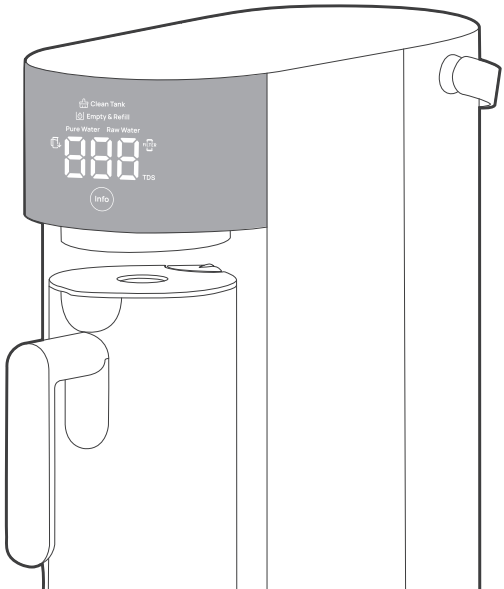
DREO | RO Water Filter
112 / 113 / 114 / 115

USER MANUAL

Thanks for Choosing DREO!

Your support means the world to us.
We hope you enjoy our product as much as we did creating it.



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IMPORTANT SAFETY INSTRUCTIONS

01

READ ALL CAUTIONARY MARKINGS ON THE APPLIANCE AND SAFETY INSTRUCTIONS IN THE USER MANUAL BEFORE USE.

DO NOT

DO NOT block or cover the spout while in operation.

DO NOT

DO NOT touch or hold the mains plug with wet hands.

DO NOT

DO NOT let children or pets play with this appliance.

General Safety

1. Children shall not play with the appliance. Cleaning and maintenance shall not be performed by children without supervision.
2. Use the appliance as described in the user manual only. Any other use not recommended in the user manual may cause fire, electrical shock, or personal injury.
3. This appliance can be used by children aged above 8 years 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 this appliance in a safe way and understand the hazards involved.

Location Safety

1. Always place this appliance on a firm, flat and level surface to avoid dropping or tilt.
2. Always place this appliance 2 feet (60cm) above the floor, 12 inches (30cm) away from the wall or wooden furniture.
3. DO NOT move this appliance while it is on.
4. DO NOT attempt to repair any parts on this appliance. Doing so will void your warranty. The inside of this appliabnce contains no user serviceable parts. All servicing should be performed by qualified personnel only.

Electricity Safety

1. Make sure that the voltage of your electricity supply is the same as that indicated on the appliance.

2. Risk of Electric Shock. Disconnect power before servicing, cleaning or leaving the appliance unused for a long period of time. Keep your hands dry when plugging/unplugging.
3. To avoid fire hazard, NEVER put the cord under rugs, near heat registers, radiator, stoves or heaters.
4. Do not use this appliance if the cord has been damaged to avoid fire or electric hazard.
5. Keep the cord out of heavy traffic areas and where it will not be tripped over.
6. Do not operate any water filter with a damaged cord or plug. Discard the appliance or return to an authorized service facility for examination and/or repair.
7. Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Do not route cord under furniture or appliances. Arrange cord away from traffic area and where it will not be tripped over.
8. This appliance has a polarized plug (one blade is wider than the other). To reduce the risk of electric shock, this plug is intended to fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to defeat this safety feature.
9. Connect only to a circuit that is protected by a ground-fault circuit-interrupter (GFCI).
10. For Indoor Use Only.
11. When servicing, use only identical replacement parts.
12. **WARNING!** Risk of Electric Shock. Disconnect power before servicing.

READ AND SAVE THESE INSTRUCTIONS FOR HOUSEHOLD USE ONLY

Gentle Reminder

Check the appliance regularly and refer to TROUBLESHOOTING or contact our customer support if you need any assistance.

