AIO® Ceiling Suspended (with ERV option)

User Guide



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CONTACT INFO

VIP Customer/Technical Support
Email: vip@innova.co
Phone: (212) 204-2700

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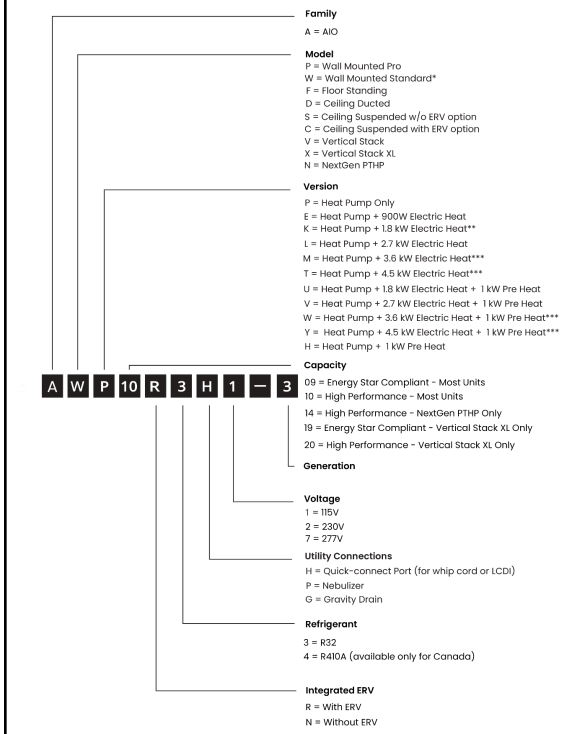
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MODEL NUMBER NOMENCLATURE

The code identifies the family, model, version, size, voltage, accessories, refrigerant type, and ERV option. See the diagram below for details.

Figure 1. AIO® nomenclature



* 8" Vents: Just generation (e.g., = 3)
6" Vents : Generation + SP (e.g. = 3SP)
** Field convertible to 900W
*** AIO® Vertical Stack XL **Only**

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1. ABOUT THIS GUIDE

This guide outlines the procedures for safely using the unit. Following these instructions reduces the risk of equipment damage and potential safety hazards.

1.1 Documentation-specific language

Some language and symbols in this guide have specific meanings.

1.1.1 Reference to the product

Any reference to "the unit" is meant to refer to the AIO® Ceiling Suspended (with ERV option) unit.

1.1.2 Unit orientation

All directions in this guide (left, right, top, and bottom) are given from the perspective of facing the unit.

1.1.3 Role definitions

This guide is primarily intended for users. The roles of technicians are also defined here for reference.

- **User:** A non-expert who can safely operate the unit and perform basic diagnostics and maintenance.
- **Service technician:** A trained and qualified HVAC professional who performs service or maintenance in compliance with Occupational Safety and Health Administration(OSHA) safety requirements, recognized industry best practices, and all applicable federal, state, and local codes and standards.
- **Trained HVAC technicians:** A group term for both installation and service technicians.

1.2 Safety notices, icons, and symbols

Warnings, Cautions, and Attentions are included throughout this guide. Read each carefully and follow the stated instructions.

1.2.1 Safety notices

Each Safety Notice represents the level and immediacy of risk. Each warning panel displays a background color and a signal word. They may include an icon to specify the topic.

DANGER

The red notice with the **DANGER** title indicates an imminent hazard that, if not avoided, will result in death or serious injury.

WARNING

The orange notice with the **WARNING** title indicates a potential hazard that, if not avoided, could result in death or serious injury.

CAUTION

The yellow notice with the **CAUTION** title indicates a hazardous situation that, if not avoided, could result in minor to moderate injury or property damage.

1.2.2 Hazard icons

The hazard icons represent the type of risk and are used in conjunction with any of the warning panels.

