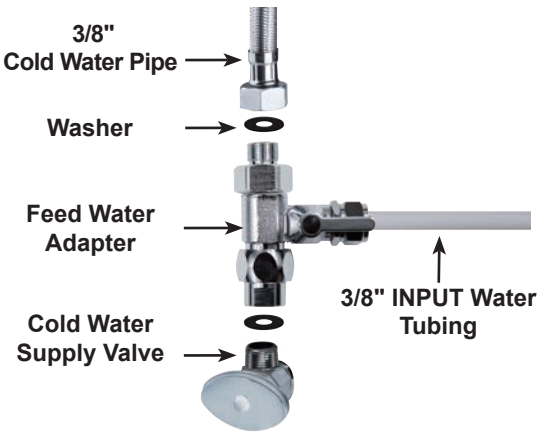


Figure 4

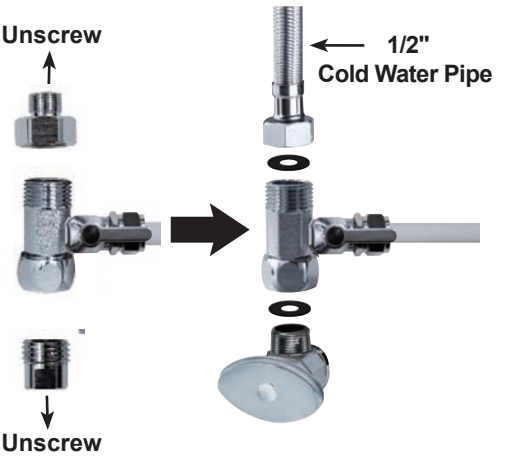


Figure 5

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 (1⅜"). Refer to Page 5.

1. Insert the faucet spout into the faucet body;
2. Insert the faucet stem and power cord into the hole on the countertop;
3. Under the sink, put the mounting washer on the faucet stem, slip on the nut and tighten it up;
4. Insert the quick-connect fitting onto the faucet stem fully and firmly.

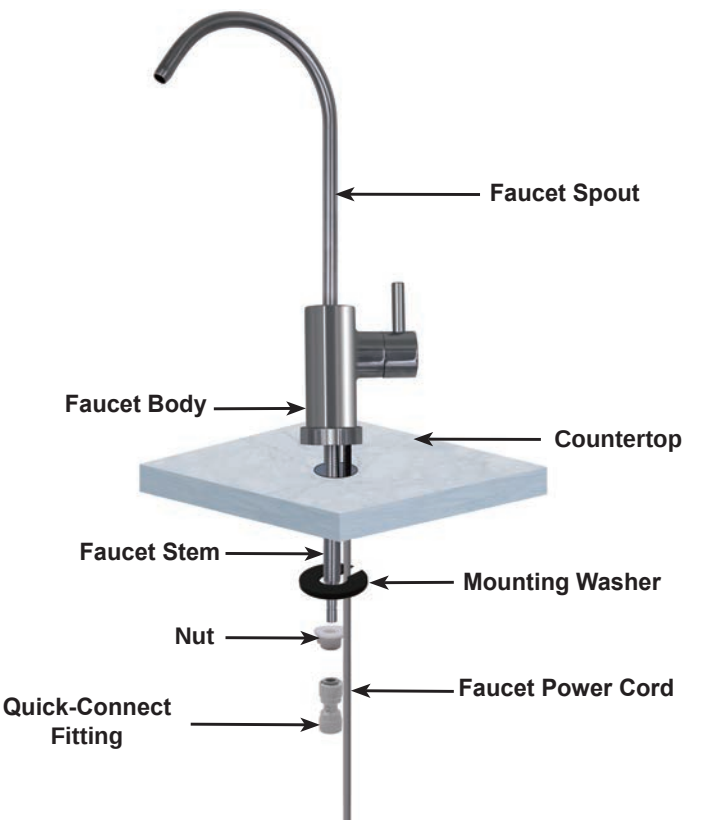


Figure 6

Step 3: Install the Drain Saddle

1. Choose a spot on the drainpipe that is convenient for installing the drain saddle;
   NOTE: It's recommended to install the drain saddle on the vertical drainpipe.
2. Drill a 1/4" hole in the drainpipe. 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 drainpipe 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.