Specifications

Model No.	DR-KWF002
Input	AC 120V 60Hz
Rated Power	34W
Capacity	Water Tank: 0.8 Gal (3L) Pure Water Pitcher: 37 oz (1.1L)
Filter	RO Composite Filter (PCRC)
Temperature	40°F-100°F (4°C-38°C)

Model No.	DR-KWF003
Input	AC 120V 60Hz
Rated Power	34W
Capacity	Water Tank: 1.3 Gal (5L) Pure Water Pitcher: 37 oz (1.1L)
Filter	RO Composite Filter (PCRC)
Temperature	40°F-100°F (4°C-38°C)

Model No.	DR-KWF004
Input	AC 120V 60Hz
Rated Power	34W
Capacity	Water Tank: 0.8 Gal (3L) Pure Water Pitcher: 37 oz (1.1L)
Filter	RO Composite Filter (PCRC)
Temperature	40°F-100°F (4°C-38°C)

Model No.	DR-KWF005
Input	AC 120V 60Hz
Rated Power	34W
Capacity	Water Tank: 1.3 Gal (5L) Pure Water Pitcher: 37 oz (1.1L)
Filter	RO Composite Filter (PCRC)
Temperature	40°F-100°F (4°C-38°C)

TDS

Total dissolved solids (TDS) is the total amount of solids dissolved in the water, including soluble hydrogen carbonate ions, chloride salts, sulphates, calcium, magnesium, sodium, potassium, volatile solids and non-volatile solids. Its concentration will affect the taste of drinking water. A higher TDS level indicates more impurities, while a lower level signifies purer water.

TDS Drinking Standard

0-50
Ideal Drinking Water
from Reverse Osmosis

50-100
Mountain Springs

100-200
Hard Water

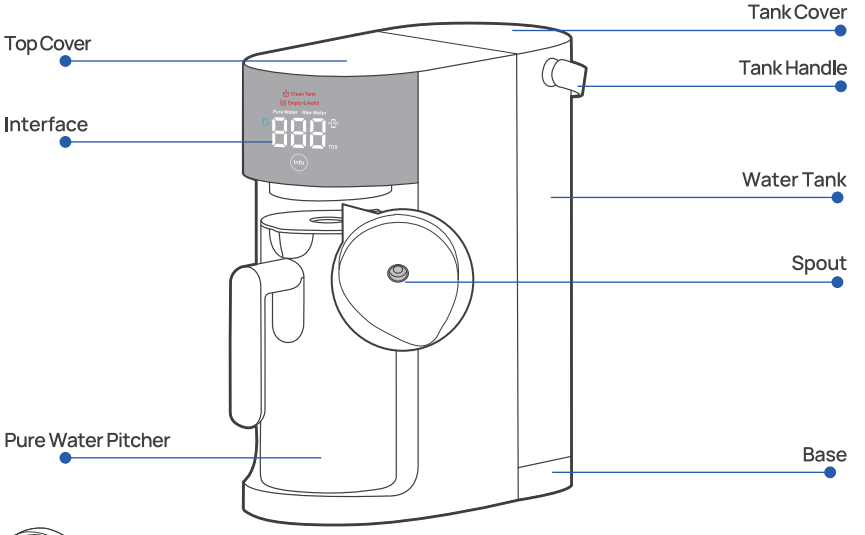
>200
Salty Well Water

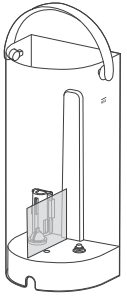
Water Safety

- For the first use, it is necessary to clean the entire water system. This process flushes the protective fluid from the surface of the filter to ensure better purification. The protective fluid is food-grade, and the wastewater produced during the cleaning process is milky white and harmless.
- Airborne microorganisms and bacteria can contaminate purified water after exposure. Do not consume water that has been stored for over 48 hours post-filtration. Instead, pour it back into the water tank and re-filter before use.
- To ensure optimal filtration and prolong filter life, use raw water that meets the recommended quality standards.
- It is recommended to store used filters in the refrigerator if the water filter is not used for a long time.