	The flame icon indicates information related to a fire or explosion hazard.
	The lightning-bolt icon indicates a warning related to electrical hazards.
	The three vertical, S-shaped, parallel lines icon indicates information related to a hot surface hazard.
	The hand icon indicates information about moving-part hazards and sharp-surface hazards.
	The slippery surface icon indicates information related to a slipping hazard.
	The exclamation-mark icon indicates general hazards (environmental hazards, moving parts hazards, lifting hazards, and other categories).

1.2.3 Annotation icons

Annotations are provided throughout this guide. Read each one carefully and follow the instructions provided.



Indicates important information required for proper installation and operation. Failure to follow these instructions may result in reduced system performance.



Indicates supplemental information, tips, or useful background information.

2. SAFETY GUIDELINES

This guide provides many important safety messages for the unit. Read and adhere to all safety messages. Following all the information in this guide minimizes the risk of fire, explosion, electrical shock, property damage, personal injury, or death.

⚠ WARNING

- In the event of a refrigerant leak, remove the unit from an occupied room and store it in a well-ventilated, unoccupied space.
- Do not pierce or burn the unit.
- Always keep the unit upright to prevent leakage.
- Do not operate the unit where explosive gases are present or where humidity and temperature levels exceed the maximum allowed in the specifications. Doing so may cause an explosion and a fire. Ventilate the room well when using the unit together with a stove or similar appliances.

⚠ WARNING

- Only qualified professionals should install and service this equipment. Improper installation or modifications by an unqualified person could result in death or serious injury. When working on the equipment, observe all precautions in the installation manual and labels attached to the equipment.
- The installer is responsible for installing the equipment correctly. Installation must be performed in conformance with all applicable local and national codes.

⚠ WARNING

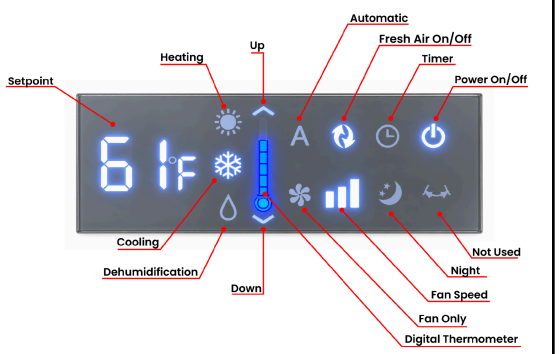
- Do not sit on, lean on, or place anything on top of the unit, especially liquids. Doing so may trigger a short circuit, damage the unit, and/or expose the user to the risk of electrocution.
- The unit is not intended for use by children. Adult supervision is required if children are present.
- Do not insert hands or other objects through the air inlets when the unit is in operation. Electrical and moving parts could cause shock and injury.

⚠ CAUTION

Do not use the unit until it has been inspected and certified by INNOVA. Operating the unit before certification voids the warranty.

3. DISPLAY OVERVIEW

Figure 2. Onboard touch controller



The onboard touch controller offers six operating modes for precise thermal regulation and comfort control of the conditioned space.

Cooling mode ❄
Cools the space according to the set temperature and dehumidifies and filters the air.

Heating mode ☀
Heats the space to the set temperature and filters the air.

Auto mode A
Sets and maintains a target temperature, automatically switching between cooling and heating as needed to hold that temperature. While doing so, it also dehumidifies and filters the air.

Dehumidification mode 💧
Removes excess humidity (moisture) from the space and filters the air, providing a slight cooling effect. This mode is especially useful in spring and fall, when the temperature is comfortable, but humidity still may cause discomfort.

In Dehumidification mode, the unit overrides the room temperature and fan speed settings and runs the fan at low speed only, so it's normal for it to cycle on and off intermittently.

Fan Only mode ✻
Circulates and filters the air without affecting the temperature.

Night mode
Gradually raises the temperature and then turns the unit off, saving energy while promoting comfortable sleep.

4. BASIC OPERATIONS

4.1 Power On/Off ⏻

Power the unit on or off (standby) by pressing the **Power key** (⏻). The unit's control system has memory, so settings are retained when the unit is turned off or during a power loss.

⚠WARNING

Use the **Power key** (⏻) to activate or deactivate the unit for short time periods only. For long periods of inactivity, the unit must be shut off with the **Power key** and then unplugged or disconnected from the main power breaker.

