Waterdrop

WD-A2 Reverse Osmosis Hot Cold Water Dispenser



User Manual



IMPORTANT SAFEGUARDS

When using electrical appliances, basic safety precautions should always be followed, 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 cord, plugs, body or base in water or other liquid.
- **4.** Close supervision is necessary when any appliance is used by or near children.
- **5.** This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they are closely supervised and instructed concerning use of the appliance by a person responsible for their safety.
- **6.** Children should be supervised to ensure that they do not play with the appliance.
- **7.** Turn the appliance OFF, then unplug from the outlet when not in use, before assembling or disassembling parts and before cleaning. To unplug, grasp the plug and pull from the outlet. Never pull from the power cord.
- **8.** Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions, or has been damaged in any manner. Return appliance to the nearest authorized service facility for examination, repair or adjustment.
- **9.** The use of accessory attachments not recommended by the appliance manufacturer may result in fire, electric shock or injury to persons.
- 10. Do not use outdoors.
- 11. Do not let cord hang over edge of table or counter, or touch hot surfaces.
- 12. Do not place on or near a hot gas or electric burner, or in a heated oven.
- **13.** Always attach plug to appliance first, then plug cord into the wall outlet. To disconnect, turn any control to "off", then remove plug from wall outlet.
- 14. Do not use appliance for other than intended use.
- **15.** If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- 16. Container must be properly in place before operating appliance.
- **17.** Scalding may occur if the lid is removed when appliance is operating.
- **18.** A short power-supply cord is provided to reduce risks resulting from becoming entangled in or tripping over a longer cord.
- **19.** Extension cords are available and may be used if care is exercised in their use. The marked electrical rating of the extension cord should be at least as great as the electrical rating of the appliance; The extension cord should be arranged so that it will not drape over the counter top or table top where it can be pulled on by children or tripped over.
- **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.

31. WARNING:

When positioning the appliance, ensure the supply cord is not trapped or damaged.

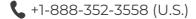
Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.

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**.



✓ service@waterdropfilter.com







Scan QR code for installation video.

Contents

1. PREPARATION	1
1.1 Precautions	
1.2 Before Using	2
1.3 Unit & Accessories List	2
1.4 Unit Overview	2
1.5 Unit Specifications	3
2. INSTALLATION & OPERATION	4
2.1 Insert the Filter	4
2.2 Flush the Unit	4
3. CONTROL PANEL	6
3.1 Panel Operation	6
3.2 Indicator Meanings	7
4. MAINTENANCE	8
4.1 Filter Replacement Cycle	8
4.2 Filter Replacement Steps	8
4.3 Manual Flushing	9
4.4 Automatic Flushing	9
5. FAQ	10
6. TROUBLESHOOTING	11
6.1 Common Problems & Solutions	11
6.2 Error Codes	12
7 WΔDDΔNTV	17

1. PREPARATION

1.1 Precautions

Note:

All contents in this chapter are safety-related, users MUST comply with it.

All contents in this chapter are only for the correct use of this unit.

Product versions vary by region (differences in screen display and plugs). Please refer to the actual unit received.

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 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 two UV-C emitters. Unintended use of the unit or damage to the outer shell may result in the leakage of dangerous UV-C radiation.
- ► Units that are obviously damaged **MUST NOT** be operated. UV-C radiation may cause harm to eyes and skin.
- ► Replacement of the UV-C emitter by the user is **NOT ALLOWED**.

Prohibition



AVOID installing under direct sunlight and outdoor places.



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



DO NOT store flammable items near the unit.

Warning

- ► When the unit breaks down, please cut off the water and power supply quickly.
- ► Keep out of reach of children. Please **DO NOT** let children operate the unit.

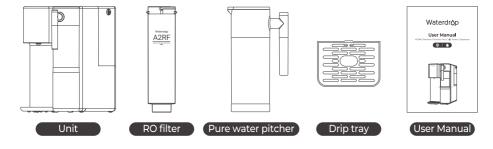
1. PREPARATION

① Attention		
▶ DO NOT disassemble the unit by yourself to prevent water leakage and damage to the unit.	▶ Please make sure the temperature of water source is 5°C-38°C/40°F-100°F.	
► AVOID squeezing, folding, knotting or twisting the power cord to prevent damage.	► To run the unit smoothly, please use accessories and filter cartridges from Waterdrop.	

