Waterdrop

WD-C1H Countertop Reverse Osmosis 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.

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.)
service@waterdropfilter.com

UK



DE



FR



Scan QR code for installation video.

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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.	**MUST** use a properly grounded outlet (15A or higher) and ensure the grounding plug is securely connected.
If unsure about grounding, consult a qualified electrician.	**DO NOT** modify the plug. **INSTALL** a compatible outlet if needed.

Prohibition

AVOID installing under direct sunlight, outdoor locations, or placing the unit upside down/diagonally — keep it level.	**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.

ⓘ Attention

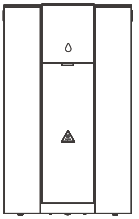
▸ **DO NOT** disassemble the unit by yourself to prevent water leakage and damage to the unit.	▸ **DO NOT** plug or unplug with wet hands. **DO NOT** clean with a damp cloth. It may cause electric shock.
▸ Please make sure the temperature of water source is 5°C-38°C/40°F-100°F.	▸ **AVOID** touching the outlet when taking hot water to prevent scalds.
▸ **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. 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 customer service.
▸ Connect only to a GFCI-protected circuit.

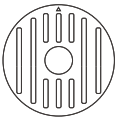
1.3 Unit & Accessories List



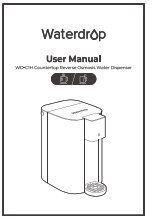
C1H Unit



Filter

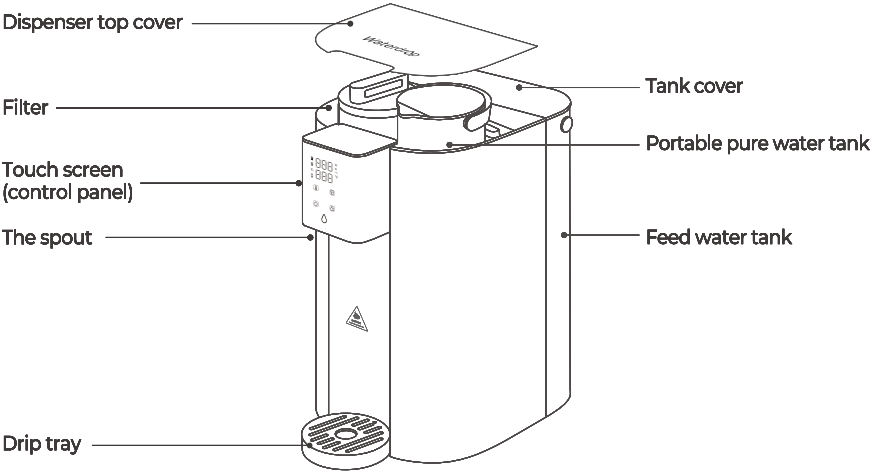


Drip tray



User Manual

1.4 Unit Overview



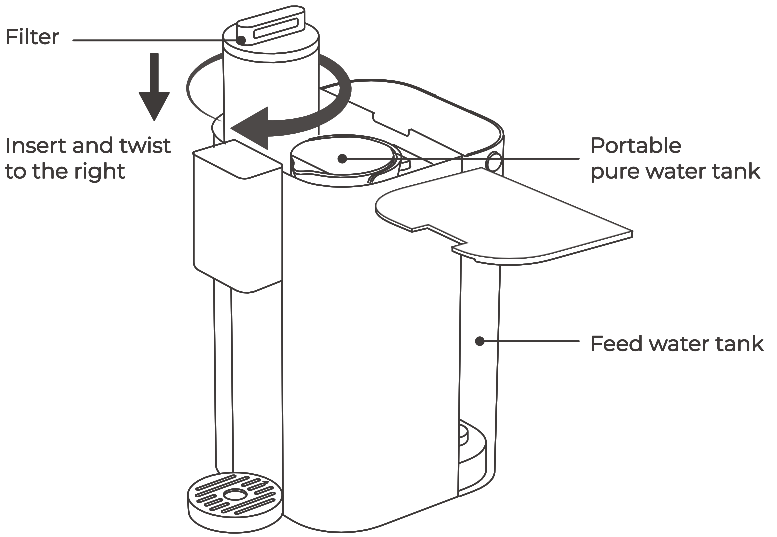
1. PREPARATION

1.5 Unit Specifications

Unit model	WD-C1H-DE/WD-C1H-UK/ WD-C1H-AU/WD-C1H-SG
Dimensions (L*W*H)	297 * 211 * 348 mm
Feed water tank capacity	0.85G/3.2L
Pure water tank capacity	0.26G/1L
Rated voltage	220-240V~
Rated frequency	50/60Hz
Rated power	2150W
Daily production rate	75GPD
Feed water requirement	Municipal Tap Water
Water temperature requirement	5°C-38°C/40°F-100°F
TDS requirement for feed water	TDS<500

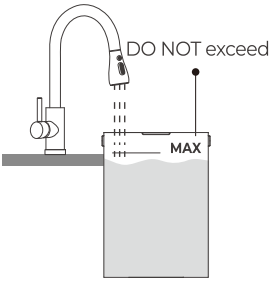
2. INSTALLATION & OPERATION

2.1 Insert the Filter

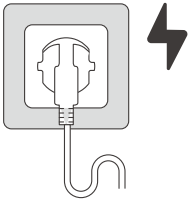


2.2 Flush the Unit

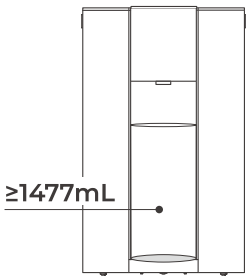
❶ Fill water below the max level.



❷ Connect power to auto-flush.



❸ Place a container.

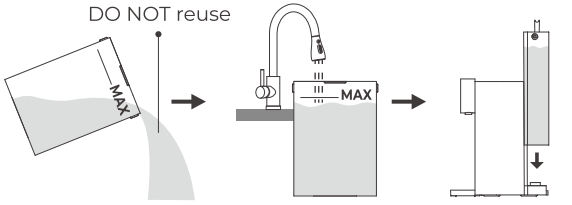


2. INSTALLATION & OPERATION

❹ Operate when the light OUT is ON.



Light on

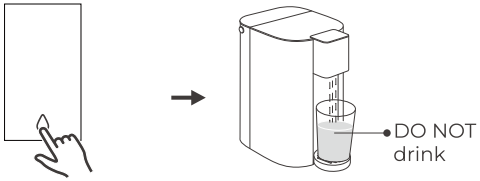


Empty tank → Refill with tap water approx. to the MAX → Put it back

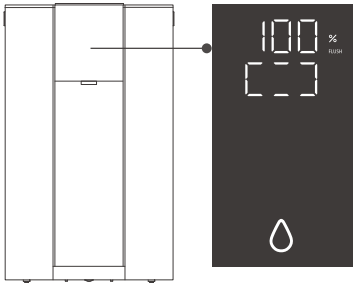
❺ Operate when the light is FLASHING.



Flashing



Tap it → Dispense water



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

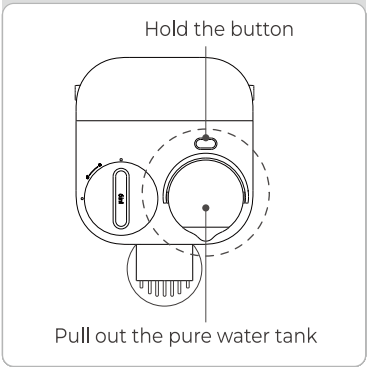
Note:

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

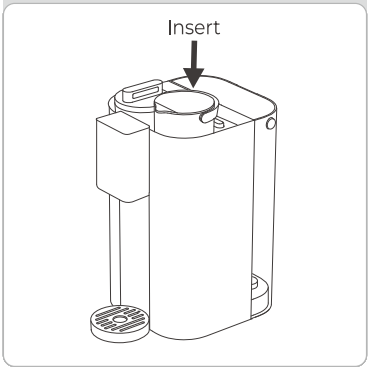
2. INSTALLATION & OPERATION

2.3 Remove & Install Pure Water Tank

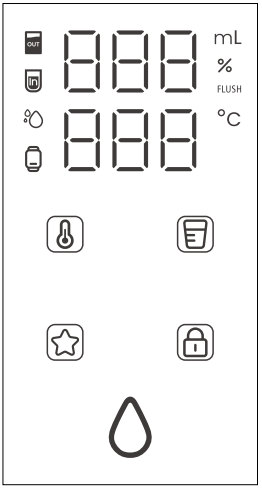
❶ Take out: Hold the button while pulling out the pure water tank.



❷ Put back: Insert downward until hear the “click”.

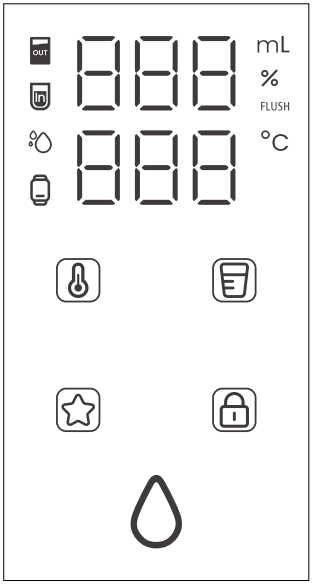


3. CONTROL PANEL



- Temperature key
- Water volume key
- Favorite mode key
- Child lock key
- Water dispenser key

3.1 Panel Operation



Dispense Ambient Water: Tap .

Dispense Hot Water:
1. Tap to select 45°C, 65°C, 85°C, 95°C.
2. Hold for 3s and press to add 5°C each time.
3. Then tap > .

Set Cup Volume:
1. Tap to select 150mL, 250mL, 350mL, 500mL, MAX.
2. Hold for 3s and press to add 50mL each time.

Set Instant Water Filling Mode: Hold the and for 3s to refill the pure water tank.

Set Favorite Mode:
1. Hold for 2s.
2. Adjust temp and volume.
3. Exit by tapping the or hold the 2s, or wait for auto-exit to default.

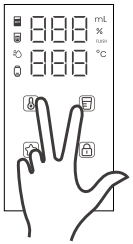
* Product versions vary by region (differences in screen display and plugs). Please refer to the actual unit received.

3. CONTROL PANEL

Set Boiling Point: Check your area's altitude. This unit's preset boiling point suits altitudes of 0-1000 meters. Correct it if the altitude is higher.

Altitude Range (m)	Temperature Setting (°C)	Maximum Heating Temperature (°C)
1,000~3,000	90°C	90°C
3,000~4,000	85°C	85°C
4,000~6,000	80°C	80°C

1 Hold and for 3s.



2 When 95°C flashes, tap to adjust in 5°C increment (80/85/90/95°C).



3 Tap the to save. The setting stays on even if powered off.



3.2 Indicator Meanings

Indicator	Meaning	Status Explanations
	Feed water tank status	**Flashes:** The tank is not correctly placed. **Stays on:** Empty the tank and refill it.
	Pure water tank status	**Flashes:** The tank is not correctly placed. **Stays on:** Low water in tank.
	Filtration Status	**Flashes:** Water is filtering.
	Filter Replacement	**Flashes:** The filter will expire within 15 days. **Stays on:** The filter has expired.