- The AIO® Ceiling Suspended system retains all your settings even if the power is turned off or a power outage occurs.
- The display dims after 30 seconds of inactivity, and only the temperature remains lit.
- The unit can connect to an Android or iOS mobile device via the Tuya Smart Life app and a built-in WiFi chip. The app features timer functions and centralized control of multiple units. Refer to AIO Wi-Fi Module (2.4 + 5 GHz) ... for more information.

4.2 Cooling mode ❄

To activate Cooling mode:

1. Verify that the unit is on.
2. Press and hold the **Cooling mode key** (❄) for five seconds. The Cooling mode icon (❄) remains lit.
3. Use the up and down arrows (^ v) to set the desired temperature between 61°F (16°C) and 87°F (31°C).

4. Set the fan speed by pressing the **Fan Speed key** ( ) until the desired speed is displayed. For instructions on fan speed, refer to Section 4.7.

4.3 Heating mode

At startup, it can take up to three minutes for the unit to start supplying warm air.

To activate Heating mode:

1. Verify that the unit is on.
2. Press and hold the **Heating mode key** ( ) for five seconds. The Heating mode icon ( ) remains lit.
3. Use the up and down arrows ( ) to set the desired temperature between 61°F (16°C) and 87°F (31°C).
4. Set the fan speed by pressing the **Fan Speed key** ( ) until the desired speed is displayed. For instructions on fan speed, refer to Section 4.7.

4.4 Auto mode

To activate Auto mode:

1. Verify that the unit is on.
2. Press and hold the **Auto mode key** (A) for five seconds. The Auto mode icon (A) remains lit.
3. To exit Auto mode, press and hold either the **Cooling mode key** ( ) or the **Heating mode key** ( ) to select that mode.

4.5 Dehumidification mode

To activate Dehumidification mode:

1. Verify that the unit is on.
2. Press and hold the **Dehumidification mode key** ( ) for five seconds. The Dehumidification mode icon ( ) remains lit.
3. To deactivate Dehumidification mode, press and hold the **Dehumidification mode key** ( ) again for five seconds.

In Dehumidification mode, fan speed cannot be adjusted.

4.6 Fan Only mode

To activate Fan Only mode:

1. Verify that the unit is on.
2. Press and hold the **Fan Speed key** ( ) for five seconds. The Fan Speed icon ( ) remains lit.
3. Set the fan speed by pressing the **Fan Speed key** ( ) until the desired speed is displayed. For instructions on fan speed, refer to Section 4.7.

In Fan Only mode, the unit does not cool, heat, or dehumidify.

4.7 Selecting fan speed

In Fan Only, Cooling, Heating, or Auto mode, press the **Fan Speed key** ( ) repeatedly to cycle through the available fan settings:

- **Low:** One bar appears.
- **Medium:** Two bars appear.
- **High:** Three bars remain steadily lit.
- **Boost:** Three bars flash.
- **Auto:** The bars repeatedly illuminate in sequence from one to three.

4.8 Timer

Use the timer to set a time for when the unit starts or stops operating.

To set the unit to turn off at a later time while it is running (or vice versa):

1. When the unit is on/off, press the **Timer key** ( ).
2. Use the up and down arrows ( ) to set the number of hours until the unit turns on or off.
3. Press the **Timer key** ( ) again to confirm the selection.

Once the selection is confirmed, the display briefly shows the temperature, mode, and fan speed that will take effect when the timer starts. The Timer key remains lit.

To reset the timer, set the digits to 00.

4.9 Night mode

The human body temperature naturally falls during sleep. While the unit is in Cooling or Heating mode, activating Night mode adjusts the room temperature to match the changes in body temperature. It also operates at a lower noise level and saves energy. This mode may be activated before going to sleep.

To activate Night mode:

- When the unit is operating, press the **Night mode key** ( ). The Night mode key remains lit.

To deactivate Night mode:

- Pressing the **Night mode key** ( ) again disables Night mode.

