AIO® NextGen PTHP

Installation Guide



innova

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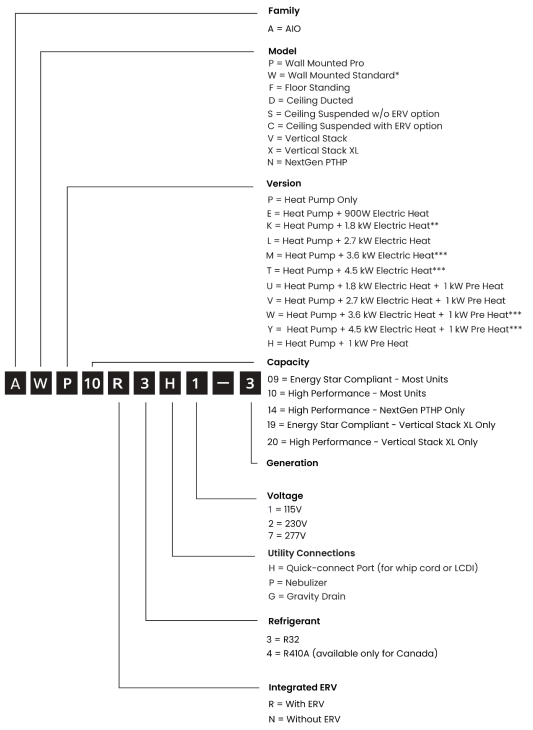
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MODEL NUMBER NOMENCLATURE

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 installing the unit. Following these instructions reduces the risk of equipment damage, improper installation, and potential safety hazards.

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

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® NextGen PTHP 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 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 applicable local and national codes.
- **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.

1.1.4 Illustrations and diagrams in this guide
All illustrations and diagrams in this guide represent installations utilizing INNOVA-approved accessories. Actual field installations may vary; additional components, adjustments, or modifications may be required to comply with project-specific requirements, applicable codes, and standards.

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 a moving part hazard and a sharp-surface hazard.
	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. It is essential to read each carefully and follow the instructions stated.



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 - READ BEFORE INSTALLING

This guide outlines the steps necessary to install the NextGen PTHP unit safely and securely. By following these instructions, the risk of damage to the equipment can be significantly reduced.

The installer is responsible for ensuring that the unit is installed safely and securely, in full compliance with all applicable local and national codes.

The precautions in this guide supplement, rather than replace, established safety practices. In case of conflict, always follow the more stringent requirement.

Only a trained HVAC installation technician may install this unit.

Read the entire installation guide before installing the unit. Follow all safety notices, warnings, and labels carefully. Failure to do so may result in property damage, serious injury, or death.

2.1 Fire/explosion hazards

⚠ WARNING

- The unit shall be stored in a room without continuously operating ignition sources (for example, open flames, an operating gas appliance, or an operating electric heater).
- Do not use means to accelerate the defrosting process or to clean, other than those recommended by the manufacturer.
- 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.

2.2 Refrigerant hazards

⚠ DANGER

- Flammable refrigerant is used. Only trained HVAC technicians are authorized to handle refrigerant charging, recovery, or disposal.
- Do not puncture the refrigerant copper tubing.
- Do not expose the refrigerant copper tubing to heat sources, sparks, or open flames.
- Do not use open flame or high-heat sources for leak detection (for example, halogen lamps); fire or explosion can result. Only use approved electronic detectors when checking for refrigerant leaks.
- Refrigerant under pressure; handle with appropriate protective equipment (PPE).

⚠ WARNING

- Do not leave refrigerant cylinders in confined spaces; always store and use them in well-ventilated areas. Keep ventilation openings clear of obstruction.
- Do not charge, replace, or mix the R32 refrigerant with any other refrigerant type. Using other refrigerant types may result in equipment damage and safety risks.
- An unventilated area where a unit using flammable refrigerants is installed shall be constructed so that, in the event of a refrigerant leak, gas will not accumulate to a level that creates a fire or explosion hazard. Be aware that leaking refrigerants may be odorless.
- Never store or transport refrigerant cylinders in temperatures above 122°F (50°C).
- During storage, protect cylinders and the unit from mechanical damage, tipping, or corrosion.

⚠ CAUTION

- Leak testing must be completed after installation is complete.
- The unit uses flammable refrigerant (R32). If the unit does not cool or heat, it may indicate a refrigerant leak. If a leak is detected, do not touch the unit. Ventilate the area and immediately consult the building manager or unit manufacturer. Refrigerant may cause cold burns.
- When handling the unit, verify that no other substance (including air) other than the contained R32 refrigerant enters the refrigerant circuit.
- Do not release refrigerant into the atmosphere; follow environmental regulations. In the US, refrigerant handling must comply with the EPA Clean Air Act Section 608 (certified personnel, recovery, reclaim, and recycling requirements).
- Follow all local environmental regulations for refrigerant handling and disposal.

2.3 Hot surface hazards

⚠ DANGER

- Only trained HVAC technicians are permitted to access internal components while the system is hot.
- Hot parts. Do not operate the unit with the cover removed. Certain components (compressor, coils, discharge piping, and other parts) may reach high temperatures during operation.

⚠CAUTION

- Allow sufficient time for surfaces to cool before handling or servicing. Contact with hot parts can cause burns or damage to equipment.
- Keep flammable materials away from hot surfaces at all times.
- Use appropriate PPE (gloves, protective clothing) when touching or working near hot components.

2.4 Electrical hazards

⚠DANGER

- Only certified electricians are authorized to install or service electrical components.
- Disconnect all electric power, including remote disconnects, before installation, maintenance, or servicing. Verify that power to the entire system is down, including any peripherals, third-party devices, power backup systems, and other devices operating in the unit network..

⚠WARNING

- All connections must be prepared only by a certified electrician.
- Wiring and grounding must comply with the National Electrical Code (NEC) and all applicable local codes and regulations. Improper wiring or loose connections may cause overheating, fire, or electric shock.
- Connect only to a dedicated branch circuit of proper ampacity, protected by a correctly sized overcurrent device (per unit nameplate and wiring diagram).

⚠CAUTION

- Follow OSHA-compliant Lockout/Tagout (LOTO) procedures.
- Use only standard circuit breakers and fuses that match the unit's rating.
- Do not use an extension cord or adapter plug, or connect multiple devices to a single outlet, as this may cause a fire or electric shock.
- Do not modify plugs or remove the grounding pin; always connect to a grounded 3-prong power supply.
- Do not bundle, pull, damage, or modify the power cord. Do not place heavy objects on it or heat sources on or near it, as this may cause a fire or electric shock.
- Do not operate the unit with damaged electrical cords or plugs. If the power cord is damaged, it must be replaced by the manufacturer or licensed service personnel.
- Do not connect the ground wire to gas pipes, lightning rods, or telephone ground.
- Ensure electrical panels are closed and secured before energizing equipment.
- In the event of a blackout or thunderstorm, turn the unit off and disconnect it from the power source immediately.
- Verify that the electrical supply voltage, electrical service, and power quality meet the equipment requirements before operating the unit. Do not operate the equipment under improper voltage conditions or with excessive Total Harmonic Distortion (THD). Damage or premature failure of the quoted equipment resulting from improper voltage conditions, inadequate electrical service, or operating the equipment with excessive THD (Total Harmonic Distortion) levels will void the Manufacturer's warranty.

2.5 Moving parts hazards

⚠ DANGER

- Moving parts. Do not operate the unit with the cover removed.
- 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..

⚠ CAUTION

- Only trained HVAC technicians are authorized to service the unit with the panels removed.
- Reinstall all panels before operation and keep hands away from the fan area to prevent injury.

2.6 Handling and mechanical hazards

⚠ CAUTION

- Heavy load. Two or more people are required to lift and mount the unit; respect safe lift limits to prevent injury.
- Protect control panel surfaces from being pressed with tools or sharp objects; use fingers only to prevent damage.

⚠ CAUTION

- Edges inside the unit may be sharp - wear hand protection when handling sheet-metal parts to prevent cuts.