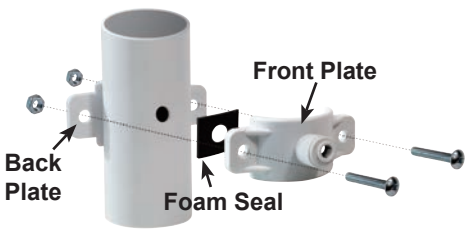


Figure 7

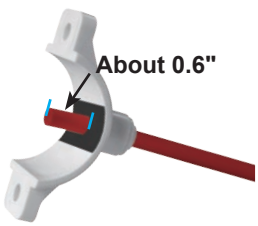


Figure 8

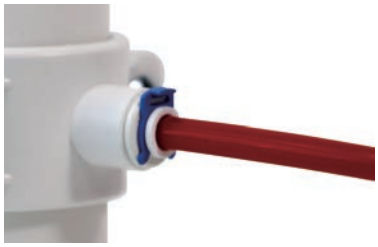


Figure 9

Step 4: Position the RO System Housing

Check and ensure there is sufficient space under the countertop to install the system (18.06" * 5.68" * 17.76"). Position the front panel facing toward you, which will be convenient for future filter replacement and indicator checking.
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 1-1/2 in (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 supply 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.

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

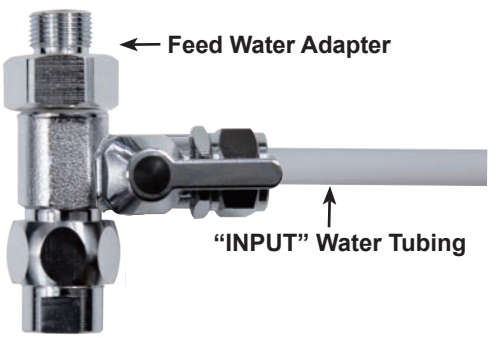


Figure 11

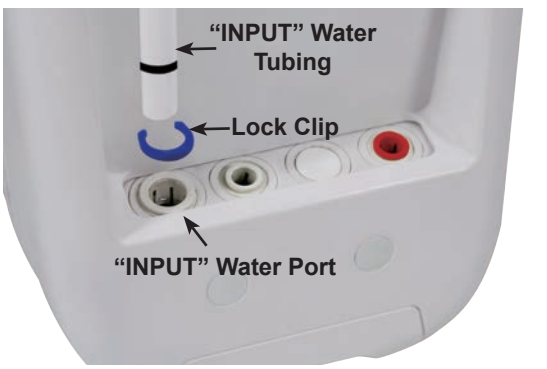


Figure 12

2. Install the "FILTERED" Water Tubing

- Remove the plug from the "FILTERED" water port;
- Identify the white 1/4" PE tubing;
- Insert one end of the PE tubing into the quick-connect fitting on the RO faucet (Figure 13), and pop in the lock clip on the fitting;

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

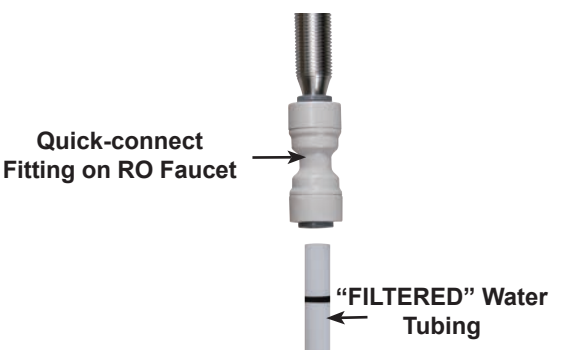


Figure 13

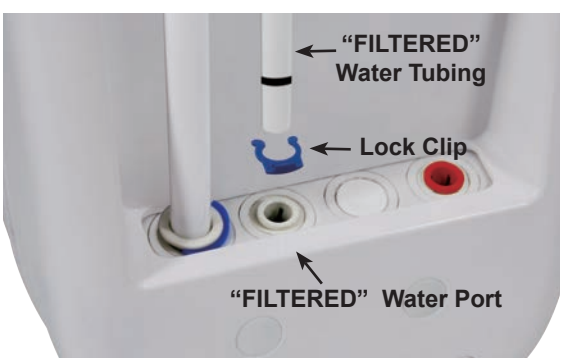


Figure 14

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.

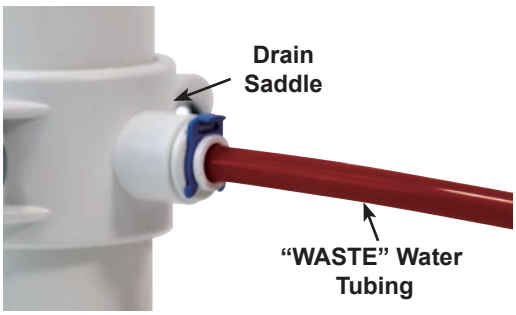


Figure 15

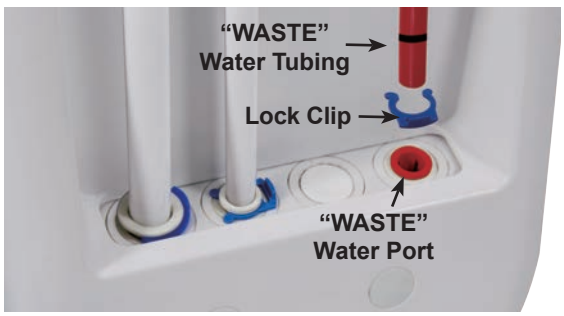


Figure 16

Step 6: Connect Power Cord

Connect the RO faucet to with 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