4.10 Fresh Air On/Off

The unit can be set to allow fresh air in and stale air out. The Fresh Air setting is activated by pressing the **Fresh Air On/Off key** ( ). When deactivated, the unit recirculates only the room air.

4.11 Touch-screen display key lock mode

In Key Lock mode, the user cannot perform any actions from the touch-screen control panel. This is a useful safety feature to prevent children from playing with the controls. This mode also blocks commands sent from the wireless remote control and remains active even through a power failure.

When Key Lock mode is active, the Power icon ( ) constantly flashes, confirming that the display key is locked.

To toggle the lock:

1. If the unit is not actively working (either in Auto, Heat, Cool, Dehumidification, or Fan Only mode), press the **Power key** ( ) to activate the display.
2. Press and hold the **Timer key** ( ) for three seconds to change the lock state.

3. To deactivate Key Lock mode, press and hold the **Timer key** ( ) again for three seconds.

4.12 Tuya app for mobile device control

The Tuya Smart Life app (available for Android, iOS, and PC) requires a GWX or GWN gateway. Once connected, it enables remote control of the unit over Wi-Fi, including switching modes, adjusting fan speed, fine-tuning temperature, and setting a seven-day programmable timer. Multiple units can also be grouped for synchronized control, and access can be shared with other users.

For more information, refer to:

AIO Wi-Fi Module (2.4 + 5 GHz) and Smart Life Ap...

5. SPECIAL PROGRAMMING

The AIO® Ceiling Suspended (with ERV option) unit uses advanced settings that can be modified to suit specific scenarios. Special programming is achieved by pressing specific icons on the touch controller. Follow the instructions in this section to make changes to the settings.

5.1 LED display brightness

The unit is equipped with a display brightness dimmer that enables the LED display to dim when the room is darkened. This is helpful in bedrooms, where a bright display can be disturbing while sleeping. If the display brightness sensor is disabled, the display retains maximum brightness at all times.

Definition of codes:

dS = Display brightness sensor is disabled

En = Display brightness sensor is enabled.

To deactivate or reactivate the display brightness sensor:

1. If the unit is not actively working (either in Auto, Heating, Cooling, Dehumidification, or Fan Only mode), press the **Power key** ( ) to activate the display.
2. Press and hold the **Night mode key** ( ) until either dS or En appears on the display.
3. To cycle between dS and En, press the **Night mode key** ( ).
4. When the desired mode, dS or En, appears on the display, do not press any more keys. Wait ten seconds for the system to record the change and return to the default display.

5.2 Hotel mode

Hotel mode is a setting intended for properties like hotels, dormitories, or short-term rental units. When enabled, Dehumidification and Auto modes are disabled, leaving only Fan Only, Heating, and Cooling available, and the settable range narrows to 71.6°F–82.4°F (22°C–28°C) in Cooling mode and 61°F–75°F (16°C–24°C) in Heating mode.

This keeps guests from setting extreme temperatures or unfamiliar modes, protecting energy costs and equipment while keeping the interface simple for untrained users. Hotel mode is disabled by default.

To activate Hotel mode:

1. If the unit is not actively working (either in Auto, Heating, Cooling, Dehumidification, or Fan Only mode), press the **Power key** ( ) to activate the display.
2. Press and hold the **Fresh Air On/Off key** ( ) until dS appears on the display.
3. Press and hold the **Fresh Air On/Off key** ( ) again until En appears on the display.
4. Wait ten seconds without pressing any key. The system records the change and returns to the default display. Hotel mode is now active.

5.3 Heating-only and Cooling-only modes

The unit can be locked in Heating-only or Cooling-only mode.

Definition of codes:

HC = Heating and Cooling mode

Co = Cooling-only mode

Ho = Heating-only mode

To activate Ho or Co modes:

1. If the unit is not actively working (either in Auto, Heating, Cooling, Dehumidification, or Fan Only mode), press the **Power key** (⏻) to activate the display.
2. Press and hold the **Auto mode key** (A) until either Ho, Co, or HC appears on the display.
3. To cycle between Ho, Co, and HC, press the **Auto mode key** (A).
4. When the desired mode (HC, Ho, or Co) appears on the display, do not press any more keys. Wait ten seconds for the system to record the change. When ready, the display automatically returns to its default.