KNOWING YOUR APPLIANCE 02

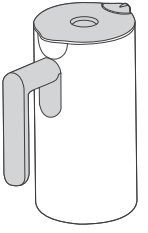
Package Contents



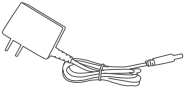


Water Tank
(Pre-installed)

RO Composite Filter (PCRC)
(Pre-installed)

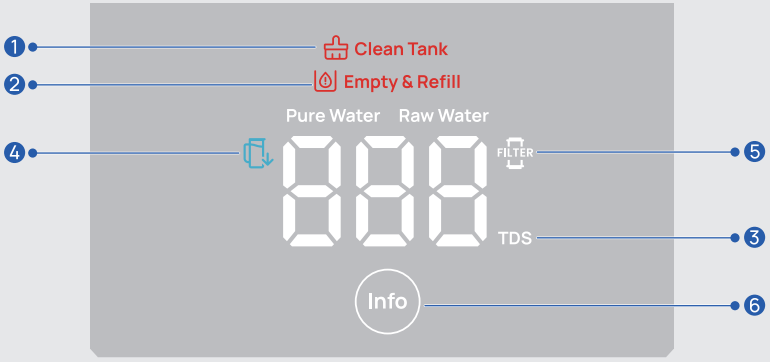


Pure Water
Pitcher



Power Adapter

Interface



Indicators

1 Cleaning Reminder
Lights up if the water tank has not been removed for over 48 hours.

2 Refill Indicator
Lights up when the raw water level is low.

3 TDS Display
Display raw water and pure water TDS level.

4 Autofill Indicator
Lights up when filtering/refilling the pure water pitcher.

5 Filter Life Indicator
White light on: Filter life > 15%
Red light on: Filter life < 15%
Red flashing light: Filter expired - replace the filter

Control Panel

6 Info Button
- Switch between pure water and raw water TDS display.
- Long press for 5 seconds to reset the filter after replacing the filter and removing the pitcher.

USING YOUR APPLIANCE 03

Before First Use

❶

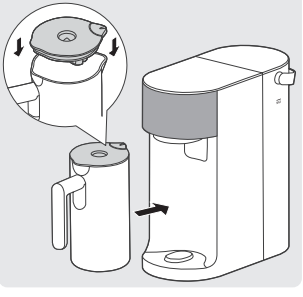
Place the water filter on a flat dry surface away from sunlight and dirt.

❷

Remove and rinse the tank and pitcher, then dry out with a soft cleaning cloth.

Note:
- Use only tap water between 40°F-100°F (4°C-38°C).
- DO NOT use water that is visibly dirty or contains sediment.

❸

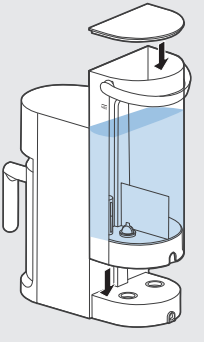


Place the pitcher in position and ensure the lid is securely closed.
Note: ONLY use the pitcher for automatic refilling.

❹

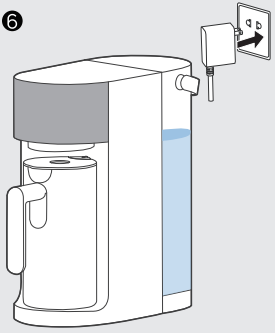
Fill the tank only with fresh tap water up to the MAX water line.

❺



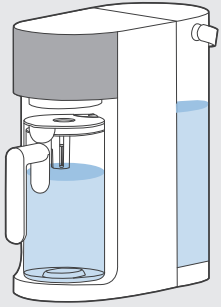
Place the tank in position. Press until it firmly sits on the base without any gap, then close the cover.

❻



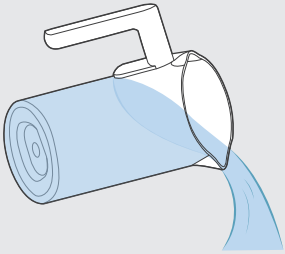
Plug in the appliance.

❼



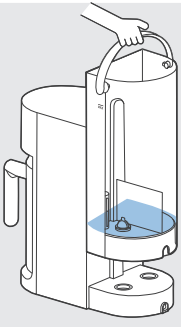
Wait for the system to automatically flush the filter and fill the pitcher.

❽



Pour out the water from the pitcher.

❾



When lights up, remove the water tank and pour out the wastewater, then rinse the tank.