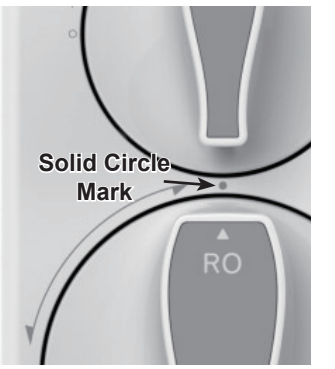


Figure 21

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: There will be one beep. The filter life indicators will flash blue, yellow and red in turn and then turn blue for 5 minutes (Figure 22). 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.
4. Turn on the RO faucet, and allow it to run for 30 minutes until the front panel screen starts displaying a TDS reading (Figure 23);
   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.
5. Confirm the flush is completed before turning off the RO faucet and ensure it's not leaking.

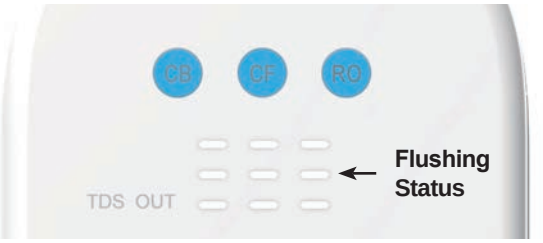


Figure 22

Figure 23

* 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.

Congratulations!

You have successfully installed the system!

Register your product now for

1 YEAR MANUFACTURER WARRANTY*

Scan the QR code or

Text ***WDRO*** to ***31996*** or

Visit
warranty.waterdropfilter.com

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 (Figure 25).

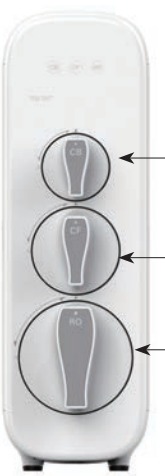
NOTE:

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

Figure 25

* 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.

Section 2: Filter Life Reminder



Activated Carbon Filter (CB)
Filter Life: 12 months or 1,100 gallons

Pre-sediment and Carbon Block Filter (CF)
Filter Life: 6 months or 550 gallons

Reverse Osmosis Membrane Filter (RO)
Filter Life: 24 months or 2,200 gallons

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.

Display Status:

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

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

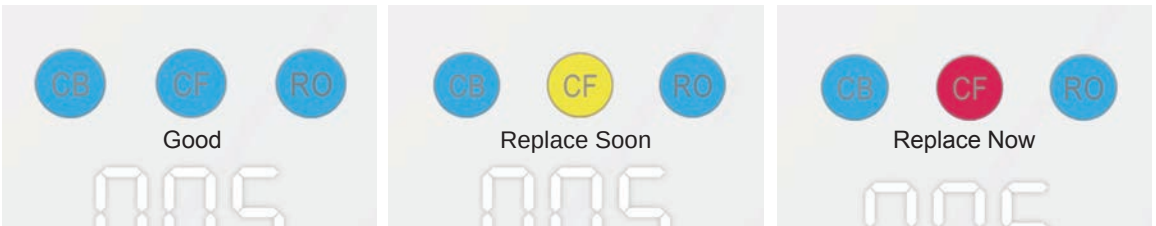


Figure 26

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 will be displayed on the RO faucet corresponding to the filter life status (Figure 27).

Blue **Yellow** **Red**

Figure 27

Light	Remaining Life (Day)	Remaining Capacity (G)	Status
Blue	>15	>40	Good
Yellow	≤15	≤40	Replace Soon
Red	≤ 0	≤ 0	Replace Now
Blue Flash	/	/	Flushing
Red Flash	/	/	Malfunction

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. 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 filter to release the pressure to avoid water spills. Get a towel or bucket to catch any excess water;
2. Twist the new filter into the housing in a clockwise direction;
3. 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):

Press and hold the CB filter life indicator for 7 seconds until the system beeps.
NOTE: The filter life reset of CF and RO is the same as the reset of CB.

How to Flush the Filter after Replacement:

NOTE: The display screen 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 membrane filter: Turn on the RO faucet to flush for 30 minutes.