To reactivate HC mode:

1. If the unit is not actively working (either in Auto, Heating, Cooling, Dehumidification, or Fan Only mode), press the **Power key** (⏻) to activate the display.
2. Press and hold the **Auto mode key** (A) until either Ho, Co, or HC appears on the display.
3. Press the **Auto mode key** (A) repeatedly until HC appears on the display.
4. Once HC appears, do not press any more keys. Wait ten seconds for the system to record the change.
5. When ready, the display automatically returns to its default.

5.4 Resistance heating

The resistance heating (for models that have a resistance heat strip) can be activated and deactivated.

Definition of codes:

Fh = Heat pump only

Fo = Fan coil only

rE = Resistance heating and heat pump

To activate or deactivate resistance heating:

1. If the unit is not actively working (either in Auto, Heating, Cooling, Dehumidification, or Fan Only mode), press the **Power key** (⏻) to activate the display.
2. Press and hold the **Heating mode key** (☀) until either Fh, Fo, or rE appears on the display.
3. To cycle between Fh, Fo, or rE press the **Heating mode key** (☀).
4. When the desired mode (Fh, Fo, or rE) appears on the display, do not press any more keys. Wait ten seconds for the system to record the change. When ready, the display automatically returns to its default.

5.5 Fahrenheit or Celsius display

The temperature units shown on the display can be changed between Fahrenheit (°F) and Celsius (°C). The default temperature unit on the display is in Fahrenheit.

1. If the unit is not actively working (either in Auto, Heating, Cooling, Dehumidification, or Fan Only mode), press the **Power key** (⏻) to activate the display.
2. Press and hold the down **arrow key** (⮟) on the temperature control until the display changes the currently displayed units to the alternative units.
3. Do not press any more keys. Wait ten seconds for the system to record the change. When ready, the display automatically returns to its default.

6. MAINTENANCE

This unit is engineered to provide maximum performance with minimal maintenance. Following the simple care instructions in this guide and keeping the unit clean helps ensure many years of reliable, trouble-free service.

6.1 Preliminary warnings

Before any cleaning or maintenance intervention:

1. Disconnect the unit from the electrical network by setting the main switch of the system to "OFF."
2. Wait a couple of minutes for the components to cool down to avoid the risk of burns.

⚠ DANGER

- Disconnect the unit from the power supply before servicing the unit.
- Verify that no voltage is present before performing any operation.
- After completing maintenance, reinstall all panels and covers and reconnect the power supply before restarting the unit.

Due to the importance of these maintenance tasks, INNOVA recommends establishing a maintenance service contract with a trained HVAC technician. Regular professional maintenance will help ensure the unit operates efficiently, extend its lifespan, and prevent faults.

⚠ WARNING

- Turning the unit OFF doesn't cut power to the electrical controls. Before servicing, unplug the power cord from the wall outlet or turn off the circuit breaker (or remove the fuses).

⚠WARNING

- Do not insert hands or other objects through the air inlet when the unit is in operation.

6.2 Performance optimization tips

This unit is engineered for maximum efficiency, powered by a state-of-the-art inverter compressor that adapts to changing cooling requirements. To maintain peak performance and minimize energy consumption, observe the following recommendations:

- Keep the filters clean (see Filter cleaning).
- Every three months, apply a coil cleaner (such as Nu-Calgon PowerZyme Gel) to the coils and condensate drain pan to break down organic buildup, sludge, and grease.
- Have the unit professionally inspected and cleaned by a service technician annually.
- Keep the doors and windows of the rooms closed while the unit is operating (unless operating with a stovetop). Proper insulation helps the unit maintain the desired inside temperature.
- Block direct sunlight while the unit is operating. Use curtains, blinds, or other shading to keep the room cool.
- Consider installing window tinting to reduce heat entering a room, thus reducing the cooling load.
- Keep the unit's supply and return airflow grilles clear. (For more information, see the section titled "Clearance requirements" in the AIO® Ceiling Suspended (with ERV option) Product Data Sheet.) Blocking them reduces performance and may cause unit damage, voiding the warranty.
- Keep window coverings away from the unit to ensure free airflow.