2.7 Installation environment hazards

⚠ CAUTION

- Do not install above an elevation of 8,858 ft (2,700 m) unless specifically approved by the manufacturer — reduced air density may impair safe operation.
- Indoor installation only. Do not install outdoors or in locations exposed to rain, snow, or direct weather.
- When working at heights, follow all applicable fall protection regulations and guidelines. Use guardrails, harnesses, and barricade the area below to protect against falling objects.
- Verify the supporting structure can carry the full unit weight and operating loads, including vibration and dynamic loads.
- Install using proper anchors, fasteners, and torque.
- Keep the unit upright at all times; never lift it by its covers, panels, or refrigerant copper tubing.
- Protect the unit from impact, vibration, tipping, dust, and corrosive atmospheres during installation and operation.
- Do not install or store the unit in rooms with continuously operating ignition sources (for example, open flames, gas appliances, electric heaters).
- Maintain required service clearances and ensure ventilation openings remain

⚠CAUTION

unobstructed. Obstruction can cause malfunction or overheating.

- Dispose of all packaging materials safely to prevent suffocation, tripping hazards, or fire hazards.
- Follow all manufacturer instructions and applicable local building codes.

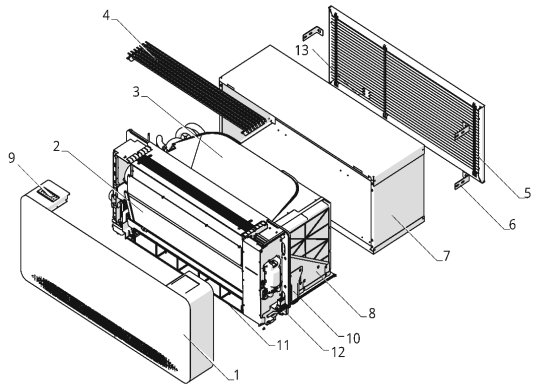
⚠WARNING

- Improper installation environments can result in fire, explosion, refrigerant leakage, equipment damage, or personal injury.
- Do not operate the unit in or near an environment under construction or renovation. Dust and debris can enter the unit, causing malfunctions and reduced performance.

3. NEXTGEN PTHP OVERVIEW

3.1 Components and structure

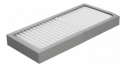
Figure 2. NextGen PTHP components and structure



1	Front panel	**8**	ERV module (optional accessory)
2	Internal heat exchanger coils	**9**	Onboard touch controller
3	External heat exchanger coils	**10**	Wheel accessory brackets (not used during installation)
4	Upper supply grille	**11**	Return air filter
5	External louver (optional accessory)	**12**	Electrical connection terminal
6	External louver mounting brackets (optional accessory)	**13**	External louver opening for nebulizer nozzle
7	Wall sleeve (optional accessory)		

3.2 Accessories

Table 1. Accessories list.

Picture	Part	Factory-included Items	Optional Items	
			Factory Installed	Field Installed
	Washable MERV 3 filters	✓		
	ERV core		✓	
	1.8 kW set of electric heat strips		✓	
	MERV 13 Filters		✓	
	Nebulizer system			✓
	Quick connect whip cord			✓
	LCDI power cord (available in two sizes)			✓
	PTAC sleeve (with thermal barriers)			✓
	Hex wrench - comes with sleeve (for securing the unit to the			✓

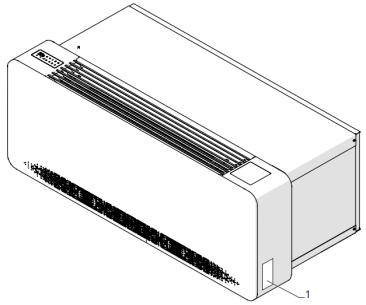
Picture	Part	Factory-included Items	Optional Items	
			Factory Installed	Field Installed
	sleeve)			
	INNOVA external louver (with an opening for the nebulizer)			✓
	External louver mounting brackets			✓

3.3 Unit serial number

This number is required for product identification. Tampering with or removing the data plate will void the warranty.

The unit's model and serial number are printed on the nameplate, as shown in Figure 3 below.

Figure 3. Unit nameplate location



1	Nameplate

4. RECEIVING AND HANDLING THE UNIT

The NextGen PTHP unit is shipped on its own in a crate. Other accessories are shipped separately.

4.1 Crate dimensions and shipping weight

Table 2. Crate dimensions and shipping weight

Width	63.97 in (1625 mm)
Height	26.18 in (665 mm)
Depth	17.99 in (457 mm)
Weight	155 lb (70.3 kg)

4.2 Handling the unit

Follow these guidelines for safe handling:

- If the unit comes in a carton, move the carton using two INNOVA-trained personnel.
- If the unit comes in a crate, use approved material handling equipment (forklift, pallet, jack, and other devices) when moving the crate.
- To avoid damage to the unit, use only the integrated handles on the crate when lifting or transporting the unit.
- Follow all handling and stacking instructions on the crate labels.
- Do not exceed the Recommended Weight Limit (RWL) defined by the National Institute for Occupational Safety and Health (NIOSH). Obey all Occupational Safety and Health Administration (OSHA) and local regulations for heavy-weight lifting.

⚠CAUTION

- The unit and its packaging are heavy and must be handled by trained personnel only.

⚠CAUTION

Improper handling can result in injury or damage to equipment.

- Use two or more people or approved mechanical lifting equipment when moving the unit.
- Protect the unit and packaging from impact or tipping during handling.
- Follow safe lifting practices and all applicable workplace safety regulations.

4.3 Receiving the unit

⚠WARNING

Improper storage or handling may result in fire, explosion, equipment damage, or personal injury

Follow this procedure when receiving the shipment:

1. **Inspect the packaging.**
   a. Upon delivery, check all packaging for visible damage.
   b. If there is damage to the packaging, take clear photographs before opening it.
   c. Document the damage on the freight bill.
2. **Remove the unit from the carton.**
   a. Carefully remove the unit from the carton while keeping it upright.
   b. Check the interior of the carton for signs of refrigerant leakage using an R32-compatible electronic leak detector.
   c. In case of a refrigerant leak inside the carton:
      - Do not install the unit.
      - Report the issue immediately to your INNOVA representative or distributor.

⚠CAUTION

- Store and transport only by trained personnel.
- Keep the unit upright at all times; do not tilt or invert during handling.
- Protect the unit and packaging from impact, vibration, or dropping.
- Ensure the unit is secured during transport to prevent shifting or tipping.
- Do not stack units unless the packaging clearly indicates it is safe to do so.

3. **Inspect the unit and all accessories for any damage that may have occurred during shipping.**
   a. Remove the outer covers to inspect for underlying damage.
   b. Photograph all damage and all sides of the unit to support a damage claim.
   c. Document the damage on the freight bill.
   d. Notify your INNOVA representative or distributor.

Claim Eligibility

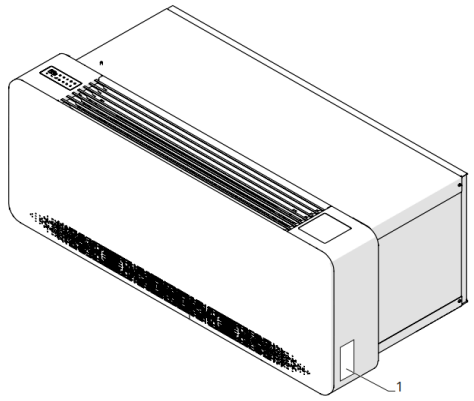
To remain eligible for a claim, all damage must be reported within two weeks of the delivery date.

4. **Record the unit nameplate and serial number.**
   The nameplate is provided as a separate adhesive sticker that must be attached to the bottom right of the unit. It lists key information such as the model number, serial number, electrical specifications, and compliance markings. Attach the sticker securely and refer to it when installing, registering, or servicing the unit.

Nameplate Required

Do not remove or tamper with the nameplate, as it contains essential product information needed for service, certification, and warranty validation. Removal of the nameplate will void the warranty.

Figure 4. Unit nameplate location



1	Nameplate

5. **Perform basic functional testing (if the unit appears damaged).**
   If the unit appears damaged, unpack and test both the heating and cooling modes. Immediately report any irregularities or operational issues to your INNOVA representative or distributor.
6. **Verify package contents.**
   Verify the contents of the carton against the components list to ensure all components are present. If any items are missing, contact your INNOVA representative or distributor immediately.

