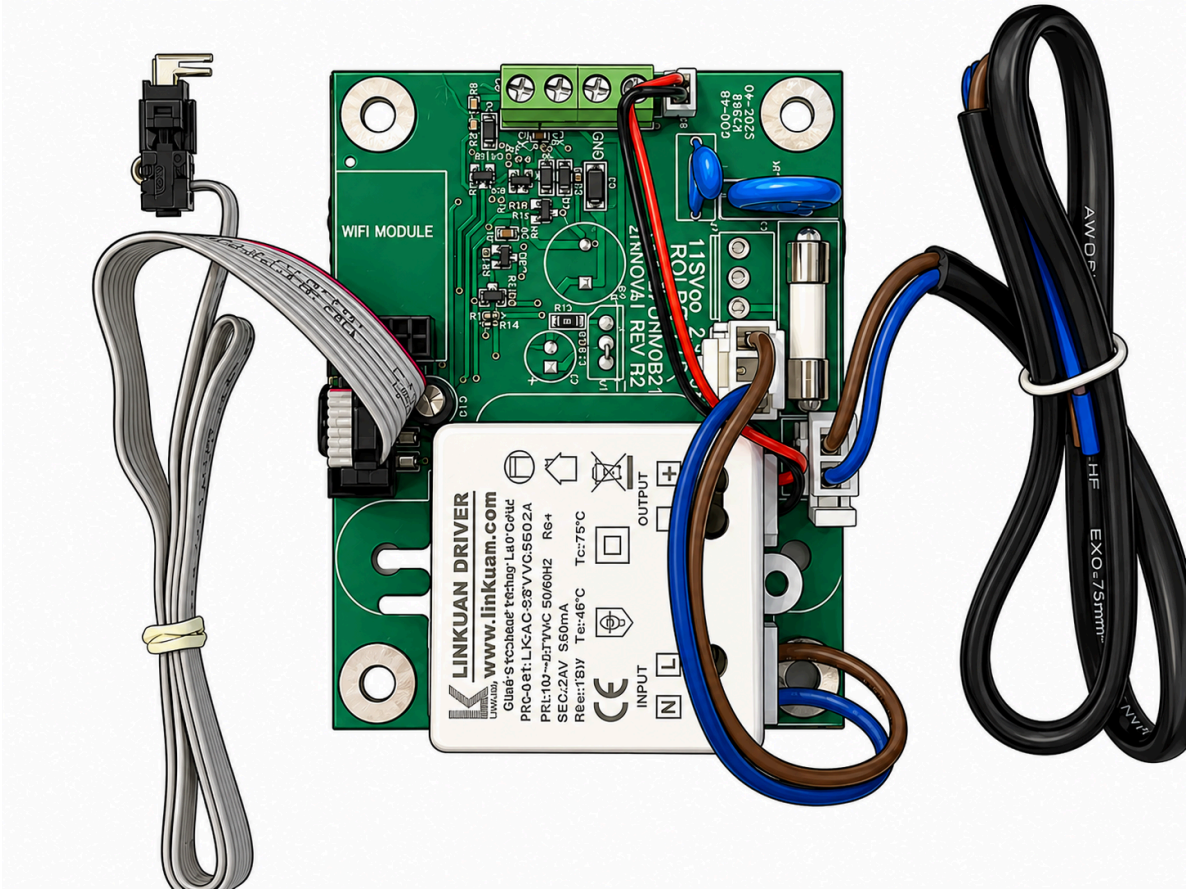
AIO® GWB20 Gateway for AIO® Heat Pumps

Installation Guide



innova

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DISCLAIMER

IMPORTANT - TRAINING IS REQUIRED PRIOR TO PERFORMING ANY INSTALLATION.

While this guide outlines the general installation requirements for the unit, it does not replace required installer training. Before commencing installation, the project manager must contact the INNOVA VIP Department at (212) 204-2700 to coordinate training for the installer.

Failure to ensure that installation is performed by INNOVA-trained personnel may result in improper operation or equipment damage, and may void the warranty.

Training may be conducted in person or remotely (online).

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Illustrations may not be to scale, and all information and dimensions stated herein are subject to change at any time at the sole discretion of INNOVA. Benefits described herein apply only to the extent that the product is installed correctly in the correct application and used for its intended purpose.

INNOVA is constantly innovating and improving its products and reserves the right to modify product design and specifications without notice and without incurring any obligations.

REVISION HISTORY

Rev	Date	Revised By	Changes
A	2026-04-30	Leah Kuber	Create a single document for all AIO® units.
B	2026-08-03	Leah Kuber	Minor technical corrections
C	2026-09-06	Leah Kuber	Clarify hardwiring procedure for all units.

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1. ABOUT THIS GUIDE

This guide outlines the required procedures for safely installing the GWB20 gateway in an AIO® heat pump unit. Following these instructions reduces the risk of equipment damage, improper installation, and potential safety hazards.

Important: Read the entire installation guide before beginning any installation tasks. Pay close attention to all safety warnings and notices.

Note: This guide is shipped with the gateway and is the property of the customer. Make sure this guide is left in the customer's possession.

1.1 Specific language

Some language and symbols in this guide have specific meanings.

Reference to the product
Any reference to "the unit" or "the AIO® unit" is meant to refer to the specific AIO® Wall Mounted unit described in that section of the document.

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

Role definitions
This guide is primarily intended for installers. The roles of end users and service technicians are also defined here for reference.

- **User:** A non-expert who can safely operate the unit and perform basic diagnostics and maintenance.
- **Installer:** A trained and certified HVAC installation technician responsible for the correct installation of the unit as indicated in the installation guide and in accordance with all local and national codes.
- **Service technician:** A trained and qualified HVAC professional who performs service or maintenance in compliance with 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 Annotations are included throughout this guide. Read each carefully and follow the stated instructions.

Safety notices
Each safety notice represents the level and immediacy of risk. Each warning panel displays a background color and a signal word and includes an icon to specify the topic.

DANGER

A red notice with the **DANGER** title indicates an imminently hazardous situation that could result in death or serious injury if not avoided.

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.

Warning icons
The warning icons indicate the type of risk and are used in conjunction with the safety notice panels.

	The flame icon indicates information related to a hot surface or explosion hazard.
	The lightning-bolt icon indicates a warning related to electrical hazards.
	The hand icon indicates information related to a hazard involving moving parts and sharp surfaces.
	The exclamation-mark icon indicates general hazards (environmental, lifting, and other categories).

Annotation icons
Annotations are provided throughout this guide. It is important to read each one carefully and follow the stated instructions.



Indicates instructions or information that is important to note to ensure optimal installation or operation of the unit.



Indicates supplemental information, tips, or useful background information.

2. QUICK GUIDE - INSTALLING THE GWB20 GATEWAY IN AIO® UNITS

⚠ WARNING

IMPORTANT! Before beginning any installation, read the Safety Guidelines in Section 4.

This Quick Guide provides links to the sections in this document that describe how to install a GWB20 gateway control board in each compatible type of AIO® heat pump unit.

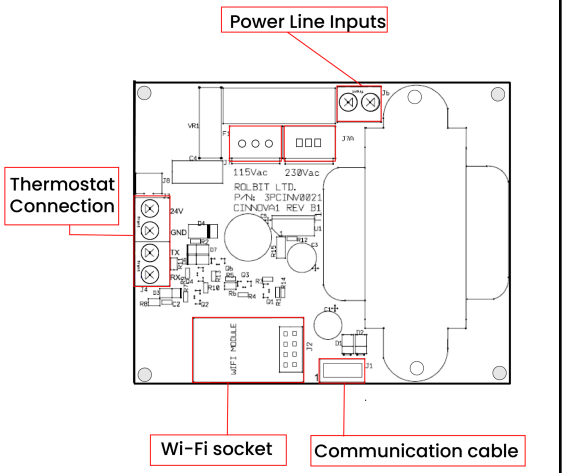
To install in an AIO® Wall Mounted (Standard/Pro) unit (Gen 1)
To install in an AIO® Ceiling Ducted unit (with or without ERV)
To install in an AIO® Ceiling Suspended unit (with ERV option)
To install in an AIO® Ceiling Suspended unit (without ERV option)
To install in an AIO® Vertical Stack unit
To install in an AIO® Vertical Stack XL unit

3. GWB20 GATEWAY OVERVIEW

The GWB Gateway integrates and manages operations for AIO® heat pumps, providing an interface between AIO® units and INNOVA wall thermostat controllers.

Figure 1 shows the GWB20 gateway board layout.

Figure 1. GWB20 gateway board layout



The GWB20 gateway can interface with:

- **Thermostats**: Supports the INNOVA Basic Touch Controller (LCTH20) and the INNOVA Advanced Touch Controller (TFTH20).
- **Wi-Fi module**: Enables control via an additional module (not included) that is connected to a dedicated application for smartphones, tablets, and computers.
- **Automatic Power source voltage selector**: Universal input line supports 120V, 230V, or 277V.

3.1 AIO® unit compatibility

The GWB20 gateway can be installed in the following AIO® units:

- AIO® Wall Mounted Standard / Pro (Gen 1 only)
- AIO® Ceiling Ducted (with and without ERV)
- AIO® Ceiling Suspended (with and without ERV option)
- AIO® Vertical Stack (Gen 3 only)
- AIO® Vertical Stack XL

- All references to the AIO® Wall Mounted unit refer to both the Wall Mounted Standard and the Wall Mounted Pro units.
- The GWB20 gateway cannot be used with Gen 1 of the Vertical Stack unit, and in the Vertical Stack Gen 2, the GWB20 comes pre-installed. See Section 9.

3.2 GWB20 gateway specifications

The following are the specifications of the GWB20 gateway:

- Power supply: Universal input (115V, 230V, and 277V nominal), 50/60 Hz; automatic voltage detection.
- Power consumption: 5.6 watts.
- Operating environment: Functional between 40°F (5.3°C) and 158°F (70°C).
- Storage environment: Stable between 0°F (-18°C) and 158°F (70°C) at 90% relative humidity (non-condensing).
- Thermostat connections: Connects to INNOVA LTCH20/TFTH20 controllers via four screw terminals.
- Fuse protection: 2-amp ceramic fuse.
- Dimensions: 3.4" (86.4 mm) x 2.7" (68.6 mm) x 1" (25.4 mm).

The GWB20 gateway is an optional component for the AIO® unit. It must only be used for this purpose.

4. SAFETY GUIDELINES - READ BEFORE INSTALLING

This guide details the proper steps to take for the safe installation of a GWB20 gateway in an AIO® unit. By following these instructions, the risk of damage to the equipment can be significantly reduced.

Read the entire installation guide before installing the gateway. Pay careful attention to all safety notices and warnings.

Failure to apply the indicated rules may cause malfunctions in the appliances and relieve the manufacturer of any warranty and of any liability for damage to persons, animals, or property.

All safety regulations in force at the installation site, as well as common-sense precautions, must be followed.

The precautions listed in this installation guide are intended to supplement accepted safe practices. In case of a direct conflict between accepted safety practices and this guide, the more stringent precaution takes precedence.

Failure to follow the instructions in this guide can result in property damage, serious injury, or death.

4.1 Fire/explosion hazards

⚠ WARNING

- In the event of abnormal conditions (such as a strange or burning smell, noise, or smoke), turn off the unit and disconnect it from its power source immediately. Report the issue immediately to your INNOVA representative or distributor.
- Servicing shall be performed only as recommended by the manufacturer.

4.2 Electrical hazards

⚠ DANGER

- Only trained HVAC technicians may install this gateway. Improper modifications by an unqualified person can result in serious injury or death.
- When working on the equipment, observe all precautions in the guide and on labels attached to the equipment.
- Before installation, maintenance, or servicing, disconnect power to the entire system. Verify that power to the entire system is down, including any remote disconnects, peripherals, third-party devices, and devices operating on the unit's network.
- Follow all OSHA-compliant Lockout/Tagout (LOTO) procedures.

⚠ WARNING

- All electrical connections, wiring, and grounding must be done by a qualified electrician and must comply with the National Electrical Code (NEC/NFPA-70) and all local codes that hold jurisdiction. Improper wiring or loose connections may cause overheating, fire, or electric shock.
- Use only the supplied installation-specific components. Using different components could lead to water leakage, electric shock, or fire.
- Do not open access panels to the interior of the unit without first disconnecting the power and/or turning off the breaker.
- The unit contains capacitors that may retain an electrical charge after the power is disconnected. Thus, before beginning any installation or servicing, to avoid electrical shock or serious injury, be sure to:
  - Discharge all motor start-run capacitors.

⚠ WARNING

  - Verify (using a voltmeter) that no power is running into the unit.
  - Wait at least five minutes for the AIO® unit to cool down and for the capacitors inside the unit to discharge.

⚠ CAUTION

- In the event of a blackout or thunderstorm, turn the unit off and disconnect it from the power source immediately.

4.3 Moving parts hazards

⚠ DANGER

- Do not operate the equipment with panels, guards, or covers removed, except when specifically instructed by the procedures below to test the installation.
- Ensure power is disconnected and components have come to a complete stop before accessing the interior. Internal fans, motors, and other moving components may start automatically when power is supplied.

⚠ WARNING

- Keep hands, hair, tools, and loose clothing away from fans and moving components. Contact with moving parts can cause serious injury.
- Do not remove, bypass, or disable protective covers, guards, or safety interlocks.

4.4 General safety guidelines

⚠ WARNING

- Do not modify or tamper with the gateway or controller. Unauthorized alterations may compromise safety, create hazardous conditions, and void the warranty.
- Wear appropriate personal protective equipment (PPE) such as gloves and safety glasses during the installation process.
- Only a qualified HVAC professional may install this unit. The installer must be licensed, insured, or bonded, as required by local regulations.

Installation by anyone other than an INNOVA-trained and qualified HVAC professional voids the warranty on the unit.

4.5 Installer responsibilities

- Install the unit safely and in accordance with all applicable local and national codes and regulations.
- Ensure that you fully understand the product and the installation procedures before beginning installation. Installation activities involve greater risk than normal system operation.
- Provide the customer with the information necessary to operate the system safely after installation.

The safety precautions in this guide are intended to supplement recognized best practices. In the event of a conflict, the more stringent safety measure always takes precedence.

5. PREPARING FOR INSTALLATION

Before beginning the installation procedure, verify that all required components have been received and that all required materials and accessories are present.

5.1 Shipping configuration

The GWB20 gateway is shipped in a single package containing the gateway board with the black power cable and flat gray communication cable preconnected, and two double-sided adhesive foam strips preattached to the back of the board.

5.2 Inspecting the package

When the shipment is received, inspect it thoroughly before proceeding to installation:

1. Ensure that the contents match the order and shipping documents.
2. Inspect the entire gateway and any accessories for any damage that may have occurred during shipping.
3. If the package or contents appear damaged:
   a. Photograph all damage and all sides of the component to support a damage claim.
   b. Clearly document the damage on the freight bill.
   c. Notify your INNOVA representative or distributor.

Report all damage within two weeks of delivery to be eligible for a claim.