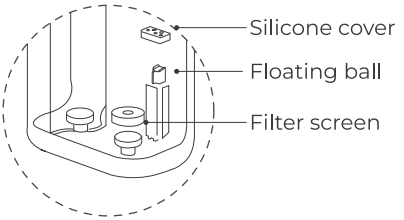
4. MAINTENANCE

4.1 Regular Cleaning

❶ Daily Cleaning:

- ▸ Replace feed and pure water tanks if unused for over 2 days.
- ▸ During daily water replacements, clean the feed water tank.
- ▸ Clean the floating ball and filter screen to prevent limescale.

***After cleaning, reassemble the parts in place to prevent loss.**



❷ Weekly Cleaning:

- ▸ Wipe down the drip tray to prevent bacteria and overflow.

❸ Monthly Deep Cleaning:

- ▸ Soak feed water tank with citric acid (or other descalers) for 30 minutes.

DO NOT use harsh chemicals (alcohol, gasoline, acetone), steel wool or abrasive cleaners.

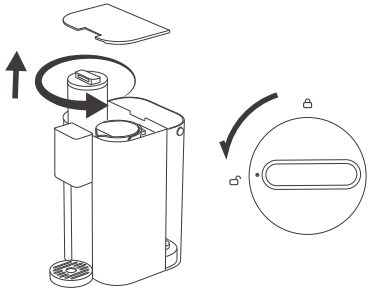
4. MAINTENANCE

4.2 Filter Replacement Cycle

Replacement Filter Model	Replacement Cycle
WD-C1RF	Every 12 months

4.3 Filter Replacement Steps

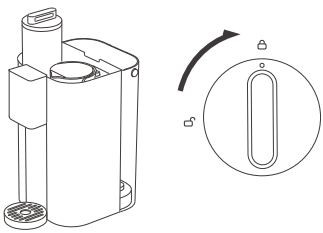
❶ Uncover and take out the expired filter.



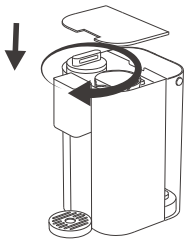
❷ Remove the new filter's wrapping.



❸ Align the new filter with the marker.



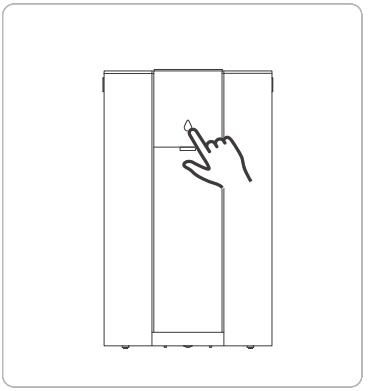
❹ Push it in and place the top cover plate back.



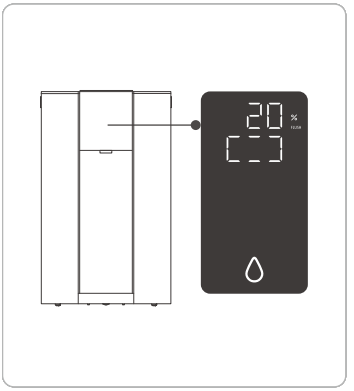
4. MAINTENANCE

4.4 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 for 5s to reset.



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

4.5 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.

When the feed water tank is replaced

▸ After each replacement of the feed water tank, the unit 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 heating element requires preheating, and 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 unit cannot produce purified water.	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 feed water tank or pure water pitcher is not in place.	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 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.
	Low water in pure water tank.	Hold the and for 3s to refill the pure water tank.
	The filter is not properly installed or has expired.	Reinstall or replace the filter.
The filtered water tastes bad.	The filter has expired.	Replace the filter. Refer to the user manual **(page 10-11)** for details.
	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.

6.2 Error Codes

Code on Display	Reason	Solution
E04	The unit or filter may be blocked.	Use the included descaling agents to clean your unit.
E09	The temperature sensor is abnormal.	Restart the unit to restore.
E11	The communication on the main control panel is abnormal.	Please **CALL** +1-888-352-3558 (U.S.)

7. WARRANTY

Warranty Duration: 1 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.

CE

⚠ **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.**

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