⚠CAUTION

- Dispose of all packaging materials safely and in accordance with local regulations. Improper disposal of packaging may result in suffocation, cuts, tripping hazards, or environmental damage.
- Keep plastic bags, straps, and wrapping materials out of the reach of children to prevent them from suffocating.
- Recycle materials (wood, cardboard, plastics, metals) where recycling facilities exist, in accordance with the local regulations.
- Handle nails, staples, and sharp edges with care to prevent cuts or puncture injuries.
- Do not leave packaging debris in installation or storage areas, as it may cause tripping hazards or a fire risk.

4.4 Storing the unit

Store the NextGen PTHP unit according to the following requirements. Improper storage can cause equipment damage and void the warranty:

- Store the unit indoors in a clean, dry, and well-ventilated area.
- Keep the unit upright at all times.
- Elevate the crate with the unit using pallets or planks to prevent moisture exposure.
- Obey all applicable state and local regulations for HVAC storage.

⚠WARNING

- Only trained personnel are authorized to handle or store units containing a flammable refrigerant.

⚠WARNING

- Risk of fire or explosion. Flammable refrigerant is used. Improper storage can cause ignition, explosion, or damage to equipment.
- The unit shall be stored in a room without continuously operating ignition sources (for example: open flames, an operating gas appliance, or an operating electric heater).
- Ensure storage space is dry, well-ventilated, and free of corrosive substances.
- Keep ventilation openings clear of obstruction.
- An unventilated area where the unit is stored shall be constructed so that leaked refrigerant cannot accumulate to levels that could create a fire or explosion.

⚠CAUTION

- Protect the unit from impact, vibration, direct sunlight, corrosive substances, and excessive dust, humidity, and moisture.
- Store the unit upright at all times; do not tilt, invert, or stack it unless the packaging indicates it is safe to do so.
- Keep the unit securely stored to prevent tipping or accidental damage.

5. SITE PREPARATION

5.1 Pre-installation checklist



Installation Environment
The NextGen PTHP is designed for through-the-wall installation. The unit enclosure is rated for indoor use only; only the exterior grille is rated for outdoor exposure.

Before beginning installation, confirm that the following conditions are met:

- ☐ Ensure that the wall opening matches the required dimensions for sleeve installation and allows for all the necessary clearances.
- ☐ When installing the unit, it is recommended to use the (optional) INNOVA wall sleeve. If the unit will be installed into a wall opening with an existing PTAC sleeve, the installer must ensure that the unit can be installed correctly and secured according to the instructions in this guide. The existing sleeve must be level or slightly pitched to the exterior. If cutting the sleeve is necessary, avoid cutting the sleeve bottom (to prevent water intrusion).
- ☐ Ensure that the wall opening can support the unit's weight and provide a stable base.

⚠CAUTION

- Verify the supporting structure can carry the full unit weight and operating loads, including vibration and dynamic loads.
- Install using proper anchors, fasteners, and torque.

- ☐ Ensure all necessary tools and materials are available for installing the unit.
- ☐ Ensure that one of the following electrical setups is in place at the installation location:
  - **Grounded electrical outlet**: A properly rated, grounded outlet located near the sleeve's bottom-right corner. The outlet must be within reach of the unit's power cord and positioned to avoid any tension on the cord.
  - **Hardwired connection:** A wall prepared for hardwiring (preferably using the quick-connect whip cord). The electrical access point must align with the connection area at the unit's bottom-right front and should be within 40" (1016 mm) of the unit (the quick-connect whip cord length).

⚠DANGER

- Only certified electricians are authorized to install or service electrical components.
- Disconnect all power supplies before installation, maintenance, or servicing.

- ☐ Plumbed condensate drainage is recommended when feasible. Drainage can be accomplished in one of the following ways:
  - **Plumbed drain (recommended):** Uses a concealed drainpipe within the wall that leads to the building's wastewater system. Ensure that such a connection is appropriate, safe, and compliant with local plumbing codes.
  - **Direct exterior drain (warm climates only - above freezing point):** If no suitable in-wall option exists, route the drain hose to discharge outside: onto the ground or through an exterior drainpipe. Take care to prevent water damage and ensure compliance with local regulations.
- ☐ The NextGen PTHP supports an (optional) internal nebulizer for condensate management when draining via pipes isn't feasible. It can disperse condensate outdoors and is suitable for both

warm and cold climates. If using this option, verify the following:

- The nebulizer installation is appropriate for the installation site, the unit is configured for nebulizer use, and the nozzle is oriented toward the air flowing from the outdoor fans, not the heat exchanger coils.

☐ Where practical, avoid installing the unit in direct sunlight. Solar heating may cause the room-air temperature sensor to provide inaccurate readings, resulting in improper unit operation.

5.2 Wall opening and sleeve dimensions

The NextGen PTHP unit and sleeve require a wall opening that accommodates a sleeve with minimum dimensions of 40.5" W × 15" H × 13.5" D (1029 mm W × 381 mm H × 343 mm D). When constructing a new opening, ensure it meets or exceeds these dimensions.

5.2.1 Tools and materials needed

Ensure the following tools and supplies are available before beginning the installation:

- Magnetic-head screwdriver (to prevent screws from falling into the unit).
- Drill.
- Hex wrench for securing the unit to the sleeve (included with the sleeve).
- Thick open-cell insulation tape (to be applied on the divider)
- Insulation foam to fill any gaps between the sleeve edge and the unit.
- Personal protective equipment (PPE) suitable for handling equipment containing R32 refrigerant.

⚠CAUTION

- Wear appropriate PPE when handling refrigerants (goggles, gloves, fire-resistant protective clothing).

If the wall opening is deeper than 13.85" (352 mm): Insulation foam to serve as a baffle between the outside air intake and exhaust (see Section 7.2.2 for more information).

5.2.2 Installation clearances

Carefully read the following criteria to determine the required clearances for the NextGen PTHP unit.

- **Top Clearance**
  Maintain at least 20" (508 mm) of unobstructed space above the unit to ensure proper airflow from the top-mounted supply vent. Keep the area free of curtains, furniture, plants, or other obstructions.
- **Bottom Clearance**
  Maintain a minimum of 4.5" (114 mm) clearance between the unit and the floor to:
  - Prevent any vibration noise from the unit.
  - Enable the floor under the unit to be cleaned.
  - Enable the return air filter to be easily removed for maintenance.
- **Side Clearances**
  Maintain at least 4" (102 mm) of clearance on both sides to prevent vibration-related noise. The unit should not come into contact with any adjacent surfaces.
- **Front Clearance**
  Maintain a minimum of 15" (381 mm) in front of the unit to allow adequate space for air flow and maintenance.
- **Rear Clearance**
  Maintain a minimum of 36" (914 mm) behind the unit to allow adequate space for supply and exhaust airflow.

Figure 5. PTHP installation clearances — front view

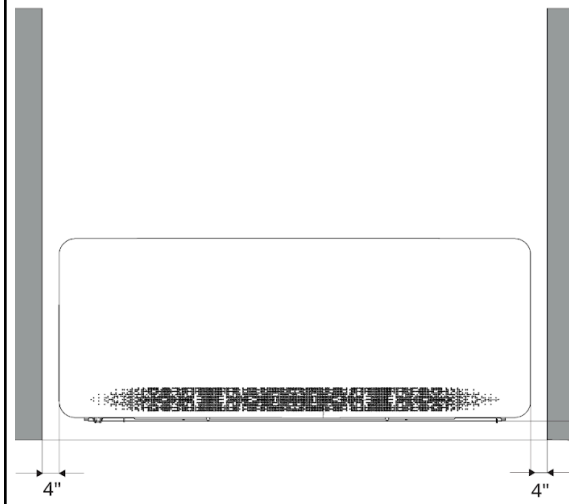
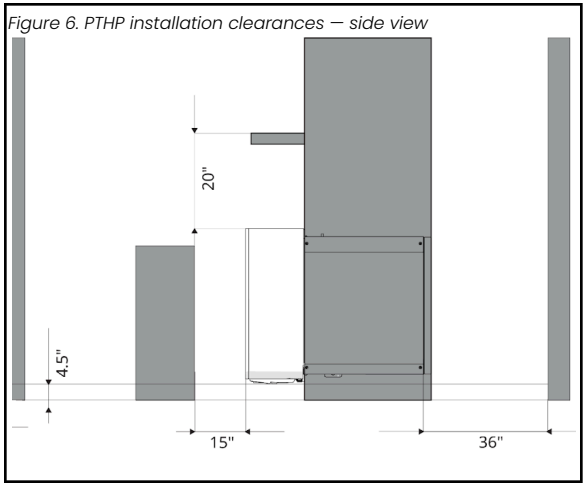


Figure 6. PTHP installation clearances — side view



5.3 Preparing the electrical connection

⚠ WARNING

- Ensure that electrical power is disconnected at the main fuse or breaker panel before starting any electrical work.
- All connections must be made in compliance with the National Electrical Code (NEC) and any local authorities with jurisdiction.
- All connections must be prepared only by a certified electrician.