5.3 Required tools and supplies

- #2 Phillips-head screwdriver
- Mini (⅛″) flathead screwdriver
- Alcohol pad (for cleaning)

6. INSTALLING THE GWB20 GATEWAY IN THE AIO® WALL MOUNTED (GEN 1) UNIT

To install the GWB20 gateway in an AIO® Wall Mounted (Gen 1) unit:

1. Open the AIO® unit.
2. Attach the gateway to the unit.
3. Connect the power and communication cables between the gateway and the unit.
4. Close the AIO® unit.

The GWB20 gateway cannot be used with the Gen 2 or 3 Wall Mounted units.

6.1 Opening the unit

To open the AIO® Wall Mounted (Gen 1) unit:

1. **Disconnect the power supply.**
   Disconnect the unit from the power supply and wait at least five minutes after it was last operated.
2. **Remove the return air filter and grille.**
   Lift the top grille off the unit, and then gently pull up on the plastic around the return air filter and carefully lift the filter to remove it.

Figure 2. Lift off the top grille

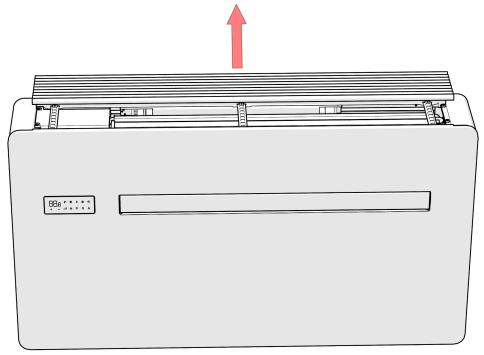
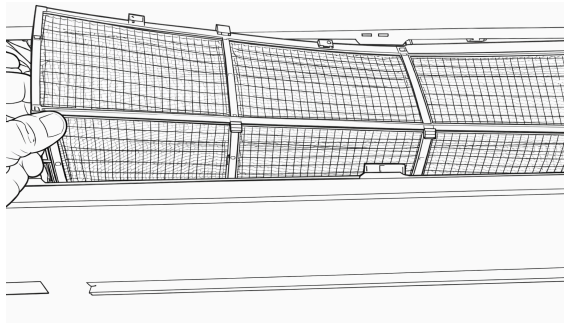


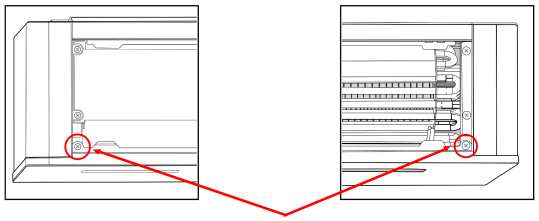
Figure 3. Remove the filter



3. **Remove the front panel.**
   Remove the two front screws on the top of the unit, and gently lift and pull the front panel forward to remove it.

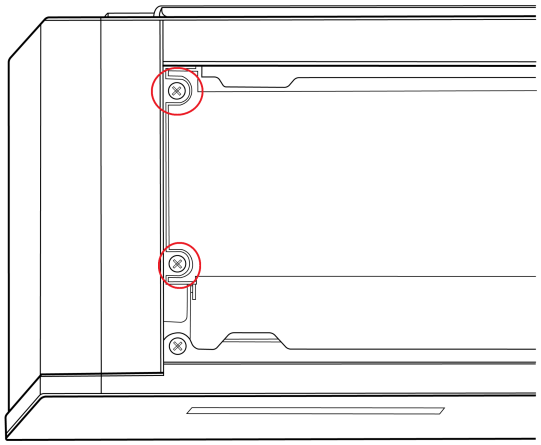
Keep the screws removed in each step separate.

Figure 4. Remove the front top screws



4. **Remove the electrical protective cover.**
   a. Remove the two screws on the top left that hold the black plastic electrical protective cover in place on the frame.

Figure 5. Remove the left screws from the electrical cover



   b. Remove the two lower screws securing the black plastic electrical protective cover to the onboard touch controller cover and the unit, then remove the protective cover.

Figure 6. Removing the electrical protective cover

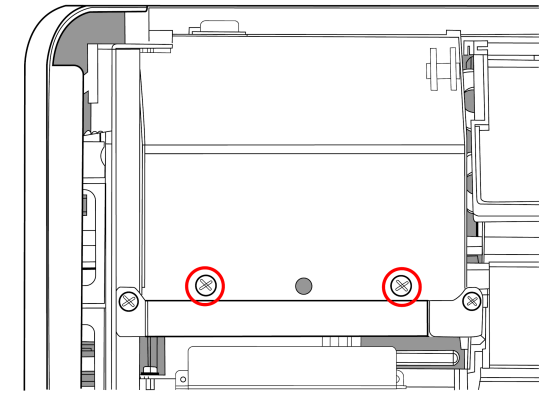


Figure 7. Inside of the electrical protective cover



6.2 Attaching the GWB20 gateway to the unit

⚠CAUTION

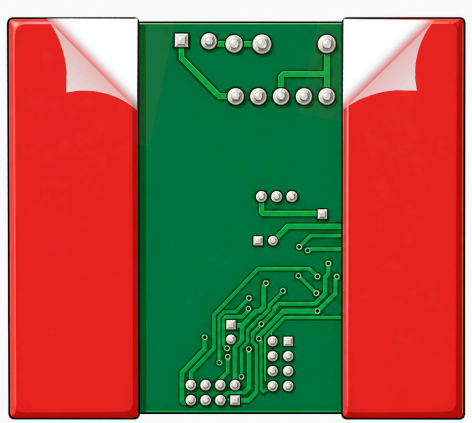
Handle the control board and all electronic components with care to avoid damage.

To attach the GWB20 gateway to the AIO® Wall Mounted (Gen 1) unit:

1. **Clean the mounting location.**
   Clean the mounting location on the underside of the black plastic electrical protective cover with an alcohol pad to ensure proper adhesion. The mounting location is shown in Figure 9 below.
2. **Mount the gateway to the unit.**
   a. Remove the backing from the two adhesive foam strips that are attached to the back of the gateway.

The foam in the adhesive strips provides insulation to prevent short-circuits.

Figure 8. Adhesive strips on back of gateway



b. Mount the gateway to the underside of the black plastic electrical protective cover, one inch (2.5 cm) from the right side, as shown. Press firmly to ensure the gateway is securely attached.

⚠CAUTION

Make sure there is no direct contact between the gateway and the metal panel.

Figure 9. Mount the gateway

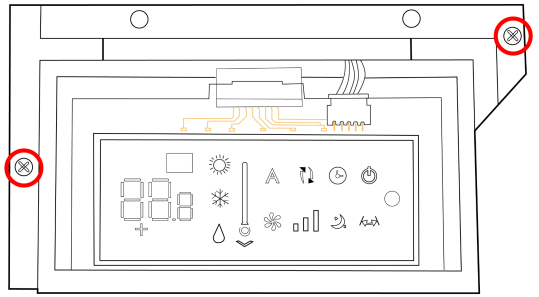


6.3 Connecting the gateway cables

To connect the power and communication cables between the GWB20 gateway and the AIO® Wall Mounted (Gen 1) unit:

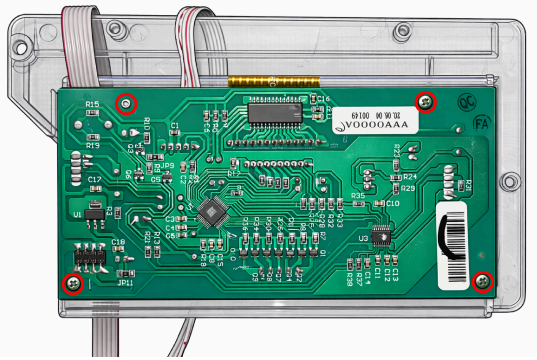
1. **Access the onboard touch controller.**
   a. Remove the two screws from the plastic cover of the onboard touch controller.

Figure 10. Remove the cover of the controller



b. Remove the four screws that secure the controller circuit board to its clear plastic housing.

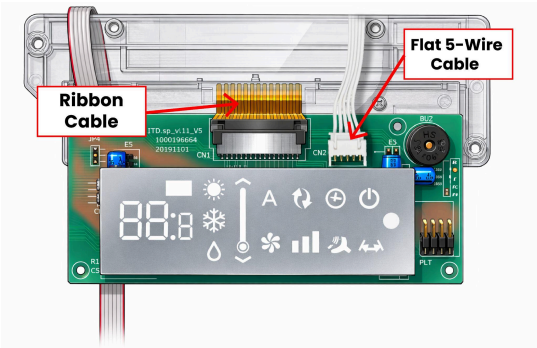
Figure 11. Remove the screws from the controller housing



c. Carefully open the controller housing and remove the controller circuit board.

d. Gently remove the white, flat, 5-wire cable connector from the controller circuit board.

Figure 12. Remove the 5-wire cable connector



⚠CAUTION

The ribbon cable connecting the touchscreen controller to the housing is fragile and must be handled with extreme care to avoid damage.

2. **Move the Wi-Fi module (if present) from the unit to the gateway.**
   a. If a Wi-Fi module is installed in the Wi-Fi socket on the right side of the controller, gently pry the module out of the socket.

Figure 13. Locate the Wi-Fi module

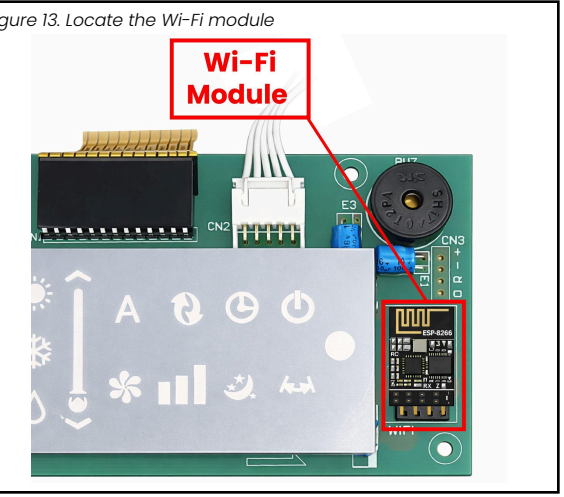
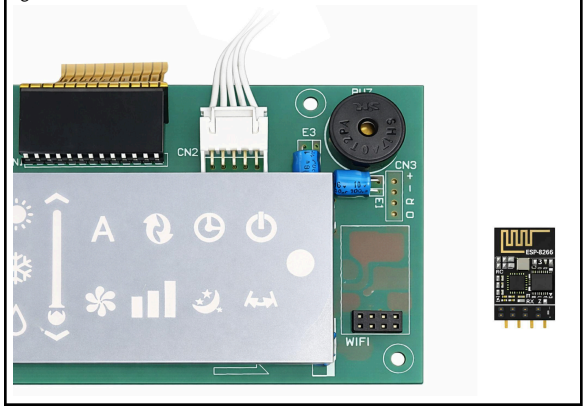


Figure 14. Remove the Wi-Fi module from its socket



b. On the GWB20 gateway board, locate the Wi-Fi socket as shown below. Install the Wi-Fi module (removed from the unit in the previous step) into the Wi-Fi socket on the gateway.

Figure 15. Locate the WI-Fi socket on the gateway

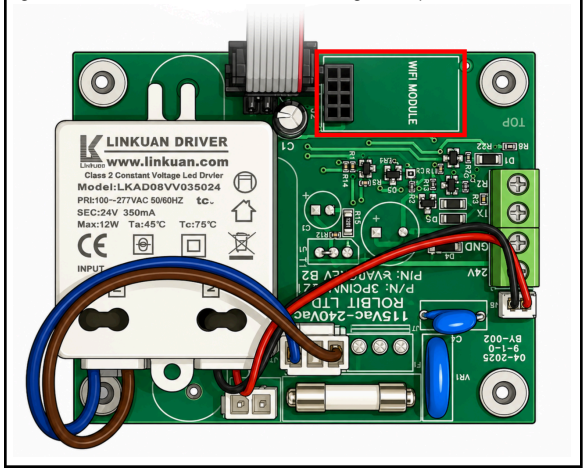
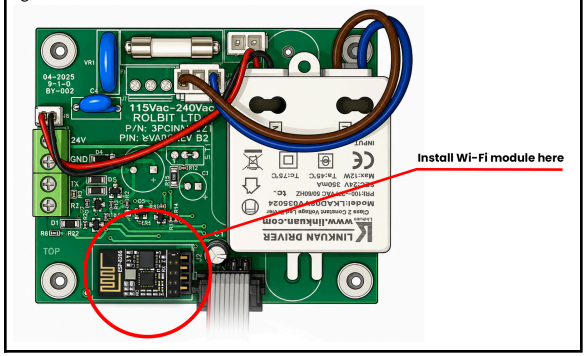


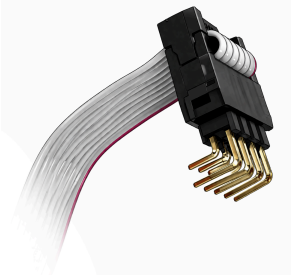
Figure 16. Install the Wi-Fi module



3. Connect the communication cable.

a. On the GWB20 gateway board, the flat grey communication cable is preconnected to the communication port. The free end of the cable has a black, 90° 8-pin connector as shown.

Figure 17. Communication cable connector with right-angle pin header

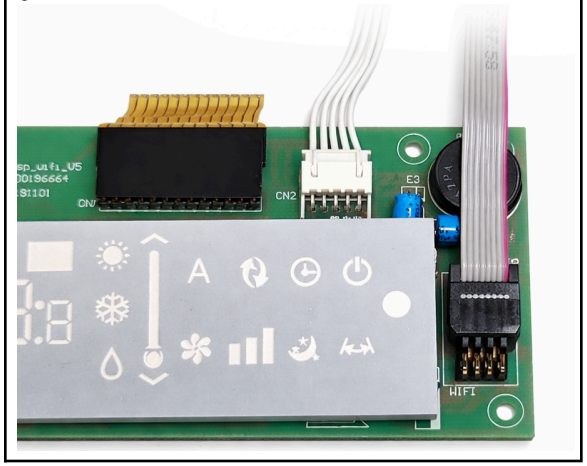


b. Connect the cable to the Wi-Fi socket as follows:

Ensure that the communication cable is inserted with the red stripe on the cable facing away from the display.

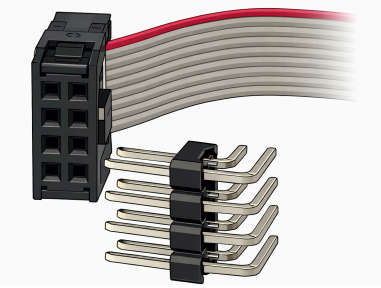
- If the Wi-Fi socket is empty:
  Insert the eight pins on the cable connector securely into the Wi-Fi socket as shown.