❿

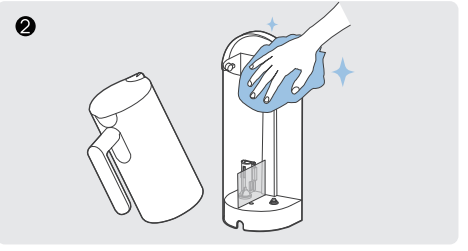
For **initial use** or **after filter replacement,** flush the filter with **4 tanks of tap water,** then check if the water in the pitcher is completely clean for drinking.

CLEANING AND MAINTENANCE 04

Cleaning

RECOMMENDED ONCE A WEEK

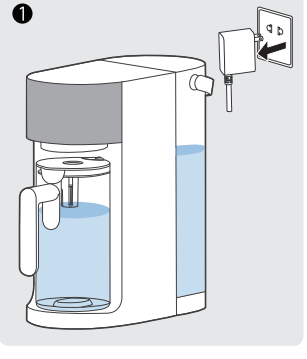
Rinse the tank, pitcher and clean with a brush.



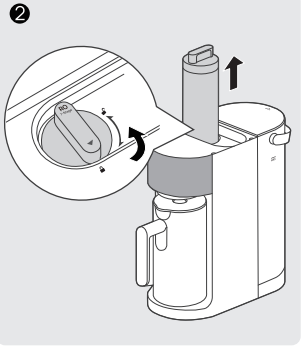
Dry out with a soft cleaning cloth.

Note:
- DO NOT place in dishwasher.
- DO NOT clean with sharp or abrasive materials.

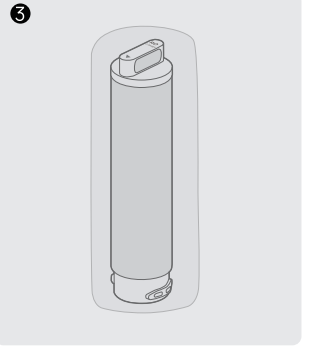
Maintenance After Long Periods Without Use



Unplug the water filter and wait for 5 minutes.

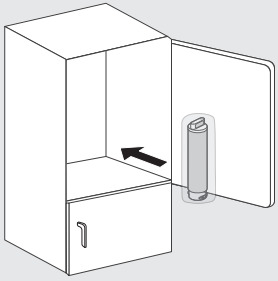


Open the top cover, rotate the filter counterclockwise until it stops, then pull it out.



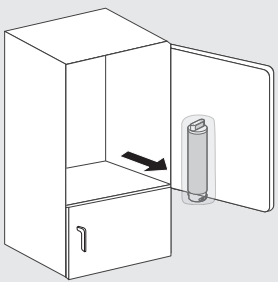
Wrap the filter with plastic wrap.

❹



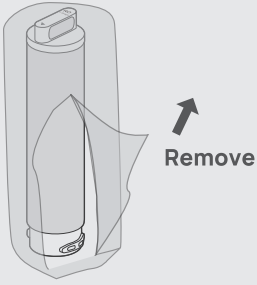
Store the wrapped filter in the refrigerator.

❺



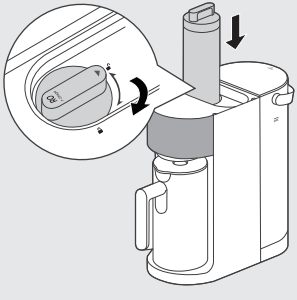
When resuming use, take the filter out of the refrigerator.

❻



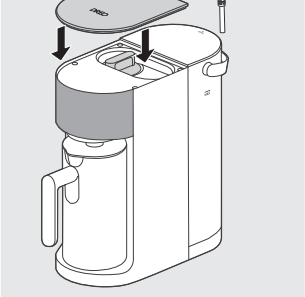
Remove the plastic wrap.

❼



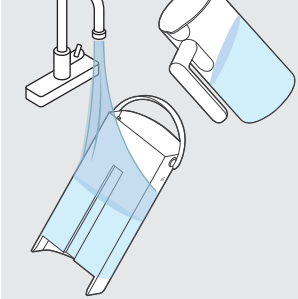
Insert the filter back into the compartment, and rotate it clockwise until it stops.