5.3.1 Preparation at the electrical panel

A dedicated circuit breaker must be installed for the NextGen PTHP unit regardless of connection type (LCDI or hardwired).

For hardwired installations, an emergency disconnect switch is also required. Ensure the use of a double-pole switch.

To prevent damage from voltage spikes or surges, connect the unit to a dedicated surge protector or ensure that the building is equipped with building-wide surge protection.

Do not connect the unit to a Ground Fault Circuit Interrupter (GFCI), as this can cause nuisance tripping during normal operation.

5.3.2 Preparation at the unit

The NextGen PTHP unit can be easily connected to the power supply in one of three ways:

- LCDI power cord — for 230V units; connect to a properly sized, grounded outlet.
- Standard power cord — for 277V units
- Quick-connect whip cord — per approved wiring and rating.

⚠ CAUTION

- The LCDI power cord or plug can be replaced only by a certified electrician, in compliance with current national and local regulations.
- Do not alter the LCDI power cord or plug.
- Do not use an extension cord to connect the LCDI power cord to an outlet.

- We strongly recommend using our LCDI or Quick-connect whip cords.
- If customers choose not to use these options, any alternative electrical configuration must comply with all applicable local codes.
- All electrical connections must be performed by a certified electrician and rated for the appropriate voltage and amperage.

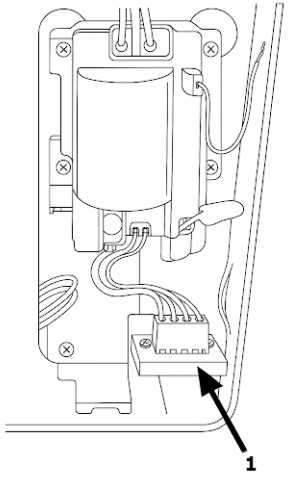
Quick-connect whip cord connection preparation

The NextGen PTHP unit can be hardwired directly to a correctly sized, dedicated circuit breaker using INNOVA's quick-connect whip cord.

To prepare for a hardwired connection:

1. **Mount the junction box.** Install it behind the terminal block located on the right side of the unit (see Figure 7).
   - Attach the quick-connect whip cord via the TE 1-917809-3 power connector (located in the terminal block).
   - Connect the quick-connect whip cord to the junction box.
   - Ensure the connector is fully seated and properly aligned with the terminal block.
   - Verify that the cord is routed without strain or sharp bends
2. **Wire the junction box:**
   - Ensure that the power to the breaker is turned off.
   - Route the electrical wire from the breaker box to the junction box. Make sure that the wire is rated for the load.
   - Connect the wire to the INNOVA quick-connect whip cord in the junction box.

Figure 7. Terminal block location



1	TE 1-917809-3 power connector

5.4 Preparing a condensate drain

The NextGen PTHP unit comes with an optional built-in nebulizer that disperses condensate into the outdoor air. However, it is recommended to connect the unit to a plumbed drain system if available. To do this, the rubber hose on the back left of the unit can be disconnected from the reservoir (if connected) and redirected to a suitable condensate drain, such as a plumbed drain or a direct exterior discharge, depending on site conditions and applicable code requirements.

⚠CAUTION

- Obey all applicable local plumbing laws and national standards when installing a condensate drain. Failure to do so can result in leaks, water damage, or malfunctions in the unit.

5.4.1 Disconnecting the condensate hose from the reservoir

To disconnect the condensate hose from the reservoir:

1. Locate the reservoir and nebulizer systems (both located on the bottom left of the unit). Disconnect the nebulizer hose end from the reservoir.
2. Reroute the hose to the desired condensate drain system.

5.4.2 Drain system connections

Two drainage configurations are supported: **Plumbed and Direct Exterior.**

Configuration A: Plumbed connection (recommended)

In this configuration, the condensate line is connected to a dedicated drainpipe inside the wall, allowing water to discharge directly into the building's plumbing system. Connect the quick-connect whip cord to the junction box.



Drainage Considerations

- Use a plumbed drain whenever possible to minimize drain performance and safety issues.
- Make sure the drainpipe slopes downward at a 2% pitch (¼" [6 mm] per foot), or as required by local code, to ensure proper gravity drainage.

To prepare a plumbed drain:

1. **Install a drainpipe in the wall.**
   - This work must be performed by a qualified plumber in accordance with local plumbing codes and regulations.
   - The drainpipe must have a minimum interior diameter of ¾" (19 mm).
   - Terminate the drainpipe with a 45° fitting positioned to align with the condensate hose connection.
   - If the drainpipe runs through an exterior wall, wrap it in insulation. In cold climates, apply a heating cable to prevent condensate from freezing.
2. **Test the drain.**
   - Pour water into the drainpipe.
   - Check for leaks.

Configuration B: Direct exterior drain

A condensate hose is directed outdoors, discharging directly onto the ground through an extended drainpipe or hose.

To prepare an exterior drain (in locations that may experience freezing conditions):

1. Route the drain hose through the sleeve and louver so that it discharges outdoors.
2. If attaching an additional drainpipe, use a pipe with a minimum inside diameter of ¾" (19 mm).
3. Ensure the hose or drainpipe slopes downward at least 30% (approximately 3.6 in. per 12 in. / 300 mm per 1 meter) along its entire length, or as required by local building codes, to allow proper gravity drainage.
4. Wrap any hose or drainpipe that runs in or along exterior walls with self-regulating heat elements and insulation to prevent freezing.
5. Test the drain.
   - Pour water into the hose.
   - Check all connections for leaks

⚠WARNING

- Only use self-regulating heat elements or a heat element designed for use under insulation. Use of any other type of heat element can result in a fire and void your warranty.

⚠WARNING

- When preparing a direct exterior drain, ensure that the drain does not discharge water onto walkways or work areas, where it could create slipping hazards.

⚠CAUTION

- Install an external drain only in warm climates. In freezing conditions, condensate can freeze and damage the unit.

5.4.3 Condensate drain maintenance

To reduce the risk of zooglea biofilm formation and maintain adequate drainage, apply a coil-safe drain line cleaner (such as Valterra PowerMax) to all drain line components during installation. Applying this coating helps inhibit early microbial growth within the system

6. UNIT PREPARATION

6.1 Adding insulation tape to the airflow divider

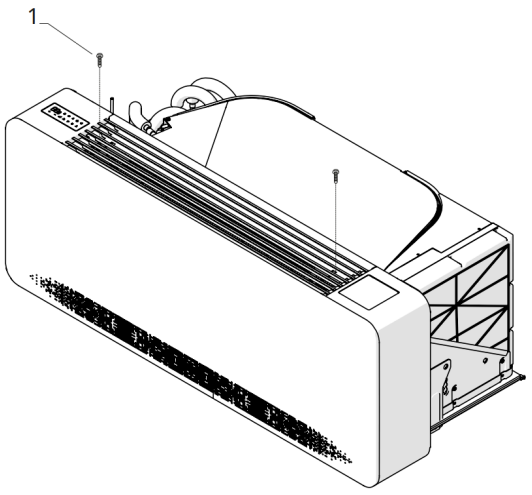
Apply open-cell insulation tape around the airflow divider (located near the bottom of the rear of the unit) to ensure proper sealing. Use insulation foam to fill any gaps between the sleeve edge and the unit wall.

A thick divider must always be installed between the air intake and exhaust sections at the back of the unit to prevent air leakage.