Figure 18. Connect the communication cable to the unit



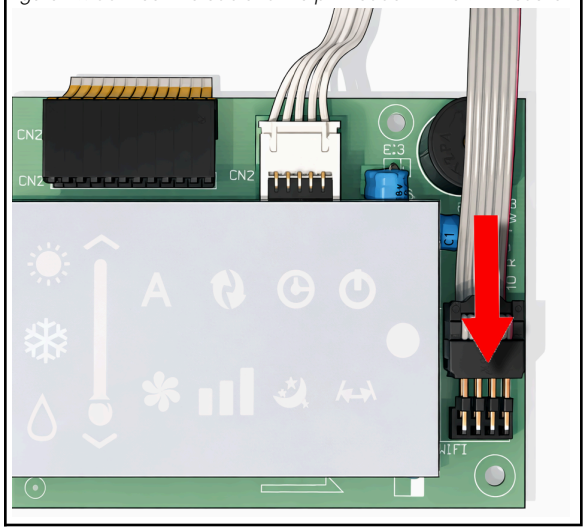
- If there is already a right-angle pin header in the Wi-Fi socket:
  i. Remove the right-angle pin header from the cable connector.

Figure 19. Remove the pin header from the connector



ii. Push the cable connector securely onto the pins in the Wi-Fi socket as shown.

Figure 20. Connect the cable to the pin header in the Wi-Fi socket



4. **Reattach the onboard touch controller.**
    a. Gently reconnect the flat, white 5-wire cable connector to the controller circuit board (see Step 1d above).
    b. Carefully replace the touch controller into the clear plastic controller housing and close the housing.
    c. Reattach the controller circuit board to its housing using the four screws removed in Step 1b above.
    d. Reattach the controller's plastic cover to the unit using the two screws removed in Step 1a above.
5. **Connect the power cable.**

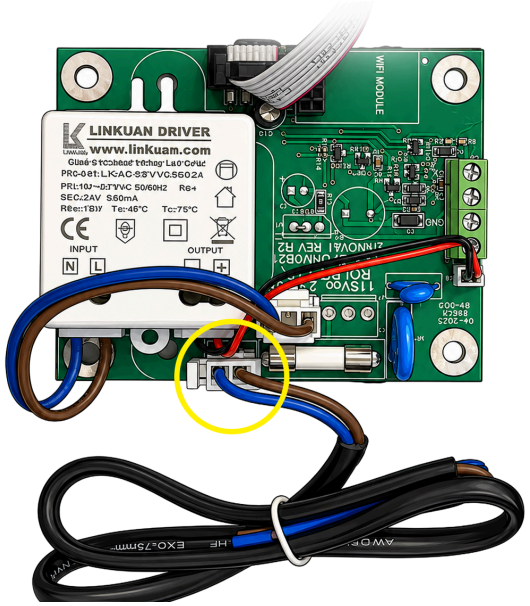
The GWB20 gateway uses a "Universal Input" power supply that works with any line voltage. The terminals marked "115 V" on the board are from a legacy configuration and are not used.

On the GWB20 gateway board, the black power cable is preconnected to the power terminal.

The wiring has the following configuration:

- Black is Live
- Blue is Neutral.

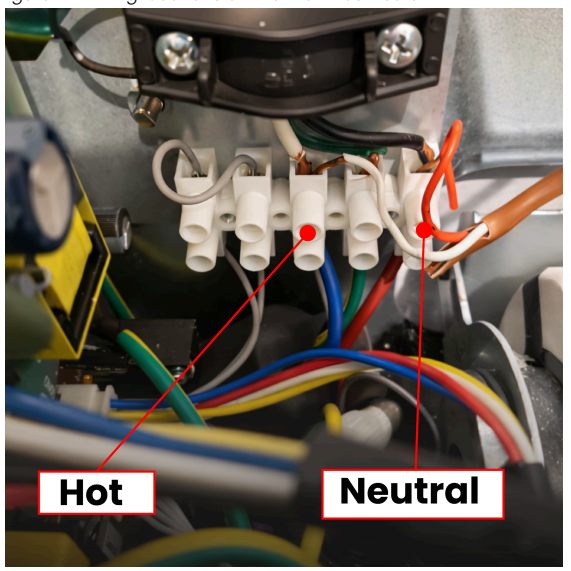
Figure 21. GWB20 gateway power connection



Hardwire the power cable to the power supply terminal block (CONN1) that is located on the back left side of the unit's electrical compartment.

The wiring should be connected to the locations indicated below.

Figure 22. Wiring locations on the Wall Mounted unit



For 230 V units, the wiring locations are L1 (instead of Hot) and L2 (instead of Neutral).

⚠CAUTION

Ensure that all wire insulation is intact and that there are no exposed conductive parts that could cause short circuits or other electrical issues.

6.4 Closing the unit

To close the AIO® Wall Mounted (Gen 1) unit:

1. **Position the electrical cover in place.**
   Place the black electrical protective cover over the electrical connections while the unit is being tested.

Do not secure the cover with screws until after the unit has been tested.

2. **Test the onboard touch controller.**
    a. Reconnect the power supply to the unit and power it on.
    b. Test the onboard touch controller to verify that it changes the temperature setting and operating modes as selected. Refer to the AIO® Wall Mounted (Gen 1) User Guide for more information.
        - If the controller works as expected, power off the unit and wait at least five minutes for the unit's capacitors to discharge.
        - If the test fails, repeat the applicable steps in sections 5.1, 5.2, and 5.3 to verify that all connections are secure, and then repeat the test. If the test still fails, contact an INNOVA-trained service technician.
3. **Close the unit.**
    a. Secure the bottom of the black electrical protective cover to the plastic cover of the onboard touch controller and to the unit using the two screws removed in section 5.1, Step 4b.
    b. Secure the top of the electrical cover to the frame of the unit using the two screws removed in section 5.1, Step 4a.
    c. Replace the front panel and secure it to the unit using the two screws removed in section 5.1, Step 3.
    d. Reinstall the return air filter and the grille into the unit (see section 5.1, Step 2).
4. **Reconnect the power supply to the unit.**

7. INSTALLING THE GWB20 GATEWAY IN THE AIO® CEILING DUCTED / CEILING SUSPENDED (WITH ERV OPTION) UNIT

To install the GWB20 gateway in an AIO® Ceiling Ducted / Ceiling Suspended (with ERV option) unit:

1. Open the AIO® unit.
2. Attach the gateway to the unit.
3. Connect the power and communication cables between the gateway and the unit.
4. Close the AIO® unit.

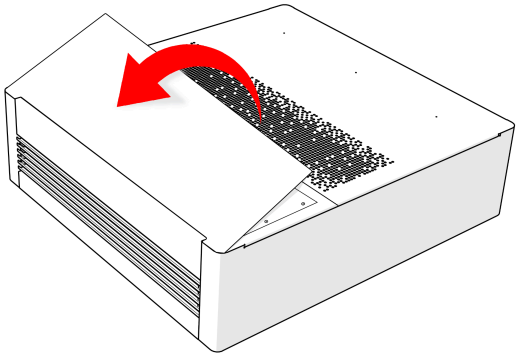
- The instructions in this section describe Gen 3 of the AIO® Ceiling Ducted (with and without ERV) and the Ceiling Suspended (with ERV option), but the procedure is similar for Gen 1 and Gen 2 of both unit types.
- The illustrations in this section show the AIO® Ceiling Suspended unit (with ERV option), but the installation is very similar for the Ceiling Ducted units.

7.1 Opening the unit

To open the AIO® Ceiling Ducted / Ceiling Suspended (with ERV option) unit:

1. **Disconnect the power supply.**
   Disconnect the unit from the power supply and wait at least five minutes after it was last operated.
2. **For Ceiling Suspended units only:** Open the **decorative bottom panel.**
   The Ceiling Suspended units have a decorative bottom panel. Pull this panel open as shown to expose the metal panel that covers the electrical panel.

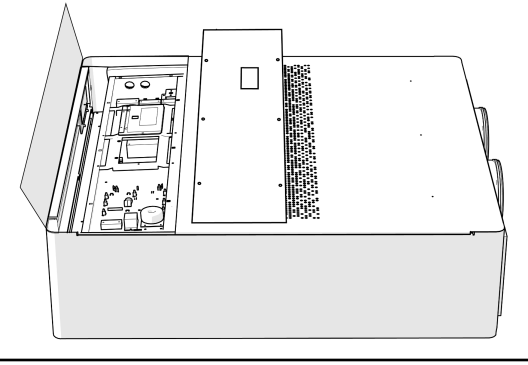
Figure 23. Open the decorative bottom panel



3. **Open the electrical panel.**
   Remove all screws securing the metal panel, then remove the panel to access the electrical panel.

Keep the screws removed in each step separate.

Figure 24. Access the electrical panel



7.2 Attaching the GWB20 gateway to the unit

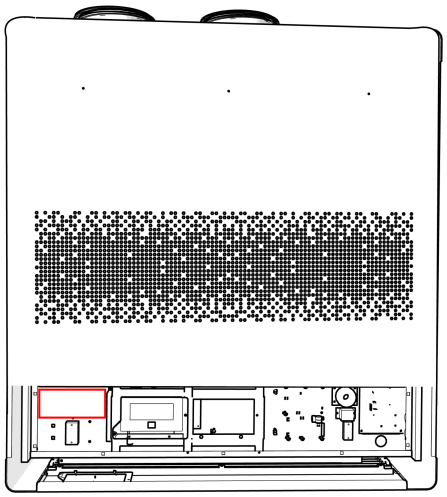
⚠CAUTION

Handle the control board and all electronic components with care to avoid damage.

To attach the GWB20 gateway to the AIO® Ceiling Ducted / Ceiling Suspended (with ERV option) unit:

1. **Mount the gateway to the unit.**
   The electrical panel surface has a space for mounting a gateway. The GWB20 gateway can be mounted either in this space or on the side wall of the electrical panel.

Figure 25. Mounting location for gateway on the electrical panel



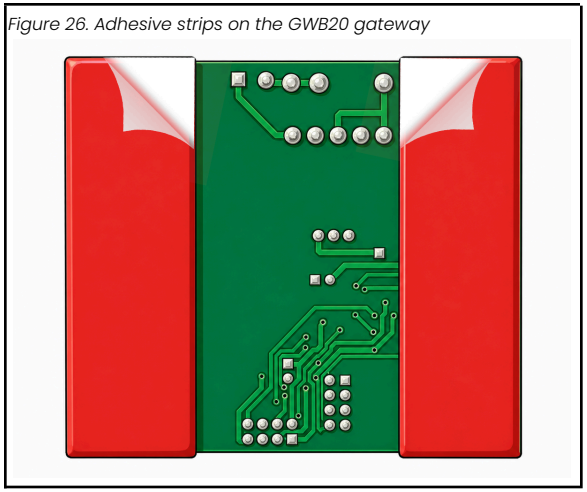
- If there are mounting holes on the inner metal panel:
  a. Insert four or five LCD-6 plastic spacer (stand-up) clips into the holes.
  b. Mount the gateway on top of the clips.

- It is recommended to use spacer clips if there are holes, since the spacers raise the gateway ¼" (6.4 mm) above the metal chassis, preventing contact and ensuring safe clearance.
- If the lower row of holes does not line up with the holes in the panel, or is covered by the foam strip, use spacer clips in the upper holes and a thick foam strip (or several layers of double-sided tape) at the lower end.

- If there are no mounting holes on the panel:
  a. Clean the mounting location with an alcohol pad to ensure proper adhesion.
  b. Remove the backing from the two adhesive foam strips that are attached to the back of the gateway.

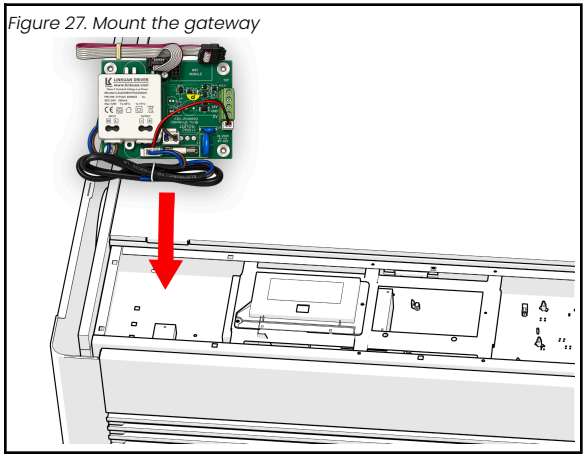
The foam in the adhesive strips provides insulation to prevent short-circuits.

Figure 26. Adhesive strips on the GWB20 gateway



  c. Mount the gateway in the indicated location, and press firmly to ensure the gateway is securely attached.

Figure 27. Mount the gateway



⚠CAUTION

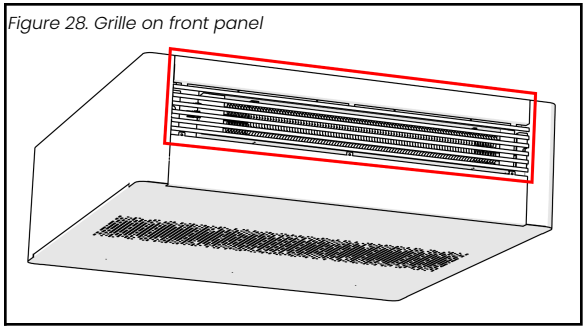
Make sure there is no direct contact between the gateway and the metal panel.

7.3 Connecting the gateway cables

To connect the power and communication cables between the GWB20 gateway and the AIO® Ceiling Ducted / Ceiling Suspended (with ERV option) unit:

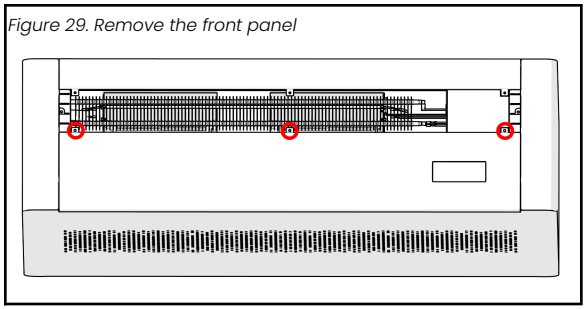
1. **Access the onboard touch controller.**
   a. Remove the supply grille on the front panel.

Figure 28. Grille on front panel



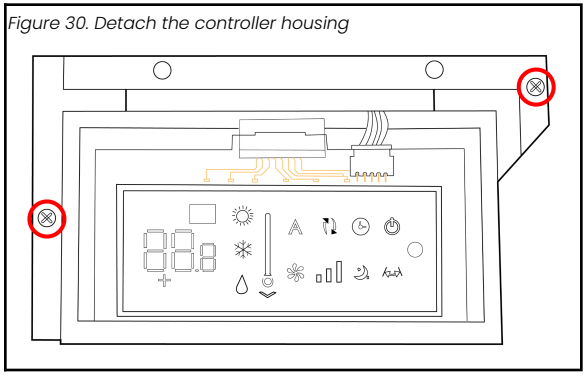
b. **For Ceiling Suspended units only:** Remove the three screws from the decorative front panel to access the onboard touch controller.