6.3 Filter cleaning

This unit contains two types of filters:

- **Return and stale air filters:** Four steel mesh filters that capture large particles. These filters must be cleaned monthly.
- **ERV fresh air filter:** One filter made of non-washable, nonwoven material that captures small particles. Inspect this filter every three months, or more frequently depending on usage and environmental conditions.

⚠CAUTION

Clogged, dusty filters restrict airflow, reduce system performance, and can cause component failure. In extreme cases, they may create a fire hazard and will void the warranty.

⚠WARNING

When working in the interior of the unit, pay attention to sharp surfaces.

6.3.1 Return air filter maintenance

To clean the return air filters:

1. Turn off the unit, disconnect the power supply, or turn off the circuit breaker, then wait one hour for the unit to cool down.
2. Open the lower front panel to access the four return air filters.
3. Remove the return air filters.
4. Remove dust from the filters using a vacuum cleaner or by washing them in running water. Use mild soap if needed, but detergents or solvents can damage the unit.
5. Leave the filters to dry in the shade. Exposure to the sun or washing with water hotter than 104°F (40°C) can cause the filters to shrink.
6. Allow the filters to completely dry before reinstalling to prevent mold growth.
7. Replace the cleaned filters underneath the coils, taking care to position them correctly.

6.3.2 ERV fresh air filter maintenance

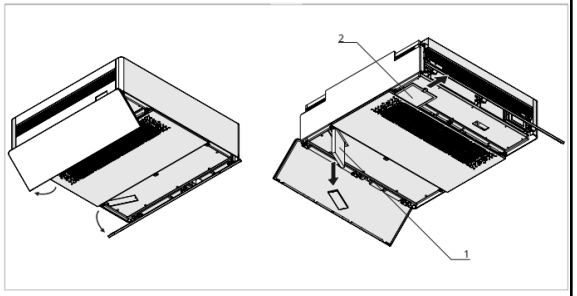
To clean the ERV fresh air filter (if included):

⚠CAUTION

- Do not wash the ERV filter, as it destroys its filtering capability.
- Dispose of used filters in accordance with local regulations.

1. Turn off the unit, disconnect the power supply, or turn off the circuit breaker, then wait one hour for the unit to cool down.
2. Open the lower back panel to access the ERV fresh air filter.
3. Remove the filter.
4. Inspect the filter:
   - If the filter is dirty but otherwise in good condition, clean it using a vacuum cleaner or low-pressure compressed air.
   - If the filter is damaged, visibly clogged, or cannot be adequately cleaned, replace it.
5. Reinstall the cleaned or replacement filter in its correct position.
6. Close the lower back panel.

Figure 3. Accessing the filter



1	Fresh air filter	2	Return air filter

6.4 External cleaning

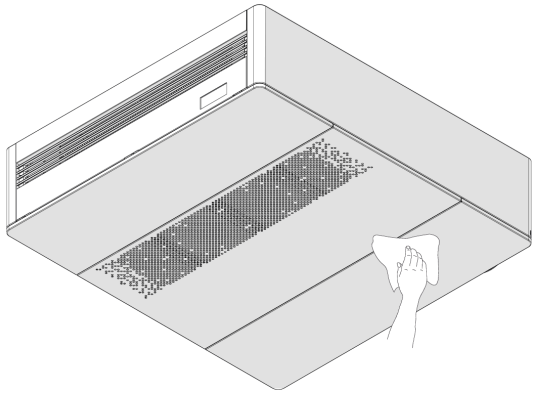
To maintain optimal performance, use a damp cloth to clean the cabinet as necessary.