6.2 Disconnecting the upper supply grille

1. Remove the two screws securing the grille to the body of the unit.

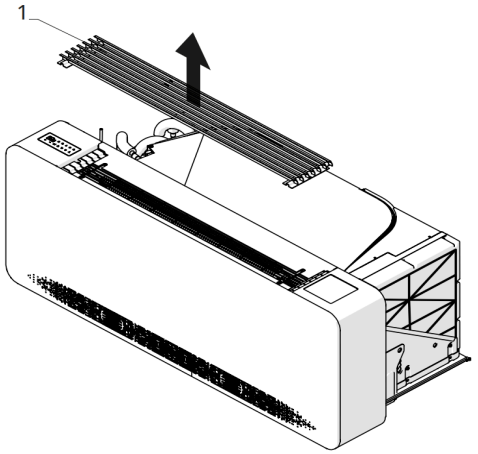
Figure 8. Removing the upper supply grille screws



1	Upper supply grille screws

2. Lift and remove the upper supply grille.

Figure 9. Removing the upper supply grille



1	Upper supply grille

6.3 Removing the front panel

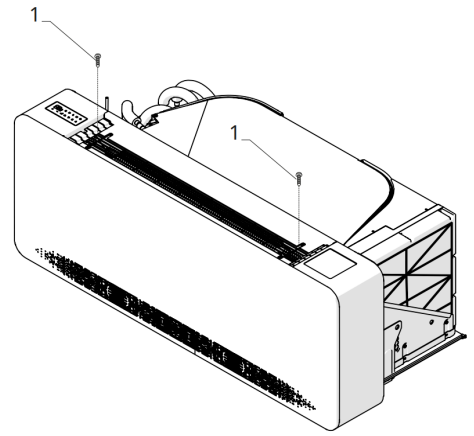
⚠CAUTION

- The onboard touch controller is clipped into the top of the front panel and connected to the unit by a wire harness. The female connector is soldered to the controller and can be damaged if pulled abruptly. To avoid wire damage, disconnect the harness before removing the front panel.

To remove the front panel:

1. Remove the screws securing the front panel to the NextGen PTHP unit. Use a magnetic screwdriver to prevent screws from falling into the unit.

Figure 10. Removing the front panel screws



1	Front panel screws

2. Lift the front panel slightly until the wire harness connector is accessible.
3. Carefully disconnect the controller wire harness from the unit to prevent damage to the wire harness connection at the controller.
4. Lift and remove the front panel from the unit. Note that the panel is attached to an L-shaped bracket on the bottom right.

6.4 Preparing an existing external louver for nebulizer use (retrofitted installations)

When installing a NextGen PTHP unit with a nebulizer into an existing PTAC sleeve that already has an installed architectural louver, the louver must be modified to accommodate the nebulizer nozzle. Only INNOVA-supplied louvers include a factory-cut nebulizer opening; all retrofits require field modification.

6.4.1 Required tools

- Aviation snips or sheet-metal shears
- Flat metal file or deburring tool
- Measuring tape or ruler
- Permanent marker or scribe

- PPE: cut-resistant gloves and eye protection

6.4.2 Nebulizer opening location

A 2″ (51 mm) × 2″ (51 mm) square opening must be created in the louver so the nebulizer nozzle — located on the outdoor heat-exchanger side of the unit — can discharge condensate properly.

When facing the louver **from the indoor side**, locate the opening as follows:

- Center point:
  - 9.1″ (231 mm) from the left edge
  - 2.6″ (66 mm) from the bottom edge
- Opening size: 2″ (51 mm) × 2″ (51 mm) (1″ [25 mm] in each direction from the center point)

6.4.3 Cutting the nebulizer opening

To cut the nebulizer opening in the existing louver.

1. Remove the louver and place it on a stable work surface.
2. Mark the center point using the dimensions above.
3. Draw a 2″ (51 mm) × 2″ (51 mm) square centered on that point.
4. Make an initial snip along one side of the square and continue cutting along the marked lines using aviation snips.
5. File all edges until smooth to remove burrs or sharp surfaces.
6. Reinstall the louver after completing all other sleeve-related preparation steps.

Nebulizer Retrofit Notes:

- Ensure that all cut edges are smooth to prevent damage to the nebulizer hose.
- Do not reduce the louver's free area beyond the 2″ (51 mm) × 2″ (51 mm) opening.
- Heavily corroded or structurally weakened louvers must be replaced rather than modified.

7. INSTALLING THE UNIT

7.1 Louver considerations

Third-Party Louver Requirements

Any third-party louver must meet the requirements specified below. Failure to comply may cause the unit to overheat and fail, and void the warranty.

Louver sizing

The NextGen PTHP unit includes an optional external louver. If a separate architectural louver is being used, ensure that the louver meets the following requirements:

- Free area: The installed wall louver must have at least 2.3 ft^2 (0.21 m^2) of free area to ensure adequate airflow to the heat exchanger chamber.
- Pressure drop: The louver must not create more than 0.25 in. WC (62.3 Pa) of airflow resistance.

Configuring the louver for the nebulizer

When using the nebulizer for condensate dispersion in a retrofit installation, a hole aligned with the nebulizer nozzle must be cut in the louver. See Section 6.4 for more information.

7.2 Installing the sleeve

The NextGen PTHP sleeve has a fixed depth of 13 ½″ (343 mm). Use this measurement to determine the appropriate installation method based on the depth of your wall opening.

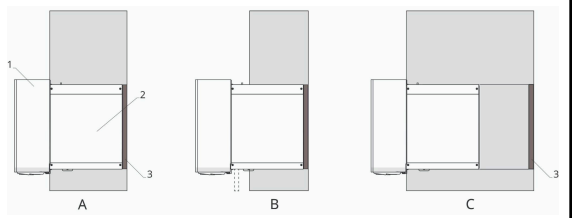
Verify that the louver is not allowing water to leak into the sleeve, and that the sleeve can contain the condensate from the unit without leaking.

Existing PTAC Sleeve Requirements

If installing the unit into an existing sleeve, verify that the sleeve has the required dimensions and that both the sleeve and wall structure provide adequate support to hold the unit securely.

There are several ways to mount the sleeve. Follow the method below that matches your installation conditions.

Figure 11. Sleeve installation configurations



1	NextGen PTHP unit	**A**	Sleeve depth matches wall depth
2	Wall sleeve	**B**	The sleeve is deeper than the wall
3	External/architectural louver	**C**	The sleeve is shallower than the wall

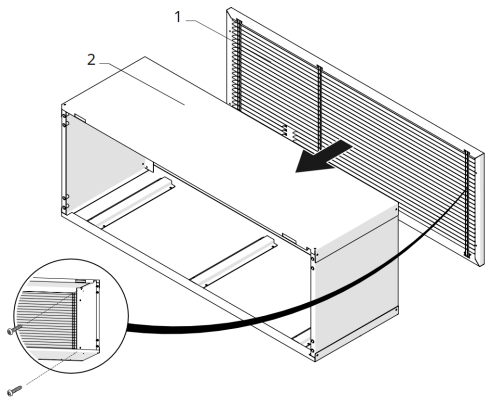
7.2.1 Method 1: Mount louver to sleeve (standard method)

This method applies to installation configurations A and B (see Figure 11).

Use this method when the wall opening depth is 13.85" (352 mm) or less.

1. Attach the louver to the outdoor side of the sleeve using the provided screws

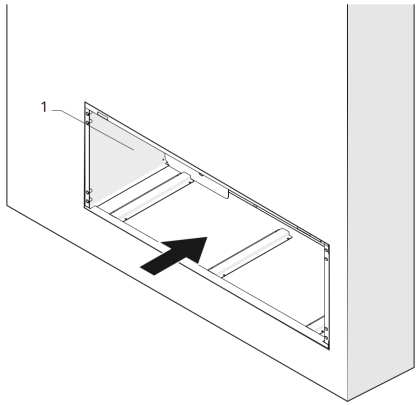
Figure 12. Connecting the external louver to the sleeve



1	External supply louver
2	Sleeve

2. Select the drilling locations at your discretion, based on where the sleeve can be most securely mounted.
3. Drill holes on both sides of the wall opening to install the sleeve.
4. Insert the sleeve into the wall opening and secure it from the inside using mounting screws.

Figure 13. Inserting the sleeve into the wall opening



1	Sleeve

7.2.2 Method 2: Mount external louver to wall (non-standard method)

This method applies to installation configuration C (see Figure 11).