❽



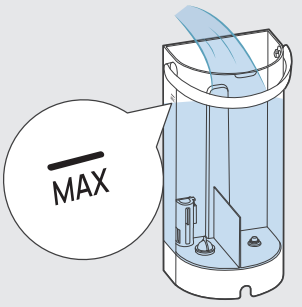
Close the top cover and plug in the water filter.

❾



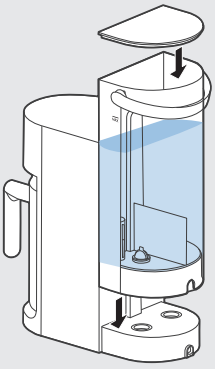
Remove and rinse the water tank and the pitcher.

❿



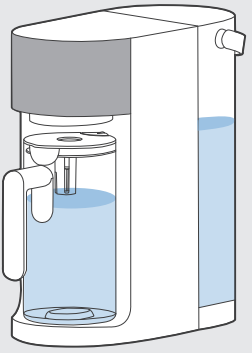
Fill the tank with fresh tap water up to the MAX line.

⓫



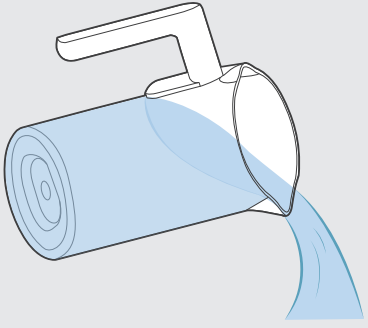
Place the tank back and close the cover.

⓬



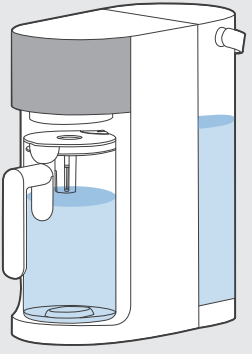
Wait for the system to automatically flush the filter and fill the pitcher.

⓭



Pour out the water from the pitcher.

⓮

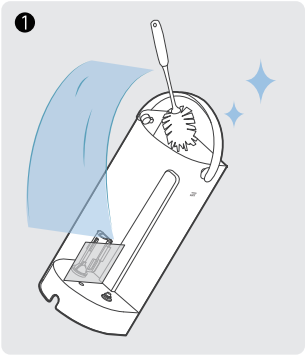


Put the pitcher back in place and wait for the system to flush the filter with 4 tanks of tap water until the water is completely clean to drink.

Descaling

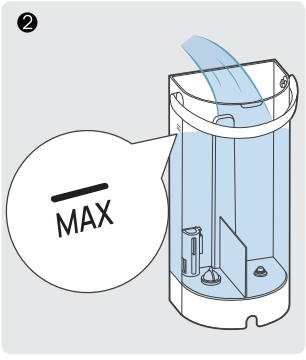
RECOMMENDED EVERY THREE MONTHS

❶



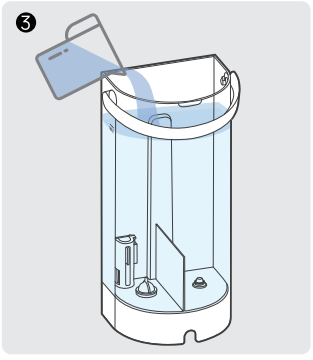
Remove and rinse the water tank. If there is any scale buildup, clean it with a brush.

❷



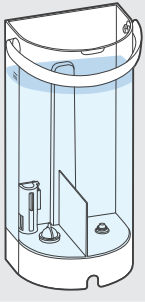
Fill the water tank with fresh tap water below the MAX water line.

❸



Add 1 cup / 240ml white vinegar and allow it to dissolve completely.

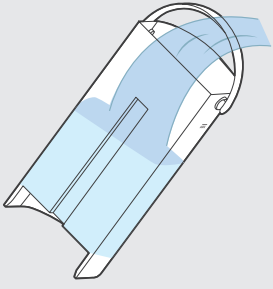
❹



2 hours

Let the solution sit in the tank for 2 hours, then pour it out.