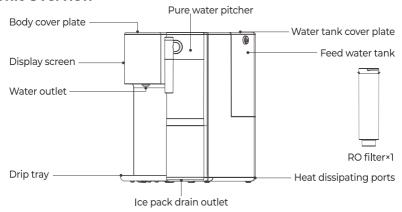
1.2 Before Using

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

1.3 Unit & Accessories List



1.4 Unit Overview



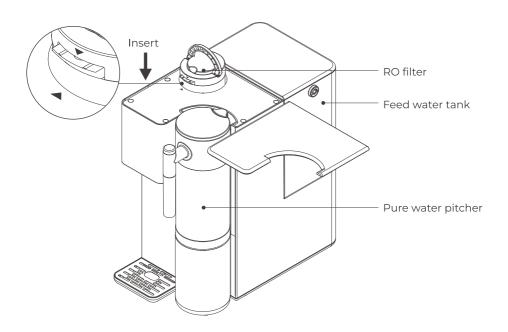
1. PREPARATION

1.5 Unit Specifications

Unit model	WD-A2
Dimensions (L*W*H)	40.39*20.83*39.88cm
Feed water tank volume	1.25G/4.7L
Pure water tank volume	0.26G/1L
Rated voltage	220-230V~
Rated frequency	50Hz
Rated power	2210W
Heating power	2200W
Refrigeration power	60W
Daily production rate	100GPD
Feed water requirement	Municipal tap water
Water temperature requirement	5°C-38°C/40°F-100°F
TDS requirement for feed water	TDS<500
Turbidity requirement for feed water	Less than 1.0 NTU
Recommended pH value for feed water	6.5-8.5

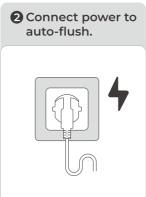
2. INSTALLATION & OPERATION

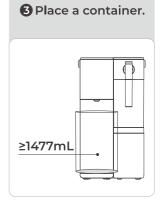
2.1 Insert the Filter



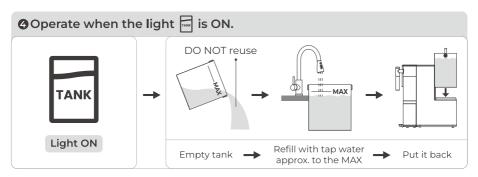
2.2 Flush the Unit

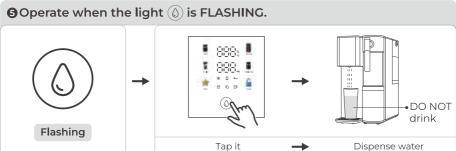






2. INSTALLATION & OPERATION





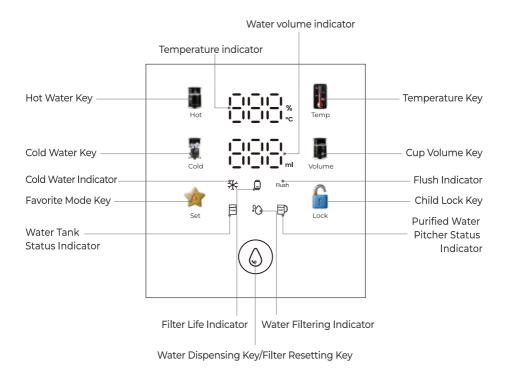


- ▶ Repeat **4 5** until 100% shown on the screen.
- ▶ DO NOT restart during flushing.

Note:

The unit will flush the internal piping with purified water, which takes time.

3. CONTROL PANEL



3.1 Panel Operation



3. CONTROL PANEL

Set Boiling Point:

Check your area's altitude. This unit's preset boiling point suits altitudes of 0-500 meters. Correct it if the altitude is higher.

Altitude	Boiling point setting value	Maximum heating temperature
0-500m	96.7°C - 100°C	92.2°C - 95°C
500-1500m	93.9°C - 96.7°C	88.9°C - 91.7°C
1500-2000m	90°C - 93.3°C	85°C - 87.8°C







3.2 Indicator Meanings

Indicator	Meaning	Status Explanations
*	Cooling Status	Stays on: Cooling ON. Stays off: Cooling OFF.
	Filter Replacement	Flashes: The filter will expire soon. Stays on: The filter has expired.
Flush	Unit Flushing	Flashes: Low water level.
TANK	Tank Refill	Flashes: The tank is not correctly placed. Stays on: Empty the tank and refill it.
%	Filtration Status	Flashes: Water is filtering.
ОИТ	Pitcher Status	Flashes: The pitcher is not correctly placed. Stays on: Low water in pitcher.

4. MAINTENANCE

4.1 Filter Replacement Cycle

Replacement Filter Model	Replacement Cycle
WD-A2RF	Every 12 months

4.2 Filter Replacement Steps





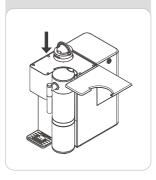
Remove the new filter's wrapping.



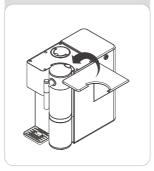
3 Align the new filter with the marker.



Push it in until you hear a "click".



6 Place the top cover plate back.



6 Please prepare for manual flushing.



4. MAINTENANCE

4.3 Manual Flushing

Reminder: You will need to flush the unit manually after replacing the filter. Refill the feed tank with tap water approx. to the MAX level.



Press and hold (1) for 5s to reset.



The flushing mode will start. Refer to page 5 for details.

4.4 Automatic Flushing

The unit automatically enters flushing mode under the circumstances below:

When a filtration cycle is complete

- ▶ After each water filtration, the unit will automatically flush for 20s.
- \blacktriangleright When the cumulative water unit time reaches 25 minutes, it will automatically flush for 10s.

When there is no usage for over 24 hours

▶ If the unit hasn't been used for 24 hours, it will automatically flush for 30s.