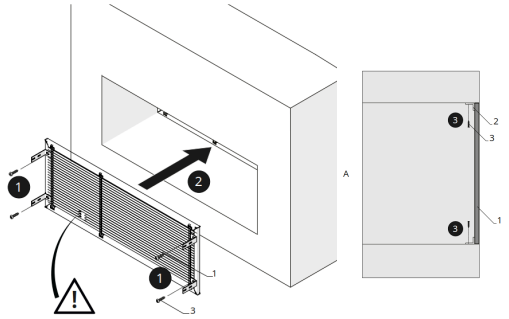
Use this method when the wall opening depth exceeds 13.85" (352 mm).

1. Attach the mounting brackets to the external louver.
2. Insert the louver into the wall opening and secure it directly to the exterior wall

Louver Positioning

Position the louver so that the nebulizer bracket opening is at the bottom left. This orientation is required to insert the nebulizer bracket when the NextGen PTHP unit is later installed in the sleeve.

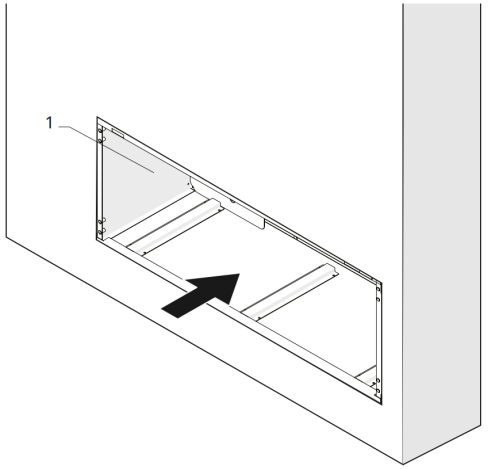
Figure 14. Inserting the louver into the wall mounting bracket



1	External louver
2	Mounting brackets
3	Mounting screw
4	Top view

3. Select the drilling locations at your discretion, based on where the sleeve can be most securely mounted.
4. Drill holes on both sides of the wall opening to install the sleeve.
5. Insert the sleeve into the wall opening until its edge is flush with the front edge of the interior wall opening.

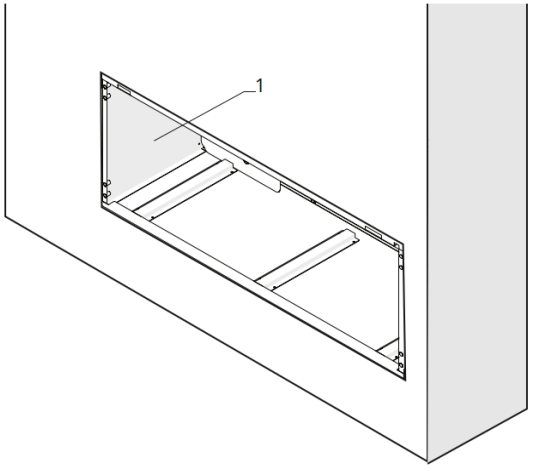
Figure 15. Inserting the sleeve into the wall opening until it is flush



1	Sleeve

6. Secure the sleeve to the wall with mounting screws.

Figure 16. Securing the sleeve



1	Sleeve

7.2.3 Sleeve installation notes

- **If the sleeve is deeper than the wall opening (as shown in Figure 11, Image B).**

A portion of the chassis will protrude into the interior. Add insulation around the exposed section to help prevent heat transfer.

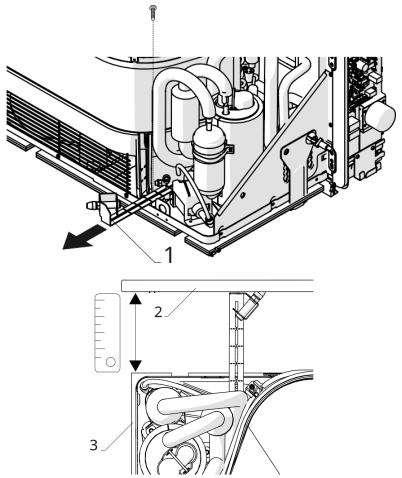
- **If the sleeve is shallower than the wall opening and the unit contains a nebulizer system.**

This configuration requires unscrewing and extending the nebulizer nozzle so it is flush with the external louver.

Before inserting the unit:

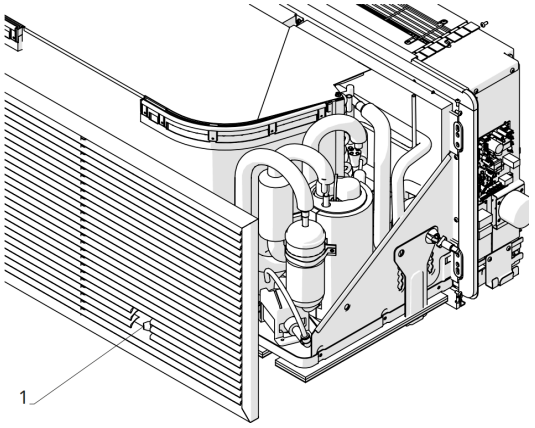
1. Measure the distance between the sleeve and the back edge of the wall opening.
2. Unscrew the nebulizer bracket.
3. Pull the sliding nebulizer bracket out from the unit to match the measured distance.
4. Ensure that the nozzle is aligned with the opening on the bottom left of the external louver.
5. Screw the nebulizer bracket in place.

Figure 17. Pulling out the nebulizer bracket



1	Nebulizer bracket
2	External louver
3	Unit

Figure 18. Aligning the nebulizer with the opening in the louver



1	Nebulizer nozzle

If the unit is shallower than the sleeve, insert insulation foam behind the divider to serve as a baffle between the outside air intake and exhaust.

7.3 Installing the unit into the sleeve

To install the NextGen PTHP unit:

1. Insert the unit into the sleeve.
2. Secure the unit to the sleeve.

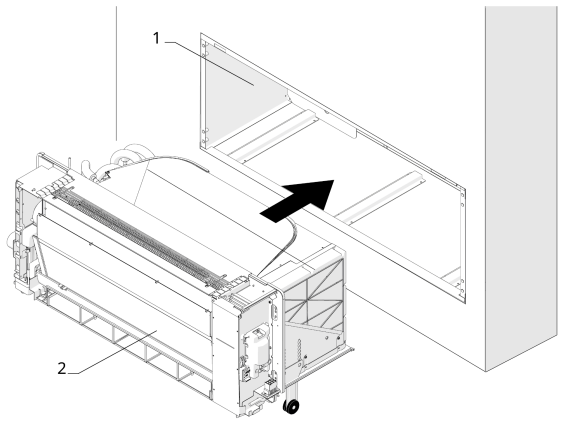
⚠CAUTION

- If the sleeve protrudes more than 7.87" (200 mm) from the wall, a supporting bracket for the unit must be installed. Failure to do so can result in mechanical stress, mounting failure, or damage to the unit or wall surface.

7.3.1 Inserting the unit into the sleeve

1. Align the unit with the sleeve

Figure 19. Aligning the unit with the sleeve



1	Sleeve
2	Unit

2. Before inserting the unit, ensure the power cable remains accessible and unobstructed within the sleeve to allow access for completing the electrical connection.
3. Lift and insert the unit until the back edge of the front panel is flush with the front edge of the sleeve. This is the unit's final installed position

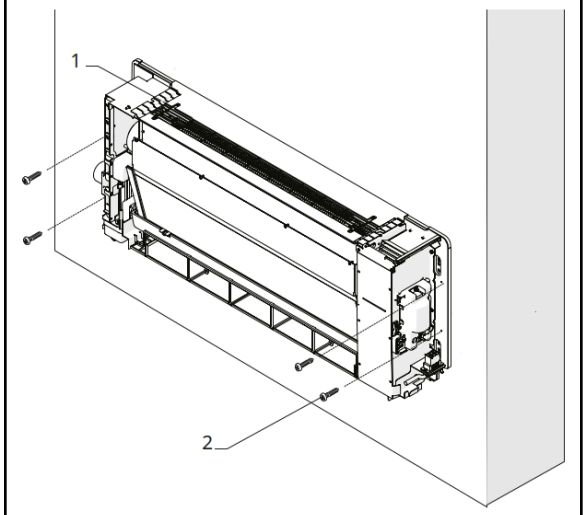
⚠WARNING

- Heavy load. Two or more people are required to lift and mount the unit; respect safe lift limits to prevent injury.