Figure 29. Remove the front panel



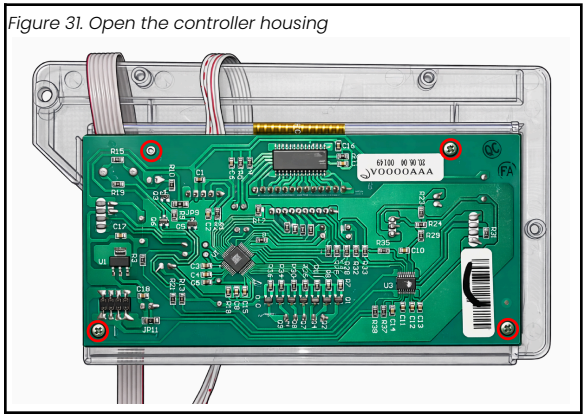
c. Remove the two screws to detach the onboard touch controller housing from the unit.

Figure 30. Detach the controller housing



d. Remove the four screws to remove the controller from the housing.

Figure 31. Open the controller housing



2. Move the Wi-Fi module (if present) from the unit to the gateway.

a. If a Wi-Fi module is installed in the Wi-Fi socket on the right side of the controller, gently pry the module out of the socket.

Figure 32. Locate the Wi-Fi module

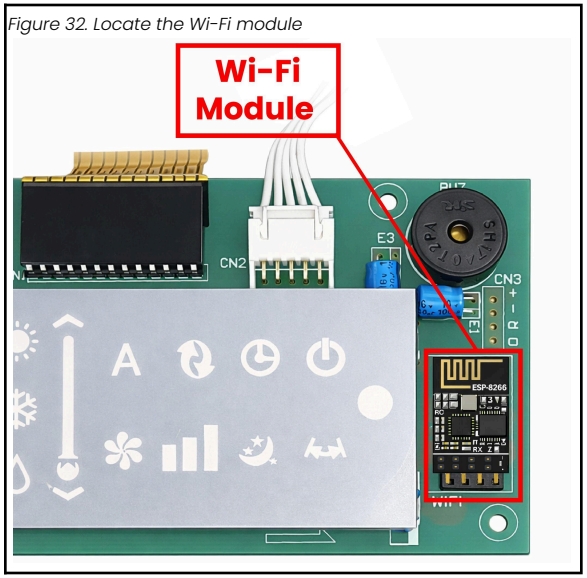
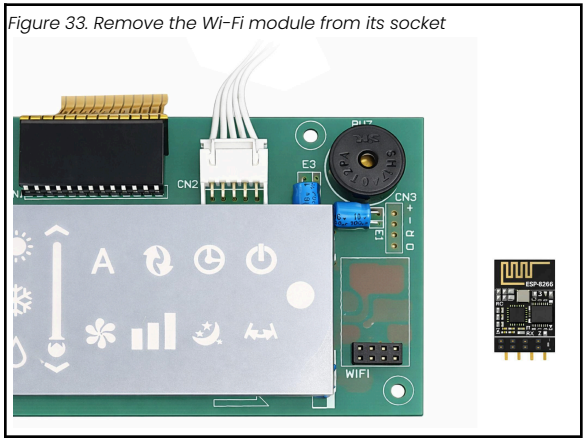


Figure 33. Remove the Wi-Fi module from its socket



b. On the GWB20 gateway board, locate the Wi-Fi socket as shown below. Install the Wi-Fi module (removed from the unit in the previous step) into the Wi-Fi socket on the gateway.

Figure 34. Locate the WI-Fi socket on the gateway

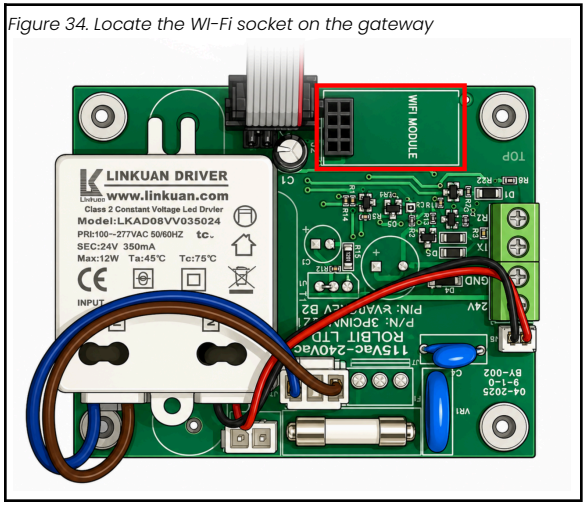
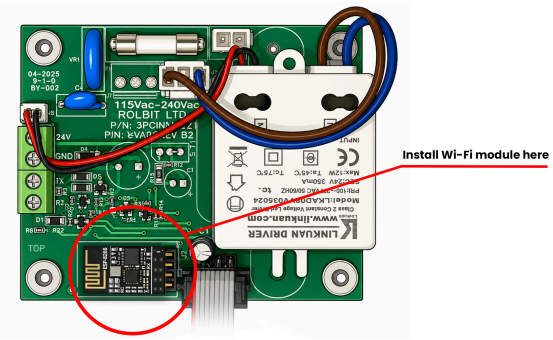


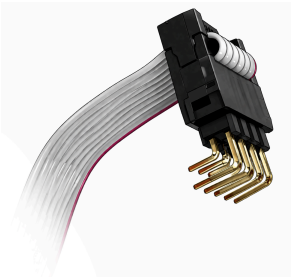
Figure 35. Install the Wi-Fi module



3. Connect the communication cable.

a. On the GWB20 gateway board, the flat grey communication cable is preconnected to the communication port. The free end of the communication cable has an eight-pin right-angle pin header in the black connector.

Figure 36. Communication cable connector with right-angle pin header

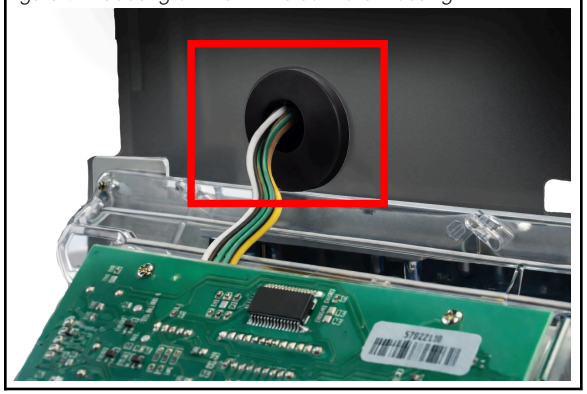


b. Route the free end of the communication cable through the rubber grommet behind the controller housing to enable it to reach the controller board.

⚠CAUTION

Be careful not to damage the colored wires (shown below) that are already routed through the grommet.

Figure 37. Rubber grommet in the controller housing

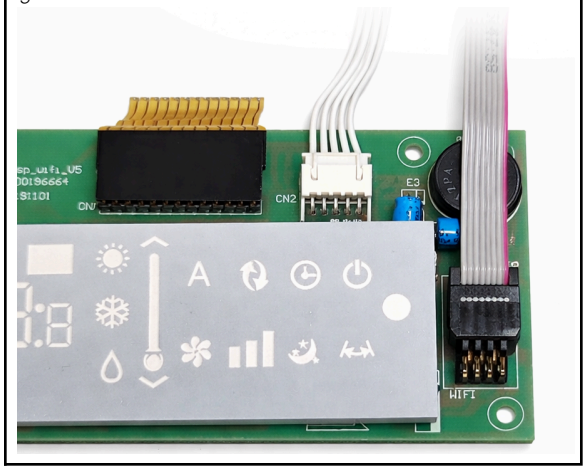


c. Connect the cable to the Wi-Fi socket as follows:

Ensure that the communication cable is inserted with the red stripe on the cable facing away from the display.

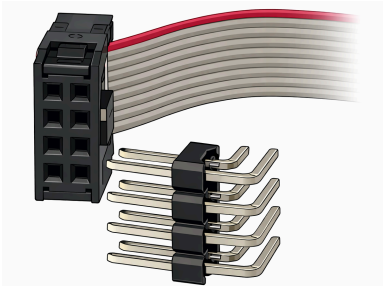
- If the Wi-Fi socket is empty:
  Insert the eight pins on the cable connector securely into the Wi-Fi socket as shown.

Figure 38. Connect the communication cable to the unit



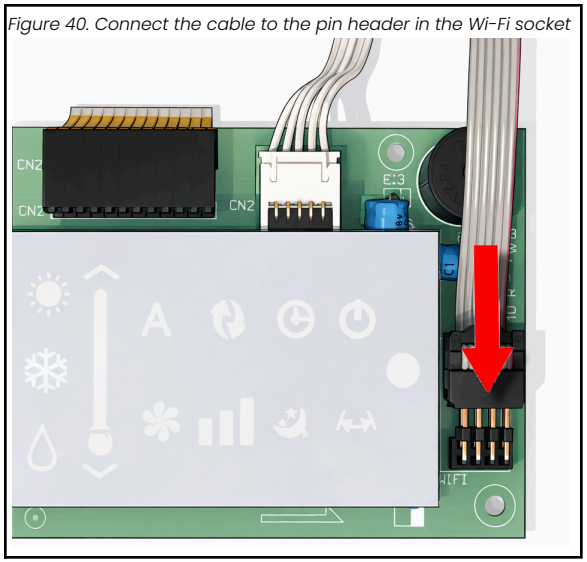
- If there is already a right-angle pin header in the Wi-Fi socket:
  i. Remove the right-angle pin header from the cable connector.

Figure 39. Remove the pin header from the connector



ii. Push the cable connector securely onto the pins in the Wi-Fi socket as shown.

Figure 40. Connect the cable to the pin header in the Wi-Fi socket



4. Reattach the onboard touch controller.

a. Replace the controller in its housing and secure it using the four screws removed in Step 1d above.

b. Reattach the controller housing to the unit using the two screws removed in Step 1c above.

5. Connect the power cable.

The GWB20 gateway uses a "Universal Input" power supply that works with any line voltage. The terminals marked "115 V" on the board are from a legacy configuration and are not used.

a. On the GWB20 gateway board, the black power cable is preconnected to the power terminal. The power cable contains two wires, one brown (or black) and one blue.

Figure 41. GWB20 gateway power connection



b. The Ceiling Ducted/Suspended unit may come with a black power cable pre-installed.

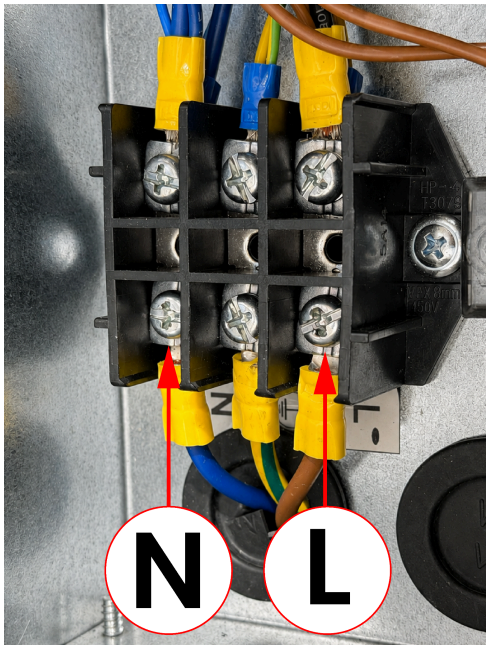
- If the unit has a pre-installed power cable, disconnect the gateway's power cable connector and insert the unit's power cable into the gateway instead.
- If the unit does not have a pre-installed power cable, the power cable on the gateway must be hard-wired to the screw terminal block on the unit.

To hard-wire the power cable to the unit's screw terminal block:

i. The brown (or black) wire in this cable is Live (Hot). Connect this wire to the L or L1 terminal on the unit.

ii. The blue wire in this cable is Neutral. Connect this wire to the N terminal on the unit.

Figure 42. L and N terminals on screw terminal block



⚠CAUTION

Ensure that all wire insulation is intact and that there are no exposed conductive parts that could cause short circuits or other electrical issues.

7.4 Closing the unit

To close the AIO® Ceiling Ducted / Ceiling Suspended (with ERV option) unit:

1. **Test the onboard touch controller.**
   a. Reconnect the power supply to the unit and power it on.
   b. Test the onboard touch controller to verify that it changes the temperature setting and operating modes as selected. Refer to the AIO® Ceiling Ducted User Guide for more information (since the Ceiling Suspended units use the same controller).
      - If the controller works as expected, power off the unit and wait at least five minutes for the unit's capacitors to discharge.
      - If the test fails, repeat the applicable steps in Sections 6.1 through 6.3 to verify that all connections are secure, and then repeat the test. If the test still fails, contact an INNOVA-trained service technician.
2. Close the unit.
   a. **For Ceiling Suspended units only:** Replace the front panel using the three screws removed in Section 6.3, Step 1b.
   b. Replace the supply grille (see Section 6.3, Step 1a).
   c. Replace the metal panel that covers the electrical panel. and secure it using all of the screws removed in Section 6.1, Step 3.
   d. **For the Ceiling Suspended unit only:** Reattach the decorative bottom panel (see Section 6.1, Step 2).
3. **Reconnect the power supply to the unit.**

8. INSTALLING THE GWB20 GATEWAY IN THE AIO® CEILING SUSPENDED (WITHOUT ERV OPTION) UNIT

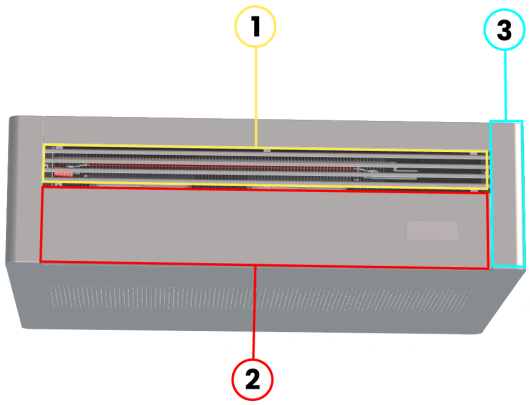
To install the GWB20 gateway in an AIO® Ceiling Suspended (without ERV option) unit:

1. Open the AIO® unit.
2. Attach the gateway to the unit.
3. Connect the power and communication cables between the gateway and the unit.
4. Close the AIO® unit.

The instructions and illustrations in this section refer to Gen 3 of the AIO® Ceiling Suspended (without ERV option), but the procedure is similar for Gen 1 and Gen 2.

8.1 Opening the unit

Figure 43. Open the Ceiling Suspended (without ERV) unit

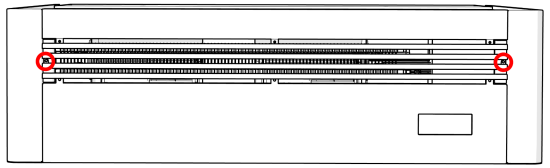


1	Supply grille	3	Right Panel
2	Front panel		

To open the AIO® Ceiling Suspended (without ERV option) unit:

1. **Disconnect the power supply.**
   Disconnect the unit from the power supply and wait at least five minutes after it was last operated.
2. **Remove the supply grille, front panel, and right panel.**
   a. Remove the two screws from the supply grille, and remove the supply grille.