❺



Rinse the tank with clean water and dry thoroughly.

Filter Replacement

Filter Replacement Cycle

- Please replace the filter regularly according to the filter life indicator or the recommended filter replacement cycle.
- Only DREO filter can be used for replacement. The actual filter life depends on the water quality and daily water usage.

Filter	Stage	Recommended Replacement Cycle
RO Composite Filter (PCRC)	**Stage 1**: External APCM **Stage 2**: PP Cotton **Stage 3**: Internal Coconut Shell Activated-Carbon **Stage 4**: Reverse Osmosis Membrane **Stage 5**: Internal APCM **Stage 6**: External Coconut Shell Activated-Carbon **Stage 7**: PP Cotton	265 Gal (1000L) 6-12 months

Filter Life Indicator

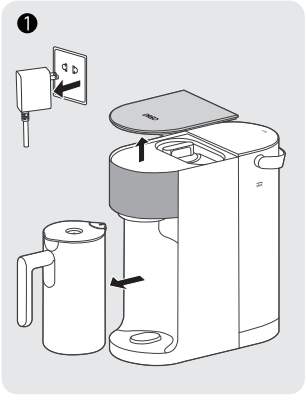
FILTER | White light on: Filter life > 15%

FILTER | Red light on: Filter life < 15%

FILTER | Red flashing light: Filter expired — replace the filter

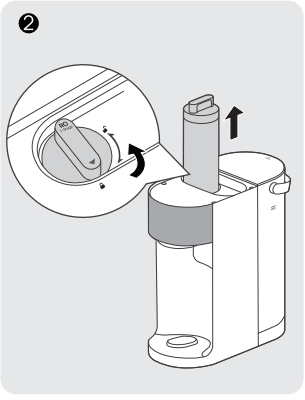
How to Replace the Filter

❶



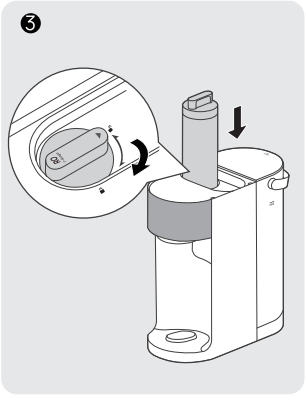
Unplug the appliance, remove the pitcher and the top cover.

❷



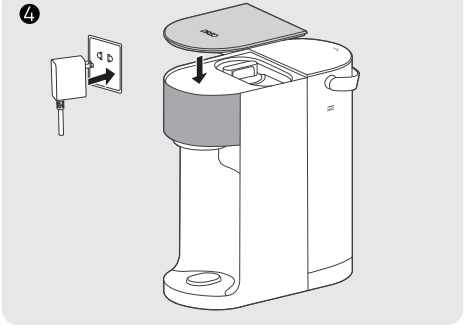
Rotate the old filter counterclockwise to 🔓 until it stops, then pull it out.

❸



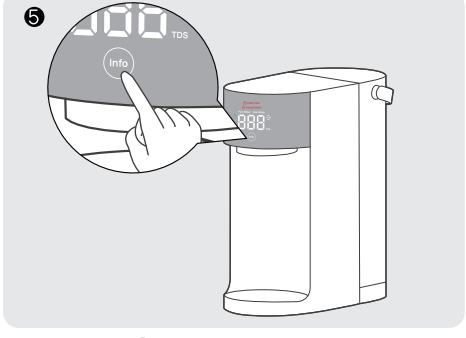
Insert a new filter into the compartment and rotate it clockwise to 🔒 until it stops.

❹



Close the top cover and plug in the appliance.

❺

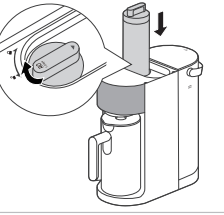
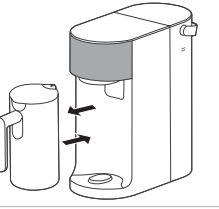


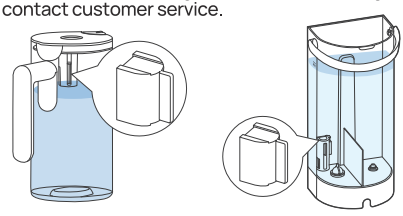
Long press (Info) for 5 seconds to reset the filter.