7.3.2 Securing the unit to the sleeve

Ensure that the holes in the NextGen PTHP unit are aligned with those on the sleeve. Use the screws and hex key included with the unit to secure the unit to the sleeve

Figure 20. Securing the unit to the sleeve



1	Unit
2	Screws

7.4 Connecting the wiring to the unit

The NextGen PTHP unit can be connected to the building's electrical system via one of the following:

- An LCDI power cord (default configuration).
- A hardwired connection (field modification required)

⚠CAUTION

- The LCDI power cord or plug can be replaced only by a certified electrician, in compliance with current national and local regulations.
- Do not alter the LCDI power cord or plug.
- Do not use an extension cord to connect the LCDI power cord to an outlet

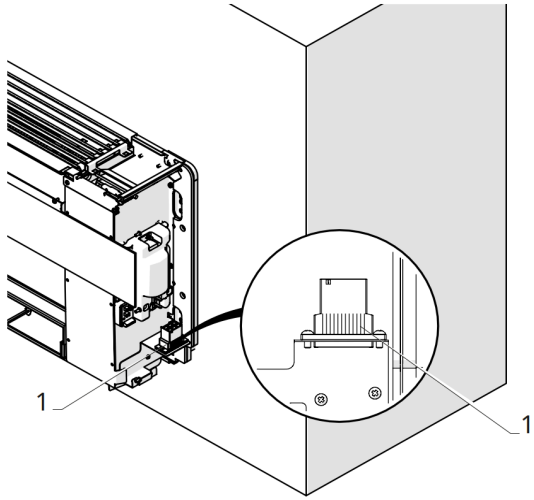
7.4.1 TE power connector and LCDI cord

The NextGen PTHP unit is factory-equipped with a TE 1-917809-3 power connector at the bottom right of the front panel. The connector is wired to three color-coded leads (red, blue, and yellow), which are referenced in the wiring conventions later in this section

Connector handling

- If hardwiring the unit, connect the wiring harness to the connector using the approved mating component.
- Do not remove or replace this connector. If the connector or attached cable is damaged, contact the manufacturer for a service replacement.

Figure 21. TE 1-917809 factory-installed power connector



1	Power connector

7.4.2 Connecting the unit with an LCDI power cord

To complete the connection:

1. Connect the NextGen PTHP unit wires to the open terminals on the TE connector as follows:
   - Yellow (unit) → Green (LCDI) = Ground
   - Blue (unit) → White (LCDI) = Line 1 (Hot)
   - Red (unit) → Black (LCDI) = Line 2 (Hot)
2. Ensure that all wire connections are secure inside the TE connector.
3. Plug the LCDI cord into a dedicated outlet

7.4.3 Connecting the unit with a hardwired connection (optional)

If the LCDI power cord is not used, the NextGen PTHP unit can be hardwired directly to the building's electrical system. To do so:

1. Use the optional whip cord or another approved power cable rated for the unit's voltage, current, and run length.
2. Connect the new power cable to the unit's three wires using an appropriate field-supplied TE 1-917809-3 connector or equivalent:
   - Red and Blue → Live Phases
   - Yellow → Ground

Ensure that the field wiring harness is fully seated in the connector.

3. Connect the other end of the whip cord to a properly rated junction box in accordance with local code:
   - Both live conductors → Separate live phases
   - Ground → System ground

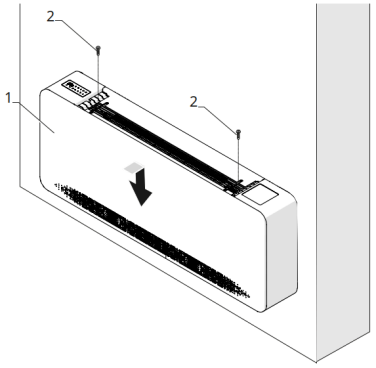
7.4.4 Reattaching the front panel

Note: When connecting a thermostat or dry contact during installation, complete the connection before reattaching the front panel. Refer to Section 9.2 for detailed instructions.

1. Place the front panel over the NextGen PTHP unit.
2. Clip the Onboard Touch Controller back onto the unit, and route the wiring into the area beneath the upper supply grille.
3. Secure the front panel with the screws previously removed (see Section 6.3)

Use a magnetic screwdriver to prevent screws from falling into the unit.

Figure 22. Reattaching the front panel

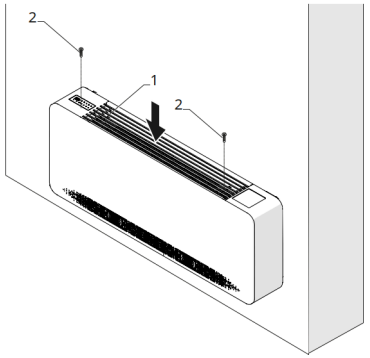


1	Front panel
2	Screws

7.4.5 Reattaching the upper supply grille

1. Place the upper supply grille on the top of the front panel.
2. Secure the upper supply grille with the screws previously removed (see Section 6.2).

Figure 23. Installing the upper supply grille



1	Upper supply grille
2	Screws

8. TESTING THE UNIT

After installation, the NextGen PTHP unit must be tested to ensure proper operation.

To test the unit:

1. Check that the power supply is within an acceptable range and that the unit is properly grounded.
2. Set the unit to Cooling Mode (‘ ’) and select the lowest temperature setting. Verify that it is blowing cold air into the room.
3. Test each fan speed.
4. If installed with a wall-mounted or remote controller, repeat steps 2-5 using the controller.
5. Turn the unit off.
6. Wait for 10 minutes.
7. Set the unit to Heating Mode (‘ ’) at the highest temperature setting, and verify that it is blowing warm air into the room.
8. It will take approximately five to eight minutes for the unit to start producing hot air.
9. Test each fan speed.
10. If installed with a wall-mounted or remote controller, repeat steps 2-5 using the controller.
11. Ensure that the required clearances are not obstructed

9. CONFIGURING OPTIONAL REMOTE CONTROLLERS

9.1 Connecting a thermostat or gateway

Refer to the installation instructions for the controller or gateway used during installation.

When selecting a third-party thermostat for the NextGen PTHP unit, it is recommended to choose one with three fan speeds to maximize the unit's efficiency (as there are three gateways for three speeds).

9.2 Connecting a dry contact

The NextGen PTHP unit supports integration with dry contact devices (voltage-free switch inputs used to control the unit’s operation). These may include occupancy sensors, open-window switches, on/off remotes, or other compatible control systems. When used, these devices can automatically activate or deactivate the unit as needed.

When the dry contact opens, the unit enters standby mode and displays CP (Contact Present) on the screen.

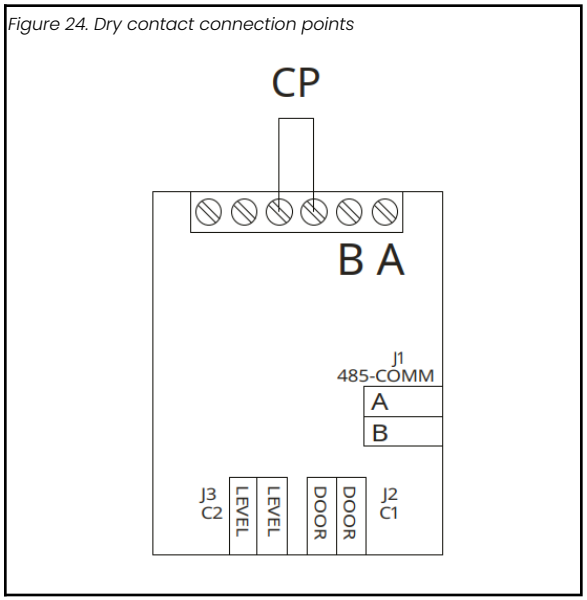
To minimize electrical interference, use shielded solid conductor wire for runs of up to 30 feet (9 m). For runs longer than 30 ft (9 m), use shielded solid four-conductor 18 AWG cable.