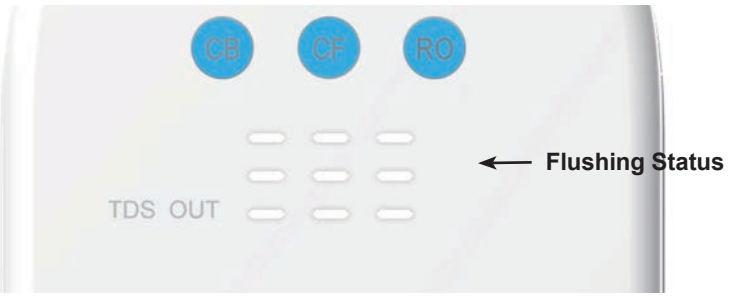


Figure 30

Section 4: Automatic Flushing

The system will be automatically flushed under the following circumstances:
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 when it accumulatively works up to 2 hours, where the front panel screen will show a display as in Figure 30. If the user takes water during the flushing, the system will quit flushing and switch to dispensing.
Flush for No Working within 24 Hours (Holiday Mode):
To ensure fresh and healthy drinking water, the system will be automatically flushed for 1 minute when there is no water dispensing for 24 hours.The front panel screen will display as seen in Figure 30. If the user takes water during flushing, the system will quit flushing and switch to dispensing.
Flush for Power Restore
When power is restored from a blackout, the system will be forced to flush automatically for 20 seconds, and 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.

Section 5: Malfunction Display

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

- E01: For water shortage, the buzzer sounds 3 times. When the inlet water pressure returns to normal and the water shortage reminder disappears, the system will automatically return to normal;
- E02: For inside water leakage, the buzzer keeps beeping;
- **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 overworked, 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.

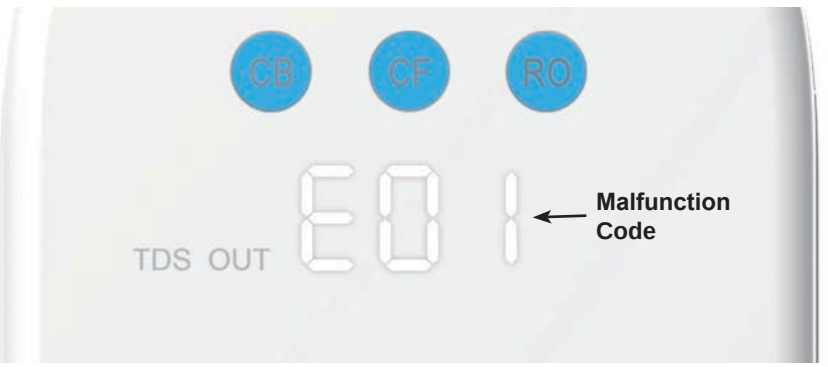


Figure 31

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 premature 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 drainpipe 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.

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 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.

• 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. Reinstall the three filters, and make sure they are fitted properly.
e. A 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.

• No Display on the System

a. To save power, the screen display and indicators will go off after 5 minutes when the system stops making water, which is normal in this case.
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.

• 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 shows 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 Mon-Fri 8:00 AM-5:00 PM(PST) for assistance.

• High TDS in Filtered Water

The system will provide a 90%+ TDS rejection rate (tested under standard laboratory conditions) when working properly. If the TDS reading is high, the following causes are possible:

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 membrane filter expired. Replace the RO membrane 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.

• Water Shortage Reminder

The front panel screen shows code E01 and the buzzer sounds 3 times.

a. Check if it is out of water. Turn on the feed water adapter or the water supply valve.
b. The inlet water tubing is crimped. Check and remove crimps.

• Booster Pump Overworked Reminder

The front panel screen shows 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 shows 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

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 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. 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 system is installed, used, and maintained in compliance with all instructions and requirements enclosed with the system.

This limited warranty shall only be valid if:

1. The system is to be used with municipal water only;
2. The feed water pressure is no less than 14.5 PSI and no longer than 87 PSI;
3. The feed water temperature must be no less than 41°F and no more than 100 °F;
4. The feed water must have a pH between 6.5 and 8.5;
5. Turbidity must be less than 1.0 NTU.

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.

This limited warranty shall be void if:

1. The cartridge filters are not replaced on the recommended maintenance schedule;
2. 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 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.

Warranty Registration

Please visit our website www.waterdropfilter.com and go to the “Warranty Registration” tab to register your product for the warranty.

We offer a 30-day money back guarantee, a 1-year manufacturer warranty, and lifetime tech support for all our products. Please be sure to fill in the order information upon registration of your system. For any questions and concerns about the product, please feel free to call or email us. Your satisfaction is our top priority!

If you are happy with our products and service, please share with your friends or share on Amazon. We highly appreciate your voice and support. Thank you!

How to Contact Us

Tel: 1-888-352-3558 Mon-Fri 8:00 AM-5:00 PM (PST)
Email: service@watedropfilter.com

HongKong Ecoaqua Co., Limited.
Made in China


Waterdrop®
Giving you clean, great tasting water