Note: Make sure the pitcher has been removed before resetting the filter.

❻ Flush the filter with 4 tanks of tap water as instructed in the "Before First Use" section.

TROUBLESHOOTING 05

Problem	Possible Cause	Solution
The machine does not filter water	The water tank is not installed properly	Check if the water tank is properly installed; after installation, the tank cover should be flush with the top of the unit.
	Low water level in the water tank	Empty & refill the tank.
	The filter is not installed properly	Unplug the appliance and open the top cover. Rotate the filter clockwise to 🔒 until it stops. 
	Air blockage in the system	Remove the pure water pitcher and perform 1 to 3 resets (waiting 10 seconds between each reset) to discharge trapped air from the system. 
	Hard water causes filter blockage	Check the water source and local water quality. If TDS > 1000 and the calcium and magnesium ion content is high, the filter may become clogged. 1. It is recommended to change the raw water source. 2. Replace the filter and observe performance. 3. Contact customer service if the issue persists.

The machine does not filter water	Abnormal detection by the sensor	Check if the water tank magnetic sensor is missing or damaged. If so, contact customer service. 
	The pitcher lid is not closed properly	Make sure the pitcher lid is properly installed according to the instructions.
Water is leaking from the machine	The water tank is not installed properly	Make sure the tank is fully and vertically inserted into the base. Misalignment or loose placement may cause leakage. The tank cover should be flush with the top of the unit.
	Internal leakage	Do not store or use the product in environments at or below 40°F, as low temperatures may cause internal damage. If leakage occurs under normal conditions, please contact customer service.
Water has an unusual or unpleasant smell	New machine in initial use	Flush the system with 4 tanks of tap water to remove protective solution from the filter. Refer to the "Using Your Appliance" section for detailed instructions.
	Machine has not been used for an extended period	Flush the system with 4 tanks of tap water before reuse. Refer to the "Cleaning and Maintenance" section for detailed instructions.
	The filter is not replaced on time	Replace the filter promptly. Shop new filters at www.dreo.com
	Residue buildup inside water tank	Mineral deposits and impurities may build up over time due to local water quality. Clean the water tank at least once a week.
	Poor taste in the first cup after standing overnight	This may be due to residual impurities or organic matter in an unclean pitcher. Clean the pitcher and re-filter water. If the issue persists, please contact customer service.
Odor detected when the product is first unpacked	Presence of plastic components in the machine	A mild odor upon unboxing is normal due to the presence of plastic parts. This smell will typically dissipate after placing the product in a cool, well-ventilated area for a short period.

Slow water production	Air blockage in the system	Remove the pure water pitcher and perform 1 to 3 resets (waiting 10 seconds between each reset) to discharge trapped air from the system.
	Hard water causes filter blockage	Check the water source and local water quality. If TDS>1000 and the calcium and magnesium ion content is high, the filter may become clogged. 1. It is recommended to change the raw water source. 2. Replace the filter and observe performance. 3. Contact customer service if the issue persists.
	Normal flow rate range	The machine is designed to dispense water at a rate of approximately 200–260 ml/min. Flow rate may vary slightly between units. This is normal and safe for use.
	Limescale can clog up the appliance and disrupt water flow.	Descale your appliance according to the "Descaling" section or purchase our descaling kit to clean and descale the entire water system. Shop new descaling kit at www.dreo.com
Presence of air bubbles or cloudiness in water	New filter or new machine	Initial use may release small particles or bubbles from the filter's activated carbon and protective materials. This is normal and will clear after flushing.
Abnormal TDS readings	Difference between displayed TDS and TDS pen reading	1. After long periods of non-use, initial water output may show large TDS fluctuations, leading to differences between machine display and TDS pen readings. 2. A deviation within 10–15% is generally considered normal.
	High TDS value	1. Check if the tap water TDS is unusually high; consider changing the water source. 2. If the product hasn't been used for a while, flush the system before use. 3. Check if the filter needs to be replaced. If the issue persists, please contact customer service.
Loud noise during operation	The booster pump generates sound while running.	A noise level ≤45 dB(A) under rated conditions is normal and safe for use. If unusual or abnormal noises occur, please contact customer service.

