Waterdrop

# Frequently Asked Questions (FAQ)

## Q. Does this reverse osmosis system require electricity?

A. Yes, our reverse osmosis system requires under-sink electricity.
Please check if the reverse osmosis system is plugged into the same outlet as the garbage disposal or dishwasher. If plugging in the reverse osmosis system doesn't work, please prepare a separate outlet.

## Q. Does the machine require drilling for installation?

A. Yes, the RO system requires drilling two holes for installation. One is for the RO faucet and the other is for the drain line connection.

## Q. Is it suitable for well water?

A. We do not recommend using well water as source due to its complicated composition. If you are using well water as the source, please make sure that the feed water has been through the spin down sediment water filter or whole house water filter system first.

## Q. Can I use my own faucet?

A. Our machine needs to be used with the provided faucet. If you want to use your own faucet at home, please be aware that there may be compatibility issues.

## Q. Can I connect it to the kitchen faucet?

A. Our machine needs to be connected to a dedicated faucet for water dispensing. It is not suitable for connecting to the main kitchen faucet. It cannot be directly used on the main water supply pipe.