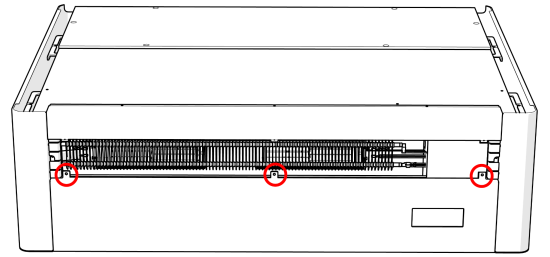
Figure 44. Remove the supply grille



Keep the screws removed in each step separate.

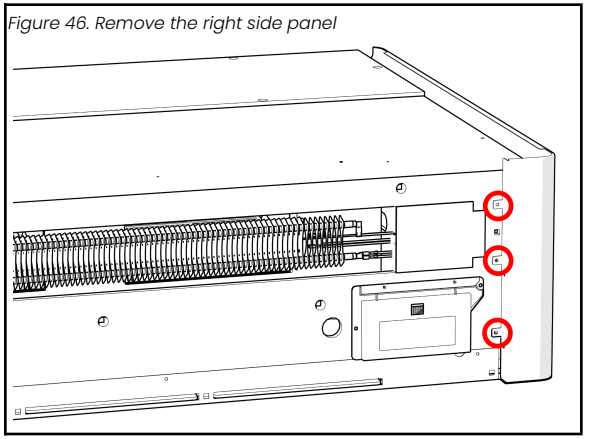
b. Remove the three screws from the front panel, and remove the front panel.

Figure 45. Remove the front panel



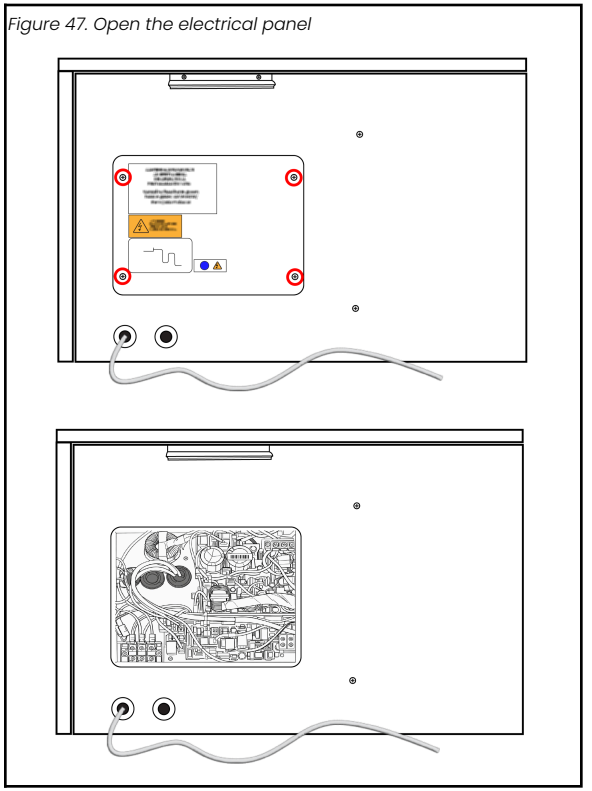
c. Remove the three screws from the right side panel, and remove the right side panel (the side next to the display).

Figure 46. Remove the right side panel



3. **Open the electrical panel.**
   On the side of the unit next to the display, remove the four screws from the electrical panel cover, and remove the cover to expose the electrical panel.

Figure 47. Open the electrical panel



8.2 Attaching the GWB20 gateway to the unit

⚠CAUTION

Handle the control board and all electronic components with care to avoid damage.

To attach the GWB20 gateway to the AIO® Ceiling Suspended (without ERV option) unit:

1. **Mount the gateway to the unit.**
   The electrical panel has a space on the side wall for mounting the gateway, as shown in Figure 48 below.
   - If there are mounting holes on the electrical panel:
     a. Insert four or five LCD-6 plastic spacer (stand-up) clips into the holes.
     b. Mount the gateway on top of the clips.

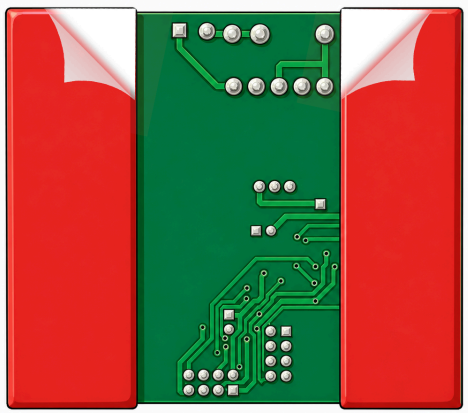


- It is recommended to use spacer clips if there are holes, since the spacers raise the gateway ¼" (6.4 mm) above the metal chassis, preventing contact and ensuring safe clearance.
- If the lower row of holes does not line up with the holes in the panel, or is covered by the foam strip, use spacer clips in the upper holes and a thick foam strip (or several layers of double-sided tape) at the lower end.

   - If there are no mounting holes on the panel:
     a. Clean the mounting location with an alcohol pad to ensure proper adhesion.
     b. Remove the backing from the two adhesive foam strips that are attached to the back of the gateway.

The foam in the adhesive strips provides insulation to prevent short-circuits.

Figure 48. Adhesive strips on the GWB20 gateway

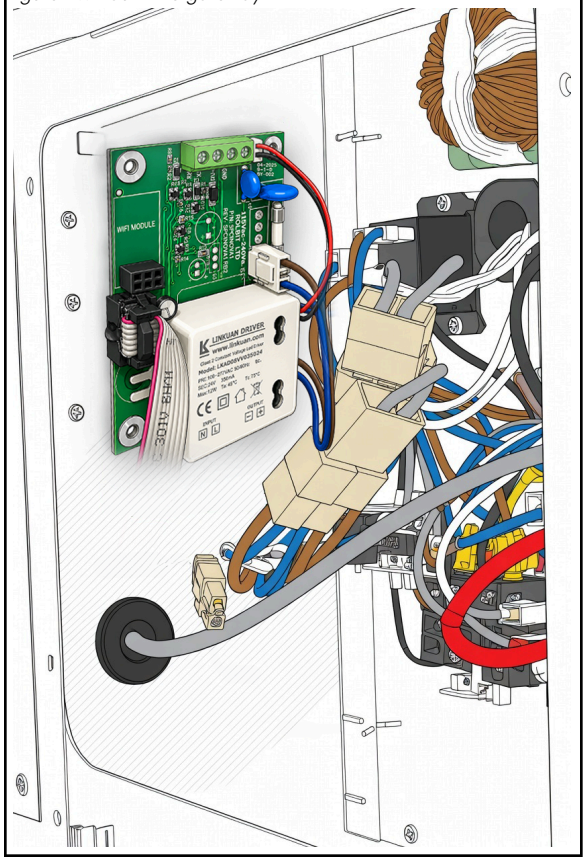


   d. Mount the gateway in the indicated location, and press firmly to ensure the gateway is securely attached.

⚠CAUTION

Make sure there is no direct contact between the gateway and the metal panel.

Figure 49. Mount the gateway

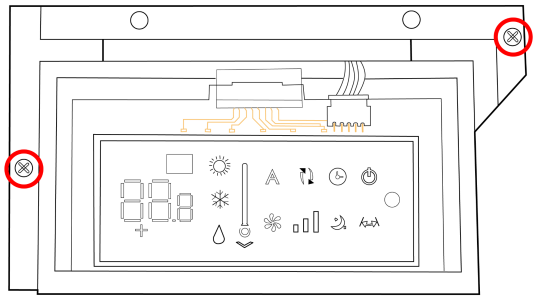


8.3 Connecting the gateway cables

To connect the power and communication cables between the GWB20 gateway and the AIO® Ceiling Suspended (without ERV option) unit:

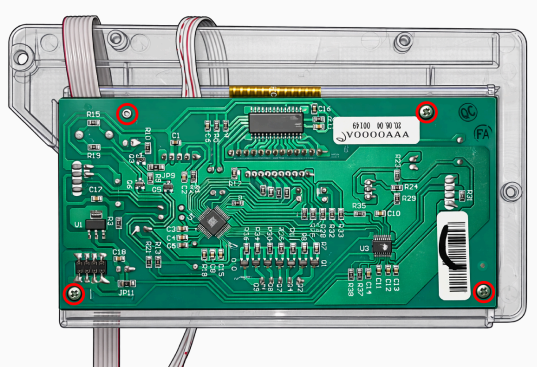
1. **Access the onboard touch controller.**
   a. Remove the two screws to detach the onboard touch controller housing from the unit.

Figure 50. Detach the controller housing



b. Remove the four screws to remove the controller from the housing.

Figure 51. Open the controller housing



2. Move the Wi-Fi module (if present) from the unit to the gateway.

a. If a Wi-Fi module is installed in the Wi-Fi socket on the right side of the controller, gently pry the module out of the socket.

Figure 52. Locate the Wi-Fi module

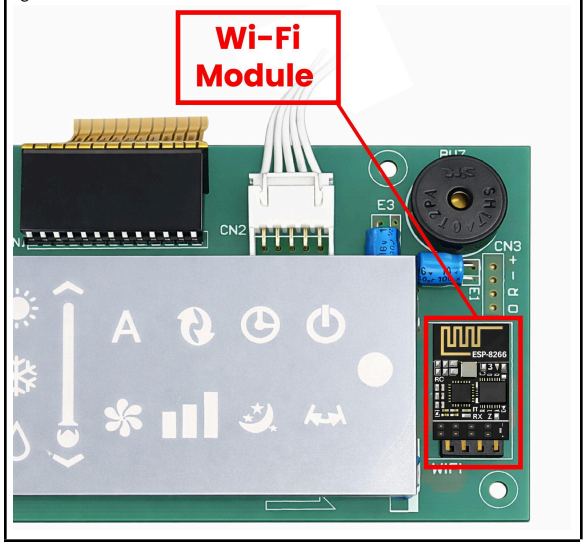
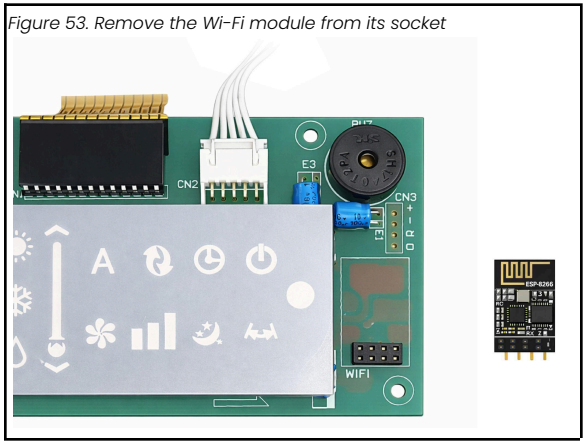


Figure 53. Remove the Wi-Fi module from its socket



b. On the GWB20 gateway board, locate the Wi-Fi socket as shown below. Install the Wi-Fi module (removed from the unit in the previous step) into the Wi-Fi socket on the gateway.

Figure 54. Locate the WI-Fi socket on the gateway

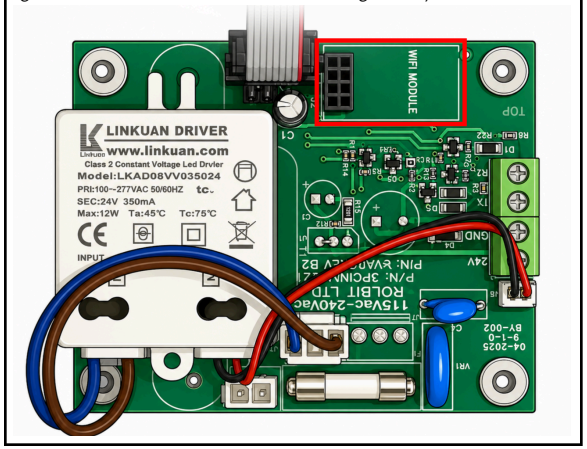
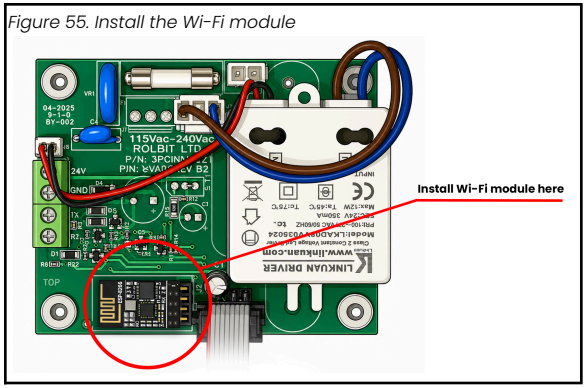


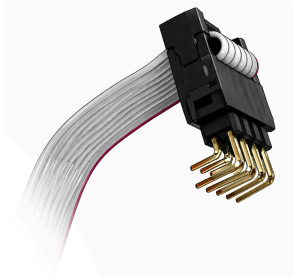
Figure 55. Install the Wi-Fi module



3. Connect the communication cable.

a. On the GWB20 gateway board, the flat grey communication cable is preconnected to the communication port. The free end of the communication cable has an eight-pin right-angle pin header in the black connector.

Figure 56. Communication cable connector with right-angle pin header

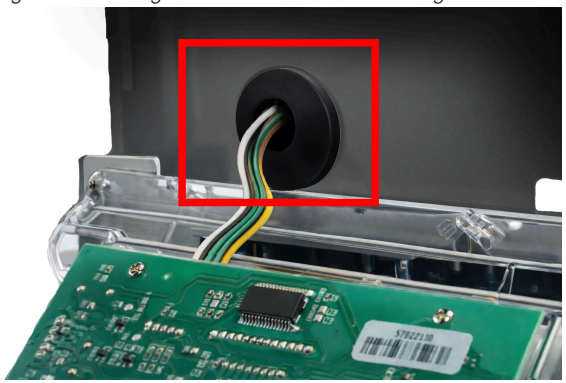


b. Route the free end of the communication cable through the rubber grommet behind the controller housing to enable it to reach the controller board.

⚠CAUTION

Be careful not to damage the colored wires (shown below) that are already routed through the grommet.

Figure 57. Rubber grommet in the controller housing

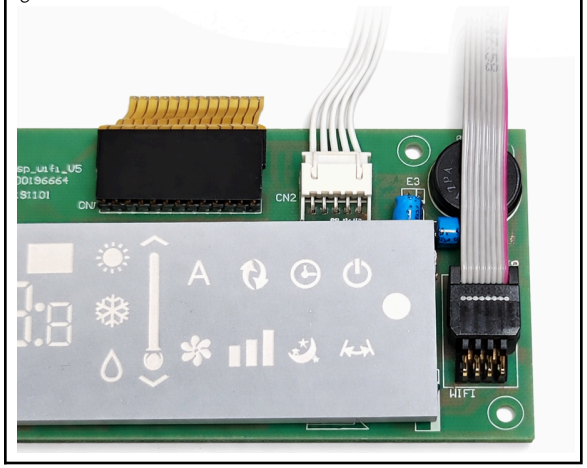


c. Connect the cable to the Wi-Fi socket as follows:

Ensure that the communication cable is inserted with the red stripe on the cable facing away from the display.

