



droplet®

# THE MODULAR DRINKING SYSTEM

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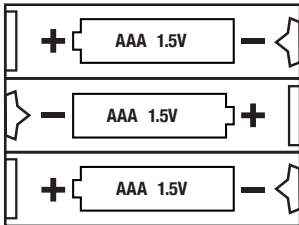
Troubleshooting  
Guide

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## If The Droplet® Smart Base Is Not Working:

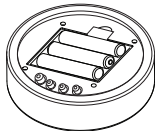
- Check batteries are inserted with the correct polarity.
- Do not mix batteries of different types.
- Never mix new and old batteries.



If the Droplet® Smart base is still not working follow RESET instructions.

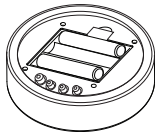
**Reset Instructions:** Please note, when you reset, any personal pre-recorded messages will be deleted.

1



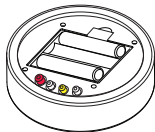
- Remove battery cover.

2



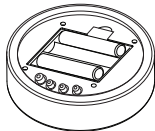
- Remove centre battery only.

3

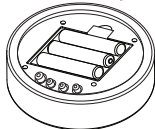


- Now press and hold the **RED BUTTON** and **YELLOW BUTTON** whilst replacing the centre battery in the correct polarity. When you hear the “double beep” you can release the buttons. (If there is no “double beep”, check battery polarity and repeat steps 2-3). If there is still no “double beep” contact us on 01480 222366.

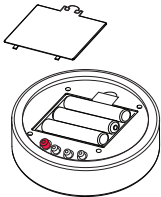
4



- After “double beep” remove centre battery and replace again in the correct polarity.

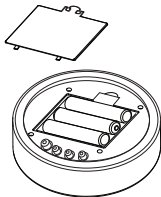


5



- To complete the reset process and re-activate.
- Press and hold the **● RED BUTTON** for 2 seconds.
- Your Droplet® Smart base is now reset to factory setting and ready to use.

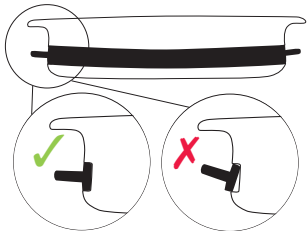
6



- Close battery cover.

## If The Droplet® Control Flow Lid Is Lifting From The Mug Or Tumbler

- Always ensure you have clean hands before handling the silicone ring or control flow lid.
- Before use or after cleaning the lid, check the silicone ring sits evenly in the groove of the lid.
- Please refer to the diagrams below to check the silicone ring is inserted correctly and evenly.



- Your Droplet® control flow lid is now ready to use.

**WARNING!** Use caution when filling product with liquids. Always make sure the lid is sealed before drinking. Ensure silicone ring is securely fitted into the groove of the lid.

Want help with Droplet?

Why not visit our FAQ's and Product Support page, where you can find all the information you need to set up, start using and care for Droplet.

Or feel free to contact us on

**020 3773 8988**

or

**[hello@droplet-hydration.com](mailto:hello@droplet-hydration.com)**



**droplet<sup>®</sup>**

**[www.droplet-hydration.com](http://www.droplet-hydration.com)**