DREO CUSTOMER CARE 06

12-MONTH LIMITED WARRANTY

What is Covered

DREO warrants to you that your product will be free from original defects in materials and workmanship for a period of twelve (12) months from the date of your purchase, when you use your product for intended purposes in accordance with this User Manual.

Please retain your proof of purchase. If you do not retain your proof of purchase, your warranty will start two (2) months from the date of manufacture printed on your product label.

What is Not Covered

This limited warranty only applies to the original purchaser of your product and is non-transferable. This warranty is only valid if your product is used in the country in which you originally purchased it. In addition, this warranty will not apply, and DREO will not be liable for any costs, damages, or repairs, in connection with any of the following:

- Accidents or use of your product with inappropriate force;
- Damage or destruction caused by wrong voltage or unstable electric current;
- Normal wear and tear;
- Careless operation or handling, misuse, abuse, neglect, and/or failure to maintain or use your product in accordance with this User Manual;
- Any partially or completely altered, modified and/or dismantled products;
- Reduction in battery discharge time due to battery age or use (as applicable);
- Products with altered or removed serial numbers;
- Clearing any blockages from the product;
- Purchases from retailers and distributors not authorized by DREO to sell this product;
- Defects caused by or resulting from damages from shipping or handling by any third party not authorized by DREO to ship or handle your product; or
- Defects caused by or resulting from repairs, service, improper maintenance, or alteration to your product or any of its components by anyone other than a repair person authorized by DREO.

Any service and customer support that DREO provides to you under this limited warranty will not extend the duration of this limited warranty.

Warranty Limitations and Exclusions

ANY IMPLIED WARRANTIES RELATING TO YOUR PRODUCT, INCLUDING BUT NOT LIMITED TO THE WARRANTY OF MERCHANTABILITY AND THE WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THE LIMITED WARRANTY SET FORTH ABOVE AND ARE OTHERWISE DISCLAIMED.

THIS LIMITED WARRANTY SHALL BE THE SOLE REMEDY OF THE PURCHASER OR USER OF THE PRODUCT, AND DREO SHALL NOT BE LIABLE FOR AN ALLEGEDLY DEFECTIVE OR DAMAGED PRODUCT EXCEPT TO REPAIR OR REPLACE IT IN ACCORDANCE WITH THIS LIMITED WARRANTY. DREO WILL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, INDIRECT, CONTINGENT, OR CONSEQUENTIAL DAMAGES OR LOSSES OF ANY NATURE THAT YOU MAY INCUR IN CONNECTION WITH YOUR PURCHASE OR USE OF YOUR PRODUCT.

Some jurisdictions do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights, and you also may have other rights which vary from jurisdiction to jurisdiction.

Limited Remedies

If your product fails because of an original defect in material and/or workmanship during the warranty period, DREO will repair or replace (in DREO's sole discretion) your product.

To obtain warranty service on your product, contact us at support@dreo.com / ca-support@dreo.com or at (888) 290-1688 (available from Monday - Friday, 9:00 AM - 5:00 PM PST/PDT) for further instructions.

IN THE EVENT OF AN ORIGINAL DEFECT IN MATERIAL AND/OR WORKMANSHIP, TO THE EXTENT PERMITTED BY LAW, THE REMEDIES SET FORTH IMMEDIATELY ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES.

FCC Statement

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 of this product is 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 to 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.

Model No.: DR-KWF002 / DR-KWF003 / DR-KWF004 / DR-KWF005
Rev_1.3_EN

We're Here to Help!

(888) 290-1688 Mon - Fri, 9:00 am-5:00 pm PST/PDT
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Hesung Innovation Corp
377 Valley Rd, Unit #2686, Clifton, NJ 07013 USA

www.dreo.com

Looking for help?

Contact us to get expert support.

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