To clean the unit's exterior:

1. Turn off the unit, disconnect the power supply, or turn off the breaker, and wait one hour for the unit to cool down.
2. Gently wipe down the cabinet using a slightly damp cloth.
3. Gently wipe down the return air grille using a slightly damp cloth.
4. Gently wipe down the supply air louver using a slightly damp cloth.

Do not use abrasive sponges, detergents, solvents, or aggressive chemicals, as they can damage the painted surfaces.

Figure 4. External cleaning



7. TROUBLESHOOTING

The following troubleshooting information is provided to help efficiently diagnose system faults. Following these verified diagnostic sequences minimizes downtime and prevents the unnecessary replacement of functional components.

7.1 Normal occurrences

The following conditions are normal and do not indicate a malfunction.

Table 1. Normal occurrences

Issue	Normal Functionality
There is a whirring noise.	The indoor fan runs continuously when the unit is operating in the cooling mode.
A three-minute delay occurs at startup.	A delay of a few minutes may occur if the unit is restarted too soon after being turned off, or if the thermostat is adjusted right after the compressor has shut off. This is due to a built-in compressor restart protector that causes a three-minute delay.
The unit is operating silently.	In Heating mode, the unit periodically defrosts its outdoor coil. During the defrost cycle, the unit keeps running but does not supply warm air to the room. Defrost lasts 3 to 10 minutes.
The unit continues to work after being turned off.	To protect the compressor and prevent short cycling, the unit is designed to continue running for a minimum of three minutes after the compressor starts, regardless of thermostat setting.

7.2 Common problems

If the unit is not operating properly, refer to the following table for possible solutions. If the unit is still not working after performing the suggested checks, call VIP Customer/Technical Support for assistance.

Table 2: Common problems

Problem	Possible Causes	Solution(S)
The unit does not turn on.	No power	Disconnect the power, wait five minutes, and reconnect it.
	The fuse is blown, or the circuit breaker is tripped.	Verify the circuit breaker has not tripped. Replace the fuse if it is blown. Restore power before attempting a restart.
	The unit is disconnected from the power source.	Verify that the unit is connected to the power source. Restore power before attempting operation.
	The unit is waiting for the compressor overload protector to reset	To protect the compressor and prevent short cycling, the unit is designed to run for a minimum of three minutes after the compressor starts, irrespective of the thermostat setting.
	The current interrupter device is tripped.	Disconnect the power, wait five minutes, and reconnect it.
The unit does not cool or heat adequately.	Indoor airflow is restricted.	Make sure there are no curtains, blinds, or furniture blocking the front of the unit.
	The room may be hot or cold.	Upon initial startup, allow sufficient time for the unit to reach the desired temperature and stabilize the room's climate.
	The heating and cooling load in the room changed.	Try to reduce the heating and cooling load of the room: Cover large windows exposed to sunlight using curtains or blinds. Keep doors and windows closed. Turn off any halogen lamps, ovens, steam irons, hot plates, etc.
	The temperature control may not be set properly.	Turn the control to a lower or higher setting. NOTE: The temperature may be limited by the admin settings.
	The return air filters are dirty.	Follow the instructions in Section 6.3 to clean the filters.
	The outdoor air fan is dirty.	Have a professional clean the outdoor air fan.
	The indoor or outdoor heat exchanger is clogged.	Have a professional clean the indoor/outdoor heat exchangers.
A burning odor occurs at the start of the heating operation.	There is dust on the surface of the heating element.	This can cause a burning odor at the beginning of the heating operation. The odor should quickly fade.

7.3 Error codes

The following table shows system error codes with their possible solutions. If the unit is still showing the error code after performing the suggested checks, call VIP Customer/Technical Support for assistance.

In some cases, the unit operates even when the error code is displayed. However, to maintain the unit and keep it operating properly, the issue causing the error code must still be resolved.