For models with auxiliary electric heat, do not abruptly cut power to the unit, as this can cause internal overheating. Instead, use the CP contact to place the unit in standby mode, which enables the unit to run its cool-down ventilation cycle before shutting down completely.

To connect a dry contact:

1. Turn off the power and de-energize the unit. Always switch off the power or turn off the breaker to the unit before any electrical work. Then, wait at least five minutes and confirm that the Onboard Touch Controller display is off before continuing.
2. Remove the Front Panel as described in Section 6.3.
3. Connect the dry contact to the board. Refer to Figure 24 below for the correct connection points.

Figure 24. Dry contact connection points



4. Test that the dry contact works properly.
    a. Power up the unit.
    b. Activate and deactivate the connected control device (for example, occupancy sensor) to verify that the unit responds correctly: turning on and entering standby mode as expected.
5. Reassemble the Front panel as described in Section 7.4.4.

⚠CAUTION

If installing with electric heat strips, advise the owner not to abruptly disconnect the unit from power, as this can cause internal overheating. Instead, use the CP contact to place the device in standby mode, ensuring proper post-ventilation shutdown.

10. SELF-CERTIFYING THE INSTALLATION

Important: The 10-year warranty on the NextGen PTHP unit is not activated unless the installer completes the self-certification process before operating the unit. If the unit operates for more than 30 days without certification, the 10-year warranty is permanently void. Certification is the installer's responsibility.

To ensure proper operation of the NextGen PTHP unit, the installation should be self-certified and approved by INNOVA prior to use.

10.1 Post-installation certification checklist

The following items must be inspected after installation:

Clearances

- ☐ The interior vents are not blocked by any furniture, plants, or window coverings.

Mounting

- ☐ Mount the NextGen PTHP unit plumb (vertical) and level (horizontal). Ensure that no gaps remain between the sleeve and the wall, and that all gaps have been properly insulated.

Accessories

- ☐ An approved external louver is installed.
- ☐ The external louver is installed correctly.
- ☐ The external louver is sealed correctly.
- ☐ The external louver is not blocked by walls or plants.

Electrical

- ☐ The power receptacle is in good working condition, and the LCDI plug fits snugly if using an LCDI cord.
- ☐ The circuit breaker is within the required specifications.

Drainage

- ☐ The condensate drain is connected and working.
- ☐ The external condensate drain is pitched at the correct angle.
- ☐ The external condensate drain's exterior wall drain hole is sealed correctly.
- ☐ If the nebulizer is being used, a sufficient opening is provided in the louver for the nebulizer nozzle, and the nozzle is angled toward the exhaust air stream

11. FINAL STEPS AFTER INSTALLATION

Complete the following tasks before leaving the installation site:

- ☐ **Clean-up:** Remove all packaging materials and wipe down the NextGen PTHP unit with a damp cloth to remove any dust or debris.
- ☐ **User Handoff:** Review the following with the user:
  - Key features and specifications of the unit.
  - Basic operating instructions.
  - Routine maintenance requirements.
- ☐ **Protect the Unit:**
  - If the unit is installed on a construction site or in any area with ongoing dust-generating activities (such as drywall sanding or flooring installation), wrap the unit tightly in plastic to protect it from dust and debris. Disconnect power to the unit during this period.
  - If the unit is installed in an environment with exposure to salt, chemicals, or acidic air, apply a protective coil coating, such as DiversiTech Coil Guard, to protect the coil surfaces from corrosion and ensure long-term performance.

⚠CAUTION

Failure to properly wrap the unit and disconnect its power in dusty or active construction or renovation environments can result in damage to internal components and void the warranty.

12. GLOSSARY

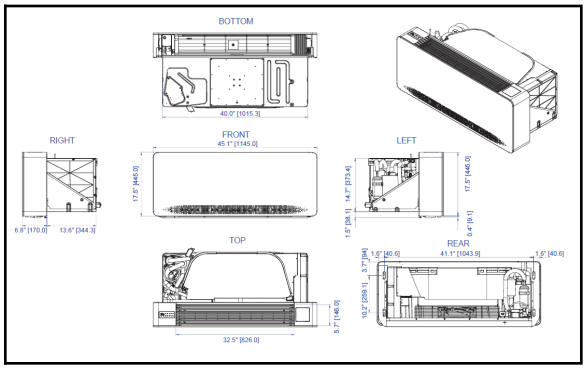
Term	Definition
AWG	American Wire Gauge; conductor sizing standard (e.g., 18 AWG shielded for CP/dry contact).
Contact Present (CP)	Dry-contact state is used to place the unit in standby when an external contact is opened.
Clearances	Required installation clearances around the unit, sleeve, external louver and upper supply grille for airflow/service.
Dry contact	Voltage-free contact input (e.g., window/door, occupancy) that is used to control the unit.
ERV	Energy Recovery Ventilator that exchanges stale indoor air with fresh outdoor air while transferring heat and moisture between the two airstreams. This process improves indoor air quality and reduces the energy required to heat or cool the incoming air.
External louver	Exterior vent with slats that let air pass while resisting rain, debris, pests, and noise. Performance is described by free area, pressure drop, water penetration (esp. wind-driven rain), and sometimes acoustics and screen requirements.
GFCI	Ground-Fault Circuit Interrupter; may cause nuisance tripping with this equipment (follow guide).
Hardwired	Direct electrical connection using a dedicated circuit and flexible conduit (whip) terminating in a junction box, instead of the LCDI cord.
LCDI	Leakage Current Detection and Interruption cord used with the PTAC power connection.
Nebulizer	Device that atomizes condensate and discharges it to the outdoor airstream.
OSHA	Occupational Safety and Health Administration; U.S. workplace safety standards referenced for safe installation and LOTO.
Quick-connect whip cord	An electrical whip cord with a quick-disconnect connector at one end and wire leads at the other for hardwiring the unit.
Sleeve	Wall enclosure that supports and houses the PTAC chassis; must be aligned, leveled, and sealed.
Surge protection	Device or building protection to reduce voltage spike damage to the unit.
TE 1-917809-3	Factory power connector on unit leads for LCDI or hardwired connections.

13. DIMENSIONS

13.1 NextGen PTHP unit only (without optional wall sleeve)

To view the dimensions as a high-resolution PDF, click the link below:

NextGen PTHP Dimensions (without sleeve) (V 5.0...



13.2 NextGen PTHP unit with optional wall sleeve installed

To view the dimensions as a high-resolution PDF, click the link below:

NextGen PTHP Dimensions (with sleeve) (V 5.0).pdf

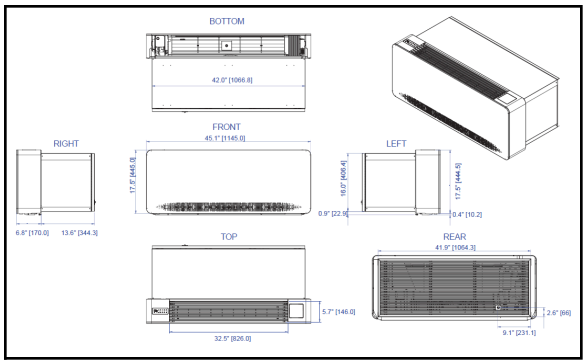


Table 3. Unit & Sleeve Dimensions (Min/Max)

Dimension (in)	Unit (No Sleeve)	Sleeve Minimum (to fit unit)	Sleeve Maximum (for secure fit)
Width	40 (1016 mm)	40 ½ (1029 mm)	42 (1067 mm)
Height	14 ¾ (375 mm)	15 (381 mm)	16 (406 mm)
Depth	13 (330 mm)	13 ½ (343 mm)	15 (381 mm)

14. WARRANTY

14.1 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.

14.2 Optional extended coverage

- **Additional 2-Year Parts & Labor Warranty:** Extends the basic coverage to 4 years labor and 7 years parts.
- **Extended 10-Year Parts Warranty:** Extends parts coverage to 10 years total.
- **Extended 5-Year Full Warranty:** Extends full parts and labor coverage to 5 years total.
- **Extended 10-Year Full Warranty:** Provides a 10-year full warranty on parts, labor, and compressor.
- **Extended 15-Year Full Warranty:** Provides a 15-year full warranty on parts, labor, and compressor.

14.3 Validation requirements

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

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

For detailed terms and conditions, click the link below:

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

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® NextGen PTHP **Installation Guide**