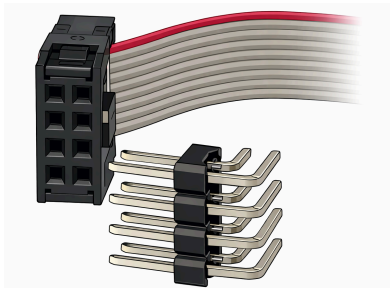
- If the Wi-Fi socket is empty:
  Insert the eight pins on the cable connector securely into the Wi-Fi socket as shown.

Figure 58. Connect the communication cable to the unit



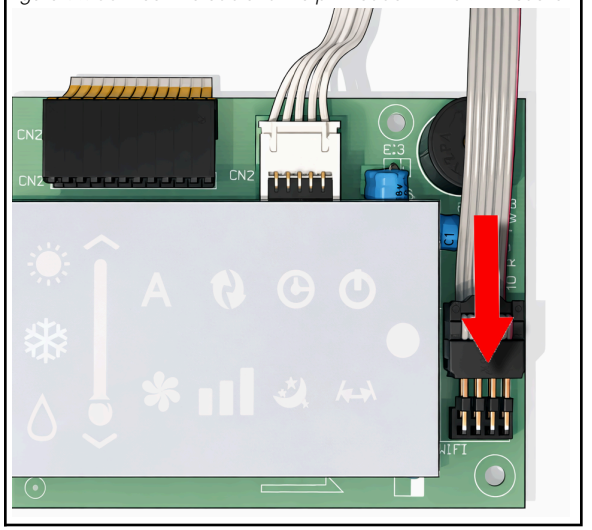
- If there is already a right-angle pin header in the Wi-Fi socket:
  i. Remove the right-angle pin header from the cable connector.

Figure 59. Remove the pin header from the connector



ii. Push the cable connector securely onto the pins in the Wi-Fi socket as shown.

Figure 60. Connect the cable to the pin header in the Wi-Fi socket



4. Reattach the onboard touch controller.

a. Replace the controller in its housing and secure it using the four screws removed in Step 1b above.

b. Reattach the controller housing to the unit using the two screws removed in Step 1a above.

5. Connect the power cable.

The GWB20 gateway uses a "Universal Input" power supply that works with any line voltage. The terminals marked "115 V" on the board are from a legacy configuration and are not used.

a. On the GWB20 gateway board, the black power cable is preconnected to the power terminal. The power cable contains two wires, one brown (or black) and one blue.

Figure 61. GWB20 gateway power connection



b. The Ceiling Suspended (without ERV option) unit may come with a black power cable pre-installed.

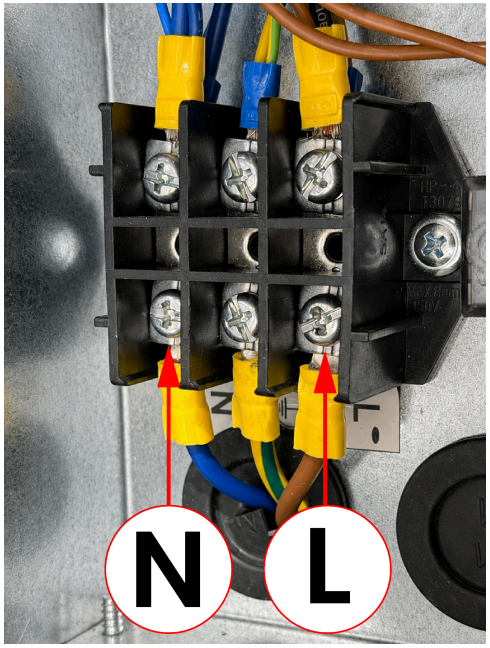
- If the unit has a pre-installed power cable, disconnect the gateway's power cable connector and insert the unit's power cable into the gateway instead.
- If the unit does not have a pre-installed power cable, the power cable on the gateway must be hard-wired to the screw terminal block on the unit.

  To hard-wire the power cable to the unit's screw terminal block:

  i. The brown (or black) wire in this cable is Live (Hot). Connect this wire to the L or L1 terminal on the unit.

  ii. The blue wire in this cable is Neutral. Connect this wire to the N terminal on the unit.

Figure 62. L and N terminals on screw terminal block



⚠CAUTION

Ensure that all wire insulation is intact and that there are no exposed conductive parts that could cause short circuits or other electrical issues.

8.4 Closing the unit

To close the AIO® Ceiling Suspended (without ERV option) unit:

1. **Test the onboard touch controller.**
   a. Reconnect the power supply to the unit and power it on.
   b. Test the onboard touch controller to verify that it changes the temperature setting and modes of operation as selected. Refer to the AIO® Ceiling Ducted User Guide for more information (since the Ceiling Suspended units use the same controller).
      - If the controller works as expected, power off the unit and wait at least five minutes for the capacitors inside the unit to discharge.
      - If the test fails, repeat the applicable steps in Sections 7.1 through 7.3 to verify that all connections are secure, and then repeat the test. If the test still fails, contact an INNOVA-trained service technician.
2. **Close the unit.**
   a. Replace the electrical panel cover using the four screws removed in Section 10.1, Step 3.
   b. Replace the right side panel using the three screws removed in Section 7.1, Step 2c.
   c. Replace the front panel using the three screws removed in Section 7.1, Step 2b.
   d. Replace the supply grille using the two screws removed in Section 7.1, Step 2a.
3. **Reconnect the power supply to the unit.**

9. INSTALLING THE GWB20 GATEWAY IN THE AIO® VERTICAL STACK UNIT

The GWB20 gateway can only be installed in a Vertical Stack unit if it is Gen 3 or later. In Gen 1, the display is located near the top of the Vertical Stack unit and cannot be connected to a gateway, and in Gen 2, the GWB20 comes pre-installed.

To install the GWB20 gateway in an AIO® Vertical Stack (Gen 3) unit:

1. Open the AIO® unit.
2. Attach the gateway to the unit.
3. Connect the power and communication cables between the gateway and the unit.
4. Close the AIO® unit.

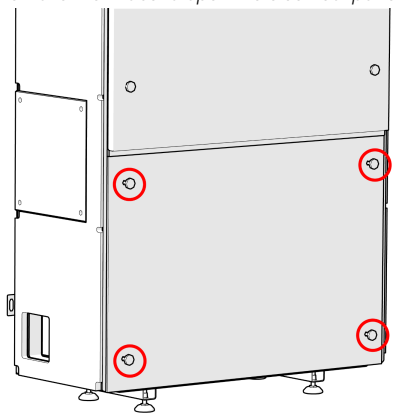
9.1 Opening the unit

To open the AIO® Vertical Stack unit:

1. **Disconnect the power supply.**
   Disconnect the unit from the power supply and wait at least five minutes after it was last operated.
2. **Open the electrical panel.**
   Open the electrical panel by removing the four knobs.

Keep any screws or knobs removed in each step separate.

Figure 63. Remove the knobs to open the electrical panel



9.2 Attaching the GWB20 gateway to the unit

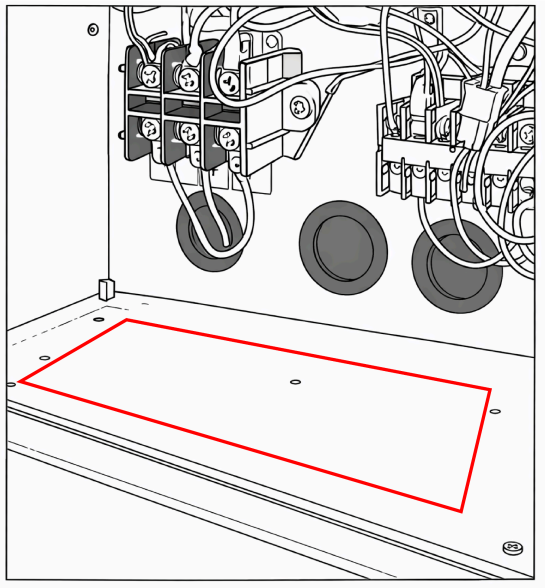
⚠CAUTION

Handle the control board and all electronic components with care to avoid damage.

To attach the GWB20 gateway to the AIO® Vertical Stack unit:

1. **Mount the gateway to the unit.**
   The electrical panel has a space at the bottom, near the terminal block, for mounting the gateway.

Figure 64. Gateway mounting location



- If there are mounting holes on the inner metal panel:
  a. Insert four or five LCD-6 plastic spacer (stand-up) clips into the holes.
  b. Mount the gateway on top of the clips.

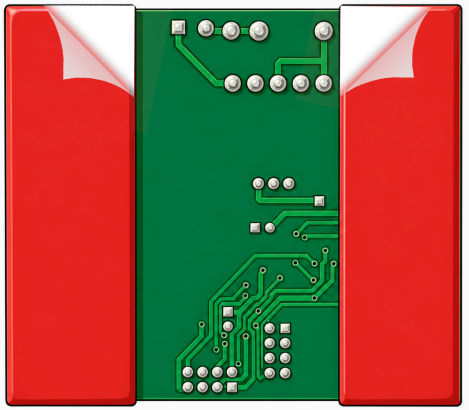
- It is recommended to use spacer clips if there are holes, since the spacers raise the gateway ¼" (6.4 mm) above the metal chassis, preventing contact and ensuring safe clearance.
- If the lower row of holes does not line up with the holes in the panel, or is covered by the foam strip, use spacer clips in the upper holes and a thick foam strip (or several layers of double-sided tape) at the lower end.

- If there are no mounting holes on the panel:
  a. Clean the mounting location with an alcohol pad to ensure proper adhesion.
  b. Remove the backing from the two

adhesive foam strips that are attached to the back of the gateway.

The foam in the adhesive strips provides insulation to prevent short-circuits.

Figure 65. Adhesive strips on the GWB20 gateway

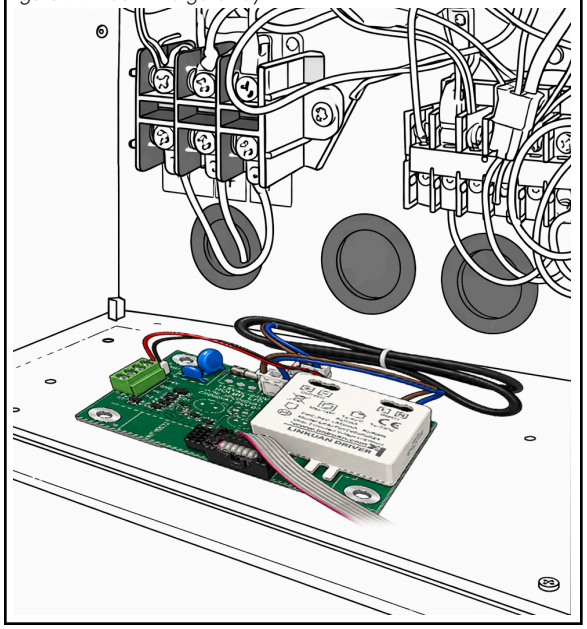


c. Mount the gateway in the indicated location, and press firmly to ensure the gateway is securely attached.

⚠CAUTION

Make sure there is no direct contact between the gateway and the metal panel.

Figure 66. Mount the gateway

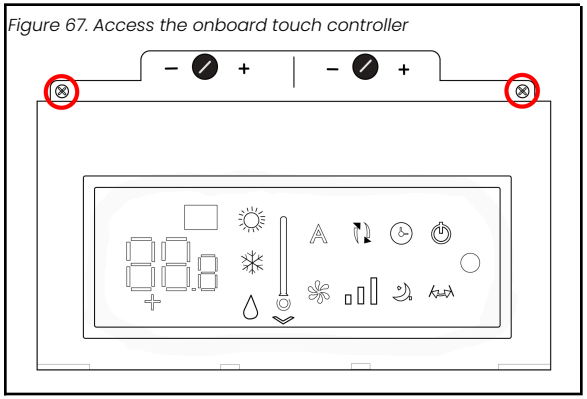


9.3 Connecting the gateway cables

To connect the power and communication cables between the GWB20 gateway and the AIO® Vertical Stack unit:

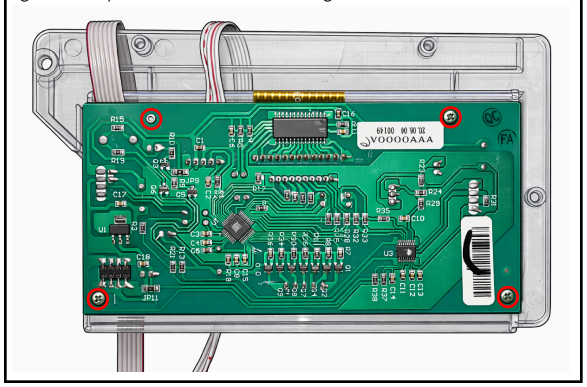
1. **Access the onboard touch controller.**
   a. Remove the two screws to detach the onboard touch controller housing from the unit.

Figure 67. Access the onboard touch controller



b. Remove the four screws to remove the controller from the housing.

Figure 68. Open the controller housing



2. **Move the Wi-Fi module (if present) from the unit to the gateway.**
   a. If a Wi-Fi module is installed in the Wi-Fi socket on the right side of the controller, gently pry the module out of the socket.

Figure 69. Locate the Wi-Fi module

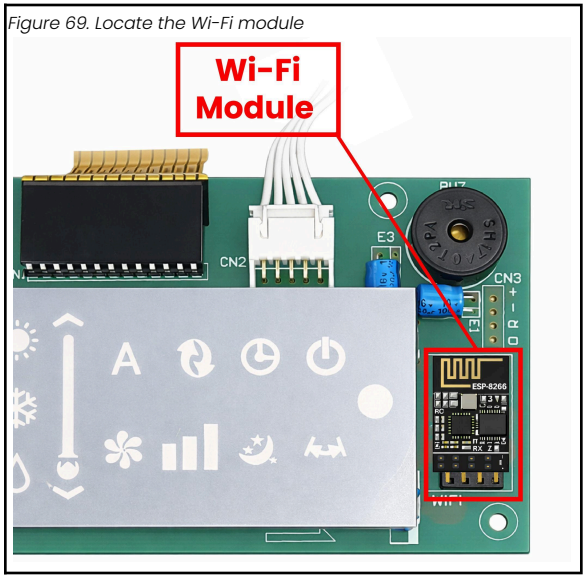
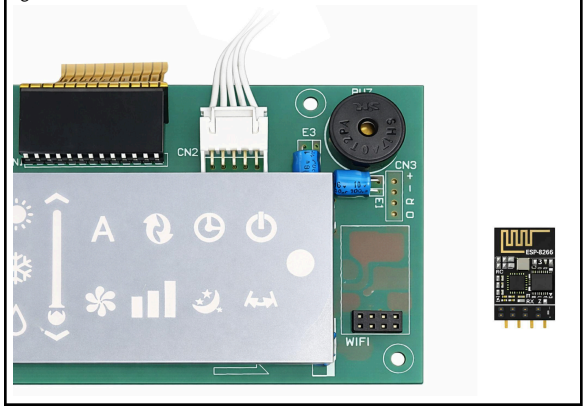


Figure 70. Remove the Wi-Fi module from its socket



b. On the GWB20 gateway board, locate the Wi-Fi socket as shown below. Install the Wi-Fi module (removed from the unit in the previous step) into the Wi-Fi socket on the gateway.