When power is restored

▶ When power is restored, the unit will automatically flush for 30s.

Note:

Flushing will not occur if water is being dispensed or the water tank is not in place.

5. FAQ

Why does the new unit have water droplets after unboxing?

All units go through a water-related test before leaving the factory. Having residual water is normal.

Why does the flushing progress stop at 50%?

At 50% progress, empty any remaining water in the feed water tank and refill with fresh tap water. The unit will use purified water to flush the internal piping, which takes time.

Can the water dispensed during flushing be drunk?

During flushing, filtered pure water is undrinkable. Please wait till flushing ends.

Can the water collected during flushing be reused?

No. Please refill the feed water tank with fresh tap water for flushing.

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

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

Do I need to flush the unit again when replacing the filter?

Yes. Flush the unit to keep water fresh. Refer to the user manual (page 5) for details

Why is the water temperature different from the set temperature?

The actual water temperature is affected by heat dissipation in the air and the container's own temperature.

Why is the water output different from the set amount?

Components like pumps in the unit may have deviations. A ±10% deviation is normal.

Why are there white bubbles in the water?

Bubbles form when water touches the unit's heating element. They'll dissolve on the water's surface. It's normal, and the water is safe to drink.

6. TROUBLESHOOTING

6.1 Common Problems & Solutions

Problem Description	Possible Reason	Solution
	The plug is not properly connected to the power source.	Check the power connection and make sure the plug is securely inserted into the socket.
The unit cannot produce purified water.	The feed water tank or pure water pitcher is not in place.	Ensure both the feed water tank and the purified water pitcher are properly positioned.
	The water level in the feed water tank is below the minimum line.	Pour out any remaining water in the tank, refill it with fresh tap water, and make sure it DOES NOT exceed the maximum water level.
	The filter is not properly installed or has expired.	Reinstall or replace the filter.
	First-time power on.	If the new unit is powered on for the first time, it will take 40 minutes before the cold water function becomes available.
The unit cannot dispense cold water.	key is not tapped.	Tap the 🌃 key first, then tap the 🚳 .
	The water level in the feed water tank is below the minimum line.	Pour out any remaining water in the tank, refill it with fresh tap water, and make sure it DOES NOT exceed the maximum water level.
The dispensed water is not cold enough.	Continuously dispense a large amount of cold water.	Please wait for the unit to complete the cooling process.
	The filter has expired.	Replace the filter. Refer to the user manual (page 5) for details.
The filtered water tastes bad.	Unit is not used for a long time.	Reconnect the power and flush the unit. Refer to the user manual (page 5) for details.
	Insufficient flushing after filter replacement.	Re-flush the unit. Refer to the user manual (page 5) for details.

6. TROUBLESHOOTING

6.2 Error Codes

Code on Display	Reason	Solution
EO	Communication fails between display board and power board.	Restart the unit to restore the eletronic communication.
El	Water outlet temperature sensor is open circuit or short circuit.	Restart the unit to normalize NTC and reset automatically.
E2	No water has been produced after the unit runs for 10 mins, which triggers water shortage alarm.	Use the included descaling agents to clean your unit.
E4	Heating circuit malfunctions.	Restart the unit to reset automatically after power loss.
E5	Freezing (inlet water temperature below 33.8°F), the entire unit cannot operate.	Replace feed tank water with room-temp water.
E6	Hot water circulation pump short circuit.	Restart the unit to reset automatically after power loss.
E7	Ice core NTC open circuit or short circuit.	Restart the unit to normalize NTC and reset automatically.
Н1	Inlet water temperature sensor open circuit or short circuit.	Restart the unit to normalize NTC and reset automatically.
H2	Voltage sensor malfunction.	Restart the unit to reset automatically after power loss.
НЗ	Over-temperature alarm.	Restart the unit to normalize NTC and reset automatically.
H4	Excessive high-temperature alarm.	Restart the unit to normalize NTC and reset automatically.

7. WARRANTY

Warranty Duration: I year from the original purchase date.

Coverage: Defects in materials and workmanship under normal use.

Warranty Measures: Repair or replacement of defective parts, or refund (minus shipping costs).

Exclusions:

- ▶ Tampering, alteration, improper use, or lack of maintenance.
- ▶ Filters that need regular replacement due to usage.
- ▶ Unit is bought from unauthorized sellers.
- ▶ Damage in transit is not covered; claims should be made with the carrier.

Warranty Conditions:

- ▶ Working conditions: 40°F-100°F (5°C-38°C).
- ► Feed water pH value: 6.5-8.5.
- ▶ Turbidity: less than 1.0 NTU.
- ► TDS: less than 500 ppm.

Note:

If your state **DOES NOT** permit restrictions on warranty terms, you have the option to return the unit. Keeping it means that you agree to the specified warranty limitations.



♠ Warning:

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- · Children shall not play with the appliance.
- · Cleaning and user maintenance shall not be made by children without supervision.
- The appliance is only to be used with the unit provided.
- · If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.

Please **CALL us first** if you need **ASSISTANCE** in operation, replacement, return or any issues.

Your satisfaction will be **guaranteed.**