Table 3. Error codes

Error	Cause	Possible Solution	Will the unit work with the error code displayed
E1	The room temperature (RT) sensor is not working.	Disconnect the power, wait five minutes, and reconnect it.	Yes
E2	The indoor coil temperature (IPT) sensor is not reporting the state of refrigerant flow in the internal coil.	Disconnect the power, wait five minutes, and reconnect it.	No
E3	The outside temperature (OT) sensor is not reporting the temperature.	Disconnect the power, wait five minutes, and reconnect it.	No
E4	There is a fault in the external coil outdoor coil temperature (OPT) sensor; automatic defrosting is not working.	Disconnect the power, wait five minutes, and reconnect it.	Yes, defrosting is performed at fixed times instead.
E5	The internal fan motor is not working.	Disconnect the power, wait five minutes, and reconnect it.	No
E6	The external fan motor is not working.	Disconnect the power, wait five minutes, and reconnect it.	No
E7	There is no communication between the display and the unit.	Disconnect the power, wait five minutes, and reconnect it.	No
E8	The temperature of the compressor discharge gas is not being monitored.	None, call for an authorized technician.	No
CP	The dry contact (CP) is open; the unit only works if the contact is closed.	Check that the dry contact wiring is properly connected.	No
OF	In Cooling or Dehumidification mode, if condensate reaches the maximum level, the float switch activates the water distribution system and fan to disperse excess water.	Let the unit expel the condensate.	Compressor will stop, fans will expel condensate
	If the condensate drain line is blocked in Heating mode, the maximum level float switch will activate and may shut down the unit to prevent overflow.	Disconnect the power and check that the condensation pipe is not bent or obstructed, which would prevent the water from flowing out.	No

8. SERVICE AND ASSISTANCE

Before contacting VIP Customer/Technical Support about a service-related issue, check the troubleshooting tables. They may help resolve the problem, avoid an unnecessary service call, and save the cost of a service call if the problem is not caused by a unit defect.

If the tables do not resolve the problem, call VIP Customer/Technical Support at (212) 204-2700.

When calling, have the unit's model number, serial number, and date of certification ready so that assistance can be provided more quickly.

In addition to dispatching a technician, VIP Customer/Technical Support can also provide:

- Unit specifications and features.
- Use and care information.
- Recommended maintenance procedures.
- Installation information.
- Referrals to authorized dealers.

9. WARRANTY

For detailed terms and conditions, click the link below:

AIO Warranty Terms and Conditions - 2026 - INN...

9.1 Basic coverage

- **Parts:** 5 years from delivery.
- **Compressor:** 10 years from delivery.
- **Labor:** 2 years from certification (only if at least 10 units are installed, the site is certified by INNOVA or self-certified, and spare stock equal to 3% of total units is maintained)
- **Controllers:** Covered under a 2-year warranty.

9.2 Optional extended coverage

- **Additional 2-Year Parts & Labor Warranty:** Extends the basic coverage to four years for labor and seven years for parts.
- **Extended 10-Year Parts Warranty:** Extends parts coverage to a total of 10 years.
- **Extended 5-Year Full Warranty:** Extends full parts and labor coverage to a total of five years.
- **Extended 10-Year Full Warranty:** Provides a 10-Year full warranty on parts, labor, and the compressor.
- **Extended 15-Year Full Warranty:** Provides a 15-Year full warranty on parts, labor, and the compressor.

9.3 Validation requirements

- Installation must be certified by an INNOVA technician or self-certified within 30 days of commissioning.
- Installers must complete INNOVA training.
- The system must comply with local codes, use approved louvers, and be properly maintained (e.g., clean filters monthly and coils every 18 months).

For warranty service or claims, contact VIP Customer/Technical Support at vip@innova.co or (212) 204-2700.

10. REVISION HISTORY

Rev	Date	Revised By	Changes
2.0	Oct 13, 2026	Keren Yekutiel	New document

With over 20 years of experience in the climate comfort sector, we have a clear goal: growth through innovation. Our team is laser-focused on the conception, development, and production of innovative heating, ventilation, and air conditioning solutions. This mission has developed through bringing together technical skills, creativity, technology, design, Italian passion, and a global vision to achieve the best energy efficiency and performance.

innova.co | **USA:** 216-710-1000 **Canada:** 416-739-1000

MADE IN ITALY

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AIO® Ceiling Suspended (with ERV option) User Guide