Figure 71. Locate the WI-Fi socket on the gateway

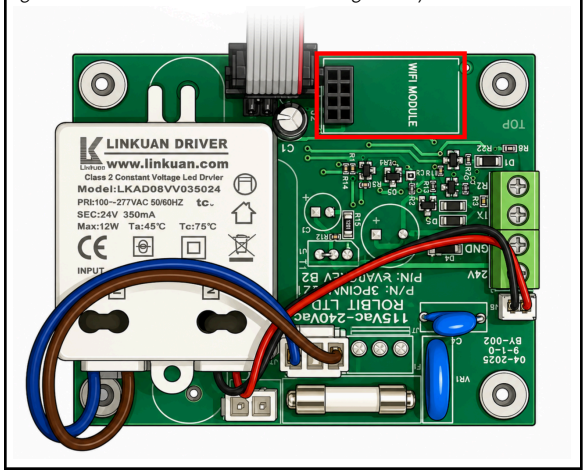
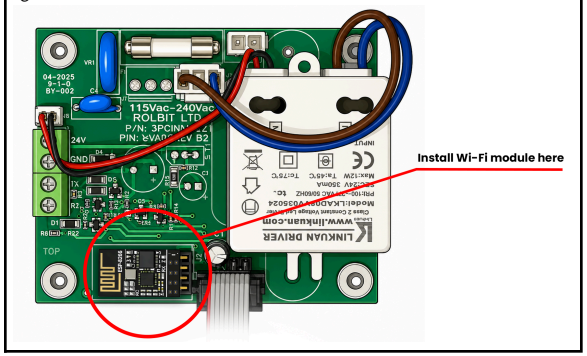


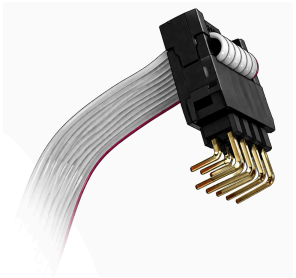
Figure 72. Install the Wi-Fi module



3. Connect the communication cable.

a. On the GWB20 gateway board, the flat grey communication cable is preconnected to the communication port. The free end of the communication cable has an eight-pin right-angle pin header in the black connector.

Figure 73. Communication cable connector with right-angle pin header

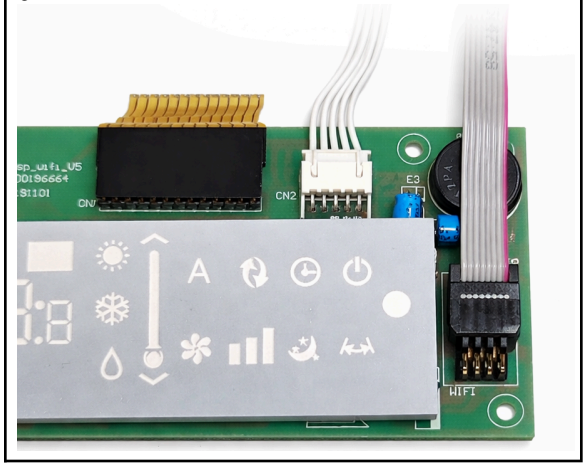


b. Connect the cable to the Wi-Fi socket as follows:

Ensure that the communication cable is inserted with the red stripe on the cable facing away from the display.

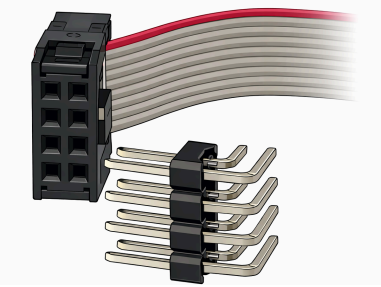
- If the Wi-Fi socket is empty:
  Insert the eight pins on the cable connector securely into the Wi-Fi socket as shown.

Figure 74. Connect the communication cable to the unit



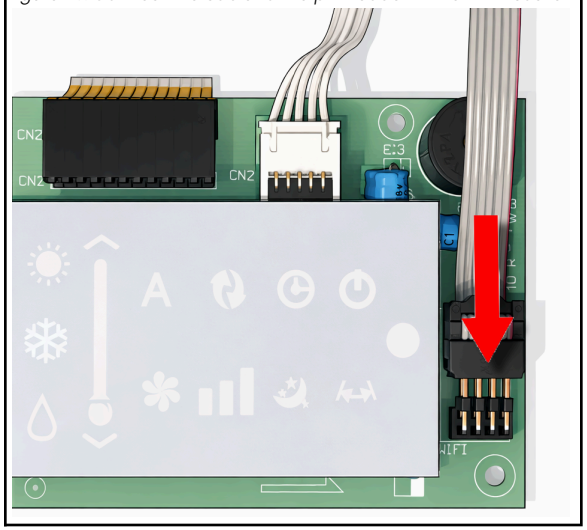
- If there is already a right-angle pin header in the Wi-Fi socket:
  i. Remove the right-angle pin header from the cable connector.

Figure 75. Remove the pin header from the connector



ii. Push the cable connector securely onto the pins in the Wi-Fi socket as shown.

Figure 76. Connect the cable to the pin header in the Wi-Fi socket



4. Reattach the onboard touch controller.

a. Replace the controller in its housing and secure it using the four screws removed in Step 1b above.

b. Reattach the controller housing to the unit using the two screws removed in Step 1a above.

5. Connect the power cable.

The GWB20 gateway uses a "Universal Input" power supply that works with any line voltage. The terminals marked "115 V" on the board are from a legacy configuration and are not used.

a. On the GWB20 gateway board, the black power cable is preconnected to the power terminal. The power cable contains two wires, one brown (or black) and one blue.

Figure 77. GWB20 gateway power connection



b. The Vertical Stack unit may come with a black power cable pre-installed.

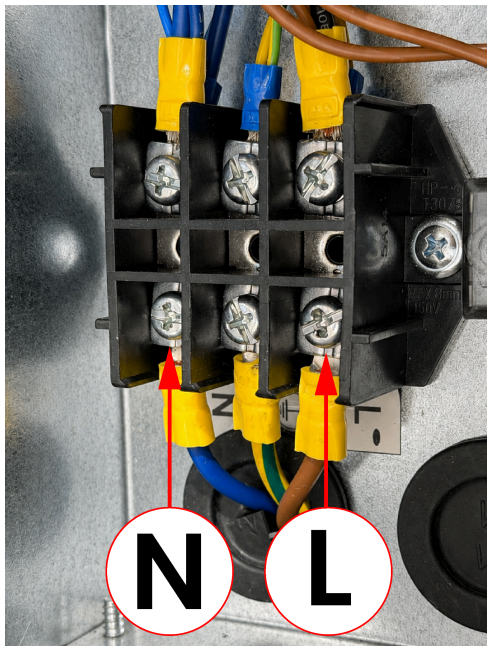
- If the unit has a pre-installed power cable, disconnect the gateway's power cable connector and insert the unit's power cable into the gateway instead.
- If the unit does not have a pre-installed power cable, the power cable on the gateway must be hard-wired to the screw terminal block on the unit.

  To hard-wire the power cable to the unit's screw terminal block:

  i. The brown (or black) wire in this cable is Live (Hot). Connect this wire to the L or L1 terminal on the unit.

  ii. The blue wire in this cable is Neutral. Connect this wire to the N terminal on the unit.

Figure 78. L and N terminals on screw terminal block



⚠CAUTION

Ensure that all wire insulation is intact and that there are no exposed conductive parts that could cause short circuits or other electrical issues.

9.4 Closing the unit

To close the AIO® Vertical Stack unit:

1. **Test the onboard touch controller.**
   a. Reconnect the power supply to the unit and power it on.
   b. Test the onboard touch controller to verify that it changes the temperature setting and modes of operation as selected. Refer to the AIO® Ceiling Ducted User Guide for more information (since the Vertical Stack units use the same controller).
      - If the controller works as expected, power off the unit and wait at least five minutes for the capacitors inside the unit to discharge.
      - If the test fails, repeat the applicable steps in Sections 8.1 through 8.3 to verify that all connections are secure, and then repeat the test. If the test still fails, contact an INNOVA-trained service technician.
2. **Close the unit.**
   Close the electrical panel by replacing and tightening the four knobs removed in Section 8.1, Step 2.
3. **Reconnect the power supply to the unit.**

10. INSTALLING THE GWB20 GATEWAY IN THE AIO® VERTICAL STACK XL UNIT

To install the GWB20 gateway in an AIO® Vertical Stack XL unit:

1. Open the AIO® unit.
2. Attach the gateway to the unit.
3. Connect the power and communication cables between the gateway and the unit.
4. Close the AIO® unit.

The instructions and illustrations in this section refer to Gen 3 of the AIO® Vertical Stack XL, but the procedure is similar for Gen 1 and Gen 2.

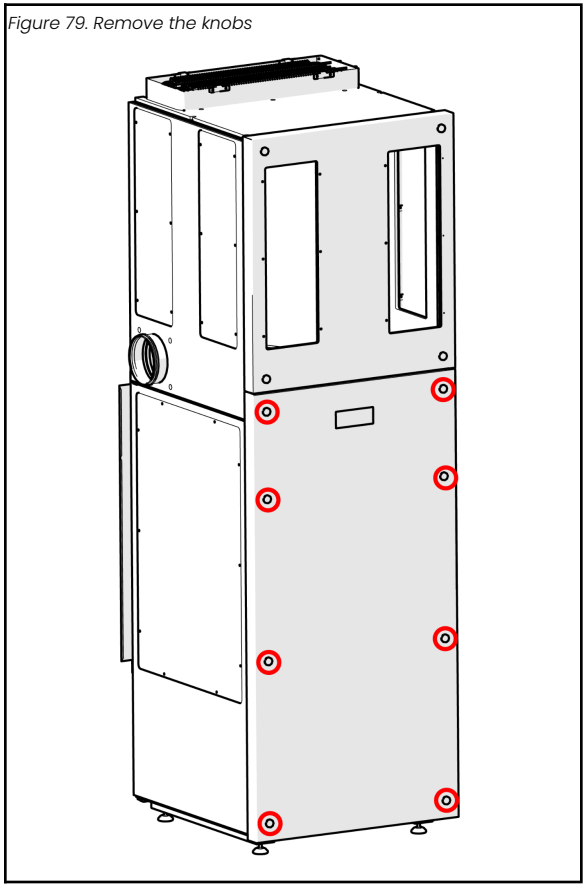
10.1 Opening the unit

To open the AIO® Vertical Stack XL unit:

1. **Disconnect the power supply.**
   Disconnect the unit from the power supply and wait at least five minutes after it was last operated.
2. **Remove the decorative panel.**
   Remove the eight knobs from the decorative panel. Then remove the decorative panel.

Keep the screws or knobs removed in each step separate.

Figure 79. Remove the knobs



3. **Open the electrical panel.**
   Remove the four screws and the two metal panels to access the electrical panel.

Figure 80. Remove four screws

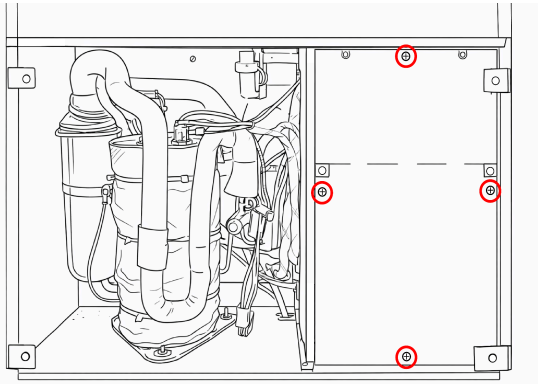
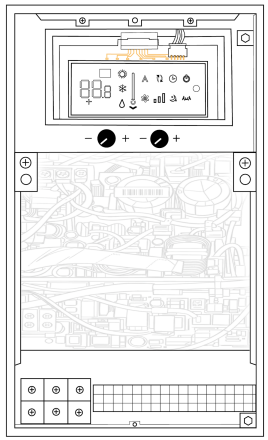


Figure 81. Open the electrical panel



10.2 Attaching the GWB20 gateway to the unit

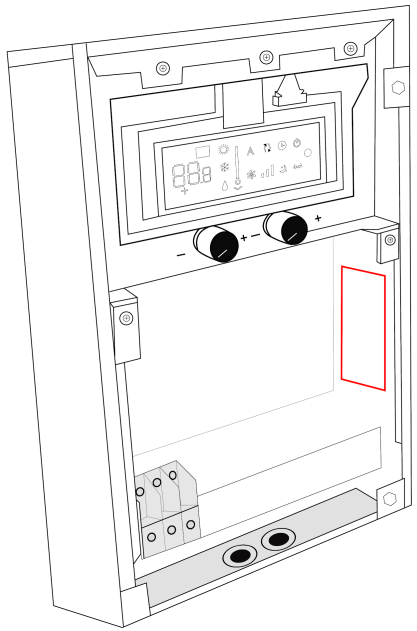
⚠CAUTION

Handle the control board and all electronic components with care to avoid damage.

To attach the GWB20 gateway to the AIO® Vertical Stack XL unit:

1. **Mount the gateway to the unit.**
   The electrical panel has a space on the side wall for mounting the gateway.

Figure 82. Gateway mounting location



- If there are mounting holes on the inner metal panel:
  a. Insert four or five LCD-6 plastic spacer (stand-up) clips into the holes.
  b. Mount the gateway on top of the clips.

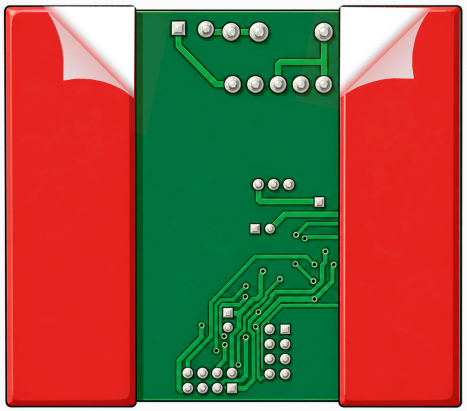
- It is recommended to use spacer clips if there are holes, since the spacers raise the gateway ¼" (6.4 mm) above the metal chassis, preventing contact and ensuring safe clearance.

- If the lower row of holes does not line up with the holes in the panel, or is covered by the foam strip, use spacer clips in the upper holes and a thick foam strip (or several layers of double-sided tape) at the lower end.

- If there are no mounting holes on the panel:
  a. Clean the mounting location with an alcohol pad to ensure proper adhesion.
  b. Remove the backing from the two adhesive foam strips that are attached to the back of the gateway.

The foam in the adhesive strips provides insulation to prevent short-circuits.

Figure 83. Adhesive strips on the GWB20 gateway

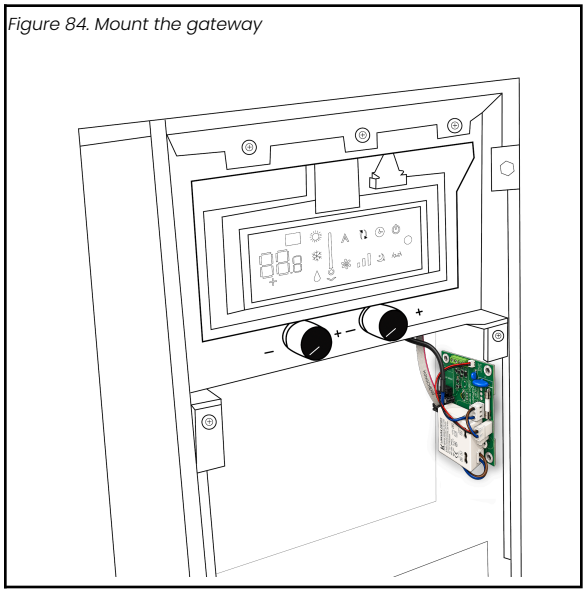


  c. Mount the gateway in the indicated location, and press firmly to ensure the gateway is securely attached.

⚠CAUTION

Make sure there is no direct contact between the gateway and the metal panel.

Figure 84. Mount the gateway

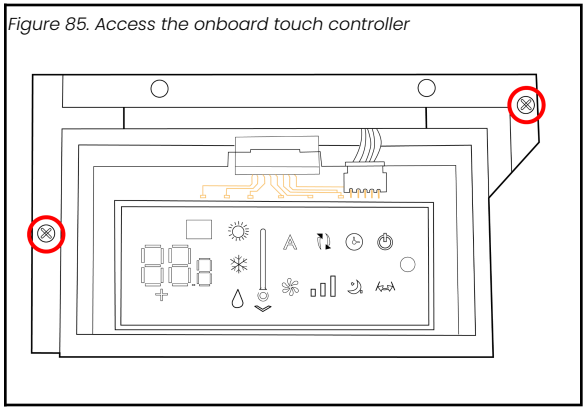


10.3 Connecting the gateway cables

To connect the power and communication cables between the GWB20 gateway and the AIO® Vertical Stack XL unit:

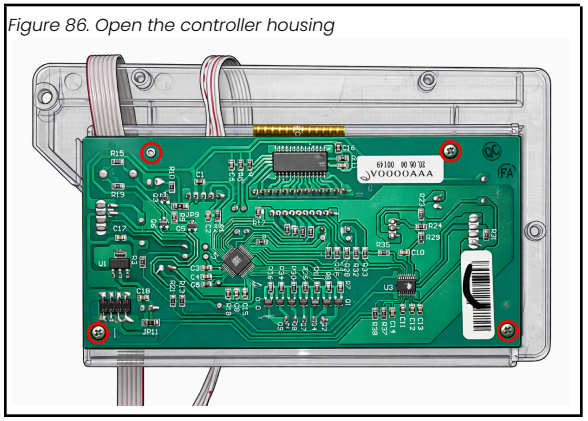
1. **Access the onboard touch controller.**
    a. Remove the two screws to detach the onboard touch controller housing from the unit.

Figure 85. Access the onboard touch controller



b. Remove the four screws to remove the controller from the housing.

Figure 86. Open the controller housing



2. **Move the Wi-Fi module (if present) from the unit to the gateway.**
    a. If a Wi-Fi module is installed in the Wi-Fi socket on the right side of the controller, gently pry the module out of the socket.

Figure 87. Locate the Wi-Fi module

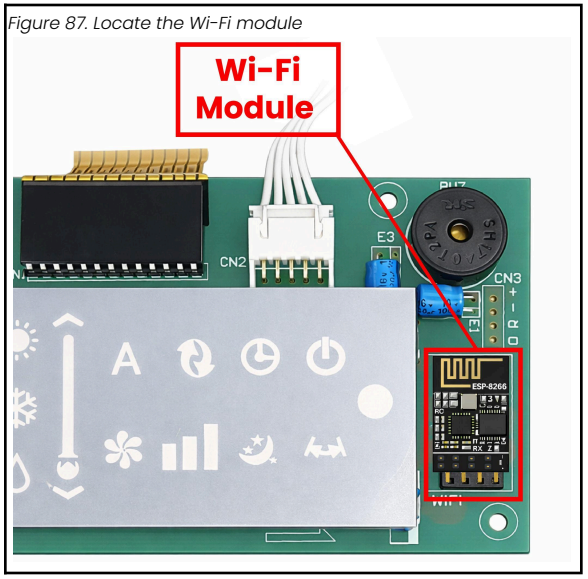
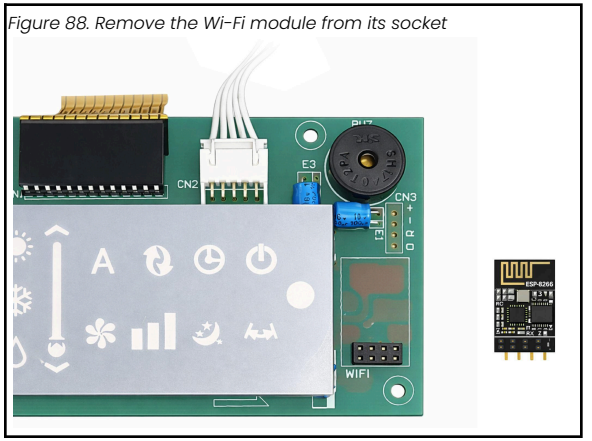


Figure 88. Remove the Wi-Fi module from its socket



b. On the GWB20 gateway board, locate the Wi-Fi socket as shown below. Install the Wi-Fi module (removed from the unit in the previous step) into the Wi-Fi socket on the gateway.

Figure 89. Locate the WI-Fi socket on the gateway

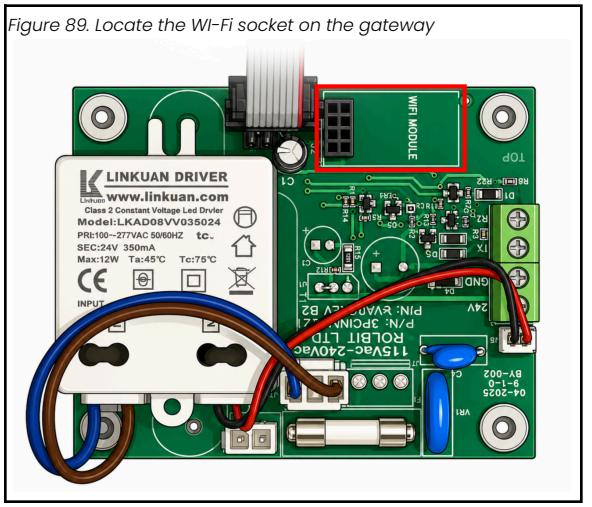
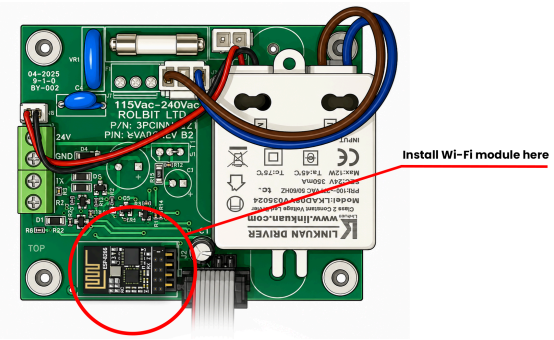


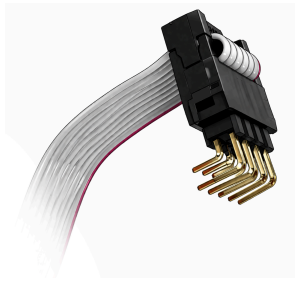
Figure 90. Install the Wi-Fi module



3. Connect the communication cable.

a. On the GWB20 gateway board, the flat grey communication cable is preconnected to the communication port. The free end of the communication cable has an eight-pin right-angle pin header in the black connector.

Figure 91. Communication cable connector with right-angle pin header

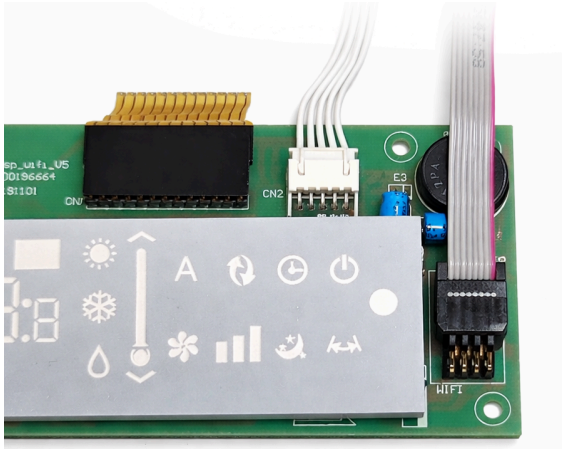


b. Connect the cable to the Wi-Fi socket as follows:

Ensure that the communication cable is inserted with the red stripe on the cable facing away from the display.

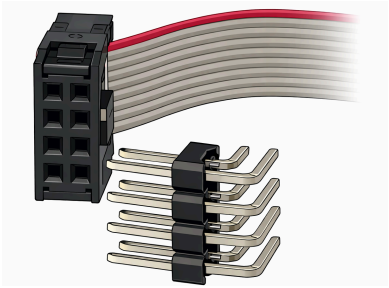
- If the Wi-Fi socket is empty:
  Insert the eight pins on the cable connector securely into the Wi-Fi socket as shown.

Figure 92. Connect the communication cable to the unit



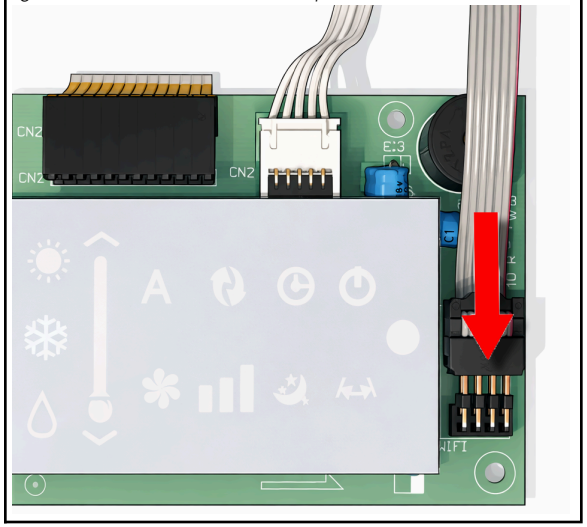
- If there is already a right-angle pin header in the Wi-Fi socket:
  i. Remove the right-angle pin header from the cable connector.

Figure 93. Remove the pin header from the connector



ii. Push the cable connector securely onto the pins in the Wi-Fi socket as shown.

Figure 94. Connect the cable to the pin header in the Wi-Fi socket



4. Reattach the onboard touch controller.

a. Replace the controller in its housing and secure it using the four screws removed in Step 1b above.

b. Reattach the controller housing to the unit using the two screws removed in Step 1a above.

5. Connect the power cable.

The GWB20 gateway uses a "Universal Input" power supply that works with any line voltage. The terminals marked "115 V" on the board are from a legacy configuration and are not used.

a. On the GWB20 gateway bOn the GWB20 gateway board, the black power cable is preconnected to the power terminal. The power cable contains two wires, one brown (or black) and one blue.

Figure 95. GWB20 gateway power connection



b. The Vertical Stack XL unit may come with a black power cable pre-installed.

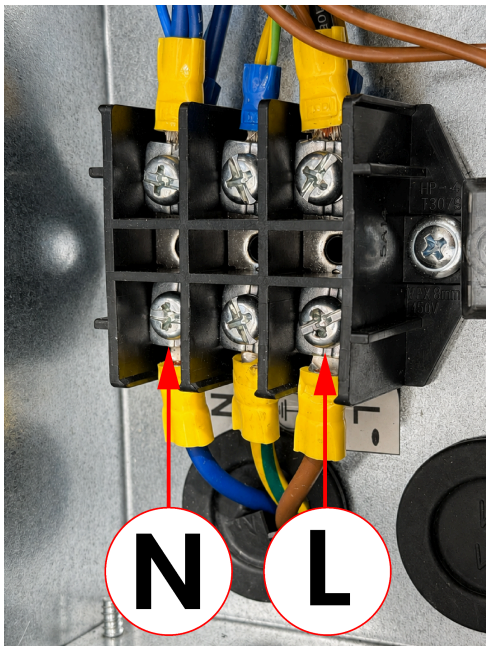
- If the unit has a pre-installed power cable, disconnect the gateway's power cable connector and insert the unit's power cable into the gateway instead.
- If the unit does not have a pre-installed power cable, the power cable on the gateway must be hard-wired to the screw terminal block on the unit.

  To hard-wire the power cable to the unit's screw terminal block:

  i. The brown (or black) wire in this cable is Live (Hot). Connect this wire to the L or L1 terminal on the unit.

  ii. The blue wire in this cable is Neutral. Connect this wire to the N terminal on the unit.

Figure 96. L and N terminals on screw terminal block



⚠CAUTION

Ensure that all wire insulation is intact and that there are no exposed conductive parts that could cause short circuits or other electrical issues.

10.4 Closing the unit

To close the AIO® Vertical Stack XL unit:

1. **Test the onboard touch controller.**
   a. Reconnect the power supply to the unit and power it on.
   b. Test the onboard touch controller to verify that it changes the temperature setting and modes of operation as selected. Refer to the AIO® Ceiling Ducted User Guide for more information (since the Vertical Stack XL units use the same controller).
   - If the controller works as expected, power off the unit and wait at least five minutes for the capacitors inside the unit to discharge.
   - If the test fails, repeat the applicable steps in Sections 9.1 through 9.3 to verify that all connections are secure, and then repeat the test. If the test still fails, contact an INNOVA-trained service technician.
2. **Close the unit.**
   a. Replace the two metal panels and secure them with the four screws removed in Section 9.1, Step 3.
   b. Replace the decorative panel and secure it by replacing and tightening the eight knobs removed in Section 9.1, Step 2.
3. **Reconnect the power supply to the unit.**

11. WARRANTY TERMS AND CONDITIONS

Controllers and gateways carry a two-year warranty.

11.1 Exclusions and limitations

The above-noted warranty shall not cover:

- Any damage resulting from improper voltage supplied to the AIO® unit.
- Damage to a controller or gateway where there is a corrosive atmosphere containing any damaging chemical, such as chlorine or fluorine.
- Failure of the controller or gateway due to acts of God, natural disasters, power failures, interruptions, brownouts or power spikes, or due to incorrect or inadequate electrical service, or failure of internet services or home networks.
- Damages or personal injury caused directly or indirectly by failure or malfunction of the controller or gateway as a result of any cause, including natural disasters, accidents, misuse, improper wiring, or installation.

For additional information and any product inquiries, contact:

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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.

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MADE IN ITALY

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AIO® GWB20 Gateway for AIO® Heat Pumps
Installation Guide